

The Best Care.
Because We Care.



Welcome to the *Care Select* Program Overview

MDwise

Presented by
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MDwise Provider Relations

Provider Sponsored and Directed

MDwise was created by:

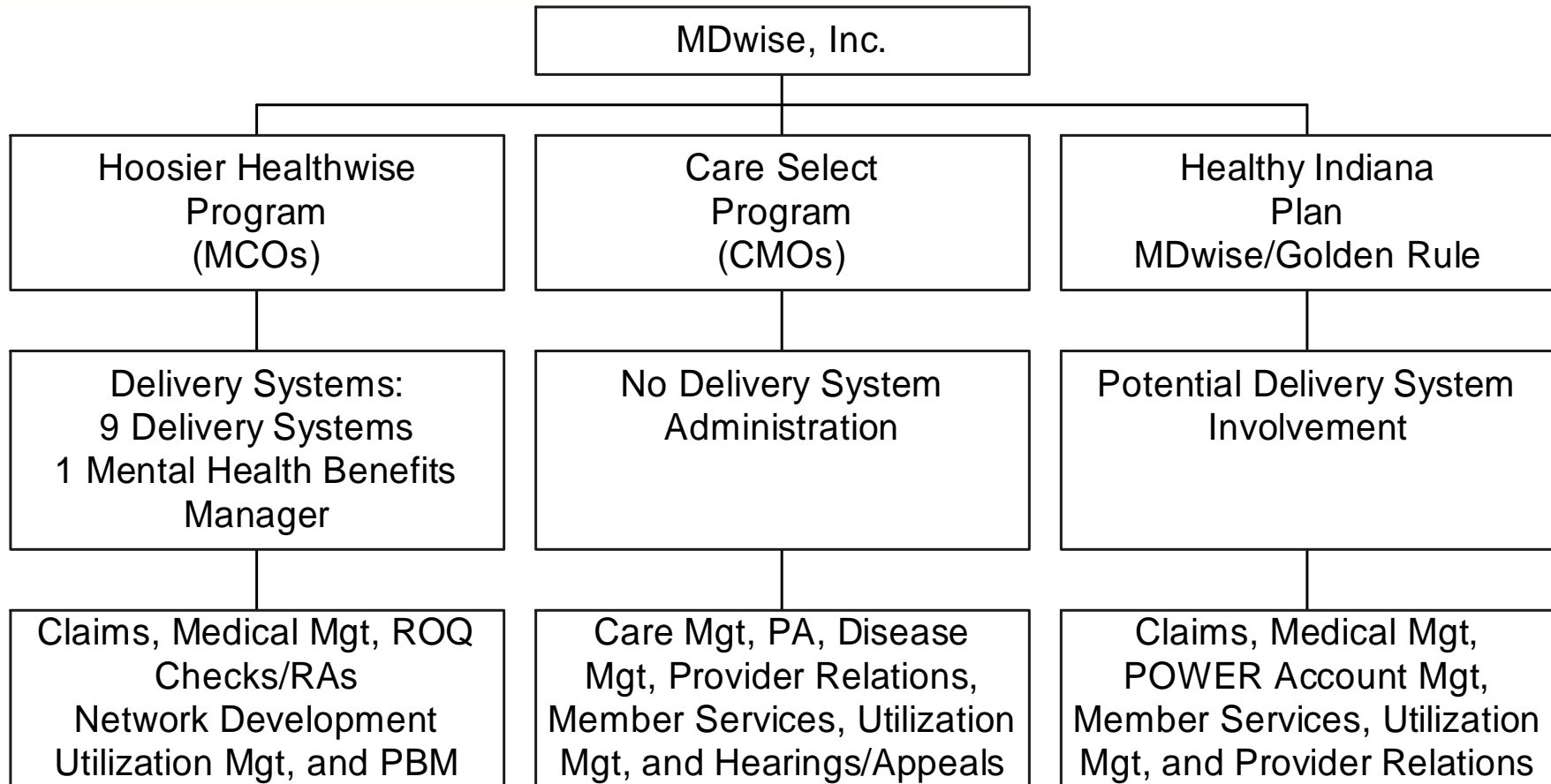
Clarian Health Partners

Wishard Hospital

MDwise Overview

- ❑ Not-for-profit serving low income Hoosiers
- ❑ Serves Hoosier Healthwise, *Care Select*, and Healthy Indiana Plan members
- ❑ 275,000 members across nine delivery systems
- ❑ Safety net approach – delivery systems
- ❑ 13 years of Indiana Medicaid experience
- ❑ Committed to serving the aged, blind, and disabled
- ❑ Successful in managing patient care, quality healthcare, and improving outcomes

MDwise Structure and Lines of Business



Care Select Program Overview

Care Select – Membership

- Replaces the Indiana Medicaid Select Program.
- Program begins with enrollment of members into *Care Select* in the Central Region.
- Member population includes:
 - Aged not eligible for Medicare benefits
 - Blind
 - Physically and mentally disabled
 - Home and Community Based Services (Waiver)

Care Select Population

Care Select – Non-mandatory members

- Wards and children receiving adoptive services
- Breast and Cervical Cancer Groups
- Foster children
- Nursing home patients
- Hospice patients
- Dually eligible members

Care Select – Program Goals

The purpose of the *Care Select* Program is to:

- Tailor treatment plans to individual members.
- Provide care that is holistic and less fragmented.
- Increase involvement of member's participation in health care decisions.
- Involve the member's family, medical providers, other care givers, and behavioral health providers.
- Utilize treatment regimens based on evidence-based guidelines.

Care Select – Covered Benefits

All Medicaid services are covered under the *Care Select* Program and include the following:

- Hospital
- Physician (Primary care and specialist)
- Ancillary (DME, home health, etc)
- Waiver
- LTC (Nursing home)
- Transportation (Emergency and non emergency)

MDwise *Care Select* - Services

The Care Management Organization (CMO) will have three primary focuses:

- ❑ Care Management for all members:
 - Initial evaluation
 - Stratify member based on medical needs
- ❑ Prior Authorization except pharmacy:
 - CMO enters PA information into *IndianaAIM*
- ❑ Disease management call center for MDwise members

MDwise *Care Select* - Services

Other Services Required of the CMO:

- Develop network of behavioral, physical health, and transportation providers and provide training
- Member services including grievances, appeals, and hearings
- 24/7 Nurseline services
- Perform utilization review analysis
- Provider services
- Member education & self management



Care Select – Implementation **Timeline**

- ❑ November 1, 2007 – Program enrollment begins with Central region
 - ❑ Prior Authorization also begins through CMOs on this date
- ❑ March 1, 2008 – Northwest, Northeast, North Central, and East Central regions begins
- ❑ June 1, 2008 – West Central, Southeast and Southwest regions begin

Care Select – Provider Outreach

- Provider mailing campaign
- Regional provider information/training meetings
- Co-sponsoring events to market new program and encourage participation
- IHCP workshops and seminars
- Marketing brochures – members and providers

Care Select – EDS Functions

- Will continue to process claims for all services provided to MDwise *Care Select* members
- Follow the IHCP Provider Manual
- The member must be eligible for Medicaid - check eligibility prior to providing services
- Web interChange
- Remittance advices and claims adjudication
- Claim resolution

Care Select – ACS Functions

- ACS will continue to process and adjudicate pharmacy PA requests.
- EDS will continue to process and adjudicate all pharmacy claims.
- CMO will coordinate care efforts with ACS and EDS.
- CMO will perform utilization review of pharmacy claims history.



MDwise Contact Information

Member Services – Phone: 866-440-2449 or 317-829-8189 (Indy area)

– Fax: 877-822-7188

Prior Authorization – Phone: 866-440-2449

– Fax: 877-822-7186

Care Management/Disease Management – Phone: 866-440-2449

– Fax: 877-822-7187

Provider Relations – Phone: 866-440-2449

- Fax: 317-630-2835

NURSEoncall - 866-440-2449 or 317-829-8189 (Indianapolis area only) Option 3

Website: www.mdwise.org



MDwise *Care Select* Address

MDwise *Care Select* Program

P.O. Box 44214

Indianapolis, Indiana 46244-0214

Attention: MDwise *Care Select* (Specific
Department)

Questions?

Thanks for attending!