

**CENTERS FOR MEDICARE AND MEDICAID SERVICES  
SPECIAL TERMS AND CONDITIONS**

**56. Independent Consumer Supports.** To support the beneficiary's experience receiving medical assistance and long term services and supports in a managed care environment, the state shall create and maintain a ***permanent system*** of independent consumer supports to assist enrollees in understanding the coverage model and in the resolution of problems regarding services, coverage, access and rights.

a. Core Elements of the Independent Consumer Support System.

i. ***Organizational Structure.*** The Independent Consumer Supports System shall operate independently from any Centennial Care MCO. Additionally, to the extent possible, the system shall also operate independently of the Medical Assistance Division of the Human Services Department. The organizational structure of the support system shall facilitate transparent and ***collaborative operation with beneficiaries, MCOs, and state government.***

ii. ***Accessibility.*** The services of the Independent Consumer Supports System are available to all Medicaid beneficiaries enrolled in Centennial Care receiving long-term services and supports (***institutional, residential and community based***). The Independent Consumer Supports system must be accessible through ***multiple entryways (e.g., phone, internet, office)*** and ***must reach out to beneficiaries*** and/or authorized representatives ***through various means (mail, phone, in person)***, as appropriate.

iii. ***Functions.*** The Independent Consumer Supports system ***assists beneficiaries to navigate and access covered*** health care services and supports. Where an individual is enrolling in a new delivery system, the services of this system ***help individuals understand their choices and resolve problems and concerns that may arise between the individual and a provider/payer.*** The following list encompasses the system's scope of activity.

1. The system shall offer beneficiaries ***support in the pre-enrollment stage***, such as unbiased health plan choice counseling and general program-related information.
2. The system shall service as an ***access point for complaints and concerns*** about health plan enrollment, ***access to services, and other related matters.***
3. The system shall ***help enrollees understand the fair hearing, grievance, and appeal rights and processes*** within the health plan and at the state level and ***assist them through the process if needed/requested.***
4. ***The system shall conduct trainings with Centennial Care MCO as well as providers on community-based resources and supports that can be linked with covered plan benefits.***

iv. ***Staffing and training.*** The Independent Consumer Supports system must ***employ individuals who are knowledgeable*** about the state's Medicaid programs; beneficiary protections and rights under Medicaid managed care arrangements; and the health and service needs of persons with complex needs, including those with a chronic condition, disability, and cognitive or behavioral needs. In addition, the Independent Consumer Supports System shall ensure that its services are delivered in a culturally competent manner and are accessible to individuals with limited English proficiency. The ***system ultimately developed by the State*** may draw upon existing staff within the chosen organizational structure and provide substantive training to ensure core competencies and a consistent consumer experience.

v. ***Data Collection and Reporting.*** The Independent Consumer Supports System shall track the volume and nature of beneficiary contacts and the resolution of such contacts on a schedule and manner determined by the state, but no less frequently than quarterly. ***This information will inform the state of any provider or contractor issues and support the reporting requirements to CMS.***

b. Independent Consumer Supports System Plan. The state shall submit a plan to CMS describing the structure and operation of the Independent Consumer Supports system that aligns with the core elements provided in STC 56(a)

# INTERNATIONAL HEALTH CARE ASSISTANCE SERVICES SPECIAL TERMS AND CONDITIONS

1. This program is designed to provide health care services to individuals in need of such services who are unable to pay for such services through their own resources. The program is administered by the International Health Care Assistance Services, a non-profit organization.

2. The program is open to individuals who are citizens or permanent residents of the United States and who are unable to pay for health care services through their own resources. The program is subject to the availability of funds and the approval of the International Health Care Assistance Services.

3. The program is subject to the following conditions: (a) The program is subject to the availability of funds and the approval of the International Health Care Assistance Services. (b) The program is subject to the terms and conditions of the program as set forth in the program manual. (c) The program is subject to the terms and conditions of the program as set forth in the program manual.

4. The program is subject to the following conditions: (a) The program is subject to the availability of funds and the approval of the International Health Care Assistance Services. (b) The program is subject to the terms and conditions of the program as set forth in the program manual. (c) The program is subject to the terms and conditions of the program as set forth in the program manual.

5. The program is subject to the following conditions: (a) The program is subject to the availability of funds and the approval of the International Health Care Assistance Services. (b) The program is subject to the terms and conditions of the program as set forth in the program manual. (c) The program is subject to the terms and conditions of the program as set forth in the program manual.

6. The program is subject to the following conditions: (a) The program is subject to the availability of funds and the approval of the International Health Care Assistance Services. (b) The program is subject to the terms and conditions of the program as set forth in the program manual. (c) The program is subject to the terms and conditions of the program as set forth in the program manual.

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