



HUMAN SERVICES

DEPARTMENT

Centennial Care Enrollment and Education
Presentation to the Legislative Health and Human Services Committee
Julie Weinberg, Director, Medical Assistance Division, HSD
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Centennial Care Update

- ▶ CMS approved the Centennial Care waiver on July 12.
- ▶ The waiver documents are posted on the HSD website.
- ▶ The waiver documents are:
 - A list of the waivers and expenditure authorities granted by CMS.
 - A set of 126 special terms and conditions (STCs) plus attachments.

Centennial Care Update

- ▶ In February, HSD signed contracts with the four Centennial Care MCOs:
 - Blue Cross Blue Shield of New Mexico
 - Molina Health Care of New Mexico
 - Presbyterian Health Plan
 - United Health Care Community Plan of New Mexico
- ▶ Since that time, HSD and the four MCOs have been involved in readiness activities for “go live” on January 1, 2014.
- ▶ HSD’s first round of readiness reviews on-site at the MCOs begins August 12.

Centennial Care Enrollment

- ▶ All Medicaid recipients will have from October 15 to December 1 to select their Centennial Care MCO and will receive a notice encouraging them to do so.
- ▶ Recipients who are required to be in Centennial Care but who do not select an MCO on time will be auto-assigned to an MCO.
- ▶ Recipients required to be in Centennial Care who are in a current MCO that is also a Centennial Care MCO will be auto-assigned to their current MCO.

Centennial Care Enrollment

- ▶ All other recipients who are required to be in Centennial Care who do not select an MCO will be randomly auto-assigned to a Centennial Care MCO.
- ▶ Recipients will then receive notices confirming their MCO selection or auto-assignment.
- ▶ The notice will also inform recipients that they will have a 90-day period beginning January 1, 2014 to select a different MCO.

Centennial Care Enrollment

- ▶ Recipients will be informed about the ways they can register their Centennial Care MCO selection:
 - Special Medicaid Website (*not* YES–NM)
 - Automated Voice Response System (AVRS) with toll-free phone number
 - U.S. Mail with postage–paid envelope
 - Call Center with toll-free phone number
- ▶ Website and AVRS available 24/7

Centennial Care Enrollment

- ▶ Information will be included in all pertinent notices that Native American recipients are not required to be in Centennial Care but can choose to enroll if they want to.*
- ▶ Currently, about 10,000 Native Americans have “opted-in” to the Salud program.

*Note: Native Americans who meet nursing home level of care or who have both Medicare and Medicaid are required to be in Centennial Care.

Centennial Care Enrollment Timeline

September 15 –
notices mailed to
all Medicaid
recipients about
choosing their
Centennial Care
MCO

December 1 –
last day for
recipients to
select their
Centennial Care
MCO

October 15 –
recipients can
start selecting
their Centennial
Care MCO

January 1 –
Centennial
Care begins



Centennial Care Education

- ▶ HSD has 180 Centennial Care educational events planned throughout the state beginning the 2nd week of August.
- ▶ Events are scheduled at times and locations that are convenient for the different populations that the Medicaid program serves.

Centennial Care Education

- ▶ Along with HSD program and education staff, the four MCOs will attend every event.
- ▶ At Native American–focused events, IHS or Tribal 638s will be invited to attend.
- ▶ Radio and TV spots will raise awareness about Centennial Care and the education events.
- ▶ Advertising spots started running in mid–July.

Centennial Care Education

Radio, Television and Print Advertising Plan

- **Wave 1: General messaging ("What is Centennial Care")**
Began in July; some overlap with Wave 2; end the beginning of August.
- **Wave 2: Event Promos ("Find out about events in your area")**
Beginning approximately July 15th; some overlap with wave 3; stop at the end of October.
- **Wave 3: MCO Choices ("The time is now to make the right choice for you about your care")**
These will begin September/October and have some overlap with the wave 2 spots; they will continue through December.



Centennial Care Education

- ▶ Event curriculum will include complete information about the Centennial Care program.
- ▶ Curriculum will also include information about the adult Medicaid expansion including:
 - Eligibility requirements
 - How, when and where to apply

Centennial Care & Expansion

- ▶ The Medicaid adult expansion group will be included in Centennial Care.*
- ▶ Expansion eligibles (along with all new Medicaid applicants) will choose their MCOs at the time of their application.
- ▶ Like all other Centennial Care members, they will have a 90-day period after their Centennial Care MCO enrollment begins to select a different MCO if they want to.

*Note: Except for Native Americans who are not otherwise required to be in Centennial Care.

Expansion Update

- ▶ Expansion eligibility begins on January 1, 2014.
- ▶ People can apply for expansion eligibility starting January 1.
- ▶ Applications can be submitted on-line through YES-NM. People do not have to go to an ISD office.

Expansion Update

- ▶ People can choose to apply earlier beginning on October 1.
- ▶ At that time, they will be assessed for current eligibility categories.
- ▶ If they do not qualify for current categories, they will then be assessed for expansion eligibility.

Expansion Update

- ▶ If, at that time, the applicant is found to qualify for Medicaid expansion eligibility, a letter will be sent notifying the applicant of the eligibility approval effective January 1, 2014.
- ▶ If the applicant doesn't qualify (income is too high) a letter will be sent notifying the applicant of the denial and that the application was sent to the exchange for evaluation.

Centennial Care & Expansion



