

## ICI Implementation Council

July 18, 2018  
Meeting Notes

### Attending:

Jen Bowdoin, EOHHS; Diana Beaton, EOHHS; Alison Buckser, EOHHS; Tim Pappalardo, CMS; Maryanne Ligotti, CMS; Kelly Lee, PACE; George Dubuque, UWRI; Kim Capuano, UWRI; Sylvia Bernal, UWRI; Jennifer Duhamel, EOHHS; Mary Ladd, DEA; Kathy McKeon, Diocese of Providence; Jim Nyberg, Leading Age RI; Nicholas Oliver, RI Partnership for Home Care; Sam Salganik, RIPIN; Suzanne Carson, Tri-Town CAP; Alison Croke, NHPRI; Lisa Carcieri, NHPRI; Andrew Petersdorf, CareLink; Mike Walker, CareLink; Gretchen Bell, NHPRI; Deanne Gagne, Advocates in Action; Mary Okero, DD Council; Craig Dwyer, Office of the Lt Governor; Sandra Fourier, Seven Hills RI; Jackie Morgan, Seven Hills RI.

### Welcome:

- Tim Pappalardo and Maryanne Ligotti from CMS attended via telephone. Someone from CMS will regularly attend meetings this way.
- Committee staffers Moe Bourdeau and Lauren Lapolla have left EOHHS for other opportunities.

### Enrollment Activities and Update

- *Enrollment notices sent:* At the end of July, opt-in enrollment notices will be sent for September 1 enrollment, and passive enrollment notices to residents of nursing homes for October 1 enrollment. The enrollment dates/waves are on EOHHS' ICI webpage.
- *Number of people enrolled:* Three people enrolled for the July 1 enrollment date. About 80-90 people enrolled by the August 1 enrollment date. The total eligible population for passive enrollment is about 17,500 people. More exact numbers will be available at the next meeting.
- *Enrollment notices:* The enrollment notices come in two colors; the opt-in letter is blue, while the passive letter is yellow. Two notices are sent out—one at least 60 days before effective enrollment, and one at least 30 days before effective enrollment. All ICI notices are on OHHS' ICI webpage.
- *Enrolling before receiving a notice:* EOHHS has identified some glitches in the system for beneficiaries who want to enroll before they receive their notice. If someone enrolls early and some data is missing in the system, EOHHS has to honor the application date, which means retro-actively enrolling people into system and retroactively dis-enrolling them from other programs. This can create communication problems for consumers and the general public because it is a complex situation.
- *Response to questions:*
  - Ms. Bowdoin will send the Medicare-Medicaid Eligible Counselors (MMEs) the names of the nursing homes with the most potential members so that the MMEs can be proactive in outreach.
  - One nursing home is not in Integrity but since none of its residents are Unity members, they will not be eligible for the opt-out enrollment. Neighborhood has reached out to that provider to participate in the ICI.

## **Call Center Report**

- *Numbers:* There has been a large jump in calls compared to the beginning of the enrollment period. Currently there are 80-100 calls per week. The biggest reason for calling is for information, while the next biggest reason is to enroll in the plan. Ms. Bowdoin will provide more call center data at the next meeting.
- *Referrals:* The Call Center refers callers to MMEs as appropriate and refers to NHPRI for questions about doctors, list of covered drugs, etc. EOHHS is preparing scripts for the Call Center to answer basic questions about Medicaid Advantage plans.
- *Performance:* The average call length is eight minutes, and there is practically no waiting time. So far there has not been any feedback that people are not having their questions addressed.

## **Ombudsman Program Update**

- *Timing:* Contract negotiations are complete, and EOHHS is in the final stages of setting up the ombudsman contract so there should be an Ombudsman program soon. RIPIN was the only bidder.
- *Program name:* The program needs a name, and the name does not have to include the word “ombudsman”; feedback from other states shows that people do not really know what the word “ombudsman” means. Please give Jen Bowdoin or Diana Beaton suggestions for names.

## **Implementation Council Update**

- *Nominations:* EOHHS received 28 nominations. Nominations were split evenly between consumers, advocates, and providers. Everyone nominated should have been contacted by EOHHS if not, please contact Jen Bowdoin or Alison Buckser.
- *Orientation:* EOHHS wants to empower members to take the lead on the council so there will be an orientation for the new consumer members in the fall. After the orientation, EOHHS will see how many consumers still want to be on the Council. The number of consumers will determine the size of the council as at least half of the members must be consumers.
- *Provider subgroup:* There has been a request for a provider subgroup. It will begin in the fall. EOHHS will send out an email asking for volunteers for this group.

## **Outreach Materials and Activities**

- *NHPRI outreach:* For second wave, NHPRI member services called members to let them know about the notices that they would receive. Members wanting to learn more or to enroll were transferred to the Call Center. Postcards were sent to everyone in the second wave. NHPRI has also been giving presentations to a wide variety of providers for the last several months.
- *MME outreach:* MMEs are aggressively reaching out to providers such as nursing homes and assisted living facilities, as well as DEA case manager supervisors. MMEs are doing presentations with SHIP counselors and are going to where the eligible population visits, such as nutrition sites.
- *EOHHS outreach:* EOHHS is reaching out to residential service coordinators, nursing home social workers, BHDDH social worker staff, and large physician practices.
- *Printed materials:* Materials are being developed, including booklets, coasters, and flyers. Contact Ms. Beaton to request outreach materials or a presentation.

**Public comment**

- There were no additional comments.
- If people have specific requests for August's agenda, email them to Ms. Bowdoin or Ms. Beaton.