

ICI Implementation Council

August 15, 2016

Meeting Notes

Attending: Jen Bowdoin, EOHHS; Diana Beaton, EOHHS; Alison Buckser, EOHHS; Kelly Lee, PACE; George Dubuque, UWRI; Kim Capuano, UWRI; Sylvia Bernal, UWRI; Jennifer Duhamel, EOHHS; Sam Salganik, RIPIN; Mike Walker, CareLink; Gretchen Bell, NHPRI; Dianne Ross, Advocates in Action; Craig Dwyer, Office of the Lt Governor; Collen McFee, CareLink; Margaret Gradie, RI Dept of Health; Ray Runnel, RIOP; Leena Sharma; Karina Gibbs, RIPIN; B Whettle, NHPRI; Virginia Burke, RIHCO; Sandy Curtis, EOHHS; Kathleen Heren, Alliance for Better Long Term Care.

Welcome:

- Maryanne Ligotti from CMS planned to attend via telephone but would be late.

Enrollment Activities and Update

- *Active enrollments as of August 1, 2016:*

| <i>Population</i> | <i>Individuals enrolled</i> |
|--|-----------------------------|
| Individuals with severe and persistent mental illness | 10 |
| Individuals with intellectual and developmental disabilities | 1 |
| Individuals living in the community with LTSS | 18 |
| Individuals residing in nursing facilities | 1 |
| Individuals living in the community without LTSS | 42 |
| Total | 78* |

*6 enrolled members have not yet been assigned to a population

- *Identified enrollment issues:*
 - Some people tried to enroll before they received their enrollment letter, so it was uncertain if in fact they were eligible. EOHHS had to determine if they were eligible and then enroll them ahead of the wave that they were supposed to be in. They will have a retroactive enrollment date; this may cause some disruption because they would have to be retroactively dis-enrolled from their other Medicare health and drug plans. This affected about 45 people. CMS gave permission to outreach to them and ask if they want to be put in retrospectively or prospectively. Jenn Bowdoin stated that she would prefer it to be prospective but retroactive requests will be honored. The 45 people in this situation are currently enrolled in NHPRI Unity.
 - About 750 were passively enrolled into INTEGRITY in error. This problem will be fixed with no effect on consumer. For the people with employer-sponsored plans who were passively enrolled in error, CMS is working to make sure that they are re-enrolled into their employer-sponsored plan with no penalty to the individual. All of the people inadvertently enrolled will receive letters saying that they have been dis-enrolled from INTEGRITY. If someone has received a passive enrollment notice in error, they should call the enrollment line to opt-out. As long as they call before the effective date, they will be put back in their original health and drug plan.

Call center report

- *Application processing:*

| Month | Applications entered | Incomplete Applications | Other |
|--------------------------------|-----------------------------|--------------------------------|--------------|
| <i>June 2016</i> | 72 | 10 | 74 |
| <i>July 2016</i> | 180 | 22 | 4 |
| <i>August 2016 (as of 8/6)</i> | 155* | 17 | 0 |
| Total | 407** | <i>n/a</i> | 14*** |

*Includes 52 applications that could not be previously processed

** Not all 407 are fully opted in as of 8/6, because they may have changed their mind or were not fully qualified.

***14 applications are pending for a variety of reasons

- *Call Statistics:* Jen Duhamel will ask the times/days that the calls are heaviest and lightest. The number of calls has been growing over time. Call length has been stabilizing at about 6 minutes.

| Week ending | Total calls received | Total calls answered | # unique callers | Average call length (minutes) | # Spanish speaking calls |
|--------------------|-----------------------------|-----------------------------|-------------------------|--------------------------------------|---------------------------------|
| 6/4/16 | 8 | 8 | 8 | 7:13 | 0 |
| 6/11/16 | 30 | 30 | 29 | 6:36 | 3 |
| 6/18/16 | 24 | 24 | 22 | 10:34 | 0 |
| 6/25/16 | 15 | 15 | 15 | 7:46 | 2 |
| 7/2/16 | 99 | 99 | 92 | 7:14 | 10 |
| June Total | 176 | 176 | 166 | 7:50 | 15 |

| Week ending | Total calls received | Total calls answered | # unique callers | Average call length (minutes) | # Spanish speaking calls |
|--------------------|-----------------------------|-----------------------------|-------------------------|--------------------------------------|---------------------------------|
| 7/9/16 | 82 | 82 | 77 | 7:55 | 14 |
| 7/16/16 | 87 | 87 | 85 | 7:35 | 11 |
| 7/23/16 | 57 | 57 | 53 | 6:52 | 4 |
| 7/30/16 | 152 | 152 | 142 | 5:57 | 17 |
| July Total | 378 | 378 | 357 | 6:49 | 46 |

| Week ending | Total calls received | Total calls answered | # unique callers | Average call length (minutes) | # Spanish speaking calls |
|---------------------|-----------------------------|-----------------------------|-------------------------|--------------------------------------|---------------------------------|
| 8/6/16 | 195 | 195 | 185 | 6:39 | 21 |
| August Total | 195 | 195 | 185 | 6:39 | 21 |

- *Reasons for calls:*

| Month | Dis-enrolled from Integrity | Opted out of Integrity | Provided information | Entered application | Transferred calls |
|-------------------------|------------------------------------|-------------------------------|-----------------------------|----------------------------|--------------------------|
| June 2016 | 0 | 0 | 100 | 38 | 12 |
| July 2016 | 0 | 0 | 169 | 103 | 62 |
| August 2016 (as of 8/6) | 2 | 17 | 70 | 54 | 25 |
| Total | 3 | 17 | 339 | 195 | 99 |

- *Reasons given for opt-outing and dis-enrolling:* The following list shows the reasons most given; other reasons are tracked as well:
 - Satisfied with enrollment coverage

- Wants to cancel enrollment
- Provider doesn't participate
- Does not want to join
- Needed service not covered
- Does not want to lose Medicare Advantage
- Medications are not covered
- Satisfied with current coverage (unspecified)
- The call center has not encountered people who have lost their Medicaid and thus lost eligibility. One more comprehensive call center report will be developed in the future.

Updates

- *Ombudsman program.* OHHS has a fully executed contract with RIPIN to run the ombudsman program. Sam Salganik of RIPIN gave a presentation on the work that RIPIN does and some of the details on the program. (See attached handout.)
 - *Response to questions*
 - Any systemic inconsistencies that are identified are reported back to EOHHS and OHIC.
 - Any full dual who is eligible for the ICI Phase 2 qualifies for RIPIN's ombudsman services, even if they do not want to be enrolled in the ICI Phase 2.
 - Medicaid-Medicare Eligibility Counselors (MMEs) can call RIPIN on behalf of clients as long as the client has signed a confidentiality release
 - Mr. Salganik will send Kathy Heren flyers to give to her staff.
- *Implementation Council:* About 28 nomination forms were submitted. The number of consumers who ultimately commit to the council will drive the number of total members. An orientation session for the consumers is being planned for September/October. If someone sent in a nomination form and did not receive an acknowledgement telephone call or email, they should contact Ms. Bowdoin. There is plenty of room on the Council for the providers. A provider subgroup will be starting in the fall.

Outreach activities

- *Outreach materials:* Diana Beaton brought newly developed outreach materials. The materials do not have the Ombudsman number because the contract had not been finalized when materials were printed.
- *Provider outreach:* EOHHS is reaching out to providers whose patients may be eligible for INTEGRITY. In addition to the physician outreach, EOHHS will be reaching out to the office managers and support staff.
- *Website:* The website has been updated with the enrollment schedule and other documents.
- *MME outreach:* MMEs have gone to nursing homes and senior housing to meet with beneficiaries. They have had 50 meetings in the last two weeks. Meetings with individuals last about 2 hours. Most of the MME calls have come about after the passive letters went out. Please let MMEs know about events so that they can arrive with the 211 van and meet with potential clients.

PACE:

- At the September ICI Council meeting, PACE will give an in-depth presentation. PACE has opened a new site in Woonsocket. They currently have two sites—Providence and Westerly.

Public Comment

- None.