



**Connect Care**  
**CHOICE** *A Care Management  
and Wellness Program*

comprehensive health care for adults  
**Rhody  
Health Partners**



Update to the Global Waiver Task Force  
RI Department of Human Services  
September 23, 2009

# Guiding Principles of Global Waiver

- Re-balance Long-Term Care
- Smart Purchasing
- Consumer Empowerment and Choice
- **Mandatory Enrollment in Care Management**
  - **Enrollment into a managed care option for adults became mandatory July 1, 2009**
  - **Phased in enrollment on September 1, 2009 and October 1, 2009**

## In the Beginning...

- 2005 General Assembly session directed DHS to create managed care options for adults
- Legislation was sponsored by Governor's Commission on Disabilities
- Dozens of stakeholder meetings conducted around the state in 2006
- Began voluntary program in 2008 – clients could opt-out back into fee-for-service at any time.
  - Opt-out rate was extremely low (5-7%)

# Two Managed Care Options

## Connect Care Choice

- A primary care case management model
- Nurse care manager on-site at participating practices
- Clients remain in Medicaid fee-for-service delivery system

## Rhody Health Partners

- Health plan model
- Clients enrolled in a health plan
- Local care managers at health plan
- Other health plan functions like member services, care coordination, etc.

# Connect Care Choice/ Rhody Health Partners: who can participate?

Adults on Medicaid fee-for-service who:

- are 21 years old or older
- live in the community (at home, assisted living, or group home)
- do not have other health insurance (Medicare or insurance from an employer)
- live in Rhode Island
- Categorically eligible for Medical Assistance

NOTE: Medically needy clients can enroll in CCC

# Connect Care Choice: what is it?

- Primary Care Providers (PCP) create an advanced medical home by partnering with the patients to ensure all of their health care is effectively managed and coordinated
- Participating Practices link to behavioral health providers for beneficiaries with co-occurring conditions; provide screening, referral and on-going coordination.
- Participating Practices adopt e-prescribing, e-billing and computerized evidenced-based clinical decision guidelines at the point of care.
- Physicians partner with Nurse Care Managers (integrated into or dedicated to practice) to coordinate chronic care to encourage patient self-management and prevent avoidable complications

# CCC Participating Practices

- Thundermist Health Center
- Providence Community Health Center
- Comprehensive Community Action
- Aquidneck Medical Associates
- Anchor Medical
- Blackstone Valley Community Health Care
- Coastal Medical
- East Bay Community Action Program
- Hillside Family Medicine
- Memorial Hospital
- Rhode Island Hospital/Miriam
- University Medicine Foundation
- St. Joseph Health Services
- Tri-Town Health Center
- University Medical Group/Roger Williams Hospital Clinic

# Rhody Health Partners: what is it?

- One of two health care options
- Members enroll in a participating health plan
- RHP Health Plans:
  - Neighborhood Health Plan of Rhode Island
  - UnitedHealthcare of New England



# Rhody Health Partners:

## what is it?

- Health Plan Customer Service
  - Questions about covered benefits, finding a provider, etc.
  - Assistance in coordinating medical transportation or interpreter services
- Access to Health Plan's provider network – primary, specialty and behavioral health care
- Care Management – interdisciplinary team
  - Initial health screen conducted to assess unmet medical, social and behavioral health needs
  - Short-term and intensive care management to facilitate efficient use of health care services
  - Education on health conditions and use of services

# Rhody Health Partners: Voluntary Enrollment

Neighborhood Health Plan of RI	4,751
UnitedHealthcare of New England	4,788
TOTAL	9539

# Connect Care Choice Voluntary Enrollment

1807 clients in 12 participating practices

# Projected Mandatory Enrollment

	<b>September Total Enrollment</b>	<b>October Total Enrollment</b>
Connect Care Choice <sup>①</sup>	2466	2488
Rhody Health Partners	10,387	11,692

<sup>①</sup> Connect Care Choice now has 17 participating practices

# Current Activities

- Anyone not enrolled in a managed care option received an enrollment letter in late July or late August with start dates 9/1/09 and 10/1/09 respectively
- Current enrollees also received an “open enrollment” letter.
- Clients may switch between programs or health plans until 12/31/09. After that time, members can switch during annual open enrollment.

# Enrollment Help Line

## (401) 784-8877

- Customer service
- Telephone counseling-
  - Non-biased help deciding among Rhody Health Partners or Connect Care Choice
- Help switching to a different program or health plan



## Questions ?

- Website:  
[www.dhs.ri.gov](http://www.dhs.ri.gov) under Services for Adults >  
Medical Assistance Program
- Enrollment Help Line  
(401) 784-8877 Mon – Fri 8 am – 3 pm

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