

Personalized Care

BRINGING OUR PROMISE TO LIFE...EVERY DAY

NetworkCares 2010



Content by:
Jessica VanderZanden

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Welcome

- **Welcome to the *NetworkCares* online course**
- **To advance to the next page, click the flashing *Next* button below**
- **To review the previous slide, click the *Back* button**



Learning Objectives

- Upon Completion of the Course, attendees will be able to successfully complete the course assessment (score 80% or greater) and reliably work with our NetworkCares Special Needs Plan members. They will have the knowledge and resources necessary to serve this unique population.

Medicaid

- Federal / State public health insurance program administered by Centers for Medicaid and Medicare Services (CMS) and the Wisconsin Department of Health and Family Services (DHFS)
- Also called: Medical Assistance, MA, Title 19, T19

Medicaid, *cont.*

- Federal mandate – all states must participate in Medicaid programs to serve low income:
 - Children and their caretakers
 - Pregnant women
 - Elderly
 - Disabled

Medicaid, *cont.*

- Approximately 70% of all nursing home residents, 33% of all births, 20% of children in the United States are covered by a category of Medicaid
- Over 50 categories of Medicaid in Wisconsin (always changing)

Elderly, Blind, or Disabled (EBD) Medicaid

- Is a Medicaid program for people who are age 65 or older, blind, or disabled
- Multiple Categories of EBD Medicaid

Medicaid For the EBD Disabled Plans

- How to Apply
 - You can apply with the local county or tribal agency online at access.wi.gov, by mail or phone.
 - If you choose to apply by mail, complete the Medicaid for the Elderly, Blind or Disabled Packet (F-10101). You can get the application online at dhs.wisconsin.gov/em/customerhelp, by calling Member Services at 1-800-362-3002 or from your local agency.

Medicaid For the EBD Disabled Plans

- Medicaid Standard Plan
- Medicaid Purchase Plan (MAPP)
- Long-Term Care
- Home and Community Based Waiver (HCBW)
- Family Care
- Institutional Medicaid (Hospital, Nursing Home, Institutions for Mental Disease)
- Emergency Services
- Tuberculosis Services
- Medicare Savings Plans

Medicaid Medical Co-Payments

- You may be required to pay a part of the cost of a service. This payment is called a co-payment.

Medicaid Medical Co-Payments

- The following services do not have a co-payment:
 - Emergency services
 - Services related to pregnancy
 - Services provided to children younger than 18 years of age
 - Services provided to nursing home residents
 - Clozapine management
 - Family planning services provided by a family planning clinic
 - Well Woman Medicaid services

Medicaid Medical Co-Payments

- The amount of co-payment you may need to pay will be between \$0.50 and \$6 and is based on the cost of the service (listed below are some examples):

Cost of Service

Co-payment

Up to \$10.00

\$0.50

From \$10.01 to \$25.00

\$1.00

From \$25.01 to \$50.00

\$2.00

Dual Eligible Members

- People who have both Medicare and Medicaid are known as “dual eligibles”
 - Typically a vulnerable and costly group
 - They are entitled to all benefits coverage by Traditional Medicare. Medicare serves as the member’s primary insurance payer.
 - Dual Eligibles can be any age over 18
 - However, not all people over 18 on Medicaid are Dual Eligibles

Dual Eligible Members, *cont.*

- They are also entitled to receive all benefits covered by state Medicaid, such as nursing home and other institutional care, home care, dental care, mental health care and therapy, eye care, and transportation. Medicaid serves as the member's secondary payer.

NetworkCares

- PPO, Medicare Advantage, Special Needs plan for dual eligibles – must have Medicare Part A and B, and Medicaid.
- NetworkCares pays as primary instead of Traditional Medicare and the member's Medicaid pays as Secondary.
- Members can go to ANY provider that accepts Medicare Assignment and Medicaid.

NetworkCares and Medicare Part D

- NetworkCares includes Medicare Part D. Medicaid members eventually will lose Wisconsin SeniorCare and need to enroll in a Part D Plan. Otherwise, CMS will auto-enroll them into a Part D Plan because they are 100% Low Income Subsidy.

NetworkCares and Medicare Part D

- People who have any level of Low Income Subsidy (LIS) Status and/or Medicaid can sign up at anytime because they are always in a Special Enrollment Period (SEP), therefore NetworkCares can enroll at any time and can change plans at any time.

NetworkCares Extended Benefits

- One of the most unique and exciting benefits of this plan is the dental benefit administered by GroupLink
 - Preventative (Cleanings, Exams, Sealants, Fluoride): Paid at 100% at ANY dentist (there is no Network) every 6 months
 - Full mouth X-rays: 1 every 3 years
 - Basic (Fillings, Extractions, Repairs): 80%
 - Major (Periodontics, Oral Surgery, Dentures): 50%
 - No deductible for the Member
 - \$1,350.00 Maximum Benefit Per Calendar Year

NetworkCares Extended Benefits:

- Other Supplemental Benefits:
 - Zero Co-pay on Tier 1 and 2 Generic Drugs
 - Bathroom Safety Adaptation: up to \$300 annually
 - Respite care: up to \$1,600 annually
 - Eye Glass Benefit: up to \$400 annually with NEW prescription

NetworkCares Extended Benefits

- Routine Eye Exam once per year
- Routine Physical once per year
- Non-Medicare covered podiatry: 12 visits per year
- Health Club Membership
- Health and Wellness Benefit: \$50 annually
- Courage Program: designed to prevent heart attacks and control symptoms, improve exercise tolerance and quality of life

Additional Network*Cares* Information

- Skilled Nursing Facility Benefit: Members of Network*Cares* do not require a qualifying hospital stay
- Members of Network*Cares* will receive Three ID Cards:
 - Medical, Pharmacy, and Dental (card says American Dental on top)

NetworkCares Care Coordination Team

- Each NetworkCares member has routine contact with the SNP Care Coordination Team.
- The team consists of a dedicated Health Care Concierge, Social Worker, and Registered Nurses.
- The team assists with questions related to benefits and community resources, and with managing the member's health conditions.
 - This is done through regular member contact and the completion of comprehensive assessments and claims review.

Conclusion

- Questions? Contact:
- [Jessica VanderZanden](#) – 720-1652
- [Trisha Nault](#) – 720-1225

- Please complete an evaluation to help us evaluate and improve our educational services.

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