

Next Generation MyCare Ohio

Procurement

Pre-Application Conference

June 7, 2024



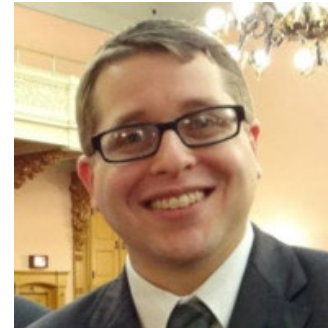
Introductions



Maureen Corcoran
Medicaid Director



Jim Tassie
Deputy Director



Steven Alexander
Section Chief



Jesse Wyatt
Bureau Chief

Topics for Today

- 1 Pre-Application Conference Participation Guidelines
- 2 Next Generation MyCare Ohio Procurement Mission and Goals
- 3 Today's MyCare Ohio Facts and Figures
- 4 Key Design Elements of the Next Generation MyCare Ohio Program

- 5 RFA Process
- 6 Questions

Access, inclusion, and reasonable accommodation

Ohio Department of Medicaid is committed to providing access, inclusion, and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act, and other applicable laws.



Interpreter and written information

To request an **interpreter, written information** in a language other than English or in other formats such as **large print, audio, and accessible electronic formats**, or a reasonable accommodation due to a disability, please contact Ohio Medicaid's Civil Rights/ADA Coordinator at 614-995-9981/TTY 711, fax 614-644-1434, or email: ODM_EEO_EmployeeRelations@medicaid.ohio.gov. **Requests should be made at least three business days prior to the scheduled event.**



Recording

Unless Ohio Medicaid's Civil Rights/ADA Coordinator approves in advance, individuals **may not record** the meeting using the recording function in Teams, GoToMeeting, Zoom, or any virtual meeting platform used by the department, nor may individuals utilize artificial intelligence technologies to transcribe meetings.



Grievance

If you believe Ohio Medicaid has failed to provide these services or discriminated in another way, you can **file a grievance** with Ohio Medicaid's Civil Rights Coordinator or file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights, or both. Further information on these processes and Ohio Medicaid's compliance with civil rights and other applicable laws can be found in our [Notice of Nondiscrimination](#).

Pre-Application Conference Participation Guidelines

Pre-Application Conference Participation Guidelines

Purpose



Share ODM’s procurement vision, goals and priorities.

Provide information regarding RFA expectations and Provider Agreement requirements.

Provide an opportunity for Applicant questions.

Virtual Participation



Participants will be muted during the presentation.

Participants must submit questions using the chat feature.

Questions



Questions must relate to the RFA and Provider Agreement.

Responses to questions provided today are non-binding and are not to be considered official unless they are published in the Q&A portal.

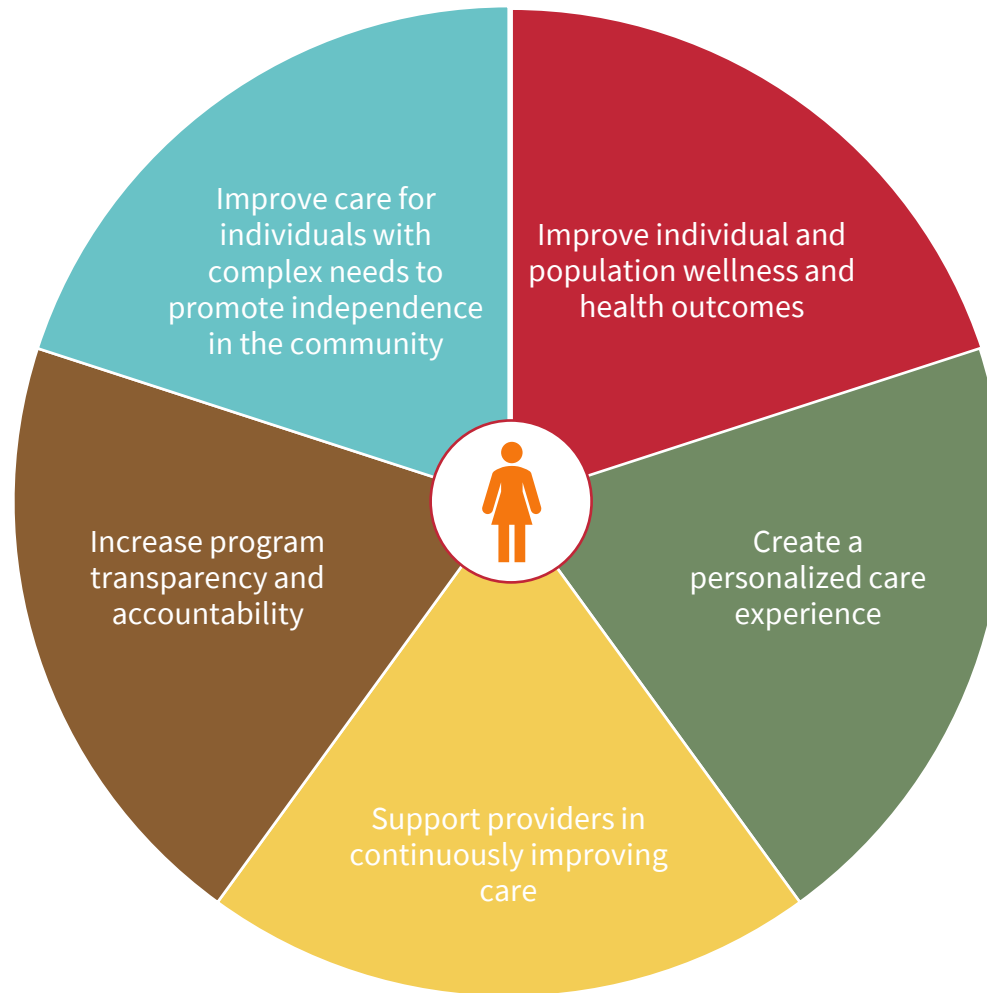
Next Generation MyCare Ohio Procurement Mission and Goals

Next Generation MyCare Ohio Procurement Mission



“Next Generation” of MyCare Ohio

The focus is on the individual with strong coordination and partnership among MCOPs, ODM, ODM vendors, and providers.



MyCare Ohio overview

What is MyCare Ohio?

MyCare Ohio integrates Medicare and Medicaid benefits into one program, coordinated by a managed care plan.

One care coordinator

One care coordinator for both Medicaid and Medicare benefits.

One organization

One organization responsible for both Medicaid and Medicare benefits, allowing for more extensive service coverage.



Streamlined communication

Members only receive communications from one organization, alleviating confusion.

Simple appeals

If members need to appeal a denial, they only need to contact one organization.

MyCare Ohio program changes*

What is changing with MyCare Ohio?



MyCare Ohio program

- Expansion: Expanding MyCare Ohio program from 29 counties to statewide to allow all eligible Ohioans to receive needed care.
- Conversion: Implementation of Next Generation Medicaid program requirements and benefits into the MyCare Ohio program.
- Eligibility and Enrollment: MyCare Ohio program eligibility age changes from aged 18 and older to aged 21 years and older. Members may be enrolled into a MyCare Ohio plan for both their Medicare and Medicaid benefits by choice, exclusive aligned enrollment, or default enrollment.
- Integration: MyCare Ohio plans must be fully integrated dual eligible special needs plans (FIDE-SNPs) to maximize opportunities for integration of care and member experience.



Waiver services coordination

- Continues to offer all the same services available within the:
 - Ohio Home Care waiver.
 - PASSPORT waiver.
 - Assisted Living waiver.

*Even with these changes, members can still choose to receive their Medicare benefits through a Medicare Advantage plan or Medicare fee-for-service if they would like.

MyCare Ohio program changes (continued)

What is changing with MyCare Ohio?



Self-direction

Expanding self-direction to **give members more control over their waiver services.**



Transportation

Adding **additional member protections for transportation services** from the Next Generation managed care provider agreements.



Behavioral health

Increasing **focus on behavioral health care coordination.**

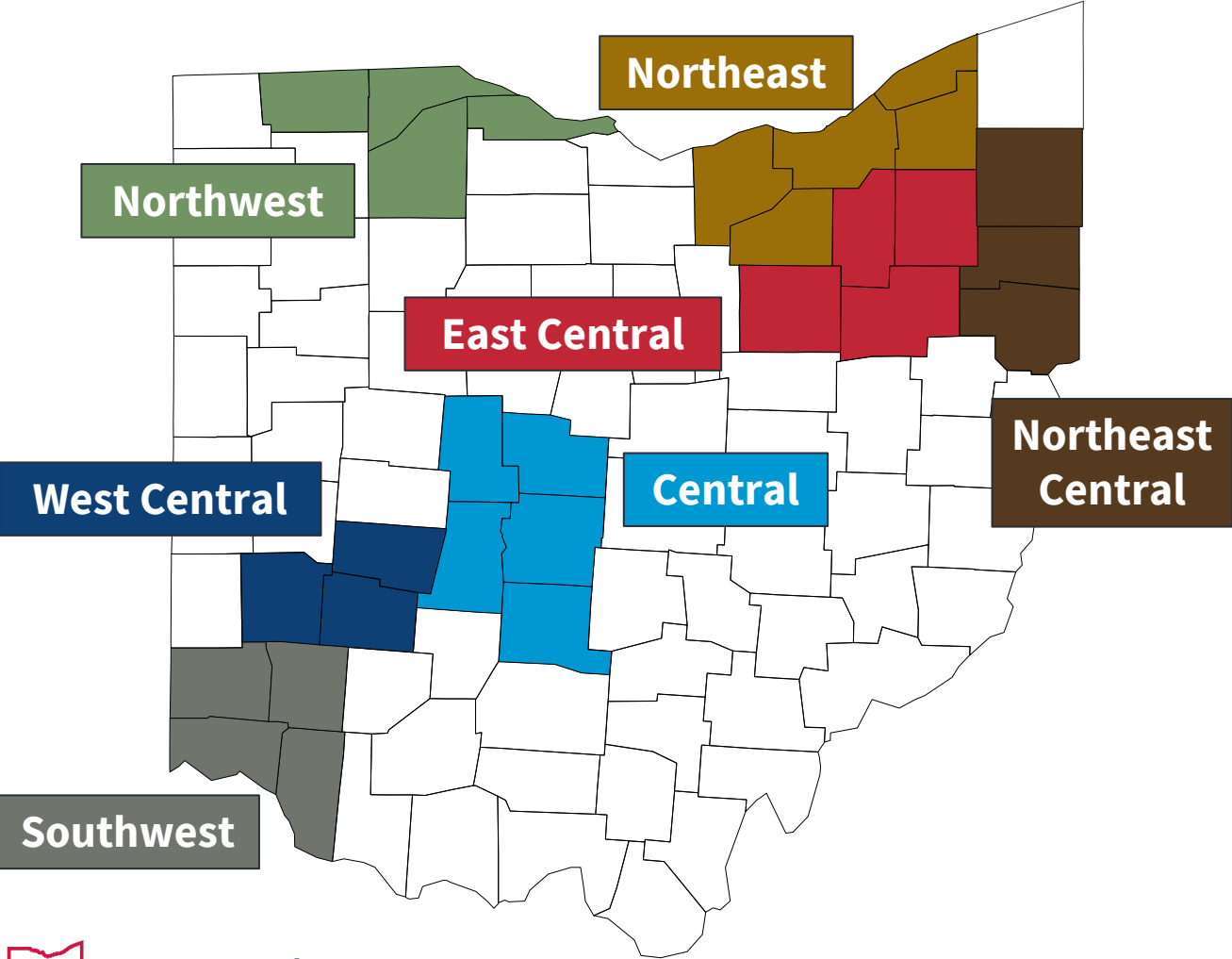
Today's MyCare Ohio – Facts and Figures

MyCare Enrollment by Age and Race (as of July 2022)

Breakdown by Age	Opt-In	%	Opt-Out	%
Over 65	35,805	49%	36,781	51%
45-64	22,497	52%	21,165	48%
Under 45	14,176	68%	6,569	32%
	72,478	53%	64,515	47%
Breakdown by Race and Ethnicity	Opt-In	%	Opt-Out	%
NH White	40,713	54%	34,217	46%
All other race/ethnicity groups	31,765	51%	30,298	49%
	72,478	53%	64,515	47%
Breakdown by Type of Member	Opt-In	%	Opt-Out	%
Community-Well	49,882	55%	40,926	45%
LTSS Waiver	14,458	50%	14,177	50%
LTSS NF (\geq 100 days LOS)	8,138	46%	9,412	54%
	72,478	53%	64,515	47%

MyCare Ohio regions

Where MyCare Ohio is currently available and plans by region

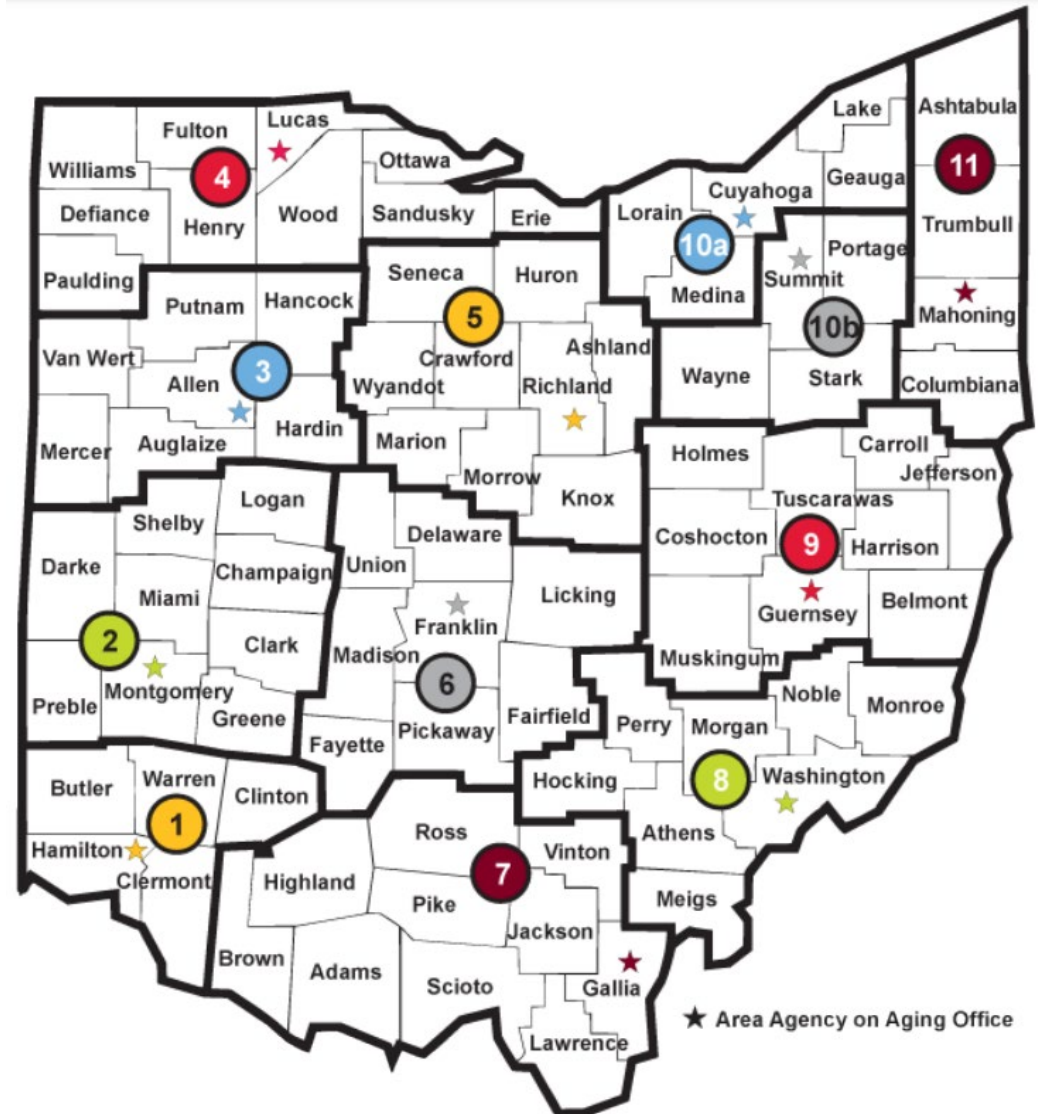


Region	MyCare Plans
Northwest	Aetna Buckeye
Northeast	Buckeye CareSource United
East Central	CareSource United
Northeast Central	CareSource United
West Central	Buckeye Molina
Southwest	Aetna Molina
Central	Aetna Molina

Key Design Elements of the Next Generation MyCare Ohio Program

Statewide Area Agencies on Aging

1. Council on Aging of Southwestern Ohio
2. Area Agency on Aging, PSA 2
3. Agency on Aging 3, Inc.
4. Area Office on Aging of Northwestern Ohio
5. Ohio District 5 Area Agencies on Aging
6. Central Ohio Area Agency on Aging
7. Area Agency on Aging, District 7
8. Buckeye Hills Regional Council
9. Area Agency on Aging Region 9
- 10A. Western Reserve Area Agency on Aging
- 10B. Direction Home Akron Canton Area Agency on Aging
11. Direction Home of Eastern Ohio



Next Generation MyCare goals

Through the Next Generation MyCare Ohio program, Ohio Medicaid hopes to achieve the following goals.



Focus on the individual



Support providers in continuously improving care



Improve individual and population wellness and health outcomes



Improve care for individuals with complex needs to promote independence in the community



Create a personalized care experience



Increase program transparency and accountability

Focus on the individual

Design elements that support the Next Generation MyCare Ohio goals



Key changes included in the Next Generation MyCare Ohio provider agreement



Self-direction

- Streamlined program allows members more choice in their home health services.
- Streamlined caregiver enrollment allows caregivers to start providing care sooner.



Transportation

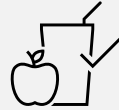
- Incorporation of Next Generation improvements helps members when faced with transportation barriers.

Improve individual and population wellness and health outcomes

Design elements that support the Next Generation MyCare Ohio goals



Key changes included in the Next Generation MyCare Ohio provider agreement



Social determinants of health

- MyCare Ohio plans will be required to incorporate screenings for social determinants of health in their health risk assessments to identify barriers individuals face such as access to nutritious food, housing, employment, education, and transportation. They must also partner with community-based organizations to address barriers.
- MyCare Ohio plans must donate a percentage of their profit to community-based organizations.

Create a personalized care experience

Design elements that support the Next Generation MyCare Ohio goals

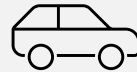


Key changes included in the Next Generation MyCare Ohio provider agreement



Behavioral health

- Involvement of community behavioral health care coordination entities to meet member behavioral health needs. Almost half of MyCare Ohio members today have severe mental illness, depression, anxiety, or post traumatic stress disorder.



Transportation

- Members must provide consent for use of group transportation.



Long-term care

- MyCare Ohio plans to collaborate on the development of a person-centered plan to help address issues with multiple pre-authorizations for the same service.

Support providers in continuously improving care

Design elements that support the Next Generation MyCare Ohio goals



Key changes included in the Next Generation MyCare Ohio provider agreement



Home health providers

- Shorter turnaround times for independent home health provider claim payments.
- New comprehensive network adequacy requirements for home health providers.
- MyCare Ohio plans will be required to dedicate time to help independent home health providers, including the creation of job aids to assist in tasks such as claims submissions.



Value-based payments

- New standards for value-based payment arrangements the MyCare Ohio plans must have with providers to drive quality and focus on improving health outcomes for members.

Improve care for individuals with complex needs to promote independence in the community

Design elements that support the Next Generation MyCare Ohio goals



Key changes included in the Next Generation MyCare Ohio provider agreement



Unified preferred drug list

- The MyCare Ohio program will leverage the Medicaid unified preferred drug list to allow members transitioning to MyCare to have uninterrupted access to the medications they need.



Waiver services

- Local waiver service coordinators at the Area Agencies on Aging will coordinate and provide waiver services that help members stay in their homes and communities.



Care coordination

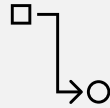
- One care coordinator and one organization helping members navigate both Medicare and Medicaid, preventing disruption and barriers to accessing care.

Increase program transparency and accountability

Design elements that support the Next Generation MyCare Ohio goals



Key changes included in the Next Generation MyCare Ohio provider agreement



Claims

- Claims, prior authorization, and member eligibility request processes more transparent and efficient by limiting submission and communication of status to one single portal.
- Increased ODM oversight of MCE and ability and address trends by providing ODM with consistent access to claims and prior authorization request data.



Provider network

- MyCare Ohio plans will align their Medicaid and Medicare networks, so each provider is authorized to provide services in both programs, making it easier for members to receive the care needed.

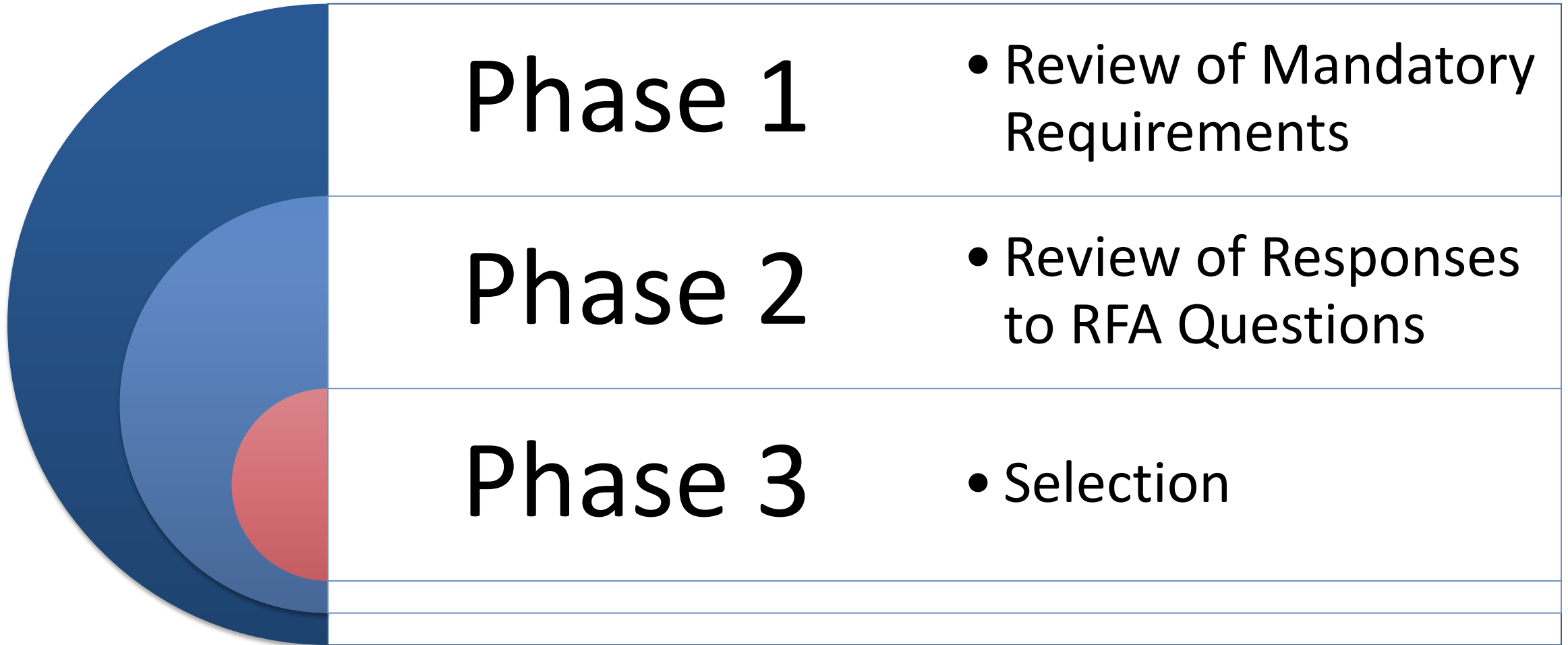
RFA Process

Next Generation MyCare Ohio Procurement Project Phases



The current focus of the procurement is on soliciting RFA responses and evaluating them in preparation for award.

Evaluation Process



Submission and Response Reminders

- ✓ Follow Application requirements
- ✓ Use Application checklist
- ✓ Identify in response when using a subcontractor to fulfill any part of the response and how the Applicant will ensure the subcontractor's performance will be no less effective than if done by the Applicant
- ✓ Ensure response meets formatting and page limit requirements
- ✓ Use clear, concise, and non-technical language
- ✓ Respond completely within the response to each question

Questions