

To:
All Providers
HMOs and Other
Managed Care
Programs

Supplemental Security Income Managed Care Program Expansion

The Supplemental Security Income (SSI) managed care program will be expanding to the following counties in the fall of 2007:

- Brown.
- Calumet.
- Outagamie.
- Waupaca.

This *Wisconsin Medicaid and BadgerCare Update* provides enrollment and eligibility information regarding SSI recipients and SSI-related Medicaid recipients in these counties.

In addition, as of July 1, 2007, SSI managed care in Dane County was discontinued.

Background

Supplemental Security Income (SSI) recipients and SSI-related Medicaid recipients in the counties listed in the Attachment of this *Wisconsin Medicaid and BadgerCare Update* may be eligible to enroll in an SSI HMO. An SSI-related Medicaid recipient receives coverage from Wisconsin Medicaid as a result of a disability determined by the Disability Determination Bureau.

Supplemental Security Income HMOs provide the same benefits as Wisconsin Medicaid (e.g., medical, mental health/substance abuse, and vision) at no cost to their enrollees through a

care management model. The care management model provides each enrollee with the following:

- An initial health assessment.
- Assistance in choosing providers.
- Assistance in accessing social and community service options.
- Information on health education programs, treatment options, and follow-up procedures.

Wisconsin's 2005-2007 biennial budget directed the Department of Health and Family Services to implement SSI managed care as a cost-effective way to provide quality care that best serves people with disabilities.

Recipient Eligibility

Recipients who meet all of the following criteria are eligible to enroll in an SSI HMO:

- Medicaid-eligible individuals living in a service area that has implemented an SSI managed care program.
- Individuals ages 19 and older.
- Individuals who are enrolled in Wisconsin Medicaid and SSI or receive SSI-related Medicaid.

Individuals who are living in an institution or nursing home or who are participating in a home and community-based waiver program or

FamilyCare are not eligible to enroll in an SSI HMO.

Covered Services

Wisconsin Medicaid requires contracted SSI HMOs to provide all medically necessary Medicaid-covered services. If the SSI HMO does not cover services such as chiropractic or dental, the enrollee will receive these services on a Medicaid fee-for-service basis.

Noncovered Services

The following services are not covered by SSI HMOs in the counties listed in this *Update*, but are provided to enrollees on a fee-for-service basis:

- Community Support Program benefits.
- Comprehensive community services.
- Crisis intervention services.
- Environmental lead inspections.
- Prenatal care coordination services.
- School-based services.
- Targeted case management services.
- Transportation by common carrier (unless the HMO has made arrangements to provide this service as a benefit).
- Tuberculosis-related services.

Continuity of Care

Special provisions are included in the contract for SSI HMOs to provide continuity of care for SSI recipients and SSI-related Medicaid recipients. These provisions include the following:

- Coverage of services provided by the recipient's current provider for the first 60 days of enrollment in the SSI program or until the first of the month following completion of an assessment and care plan, whichever comes later.
- Honoring a prior authorization (PA) that is currently approved by Wisconsin Medicaid. The PA must be honored for 60 days or

until the month following the HMO's completion of the assessment and care plan, whichever comes later.

- Coverage of drugs that an SSI recipient is currently taking until a prescriber orders different drugs.

Eligibility Verification Reminder

Providers are reminded that they should verify a recipient's eligibility before providing services. Providers should also determine if the recipient is enrolled in an HMO and whether or not chiropractic and dental services are covered by the HMO.

HMOs are required by contract to reimburse non-contracted providers for services provided to their enrollees only during the first 60 days of enrollment or until the first of the month following completion of an assessment and care plan, whichever comes later. To assure payment, non-contracted providers should contact the HMO to authorize services.

After the enrollee's first 60 days of enrollment in the SSI program or until the first of the month following completion of an assessment and care plan, whichever comes later, the non-contracted provider should contact the recipient's HMO for a referral before providing services or the services may not be reimbursed.

Enrollment Specialist

The Wisconsin Medicaid and BadgerCare enrollment specialist provides objective enrollment, education, outreach, and advocacy services to HMO and SSI HMO enrollees. The enrollment specialist is a knowledgeable single point of contact for enrollees, solely dedicated to managed care issues. The enrollment specialist is not affiliated with any health care agency.

Wisconsin Medicaid requires contracted SSI HMOs to provide all medically necessary Medicaid-covered services.

The enrollment specialist provides the following services to HMO and SSI HMO enrollees:

- Education regarding the correct use of HMO and SSI HMO benefits.
- Telephone and face-to-face support.
- Assistance with enrollment, disenrollment, and exemption requests.

The enrollment specialist is available from 7:00 a.m. to 6:00 p.m., Monday through Friday (excluding holidays), at (800) 291-2002.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at dhfs.wisconsin.gov/medicaid/.

PHC 1250

ATTACHMENT

Counties Offering Supplemental Security Income Managed Care

As of July 2007, the Supplemental Security Income (SSI) managed care program is offered in the following counties:

Buffalo
Dodge
Fond du Lac
Jackson
Jefferson
Kenosha*
La Crosse
Manitowoc
Milwaukee*
Monroe
Ozaukee
Racine*
Rock
Sheboygan
Trempealeau
Vernon
Washington
Waukesha*
Winnebago

* Dental services are offered by the SSI HMOs in this county.