

Managed Long Term Services and Supports (MLTSS): Overview for Behavioral Health Providers

Division of Medical Assistance and Health Services
Department of Human Services

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Presentation Topics

Overview of MLTSS

Behavioral Health Services covered as part of MLTSS

Provider Enrollment Information

Resources for NJ Family Care Providers



NJ's Medicaid Program = NJ FamilyCare

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- NJ FamilyCare managed care delivers coordinated health care services and supports through a network of providers.
- Managed care works like a health care supermarket to deliver **all** of an individual's Medicaid benefits through one organization.
- NJ has chosen to provide MLTSS through NJ Family Care. PACE programs, which also manages physical and long term service needs, remains an option.
- This is called NJ FamilyCare Managed Long Term Services and Supports (MLTSS).

MLTSS Policy and Philosophy

- A MCO-managed care delivery system – **MLTSS** – will coordinate long term services and supports for eligible Medicaid beneficiaries.
- Provides a comprehensive menu of service options across beneficiary groups or care settings; whether in the home, an alternate community setting like assisted living or in a nursing facility.
- Coordination of providers and community based services and support
- Enhances the ability of beneficiaries to live as independently as long as possible in the community.

MLTSS Means...

- Access to more services
- Delay or discontinue need for care in a facility
- Preservation of independence
- Medically appropriate care
- Better coordination of care (reduced duplication of services)
- Focus on preventive and in-home care
- No slot limitations/No waiting lists due to new Medicaid HCBS eligibility

NJ FamilyCare MLTSS

As of July 1, NJ FamilyCare MLTSS will:

- Include the home and community based services; now provided by DoAS/DDS Medicaid waivers, and care in a nursing home when needed.

- **Access To:**
 - Health care providers and services within the managed care network to meet needs; and
 - A care manager to help coordinate medical, long term services and supports, behavioral health services and NJ FamilyCare State Plan services, i.e., medical day care and personal care assistance, through an individualized plan of care.

Array of Services under MLTSS

- **Specific Services:**
 - Respite
 - Personal Emergency Response System (PERS);
 - Home and Vehicle Modifications;
 - Home Delivered Meals;
 - Assisted Living;
 - Behavioral Health Services;
 - Community Residential Services; and
 - Nursing home care.

Behavioral Health Services covered by MCO's under the MLTSS Contract (see MCO Contract/Service Descriptions)

- Acute Partial Hospitalization (MH)
- Adult MH Rehabilitation (GHs & Supervised Apt settings)
- Behavioral Health Home
- BH Independent Practitioner

Behavioral Health Services covered by MCO's under the MLTSS Contract (see MCO Contract/Service Descriptions)

- Opioid Treatment Services
- Outpatient MH Clinic/Hospital Services
- Partial Care
- Psychiatric Partial Hospitalization
- Psychiatric Hospital Inpatient/Acute Care Hospital

Behavioral Health Services covered by MCO's under the MLTSS Contract (see MCO Contract/Service Descriptions)

*Program in Assertive Community Treatment (**PACT**) & Targeted Case Management (**TCM**) (aka ICMS) are not covered by MCOs, but MCOs are required to coordinate these services for MLTSS members, as needed.*

Crosswalk of Care Management Before and After MLTSS Begins

Population	Prior to Implementation of Comprehensive Waiver and MLTSS	New Care Coordination Entity
<i>Global Option (GO) Waiver</i>	<i>Division of Aging Services (DoAS)</i>	MCO
<i>AIDS Community Care Alternatives Program (ACCAP) Waiver</i>	<i>Division of Disability Services</i>	MCO
<i>Traumatic Brain Injury (TBI) Waiver</i>	<i>Division of Disability Services</i>	MCO
<i>Community Resources for People with Disabilities (CRPD) Waiver</i>	<i>Division of Disability Services</i>	MCO
<i>CCW</i>	<i>Division of Developmental Disability</i>	<i>No change</i>
<i>PACE</i>	<i>PACE entity</i>	<i>PACE Entity</i>

Provider Enrollment Information

- MCO Network Requirements
- Application Process for Provider Enrollment
- Provider Relations Resources



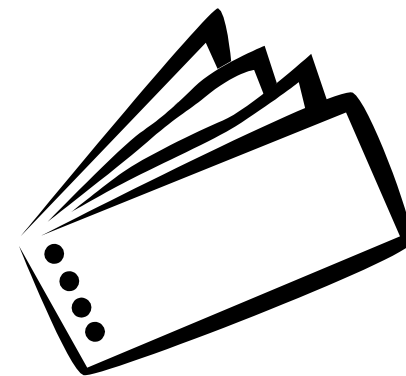
MCO Network Requirements

- Establish network of providers to serve needs of enrolled members
- Certify that provider network meets standards of the MCO contract
- Plans are currently establishing network for MLTSS services



Application Process for Provider Enrollment

- offer an application for providers
- credential/re-credential process;
- contract with the network providers and subcontractors;



Steps to be completed for Non-Residential Providers to be a Provider with the Individual Health Plans

1. *Submit Application*
2. *Complete Credentialing Requirements*
3. *Secure Contract if Plan and Provider reach Contract Agreement*

Note: Residential Providers-AL, CRS, NF SCNP any willing provider clause in MCO Contract till July 2016

MCO Provider Relations Requirements

- creating an annual provider manual and preparing updates as necessary;
- offering provider education and outreach, and
- providing a call center staff for claims troubleshooting for providers
- process for claims and utilization appeals



Health Plan Provider Contact Telephone Numbers

Health Plan	Provider Relations	MLTSS Contact Number
• Amerigroup New Jersey:	1-800-454-3730	800-454-3730
• Healthfirst Health Plan of NJ, Inc.:	1-866-889-2523	888-464-4365
• Horizon NJ Health:	1-800-682-9091	877-765-4325
• UnitedHealthcare Community Plan:	1-800-362-3368	888-362-3368
• WellCare:	1-888-588-9769	888-453-2534



NJ FAMILY CARE MANAGED CARE PROVIDER RESOURCES



STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE & HEALTH SERVICES

NJ Family Care Managed Care Reference Information

- Below is the link where MCO contract is posted on line:

<http://www.state.nj.us/humanservices/dmahs/info/resources/care/>

The link below will provide connection to individual MCO sites. The phone number for Member and Provider Relations for MCO's are listed as well

<http://www.state.nj.us/humanservices/dmahs/info/resources/hmo/>



MCO Provider Resources

<u>Plan ABC Inc.</u>		Atlantic
123 Main Street		Bergen
Any town, New Jersey 01111		Burlington
		Camden
Provider Relations Phone Number	1-800-123-4567	Cape May
Member Services Phone Number	1-800-321-4567	Cumberland
		Essex
		Gloucester
		Hudson
		Hunterdon
		Mercer
		Middlesex
		Monmouth
		Morris
		Ocean
		Passaic
		Somerset
		Sussex
http://www.state.nj.us/humanservices/dmahs/info/resources/hmo/		Union
		Warren

State of New Jersey MLTSS References Contact Information

Division of Aging Services Care Manager Hotline 1- 866-854-1596

NJ Family Care –Member/Provider Hotline 1- 800-356-1561

NJ Family Care Health Benefits Coordinator (HBC) 1-800-701-0710

NJ Family Care Office of Managed Health Care, Managed Provider Relations E-mail: MAHS.MCProviderInquiries@dhs.state.nj.us

Questions

