

HCBS Provider Training MyCare Ohio

Home Modification and Vehicle Modification

MyCare Ohio: Medicaid Expansion





Buckeye Service Areas

- NE Northeast
- NW Northwest
- WC West Central

For a complete overview of MyCare Ohio go to the Ohio Department of Medicaid website:

http://medicaid.ohio.gov/FOROHIOAN S/Programs/ManagedCare/MyCareO hio.aspx

MyCare Ohio



- The MyCare demonstration launched more than 2 years ago.
- The initial 3 year program was extended to 5 years.
- The Medicare-Medicaid "Dual Eligible" patient population is being closely watched and compared.
- So far the outcomes for MyCare are pointing to improvements in chronic conditions such as diabetes and hypertension.
- These reported successes demonstrate what can happen when providers offer services in their homes and communities.
- Home and Community-Based Providers are helping Buckeye achieve our mission and goal:

To transform the health of our community,

One person at a time.





Provider Training Summary:

- Creating the New Bid Request
- Distribution of the Bid Request
- Bid Request Deadlines
- Bid Award Notification
- Authorization Process
- Work Completion Requirement
- Claim Submission and Payment

Home Modification Process Overview



Creating the New Bid Request

- Bid requests for all Buckeye members (regardless of age) will come directly from Buckeye.
 - The Bid Request is based on an identified need as determined by either the Occupational Therapist (OT) or the Physical Therapist (PT) through a full functional evaluation.
 - The request is reviewed by members of the Buckeye Care Management Team and the Home Modification Manager.
 - After review the official Bid Request will be sent by email out to the list of waiver-certified Home Modification Providers contracted with Buckeye Health Plan.

Home Modification Process Overview



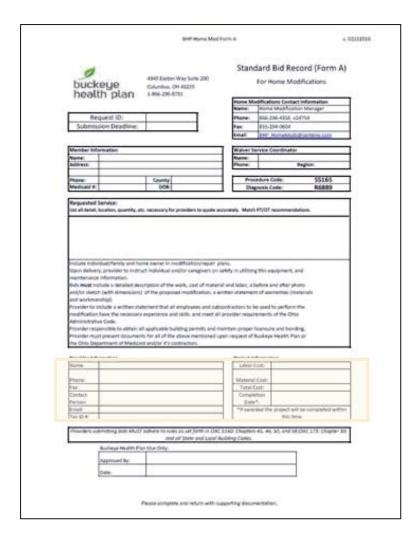
Distribution of the Bid Request

- Each bid request will be sent to all Home Modification providers in the members' MyCare region regardless of type of work being requested (ramp building, grab bars, vehicle modification, tub/shower, etc.)
- ✓ The Standard Bid Record (Form A) will list the Request ID,

 Submission Deadline and Description of requested services
- Provider to complete and submit the Standard Bid Record (Form A) according to details in the Requested Service area of Form A which will vary.
- Provider should email <u>BHP HomeMods@centene.com</u> with questions and for clarification.

Standard Bid Record (Form A)





- Request ID
 Member Information
- Deadline
 Procedure Code
- Contact Info
 Diagnosis Code
- List all bid detail that meets the list of Requested Services

Provider to complete this section:

- Project Information
- Provider Contact Info

http://codes.ohio.gov/oac/

Providers submitting bids MUST adhere to rules as set forth in OAC 5160: Chapters 45, 46, 50, and 58; OAC 173: Chapter 39; and all State and Local Building Codes.

Home Modification Process Overview



Bid Request Deadline and Bid Award Notification

- Bid requests will be accepted up to the deadline date.
- The provider awarded the bid will receive:
 - #1 Bid Award Notification email
 - #2 Form A with a signature from Buckeye

IMPORTANT: No provider may begin work of any kind without #1 & #2

- All providers that submitted a Form A, but were not chosen, will receive notification by email.
- Bid requests, approvals, and general communication will be sent to providers via the centralized email: BHP HomeMods@centene.com

Authorization Process



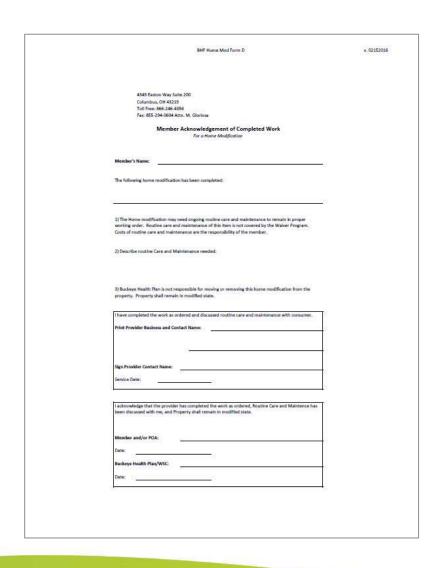
Authorization confirmation is required to submit a claim/payment request.

5-step Process to Obtain Authorization

- Approval to begin work: Provider receives a Bid Award Notification & signed Form A by email that officially awards the job. No work can begin before both are in-hand.
- 2) Provider indicates services are completed: Provider completes, signs and returns Form D
- 3) Approval to release payment for completed services: Buckeye Care Manager/Waiver Service Coordinator will coordinate with the Member/POA to sign Form D indicating satisfaction with completed work

BHP Home Mod Form D



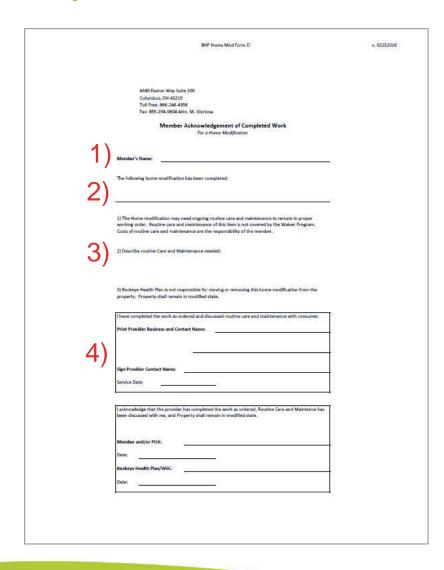


Form D is the Member Acknowledgement of Completed Work - the Final Release Process...

- 4) Member's Service Plan will be updated to include the Home or Vehicle Modification service description, provider name and amount.
- 5) Authorization Confirmation will be sent to the provider.
- This final process will take 7-14 days.
- Provider can Submit a Claim for payment once the Authorization Confirmation is received.

Helpful Hints: Form D





Helpful Hints for Successful Completion of Form D:

- 1) Member's full name
- 2) Description of work completed (reference Form A for accuracy)
- 3) Describe Routine Care and Maintenance needed. Attach owners manuals, warranty, instructions. This area should not be blank. Write "N/A" is this is the case.
- 4) Provider information, signature and Service Date, which is completion date.

Return completed form to BHP HomeMods@centene.com and member's signatures will be coordinated separately

Submit a Claim



- Login into the Provider Portal at https://provider.buckeyehealthplan.com
- Refer to the HCBS Quick Billing Guide training module for step-bystep instructions

Specific to Home and Vehicle Modification claims submissions:

- Diagnosis code: R6889
- Place of Service*: Home
- Procedure code: S5165 or T2029 (reference Form A)
- Modifiers: enter nothing here
- Dates of Service: completion date last day of work in both date fields
- Units/Minutes/Days*: always enter "1"
- Attachments: (optional) Form A and Form D

FAQs



I have outstanding bid requests from Area Agency on Aging. Are those still valid? Yes, please bid on those jobs as you normally would. However, please send completed bids directly to Buckeye at BHP_HomeMods@centene.com

The deadline on the request is approaching and I haven't submitted my bid yet, will it be accepted? To ensure consideration, please contact Buckeye if circumstances will cause bid to be delayed.

Will I get more bid requests as a result of this process change?

Yes, it is likely you will receive more bid requests. Each request will be sent (via an automated process) to all providers within member's MyCare region. Please bid on those to which you are interested, and if possible, let us know if you will not bid.

FAQs



How can I improve the chances of my bid being selected?

Please submit a complete bid that meets member's need as indicated by the request form on or before the deadline date. Where applicable, ADA compliance must be addressed (or a detailed description of why this cannot be achieved).

While at the home to bid (or while completing the approved work), member indicated they want something different than the bid states. What should I do? Please contact Buckeye immediately. Bids that do not match the request will not be considered. Changes in work scope and/or cost MUST be approved in writing by Buckeye prior to commencing work or they will not be considered.

FAQs



I finished the work as ordered. What do I do next? Please return Form D (sent with approval documentation) with provider signature and date of service to Buckeye. Upon receipt, member's Care Manager will review the work and sign off on the form. Fully completed form must be on file before an authorization number will be released. An authorization number is required to submit a claim successfully.

Contacts



For questions related to bids or in process jobs, please contact:

Buckeye Health Plan

Attn: Home Modification Manager

4349 Easton Way Suite 200

Columbus, Ohio 43219

866-246-4356 x24754

BHP HomeMods@centene.com

For questions related to claims or billing, please contact: MyCare Concierge Team at 1-866-296-8731

Additional Questions?



Please contact your regional HCBS Provider Network Specialist:

Northeast Region (Cuyahoga, Geauga, Lake, Lorain and Medina counties)

Anne Marie Hillton ♦ 866.246.4356 x24367 ♦ <u>ahillton@centene.com</u>

Northwest Region (Fulton, Lucas, Ottawa and Wood counties)

Laura Anaple ♦ 866.246.4356 x24816 ♦ lanaple@centene.com

West Central Region (Clark, Greene and Montgomery counties)

Derek Goode ♦ 866.246.4356 x24162 ♦ dgoode@centene.com





Thank You!