

# Buckeye MyCare – LTC Program

  
buckeye  
health plan™



## About Buckeye Health Plan

### Overview:

- Started in 2004 with 24,000 members in Lucas County
- Currently serving approx. 300,000 members statewide
- Local offices in Columbus, Akron, Cincinnati and Toledo

### Quality Achievements:

- Case Management -
  - Buckeye’s 17-P Program won a “Case in Point Platinum Award” in 2010
  - Buckeye’s Addiction in Pregnancy Program won a “Case In Point Platinum Award” in 2015
  - Buckeye’s Compassionate Connections Program won a “Pinnacle Award” in 2017

### NCQA:

- Commendable Health Plan Accreditation

## MyCare's Demonstration/Pilot Areas

\*Buckeye operates NE, NW and WC regions



## Buckeye's MyCare Formula



## **Program Changes for Care Management for MyCare Members in Long Term Care**

- **Since May, 2014, Buckeye delegated Care Management of LTC MyCare population to Optum.**
- **Effective November 1, 2017, all newly-enrolled LTC MyCare Members will be assigned a Buckeye Care Manager.**
- **Experienced LTC Care Managers will complete initial assessments and care plans, working with the Member, their families and Facility staff.**
- **Medical Management will be provided by the Member's attending physician.**

## **EFFECTIVE: January 2018**

- **All Buckeye LTC membership will transition to a Buckeye Care Manager.**
- **Buckeye's Care Managers will be regionally located and make in-person visits to all MyCare Members in LTCs within 1<sup>st</sup> Quarter, 2018.**
- **On site visits will be prioritized according to the acuity of member overall need.**

## **The Role of the Buckeye LTC Care Manager**

- **Provides coordination of care services to Buckeye MyCare members through collaboration with member and member's selected Integrated Care Team (ICT), including facility-based staff.**
- **Serves as a representative of Buckeye Health Plan to answer questions regarding the Program.**
- **Works with NF staff to identify and make referrals to Nurse Practitioners or Primary Care Physicians to provide “treatment in place” for medical management in the Nursing Facility.**
- **Coordinates authorization of benefits for Palliative Care, Skilled Services, Part B Therapy, Hospice or other specialized clinical programs as appropriate.**

## The Role of the Care Manager

- **Coordinates authorization of Medicare Part B services to assist with rehabilitation for strengthening, new equipment, etc., with goal of member to attain the least restrictive environment of their choosing.**
- **Coordinates with Buckeye Pharmacists to review and reconcile medications to avoid drug interactions, reduce use of high risk medications and reduce clinical complications related to medications.**
- **Collaborates with ICT (either Facility or Plan-based) to assess for members able to repatriate while working to remove barriers to ensure a safe transition of care.**
- **Participates and supports facility-based ICT meetings to ensure that meetings occur in compliance with MyCare program requirements.**



## On-Site Visits

- **During on-site visits, the Care Manager completes an assessment and individualized care plan, and coordinates with Nursing Facility staff to arrange referrals and/or services including member-selected ICT.**
- **The Care Manager is available by telephone as well. Their contact information is provided to the member and documented in the member's Facility record.**
- **Nursing Facility staff can reach a Buckeye representative by calling 1-866-246-4358.**

## What Will be Different?

- **Buckeye's Care Managers will be primary contact for care management.**
- **The Member's attending physician will be the "first call" as appropriate instead of the Optum Nurse Practitioner. We will work with your teams on criteria and support your local staff regarding when and how to contact us.**
- **The Care Manager may arrange for the services of a contracted Nurse Practitioner to assist with medical management for certain members. Buckeye is currently contracting with Nurse Practitioners, additional information will be forthcoming.**
- **Prior Authorization for Skilled Nursing Unit admissions will require pre-service review through Buckeye Health Plan.**

## What Will Stay the Same?

- **Buckeye's MyCare Ohio Model of Care**
- **Buckeye's commitment to the well-being of our MyCare members remains the same.**
- **The Member's benefits and coverage stay the same.**
- **Claims payment will remain the same.**
- **Buckeye values our partnership with providers!**

# Buckeye's Medical Management Model



## Questions and Discussion