

Oregon's 1115 Medicaid Waiver

All Come Webinar

October 4, 2023



1115 MEDICAID WAIVER
IMPLEMENTATION PROJECT | OREGON

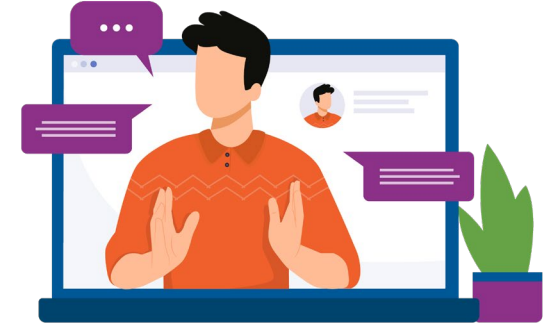
Oregon
Health
Authority

Zoom Webinar Tips



Use the **chat function** to submit your questions

- We will spend the last 10 minutes of the webinar answering questions
- If you would prefer to ask your question verbally, please raise your hand to be unmuted



This webinar is being **recorded**

- It will be shared on our OHA 1115 Waiver webpage following the conclusion of the presentation



For **live captioning**, please click on the “cc” button located at the bottom of your screen

Today's Agenda

- 1 | Oregon 1115 Waiver Overview and Changes**
Review 1115 Waiver background, history, and goals
- 2 | Benefit Implementation Timing**
Review the overall benefit implementation timeline and upcoming milestones
- 3 | HRSN Services & Climate Benefits**
Review the purpose and goal of the HRSN services and discuss the climate benefit
- 4 | Climate Benefit: Member Service Delivery Experience**
Review the member experience for accessing the HRSN climate benefit
- 5 | Outstanding Questions**
Discuss remaining outstanding questions regarding the updates and allow time for audience Q&A

Oregon's 1115 Medicaid Waiver



What is a Waiver?

- Each state has their own Medicaid plan that must follow a **standard set of rules determined by the federal government**.
- States can ask the **federal government for permission to change** their Medicaid rules.
- Waivers are an opportunity for states to **test and implement new innovations** using Medicaid funding.
- States **must renew their Medicaid waivers** with the Centers for Medicare and Medicaid Services (CMS) every five years. CMS can accept or reject proposals.

History of Oregon Waivers

- In **1994 Oregon received approval** to implement Medicaid waivers, to make the Oregon Health Plan (OHP) more flexible, provide additional services, and increase the number of individuals covered.
- Oregon's most recent 1115 Medicaid Waiver was **approved for October 1, 2022 through September 30, 2027.**
- Some waiver updates are still pending negotiation.

Oregon 1115 Waiver Goals



GOALS

- Address and advance health equity
- Create a more equitable, culturally- and linguistically-responsive health care system
- Ensure people can maintain their health coverage
- Improve health outcomes by addressing health-related social needs
- Ensure smart, flexible spending for health-related social needs and health equity



Healthier Oregon OHP members are included in 1115 waiver benefits!

Oregon 1115 Waiver Changes



CHANGES

- Extended Oregon Health Plan (OHP) eligibility for young children, youth, and adults
- Continuous OHP eligibility and enrollment for children up to age six*†
- Two years of continuous enrollment for OHP members ages six and older*†
- Health-related social needs (HRSNs) supports including housing, nutrition and climate supports*
- Coverage for young adults with special health care needs up to age 26*


* Indicates an approved change that is first-in-the-nation

† Note: These benefits are in effect and began in July 2023

Benefit Implementation Timing



HRSN Climate Go-Live Milestones

	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024
Climate Rules		Share Draft Climate Rules with Rules Advisory Committee (RAC)	Revise Climate Rules	Climate Rules Final	 Climate GO LIVE
CCO Readiness	CCO Contract: Climate Amendment Final	CCO Contract: Climate Amendment Executed	CCO: Climate Readiness		
HRSN Partners	Engage Partners on HRSN Guidance Document, Climate Benefit, and Member Experience				

CCO = Coordinated Care Organization, RAC = Rules Advisory Committee, HRSN = Health-related social needs

Other Key 1115 Waiver Activities through 2024

	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024
Project Deliverables	Release HRSN Guidance Part 1: Climate	Draft Data and Systems Plan Part 1: Climate based on HRSN Guidance and Member Experience	Revise Data and Systems Plan Part 1: Climate	Release HRSN Guidance and Member Experience Part 2: Housing	
Housing Benefit	Build Partner knowledge of HRSN Housing benefit				Request feedback on HRSN Housing Guidance
Nutrition Benefit					Build Partner knowledge of HRSN Nutrition benefit

HRSN = Health-related social needs

HRSN Services & Climate Benefits



What are Health-Related Social Needs?



Health-Related Social Needs (HRSN): The **social and economic needs that impact an individual's ability** to maintain their health and well-being. For example, affordable housing and utilities, accessible and reliable transportation, and access to healthy, affordable foods.



Oregon's HRSN services:

- Housing support
- Nutrition support
- Climate-related needs
- Outreach & engagement

HRSN-Specific Funding Components

\$119 million available as **grants for infrastructure and capacity building** to HRSN providers (e.g., community-based organizations, social service agencies, tribal providers, others).

\$904 million available for **HRSN services** to eligible individuals, including:



**Housing
Supports**



**Nutrition
Supports**



**Climate
Supports**



**Outreach &
Engagement**

Member Eligibility



To qualify for a HRSN service, an individual must:

- Meet the eligibility criteria for **one or more of the covered populations**
- Meet **clinical and social risk criteria** for service to be medically necessary *



Important Note

- To be eligible, individuals cannot be receiving the same service through state-, local-, or federally-funded programs.
- There may be additional eligibility criteria for specific HRSN services.

* **Please note:** Specifics for clinical and social risk factor criteria are still in development

Who can receive HRSN services?

Transition populations may include:

- Young adults, ages 19-26, with Special Healthcare Needs (YSHCN)
- Adults and youth discharged from mental health, substance use, and residential programs
- Adults and youth released from incarceration
- Youth involved in the child welfare system or the Indian Child Welfare Act (ICWA)
- Individuals transitioning from Medicaid-only to dual Medicaid and Medicare coverage
- Individuals who are houseless or at risk of becoming houseless
- Individuals with a high-risk clinical need in a region experiencing extreme weather

Clinical and Social Risk Factor Criteria



Clinical risk factors: Individuals must be experiencing at least one of the following:

- Pregnant/Postpartum
- Children less than 6 years of age
- Adults 65 years or older
- Needs Assistance with activities of daily living (ADLs), instrumental activities of daily living (iADLs), or eligible for long-term services and supports (LTSS)
- Behavioral Health Need
- Complex Physical Health Need
- Young adult with Special Health Care Needs (YSHCN)
- Developmental Disability
- Repeated Emergency Department Use and Crisis Encounters
- Interpersonal Violence Experience



Social risk factor: Individuals must have at least one need related to housing, nutrition, or climate.

Climate Benefit Covered Services



Air conditioners and heaters for those at health risk due to significant weather



Air filtration devices for those at health risk due to compromised air quality



Refrigerators for those lacking an appropriate refrigerator for their medical needs



Portable power supplies (PPSs) for those who need access to electricity-dependent equipment and are without or at risk of losing power

Please Note

- Eligibility for climate supports may vary based on emergency needs or other criteria.
- The State will provide guidance on what diagnoses automatically qualify for devices.
- PPSs are subject to federal approval.

Climate Benefit Eligible Populations



Members who **DO NOT** need a connection to a weather related event to receive the climate devices:

- Houseless or at risk of houselessness
- Recently discharged from adult behavioral health care
- Children involved with child-welfare
- Transitioning to dual Medicare and Medicaid coverage
- Recently released from incarceration
- Young adults with Special Health Care Needs



Members who **DO** need a connection to a weather related event and require a declaration or a forecast of a weather event to receive the climate devices ("Climate Population"):

- Individuals with a high-risk clinical need who reside in a region that is experiencing extreme weather events that place the health and safety of residents in jeopardy as declared by the federal government or the Governor

Climate Benefit: Member Service Delivery Experience



Member Experience Service Delivery Example

Overview of Member Interactions

Local County Health Department Outreach



Ali gets a call from her County Health Department telling her that based on her records she lives in an area that is likely to be impacted by an extreme weather event (Wildfire). The Health Department informs Ali of HRSN climate benefits for eligible OHP Members.

Step 1:

Identify Potential Eligible Members

CCO



Ali's Health Department instructs her to contact her CCO to get an Air Filter sent to her before the Wildfire.

Ali's CCO completes a Service Eligibility Needs Form with her and sends it to be reviewed.

Step 2:

Complete HRSN Form

CCO



Ali's Service Eligibility Needs form is Reviewed by her CCO. Ali's submission is approved by her CCO, and they connect her with a Care Management Team run by her CCO to make a Person-Centered Service Plan and coordinate getting an Air Filter.

Step 3:

Service Authorization Decision

Contracted Vendor



Ali's Care Management Team coordinates with the contracted vendor to get an Air Filter delivered and installed.

Ali's CCO follows up to make sure the unit is working and closes out the claim.

Step 4:

Refer and Deliver

Member Experience: Initial Member Outreach

Local Health Department Outreach

Hi Ali,

We are reaching out to everyone that lives in Lane County to warn residents of a potential health hazard.

A wildfire is predicted to impact residents over the next 5 days that could impact air quality and make it difficult to breathe.

OHP Members are eligible to receive assistance with getting an Air Filter for their home.

- If you are an OHP Member please contact your CCO or FFS or call the OHA Helpdesk to determine your coverage and see if you can apply.

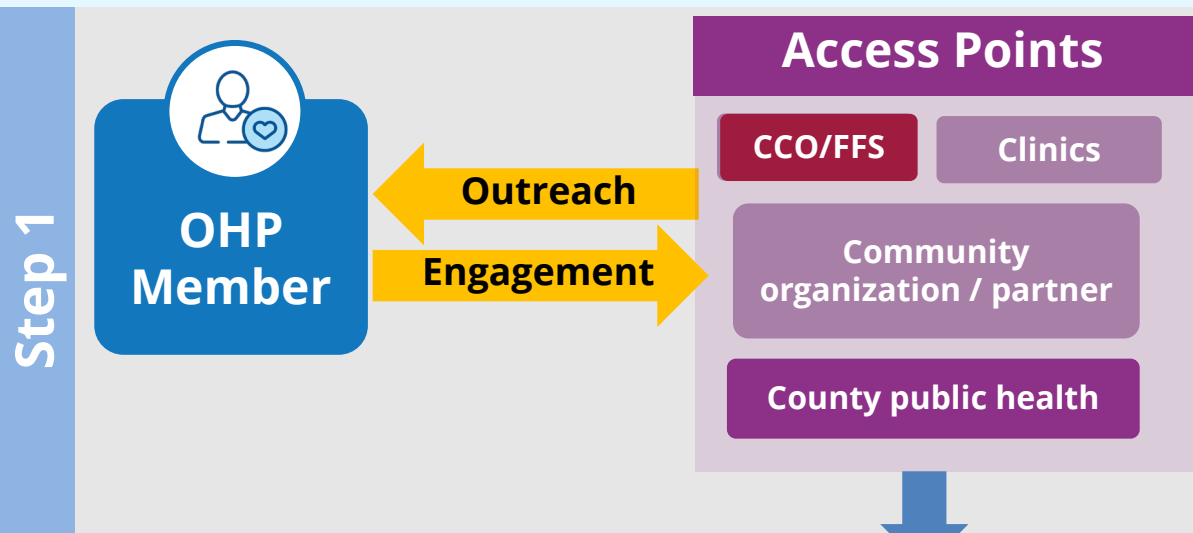
If you are not an OHP member here are resources and other ways you can stay safe and healthy during a Wildfire.



DATA USED:

County Health Department sends out a notice to residents of their county to warn of a health hazard and offer resources including how to pursue HRSN climate benefits for OHP members that qualify.

Have not independently confirmed OHP Member or CCO



Step 2: Compile Info and Complete HRSN Service Eligibility Needs Form

OUTSTANDING QUESTION: Do we need other organizations like the County Health Department to document HRSN outreach to members?



Hmm.. I have Pacific Source for health coverage through OHP. I'll give them a call.

Member Experience: Service Eligibility

CCO Complete Service Eligibility Needs Form



Hi – My County Health Department told me to contact you to see I am eligible to receive an Air Filter through my OHP Coverage. Can you help me?

Hi Ali,
Yes, let's continue with this process by filling out the HRSN Eligibility and Service Needs Form.

To complete the form, we will need to determine:

- Your social risk factors
- Your clinical risk factors
- What services you need



Okay Ali, we have completed the screening and HRSN Eligibility and Service Needs Form.


This will be reviewed for an **EXPEDITED** decision given the emergency, and we will contact you again to tell you if your submission was **approved** or **denied**.

- If it is denied, we will give you a reason and if you feel this was incorrect you can appeal the decision.



DATA COLLECTED:

CCO collects answers from OHP Member and adds information to the form, some questions may be self-attestation.

 **OUTSTANDING QUESTION:** Risk assessment for self-attestation to the question "Are you receiving any of these HRSN services through another organization? If yes, please list the **name**."

DATA USED:

CCOs can use claims data to validate the OHP Member's answers and fill in gaps where the member may not know.

Step 2

Compile Info and Complete HRSN Eligibility and Service Needs Form

Access Points compile information needed for CCO/FFS to make a determination and complete HRSN Eligibility and Service Needs Form



Step 3: CCO or FFS Review Service Eligibility Needs Form and Make an Authorization Decision

Member Experience: Service Authorization

CCO (Service Authorization)

Hi Ali,
We reviewed your Eligibility and Service Needs Form.

We have reviewed and **APPROVED** you for the following services:

- Air Filter, a one-time benefit



Great!
How do I get this benefit?

Great question!
Our Care Management team will work with you to develop a **Person-Centered Service Plan** and make sure that the Service Provider we refer you to are able to provide the services you need.



We will authorize our vendor to deliver the climate equipment to you and we will follow up to make sure everything is working.

CCO/FFS reviews Eligibility and Service Needs Form

CCO/FFS authorize or deny services

APPROVED

Member receives
Approval letter **AND**
CCO/FFS refers member
to HRSN provider

DENIED


Member receives denial
letter including notification
appeal rights

End

Step 3

DATA COLLECTED:

CCO documents service approval or denial, decision, date, and outreach to inform OHP Member.

-  **OUTSTANDING QUESTION:** Do we also want CCOs to document whether the OHP Member would reasonably be eligible for future services or interested in future services?
- **Pro:** could support estimates and inform resource needs closer to those benefits Go Live.
 - **Con:** could confuse or upset members that the service isn't available, and they are in need.

Member Experience: Service Delivery

CCO Contracted Vendor

Hi Ali,
We will deliver and install your Air Filter today.



Great!

Hello CCO,
We have delivered and installed the Air Filter.
Here is the receipt and signature from recipient.



Thanks.

Hi Ali,
Our vendor told us they delivered and installed your
Air Filter. How is it working for you?



Great!

DATA USED:

CCO's share member address & contact information with vendors
Members consented as part of the Eligibility and Service Needs Form

Step 4

CCO/FFS refers member to HRSN provider and updates Person-Centered Service Plan

Service provider is notified of member referral and determines if they will be able to provide service

Vendor closes the referral loop with CCO

Vendor contact and engage member

Member receives services

Vendor collects supporting documentation and send to CCO

CCO Reassesses Member for Additional HRSN Services Ongoing

DATA COLLECTED:

CCO retains documentation of Air Filter information and delivery confirmation.
CCO documents member satisfaction with delivery and equipment.
CCO retains confirmation of payment issued to vendor.

Validate OHP ID and Enrollment: Providers

- <https://www.oregon.gov/oha/HSD/OHP/Pages/Eligibility-Verification.aspx>

How to Verify OHP Eligibility and CCO Enrollment

OHA offers three ways for enrolled Oregon Medicaid providers to access eligibility and enrollment information for OHP members:

- **MMIS Provider Portal - <https://www.or-medicaid.gov>**
After login, click "Eligibility" to get started. To learn more, see the [Eligibility and Copayment Quick Reference](#).
- **Automated Voice Response - 866-692-3864**
After login, press 1 for Recipient Eligibility. To learn more, see the [AVR Quick Reference](#).
- **270/271 Transaction**
Register for Electronic Data Interchange (EDI) with OHA or an OHA-registered clearinghouse and do batch submissions of eligibility inquiries for OHA to verify within 24 hours. To learn more, visit the [EDI Web page](#).

Don't know your patient's Oregon Health ID? You can verify eligibility in the Provider Portal using their last name, first name and date of birth. They can also look up their ID number by logging into ONE.Oregon.gov (under "Current Benefits").

Validate OHP ID and Enrollment: Members

- **Contact the state:**
 - Local Storefront Office
 - Email (AskOHP - Ask.OHP <Ask.OHP@odhsoha.oregon.gov>)
 - Login to ONE online portal
 - Call Service Desk or Client Services Unit (CSU) direct line: 800-273-0557
 - *CSU may be faster due to PHEU increased volume of inbound calls for Service Desk.*
- **NOTE:** All Assistors are getting MMIS access – Statewide Training is still needed.

Outstanding Questions



Question & Answer

What additional questions do you have at this time or what additional information do you need?



Stay Connected!

For any questions related to today's presentation, please contact us: 1115waiver.renewal@odhsoha.oregon.gov

For additional updates and information, check our website: www.oregon.gov/1115waiverrenewal

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**Thank you for your collaboration
and ongoing partnership!**

