



# **Managed Care 101**

# Topic Areas...

- Brief Introductions
- Benefit Coverage
- Panel Requirements
- Credentialing & Contracting
- Quality
- Care Coordination
- General MCO Responsibilities
- BH System Priorities
- How to Contact Us

## A Few Other Items...

- There are 5 Managed Care Plans serving Ohioans eligible for Medicaid (Buckeye, CareSource, Molina, Paramount and UnitedHealthcare)
- Services for Ohio Medicaid Members who have managed care is designed by the Ohio Department of Medicaid and the MCOs must follow the design per contract



# Benefit Coverage

# General Benefit Package

- Inpatient services
- Outpatient office visits
- Specialty services (DME, Home Health, Diagnostic Imaging)
- Pharmacy Benefit
- Value Added Benefits (transportation, optical/dental, etc.)

# General Benefit Package

- Inpatient psychiatric & detox services
- Outpatient psychotherapy services
- Outpatient psychiatry services
- Outpatient psychological services
- Pharmacy benefit (psychotropic, MAT medications)



# Panel Requirements

# Panel Requirements

- General requirements:
  - Access to Care
  - Network Adequacy
  - Other Standards
    - Cultural Competency
    - Physical Accessibility
    - Proximity to Public Transportation
    - Environmental Standards
- MyCare BH Panel Requirements
  - Number of Agencies by County
  - Intended to provide choice





# Credentialing & Contracting

# Credentialing & Contracting

- NCQA Standards for Credentialing (ind vs group)
- Credentialing Process
  - Information needed on providers
  - Paper forms vs CAQH
- Contracting Process
  - Request to Contract, timeline
  - Standard Contract Language
  - Single Case Agreement



# Quality Care

# Quality Care

- HEDIS Quality measures
- Care Coordination measures
- Quality of Care investigations

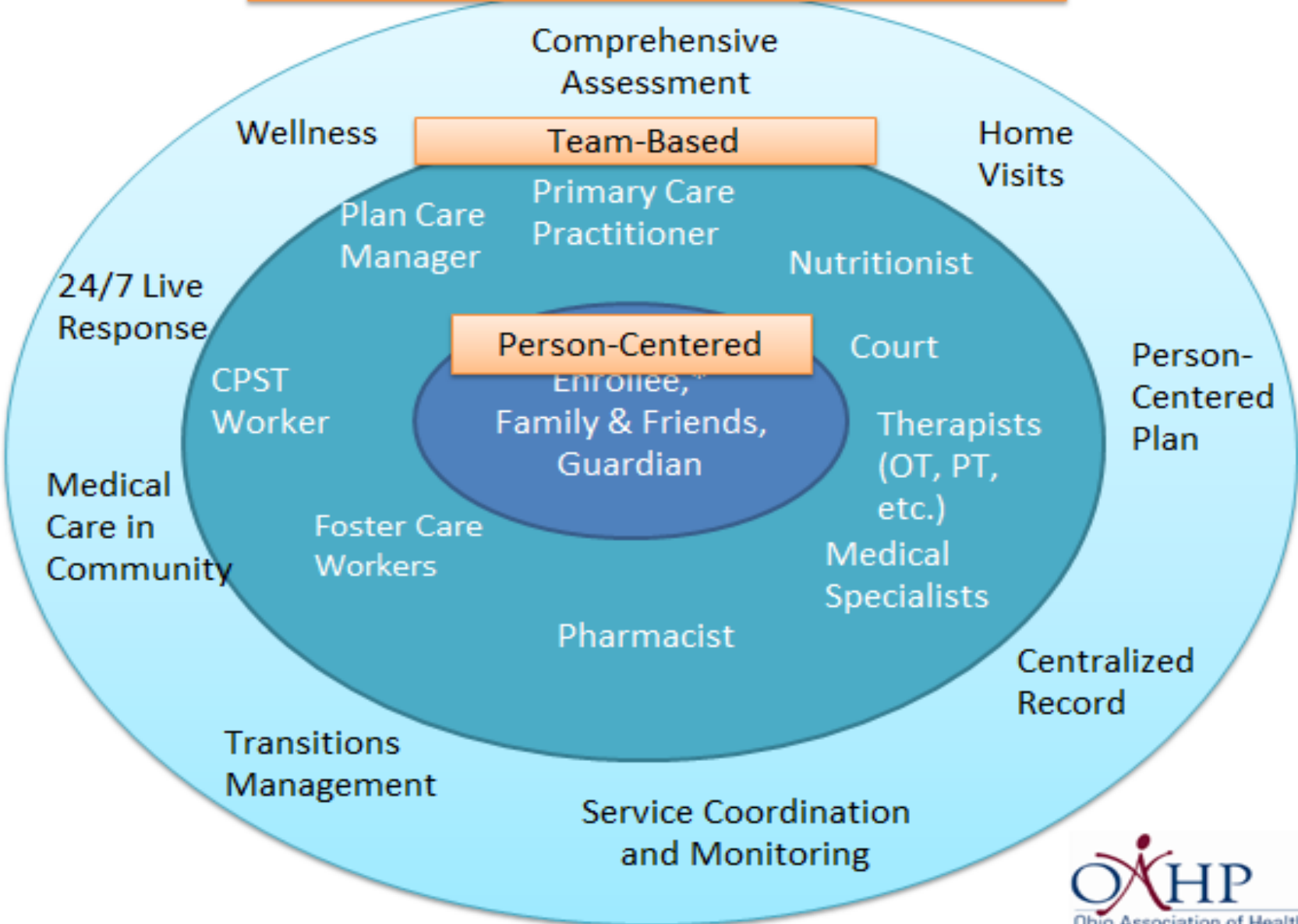


# Care Coordination

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- Enrollment Requirements
- Multidisciplinary Model of Care
- Role of MCO on treatment team
- ODM vision for Care Coordination

Comprehensive and Integrated Care Management





# MCO Responsibilities



# MCO Responsibilities

- Appeals/Grievances
- Consumer Education
- Health & Wellness
- Meeting the Triple Aim
- Provider Management



# Priorities for Behavioral Health

# BH Priorities

- Immediate Access to Care
- Improved coordination of care
- Availability of SUD services
- Quality Care (EBPs)
- Workforce Development
- Efficient use of resources

# How To Contact Us

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## CARESOURCE

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## AETNA BETTER HEALTH

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## MOLINA HEALTHCARE

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## PARAMOUNT

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