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# Welcome

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# 21st Century Cures Act

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All Delaware network providers must be enrolled in the Delaware Medical Assistance Program (DMAP).

This applies to all Highmark Health Options (HHO) network providers who furnish, order, refer, or prescribe items or services to Delaware Medicaid members.

**Providers should have received a notice from DMAP to attest or complete a new Provider Enrollment Application.**

- If you have not received a letter or responded to the request, reach out to Gainwell Technologies.
- Failure to fulfill this requirement will result in termination and/or nonpayment of claims.



**Contact Gainwell Provider Services with questions about DMAP enrollment applications on the Provider Portal.**

**1-800-999-3371**

Option 0, then Option 4.

**OR**

**[DelawarePret@GainwellTechnologies.com](mailto:DelawarePret@GainwellTechnologies.com)**

Reminder: Do not send any correspondence that has protected health information (PHI) to this mailbox.

# Agenda

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-  **Delaware Medicaid Redeterminations**
-  **Lifestyle Management Program**
-  **Wellness Programs**
-  **Long-Term Services and Support (LTSS)**

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**DELAWARE MEDICAID REDETERMINATIONS:**  
Preserving Continuity  
of Health Care Coverage

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# PHE Unwinding Overview

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- PHE officially ends May 11, 2023.
- Consolidated Appropriations Act of 2023 separated the continuous eligibility requirement from the PHE.





# PHE Unwinding Overview

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- Starting on April 1, 2023, all States are permitted to restart the redetermination process with their Medicaid members.
  - Must begin process by April 30.

# Medicaid Renewal Process

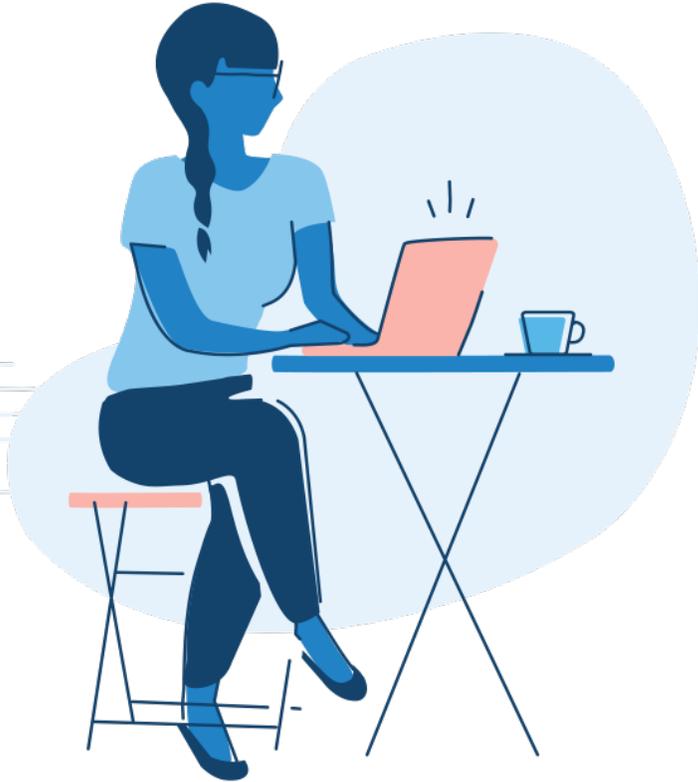
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- States will begin the renewal process by first attempting to redetermine eligibility.
- State will do this based on reliable information available to the agency without requiring information from the member.



# Medicaid Renewal Process

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- Ex parte renewal, also known as auto-renewal, passive renewal, or administrative renewal.
- Medicaid members who do not retain their eligibility through the ex parte renewal process will be mailed a pre-populated enrollment form.
- Members can complete their renewal and send in their necessary documents that the State does not have to evidence eligibility.

# State of DE Population-specific Concerns



## Pregnant Women

DMMA is pursuing a State Plan Amendment to allow for 12-month continuous coverage for pregnant women; this SPA is pending with CMS.



## People Living with I/DD\*

No automatic closures of cases.



## Members Living in a Nursing Facility

No automatic closures of cases.



## Other Members Eligible for Long-Term Care

No automatic closures of cases.

\*Intellectual and Developmental Disabilities.



# HHO Redeterminations Call Center

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A dedicated team of HHO call center agents trained in Medicaid redetermination will be outreaching members who are not auto-renewed to:

- Assist members with renewing, or
- Warm transfer them to ACA call center experts if they are no longer eligible for Medicaid.

# Renewals Requirements

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CMS requires that no more than one-ninth of all redeterminations for the entire Medicaid population in the state of DE are completed in any given month to allow the full 14 months to complete redeterminations.

This is known as the “unwinding” period.



# Renewals Requirements

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These requirements are intended to decrease:

- Administrative burden on state agencies
- Gaps in coverage/care
- The number of uninsured





# ACA Coverage

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HHO will also receive lists of disenrolled members from the State.

Highmark will help with enrolling these disenrolled members in ACA coverage if they qualify.

# Key Messages

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- During the pandemic years, people who had coverage through Medicaid were not asked to prove if they were still eligible for Medicaid.
- Starting in May, Delaware will begin to determine if people who have coverage with Highmark Health Options are still eligible for Medicaid.
- Delaware will send renewal packets to Highmark Health Options members who must complete the renewal process.
- Highmark Health Options members who are no longer eligible for Medicaid have other coverage options.



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# Lifestyle Management Program

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# Lifestyle Management Program

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HHO Lifestyle Management Program provides patient education and self-empowerment for medication, diet, and lab adherence to reduce inpatient and emergency department utilization.

## **The programs aim to:**

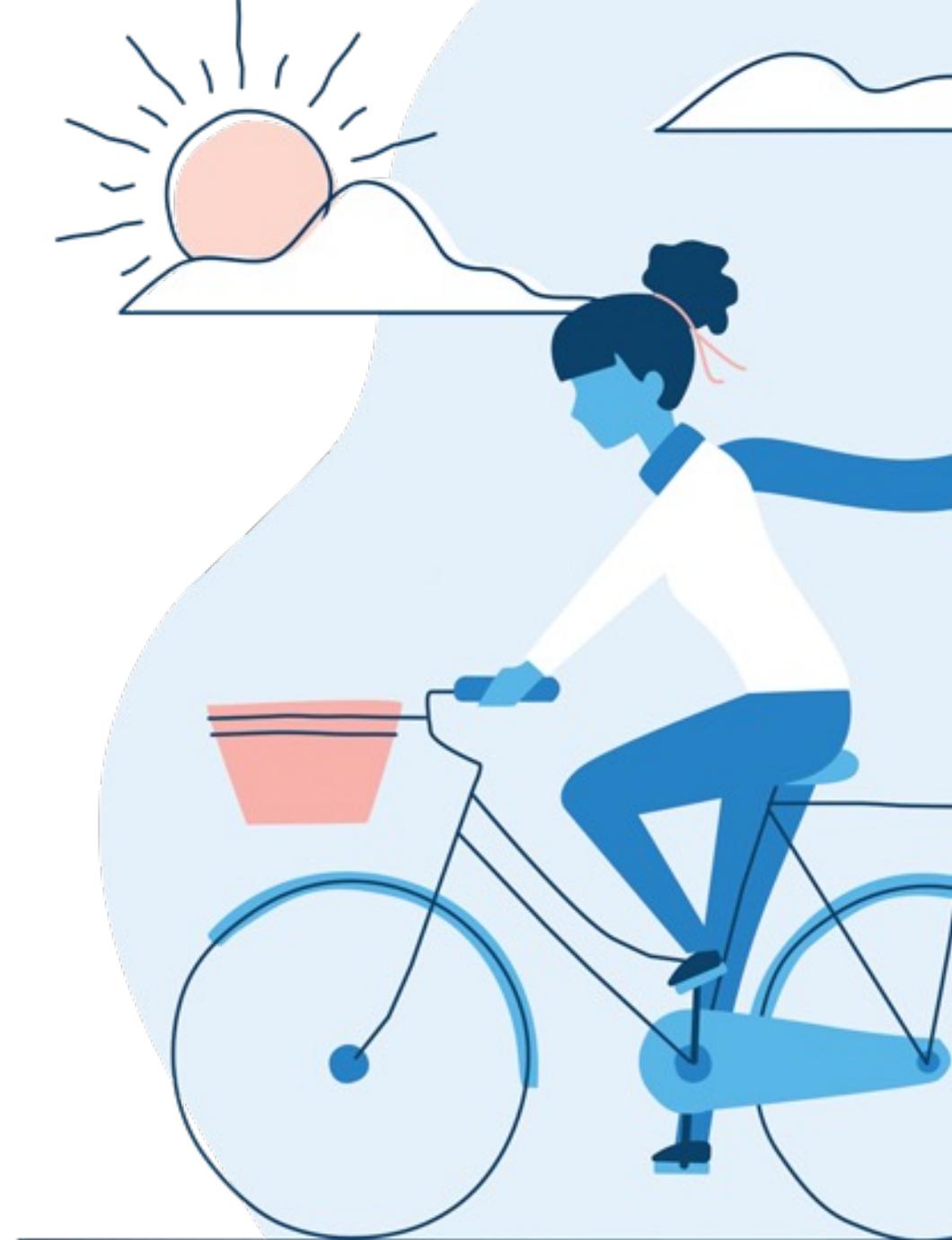
- Improve health outcomes
  - Increase retention
  - Increase patient understanding of their condition
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# HHO Lifestyle Management Program

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- HHO offers a multidisciplinary, whole person approach to healthcare delivery.
- Staff proactively identifies populations with **chronic medical conditions**.
- The Lifestyle Management Program includes population-based disease management programs that focus on improving the health status of your HHO patients.



# Lifestyle Management Program

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The program targets patients who have chronic conditions:



Asthma



Heart disease



Chronic obstructive  
pulmonary disease  
(COPD)



Diabetes



# Lifestyle Management Program

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- Patients who meet eligibility criteria are automatically enrolled at **no cost**.
  - Patients can opt out of the program at any time.
- HHO staff provides ongoing disease education and healthcare management to promote positive lifestyle changes.
- Encourage your patients to learn what programs and benefits may be available to them.

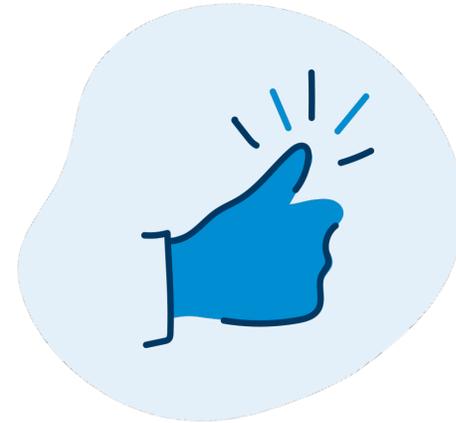
# Lifestyle Management Collaboration

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**HHO Lifestyle Management programs can assist you by:**



Promoting early  
patient engagement



Providing support and coaching  
that can help your patients make lasting  
behavioral changes

# Lifestyle Management Collaboration

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## HHO's clinical staff can help:

- Assess your patient's overall well-being.
- Determine your patient's understanding of their condition(s).
- Assess your patient's behavioral, economic, environmental, social, spiritual, and medical needs.
- Communicate with your patient's care team, as needed.
- Perform medication reconciliation to assess adherence and understanding, access for poly pharmacy and multiple prescribers.

# Lifestyle Management Collaboration

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## HHO's clinical staff can help:

- Review claims for lab testing and follow-up with your patients for results.
- Provide pill boxes or scales, if needed.
- Discuss lifestyle management issues including, but not limited to, diet, nutrition, meal planning, weight management, exercise, and smoking cessation.
- Refer your patient(s) to a health educator, home health visits, or any other discipline, if indicated.

## LIFESTYLE MANAGEMENT PROGRAM

# Asthma

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- Emphasis on patient education, self-management, and medication adherence.
- Patients age 2 and older are eligible.
- The program encourages an active lifestyle while minimizing or preventing asthma exacerbations.





## LIFESTYLE MANAGEMENT PROGRAM

# Asthma

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### The program helps patients:

- Identify their asthma triggers.
  - Recognize early symptoms requiring medical attention.
  - Understand and prevent the potential risks of uncontrolled asthma.
  - Understand the difference between a rescue inhaler and a controller medication.
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## LIFESTYLE MANAGEMENT PROGRAM

# Cardiac

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- Emphasizes patient education and support to help with cardiac conditions.
  - Patients age 21 and older with a diagnosis of heart failure, myocardial infarction, or coronary artery disease are eligible.
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## LIFESTYLE MANAGEMENT PROGRAM

# Cardiac

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### The program helps patients understand:

- How other conditions play a part in worsening a cardiac condition.
  - The meaning of specific cardiac symptoms to prevent further cardiac damage.
  - The importance of lab tests for lipid testing and medications.
  - When to call their PCP and the key words to tell the office.
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## LIFESTYLE MANAGEMENT PROGRAM

# COPD

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- Emphasis on patient education, lifestyle modification, safety, self-management, and medication adherence.
- Patients age 21 and older with a diagnosis of COPD are eligible.



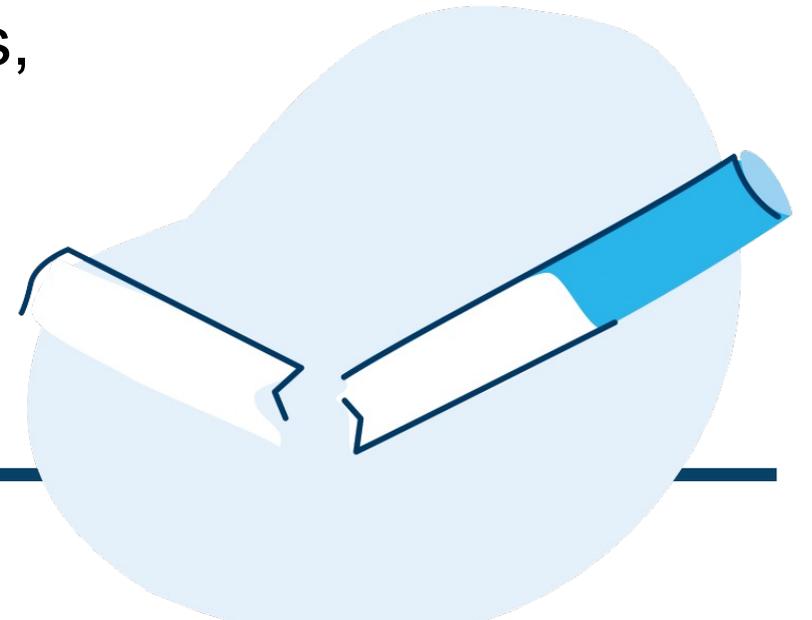
## LIFESTYLE MANAGEMENT PROGRAM

# COPD

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### The program helps patients:

- Identify and avoid COPD triggers to help prevent an exacerbation.
- Recognize when they should call their PCP.
- Know the importance of medication adherence and proper use of inhalers.
- Recognize the importance of lifestyle modifications, including smoking cessation.
- Understand the role of supplemental oxygen and benefits of a pulmonary rehabilitation program.





## LIFESTYLE MANAGEMENT PROGRAM

# Diabetes

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- Emphasizes education and personal responsibility for diabetes management to prevent diabetic complications.
- All adult and pediatric patients with type 1 or type 2 diabetes are eligible.

## LIFESTYLE MANAGEMENT PROGRAM

# Diabetes

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### The program helps patients:

- Know what is normal and what is not.
  - Learn how to keep blood sugars under control to help prevent diabetic complications.
  - Understand what tests and lab tests are needed to manage diabetes.
  - Understand when to call the doctor.
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# Wellness Programs

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# Healthy Weight Management Program

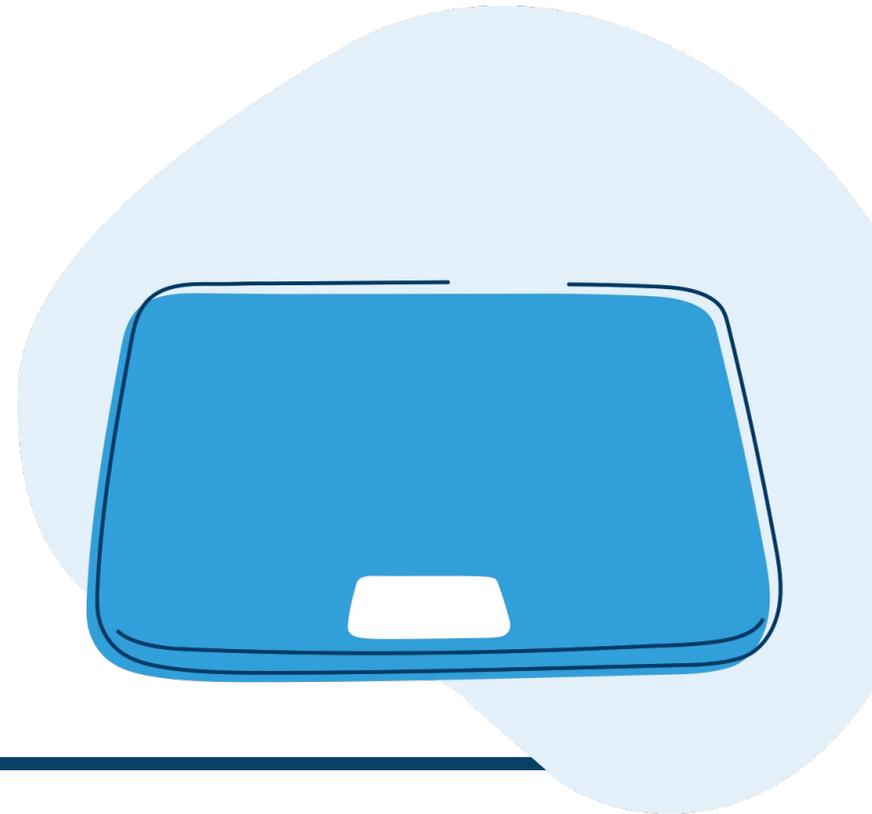
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## Available for:

- Children age 3 and older
- Adults age 18 and older

Highmark Health Options offers intensive behavioral interventions every plan year (12 months) for members

- This helps HHO remain consistent with the My Healthy Weight Pledge signed by DMMA.





# Diabetes Prevention Program

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- One-year program from Highmark Health Options and the YMCA of Delaware for members who qualify.
- Classes are in person or online.

# Wellness Programs

## Criteria: DPP

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- Adults age 18 and older
- Overweight
- Not diagnosed with Type 1 or Type 2 diabetes
- Not pregnant
- Other qualifiers (YMCA qualifies members for program through risk assessment quiz and/or lab values)



# LEAN Healthy Weight Program

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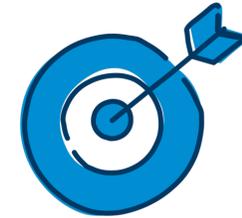
A 12-week weight loss program from Highmark Health Options and the YMCA of Delaware:



Eat healthier



Move more



Lose weight

**LEAN**

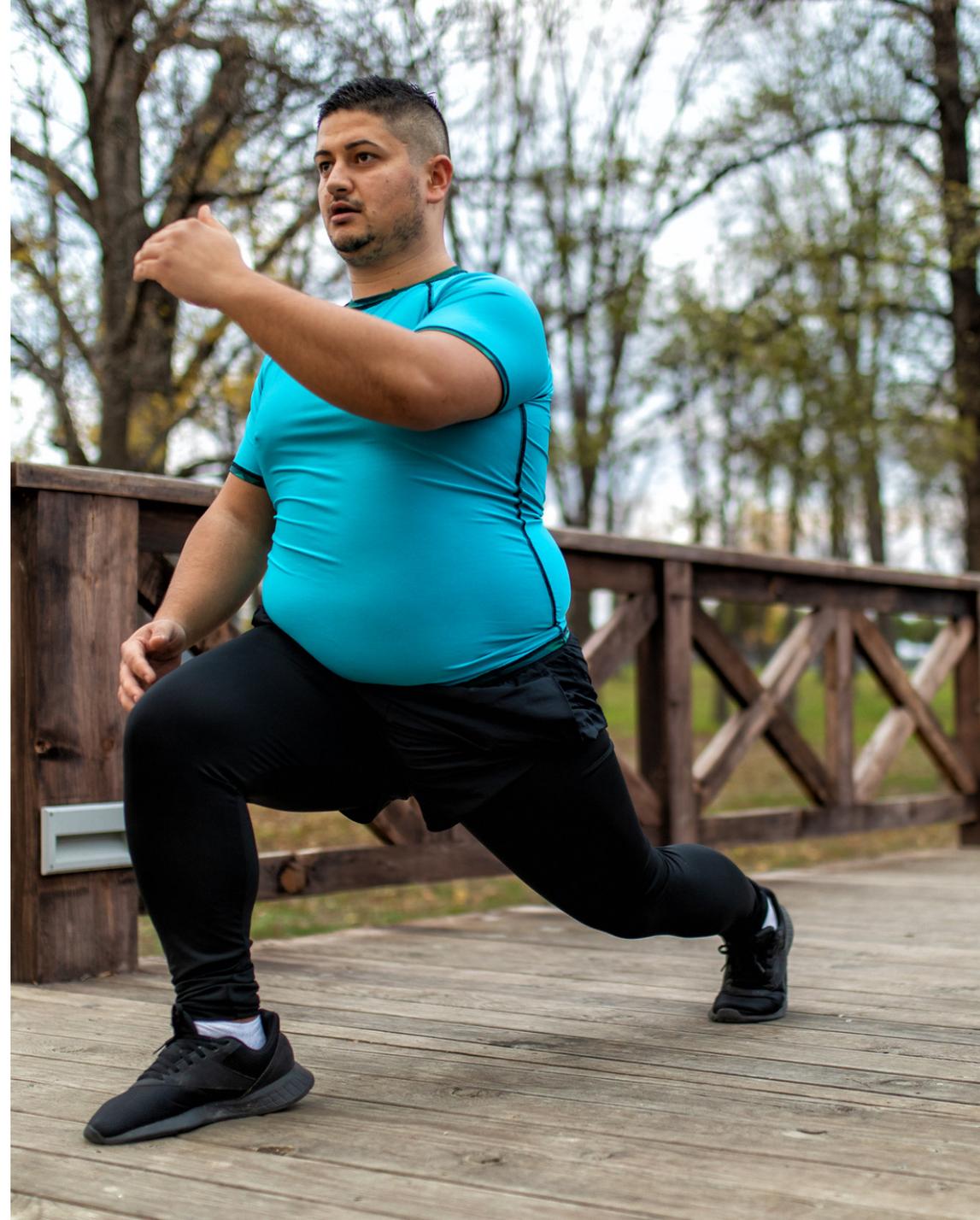
Lifelong  
Essentials for  
Activity and  
Nutrition

# Wellness Programs

## Criteria: LEAN

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- Adults age 18 and older with elevated BMI%



# DPP & LEAN Member Incentives

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HHO members get incentives for participating in DPP & LEAN Programs through YMCA of DE.

Members can only enroll in one program at a time.

**To earn incentives, members can sign up via:**



[my.therapayrewards.com/hho](https://my.therapayrewards.com/hho)



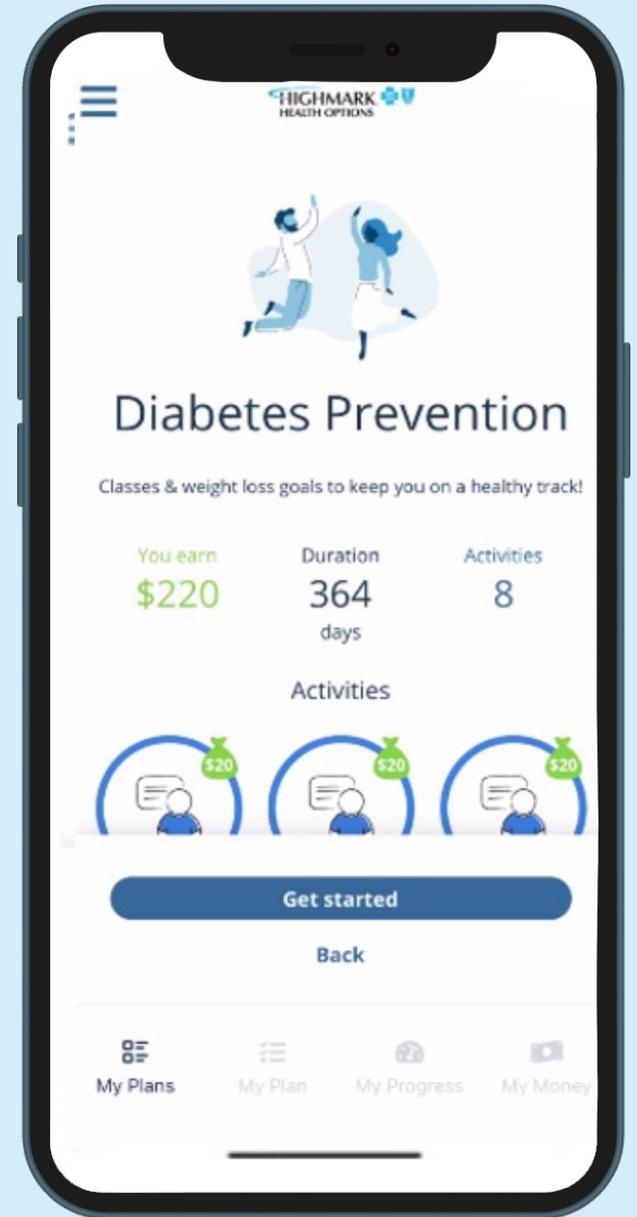
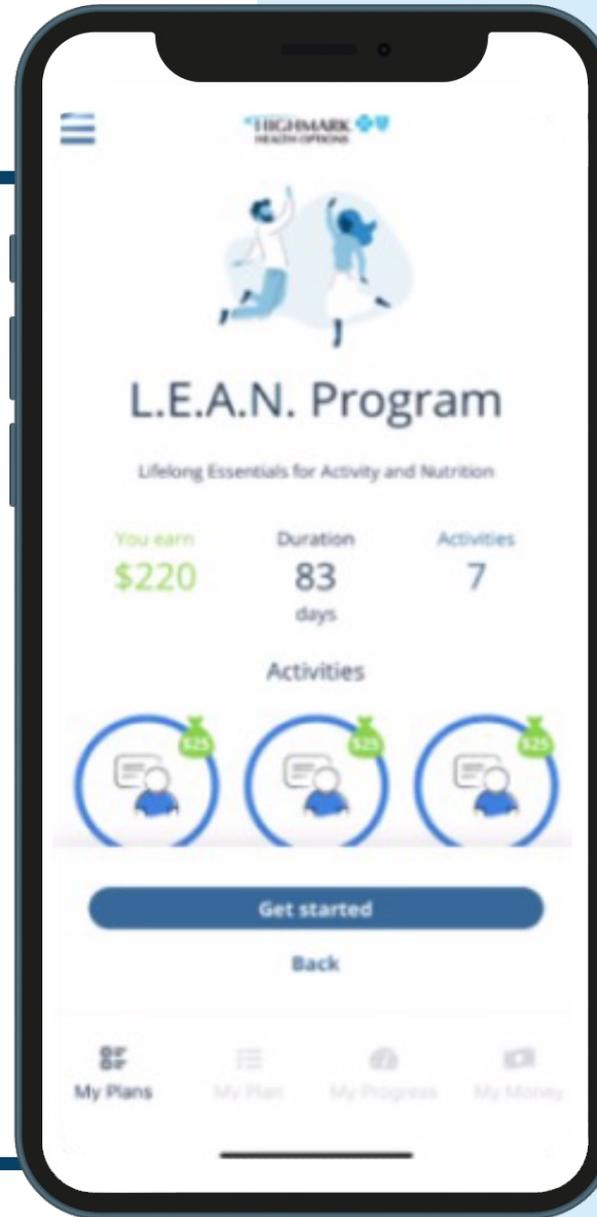
Call TheraPay at 866-469-7973 and talk to a TheraPay Specialist.

# DPP & LEAN Member Incentives

The TheraPay app informs members on what activities they are eligible to earn monetary incentives for and sends them reminders.

Members receive a card in the mail.

They can use it like a credit card at most retail stores.



# Wellness Programs Criteria: Healthy Weight Management

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- Adults age 18 and older with elevated BMI%
- Children age 3 and older with elevated BMI%

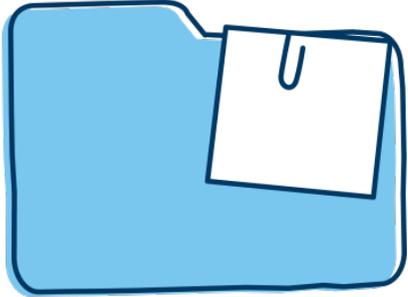
HHO staff collaborates with member or caregiver to offer HHO covered benefits, and/or community resources

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# Wellness Programs Provider Referrals

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Providers can refer HHO patients who may be eligible for Wellness Programs to the Care Management Team at: 844-325-6251

## **DPP and LEAN Providers can:**

- Call YMCA of DE Healthy Living Department, 302-572-9622 and YMCA can register member
- Use “Healthcare Provider Referral” on YMCA website [ymcadedfhbf.formstack.com/forms/referral\\_healthy\\_living](https://ymcadedfhbf.formstack.com/forms/referral_healthy_living)

# Wellness Programs Provider Interventions

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## Healthy Weight Management

- Providers can offer intensive behavioral interventions or refer patients (children and adults) to applicable provider for intensive behavioral interventions.



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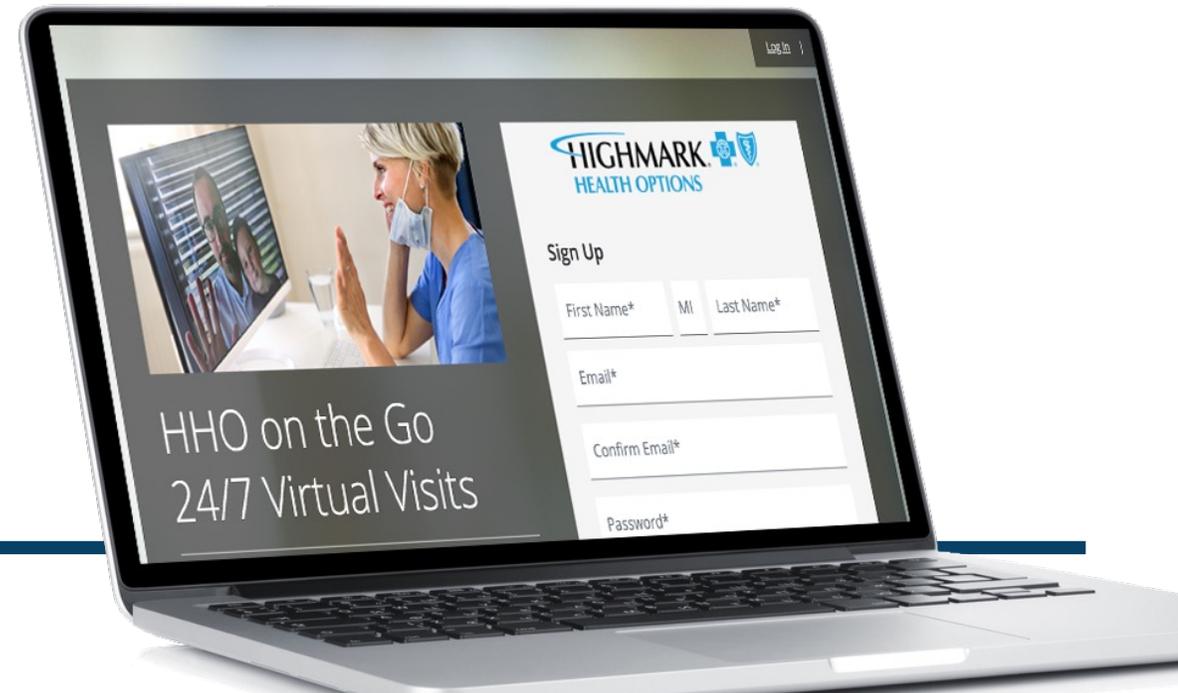
# Long-Term Services and Support (LTSS)

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# HHO on the Go

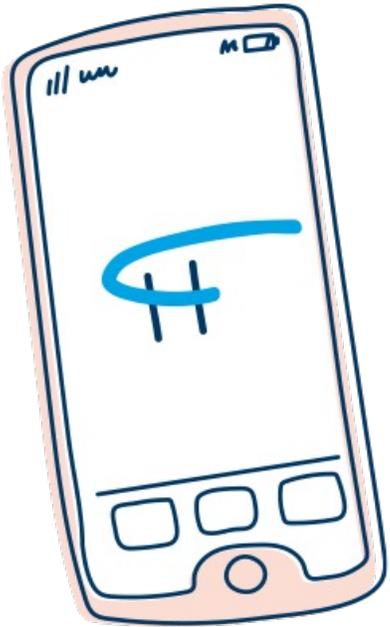
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- Highmark Health Options members are eligible to utilize HHO on the Go, a telehealth benefit available at no cost
  - Coverage includes visits in the doctor office and virtual visits.
- Mental health care is available for members age 18 and older
- This benefit is available to all members including those residing in an assisted living facility
- Access HHO on the Go at [www.hhoonthego.com](http://www.hhoonthego.com)



# HHO on the Go

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## Some conditions that can be treated via telehealth are:

- allergies
- asthma
- animal or insect bites (minor)
- bronchitis
- colds
- cough
- COVID-19 symptoms
- flu
- mild fever
- earache
- headache
- nausea
- pink eye
- eye infection
- poison oak
- poison ivy
- rash
- skin infection
- sinus infections
- sore throat
- laryngitis
- sprains and strains
- urinary tract infections (UTIs)

# Mobile Therapy

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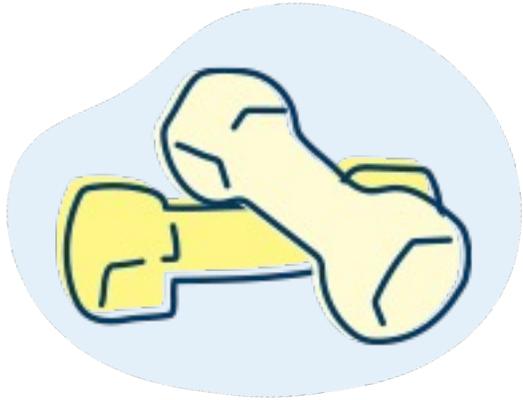
- Highmark Health Options members are eligible to receive mobile therapy when medically necessary
- This benefit is available to members including those residing in an assisted living facility



# Mobile Therapy

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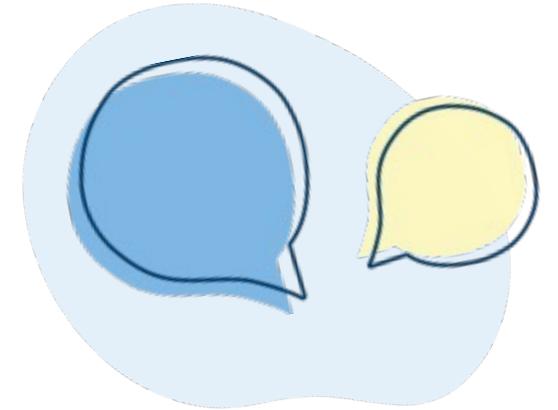
Mobile therapy includes:



Physical therapy  
(PT)



Occupational therapy  
(OT)



Speech therapy  
(ST)