Optima Health B.

Optima Health Community Care(CCC+)

Optima Health Community Care

A Virginia Medicaid Managed Long Term Services and Supports (MLTSS) Product



- Optima Health was selected in be a statewide Medicaid MLTSS provider for individuals enrolled in the new DMAS CCC Plus program.
- ✓ Individuals who will be included in the program are Medicaid members with complex health issues, including those who are elderly or disabled, whether they may be in their home, an assisted living facility, or nursing facility.

Optima Health Community Care Plan ID Card





OPTIMA HEALTH COMMUNITY CARE MEDICAID XP

Member Name: JOHN DOE

 Member Number: 9999999*99
 OV: \$0

 Group Number: OHCC
 ER: \$0

 Member Effective Date: 99-99-99
 RX: \$0

PCP Phone: 999-999-9999

Medicaid #: 999999999999

DOB: 99-99-9999

COVER VIRGINIA
Connecting Virginians to Affordable Health Insu

Detailed benefit information is available at optimahealth.com

Preauthorization may be required for: hospitalization, outpatient surgery and therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.

IN CASE OF AN EMERGENCY: Call 911 or go to the nearest emergency room.

Always call your Primary Care Physician for non-emergent care.

FOR PHARMACIST USE ONLY:

BIN# 610011 PROCESSOR CONTROL# OHPMCAID

 OptumRx Pharmacist Help Desk:
 [1-866-244-9113]

 Member Services:
 (Translation Services Available)
 [757-552-8360] OR [1-888-512-3171]

Pharmacy Member Services: [757-552-8840] OR [1-844-724-5576]
TTY Virginia Relay Service: (Hearing Impaired)
After Hours Nurse Advice: [757-552-8899] OR [1-844-387-9420]

 Smiles for Children:
 [1-888-912-3456]

 Transportation:
 [1-855-325-7558]

MEDICAL CLAIMS BEHAVIORAL HEALTH CLAIMS

P.O. Box 5028 P.O. Box 1440 Troy, MI 48007-5028 Troy, MI 48099-1440

Offered by Optima Health Plan

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Commonwealth Coordinated Care Plus (CCC Plus)

DMAS Medicaid Managed Care Program for MLTSS Services



- **✓** Primary goal is to improve health outcomes
- ✓ Integrated delivery model
- ✓ Care Coordination driven, high touch, person centered design

For more information about CCC Plus, please visit the DMAS website.

Optima Health Community Care Model of Care





Optima Health Community Care facilitates personcentered care, featuring the following benefits:

- Coordination and management of all aspects of physical health, behavioral health, long-term care and community-based services.
- Access to a Care Coordinator who will work with the member, their caregivers, providers and community-based resources to ensure necessary care.
- Support of an Interdisciplinary Care Team, including caregivers, doctors, nurses, counselors or others chosen by the member.
- Regular care assessments and individualized care plans.

The primary goal for Optima Health Community Care is to assure members receive the highest quality integrated services and supports they need in the most appropriate (least restrictive) setting

Optima Health

Care Coordination and Providers: A Partnership

- ✓ Member, Provider, and Care Coordinator work together to provide the right service at the right time in the right amount based on each Member's identified needs and preferences.
- ✓ Care coordinators schedule Interdisciplinary Care Team meetings and invite provider participation.
- ✓ Providers bring valuable insights into Member's needs and services to meet these needs.
- ✓ Care Coordinators ensure services are authorized during continuity of care period and authorize future LTSS services.
- ✓ Care Coordinators work with Member, caregivers, and providers to identify social determinants and solutions to meet Member's goals.
- ✓ Care Coordinators will request from providers: plans of care, DMAS forms, Supervisory forms, LOC, and other required DMAS/CMS forms as per contract.

POWERING SUCCESS





Which Providers are in the CENTIPEDE Network?

- Adult Day Health Care
- Assistive Technology Only
- Congregate Nursing
- Environmental Modification
- PERS (Personal Emergency Response)
- Personal Care
- Respite Care
- Service Facilitation
- Skilled Nursing Services/LPN
- Skilled Nursing Services/RN
- Transition Coordination
- Other Value Added Services
 - Pest control
 - Home Delivered Meals

POWERING SUCCESS





CENTIPEDE

CENTIPEDE-OPTIMA HEALTH Relationship

Network Management and Global Support:

- CENTIPEDE Contract
- CENTIPEDE Credentialing with Service Approval
- Support and Getting Started
- Ongoing Support





OPTIMA HEALTH Plan Specific Support:

- Authorizations
- Billing Portal
- Claims/Claims Payment
- Plan & Member Q&A
- Plan Specific Support

- ✓ LTSS services that are efficiently utilized enable Members to retain autonomy and to function at their highest level.
- ✓ These services promote living in the least restrictive environment.
- ✓ LTSS services can be temporary or long-term and must be reassessed as needs change.
- ✓ LTSS providers are the key to improving the Member/caregiver's experience.
- ✓ LTSS providers that offer quality, reliable and caring services are critical to the health and safety of our Members.

Promoting Health and Wellness

Optima Health Community Care works with Members and providers to promote health and wellness through:

- ✓ Smoking Cessation
- ✓ Patient Education
- ✓ Weight Management
- ✓ Chronic Disease Management
- ✓ Added Benefits for dental, vision, hearing, diabetic foot care, memory care, assistive devices, and prenatal counseling
- ✓ Identifying community solutions for socialization, support, and healthy living

Assessing Member Needs

- ✓ Optima Health Community Care performs an extensive health assessment on every new Member on enrollment and throughout the year.
- ✓ This assessment looks at the Member from a biopsychosocial perspective.
- ✓ CCC Plus is different in that *social* determinants are also identified and addressed.
- ✓ Care Coordinators conduct Face to Face assessments and in-person care planning and care team meetings for members receiving LTSS services.
- ✓ Regional transition coordinators are engaged for continuity of care, transitions from NF to community, and as a resource.
- ✓ OHCC is a required reporter for suspected Child and Adult abuse and neglect – please report all incidences to APC/CPS and communicate with the OHCC Care Coordinator.