



Managed Long Term Services and Supports (MLTSS) Update

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**New Jersey Department of Human Services
Division of Medical Assistance and Health Services**

Office of Managed Health Care

Behavioral Health Unit

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Behavioral Health and MLTSS

- On July 1, 2014 there were a little over 11,000 waiver participants from four HCBS waivers who transitioned into one MLTSS program
- Today there are almost 16,000 MLTSS members and approximately 1,200 MLTSS members with BH (MH or SUD) needs
- The prior GO waiver did not accept people with Mental Health Diagnoses

NJ Family Care Managed Care Reference Information

- Below is the link for the MCO contract:

<http://www.state.nj.us/humanservices/dmahs/info/resources/care/hmo-contract.pdf>

- The link below will provide connection to **individual MCO sites**, including contacts for each MCO's Member and Provider Relations:

<http://www.state.nj.us/humanservices/dmahs/info/resources/hmo/>

- Below is the link for the MLTSS Website:

http://www.state.nj.us/humanservices/dmahs/home/mltss_resources.html



Managed Provider Relations Unit

- Addresses Provider Inquires and/or complaints as it relates to MCO contracting, credentialing, reimbursement, authorizations, and appeals
- Conducts complaint resolution tracking/reporting
- Provides Education & Outreach for MCO contracting, credentialing, claims submission, authorizations, appeals process, eligibility verification, TPL, MLTSS transition and other Medicaid program changes
- Addresses stakeholder inquiries on network credentialing process, hospital turnover, network access, and payment compliance
- Provider inquiries should be e-mailed to the State Office of Managed Health Care, Managed Provider Relations Unit at: MAHS.Provider-Inquiries@dhs.state.nj.us

Provider Inquiries

- **Prior to contacting the State directly, individuals should contact Member and/or Provider Relations Office at the Managed Care Organization (MCO)**
- If matter is unresolved, State staff will review and assist as necessary
- The Managed Provider Relations Unit will work with necessary staff at DMAHS, Molina, DOBI, other State Departments and/or MCO to address inquiry

Provider and Member Resource Information

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|---|--|
| Aging and Disability Resource Connection (ADRC) Hotline | 1- 877-222-3737 |
| Division of Aging Services Provider Hotline | 1-866-854-1596 |
| Division of Disability Services Care Management Hotline | 1-888-285-3036 |
| NJ FamilyCare Member/Provider Hotline | 1-800-356-1561 |
| NJ FamilyCare Health Benefits Coordinator (HBC) | 1-800-701-0710 |
| NJ FamilyCare Office of Managed Health Care, Managed Provider Relations | MAHS.Provider-inquiries@dhs.state.nj.us |
| NJ State Health Insurance Assistance Program | 1-800-792-8820 |

NJ Family Care BH Services

BH services currently in the State Medicaid Plan/Covered through FFS

- Targeted Case Management (ICMS)
- Community Support Services (1/16)
- Behavioral Health Home (7/14 Bergen county; 10/14 Mercer county)
- Psychiatric Emergency Rehabilitation Services (PERS)/Affiliated Emergency Services (1/14 for ABP; 7/14 for non-ABP)
- **MH Outpatient-MLTSS**
- SUD Outpatient for ABP beneficiaries only
- **Adult Mental Health Residential (group homes)-MLTSS**
- **Inpatient psychiatric services-MLTSS**
- **Opioid Treatment Services-MLTSS**
- **Psychiatrist, Psychologist or APN-MLTSS**
- **Partial Care/Hospitalization-MLTSS**
- PACT

BH services covered by the MCOs under MLTSS

- MH Outpatient (Clinic/Hospital) Services
- Adult Mental Health Residential (Group Homes A+ thru D)
- Inpatient Psychiatric Hospital Care
- Opioid Treatment Services
- Independent Practitioner (Physician, APN, Psychologist)
- Partial Care/Partial Hospitalization



Behavioral Health Services not covered by the MCOs under MLTSS

- *MLTSS members can receive PACT, TCM and BHH services billable through NJ Family Care FFS/Molina*
- *PACT, TCM and BHH are not covered by the MCOs in MLTSS since they are duplicative care management services. However, MCOs are required to coordinate and furnish these services for MLTSS members, as clinically appropriate*



MLTSS Success Story #1

An MCO successfully completed two MLTSS assessments for members who reside in A+ AMHRs.

The first member is a 75 year old male with a history of schizoaffective disorder who currently resides in an A+ residential program. The second member is a 64 year old male who also has a history of schizoaffective disorder and resides in an A+ AMHR. Both of these members have recently become incontinent. As both group homes have “No Touch” policies, the staff is only permitted to cue and supervise the members with their activities of daily living (ADLs) and cannot provide hands-on assistance with toileting and using diapers. This was causing ethical dilemmas for the staff and embarrassment and humiliation for the members.

After completing the NJ Choice and PCA Tool, the MCO determined that both members met criteria for MLTSS. Home Health Agencies were contacted the next day to authorize and initiate PCA services and services began three business days after the MCO’s initial visit.

Without MLTSS, both of these members would have been transferred to a nursing home.

MLTSS Success Story #2

- A member is a 68 year-old, single, Hispanic female with a diagnosis of Schizophrenia, Paranoid Type currently lives in an AMHR Group Home and attends a Partial Care Program, She has been attending her Partial Care program for over 20 years. When speaking with staff, they express concern that the program is no longer meets her needs but she has remained there because her family lives close to the program and visit her there and the group home requires a day program.
- She was also diagnosed with Alzheimer's disease about a year ago and is often unable to focus in groups and engage in treatment. Upon enrolling under MLTSS in June 2015, the MCO began to explore this treatment arrangement and options that would better meet her current needs. She remained at the Partial Care for a short period of time and then transitioned to a Medical Day Program that could better address the emerging Dementia needs that have become her primary symptoms/needs. Member continued to meet with her psychiatrist on an outpatient basis and the MCO have been coordinating her care between the Group Home, Medical Day and Psychiatrist.

MLTSS Success Story #3

- A 72 year old female was enrolled in MLTSS as of June 1, 2015. Consumer met the criteria for LTC due to Rheumatoid arthritis, abnormality of gait, uncontrolled diabetes and other medical complications.
- This consumer was living in a shelter and began attending a partial care program for depression and anxiety. An MLTSS Care Manager was able to assess the consumer and work with the social worker at the shelter to secure appropriate housing with supports. Behavioral Health Administrator was able to work with the behavioral health program to contract for services and manage consumer's care. Consumer's mental health issues were primarily due to anxiety and stress of medical illness and lack of housing.
- MLTSS Care Manager was able to move consumer to an Assisted Living Facility with medical staff for support. There is also a psychiatrist who visits the facility. The psychiatrist will work with the consumer for continuity of care around her mental health needs.
- MLTSS staff at the MCO worked in collaboration with several organizations to ensure the safety and well-being of this consumer.



Health Plan Provider Contact Telephone Numbers

| Heath Plan | Provider Relations | MLTSS Contact Number |
|------------------------------------|--------------------|----------------------|
| • Aetna Better Health of NJ | 1-855-232-3596 | 1-855-232-3596 |
| • Amerigroup New Jersey: | 1-800-454-3730 | 800-454-3730 |
| • Horizon NJ Health: | 1-800-682-9091 | 877-765-4325 |
| • UnitedHealthcare Community Plan: | 1-888-362-3368 | 888-702-2168 |
| • WellCare: | 1-888-588-9769 | 888-453-2534 |



Behavioral Health (BH) Administrator Contacts for MLTSS

| Heath Plan | MLTSS BH Administrator | Contact Number |
|---------------------------|--|----------------------------------|
| • Aetna | Joseph Colosi colosij@aetna.com | (609) 282-8155 or (609) 480-0267 |
| • | | |
| • Amerigroup | Ann Basil, LCSW, CCS Ann.Basil@amerigroup.com | (732) 623-5835 |
| • Horizon/Value Options | Eric Levy Eric_Levy@horizonblue.com | (609) 718-9717 |
| • United Healthcare/Optum | Beth Abramovitz, LCSW Beth.Abramovitz@optum.com | 1-800-548-6549x66315 |
| • WellCare | Hania Schwartz, LCSW Hania.schwartz@wellcare.com | (973) 274-2155 |

MLTSS Contact Information

Irina B. Stuchinsky MLTSS & BH

Coordinator

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(609) 631-6475



Questions

