

A stylized illustration of purple mountains with white snow-capped peaks, positioned above the main title.

Welcome to Washington State's GAU Managed Care Program

Learning Objectives

- The purpose of GAU managed care expansion
- Who gets managed care
- How clients are enrolled
- How we will transition existing cases
- How to respond to changes of circumstances

GAU Managed Care Expansion

- Who: GAU clients
- Where: Statewide
- When: November 1, 2009
- Why: GAU clients will have a medical home.
- GAU managed care members will get both medical and mental health benefits
- GAU clients who remain in Fee-for-Service due to exemptions will have extremely limited mental health benefits

WHY GAU Managed Care?

- Addition of mental health benefits
- Case Management
- Care Coordination
- Improved transition from GAU to GAX
- Improved referrals to DVR
- Improved referrals to alcohol and substance abuse treatment

How Clients Get Managed Care



The Community Health Plan of Washington (CHP) provides:

- Primary Care Provider
- 24/7 toll-free hotline for medical advice.
- Pharmacy
- If needed, referrals to specialists
- Mental health benefits
- Case management
- Care Coordination

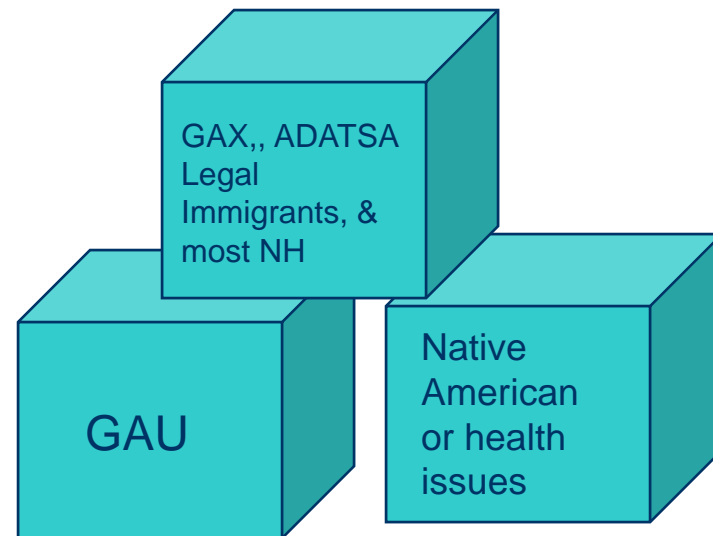
Clients pick a clinic and provider to go to. If a client doesn't pick a clinic and provider, CHP will assign one, based on the client's zip code.

Role of Social Worker

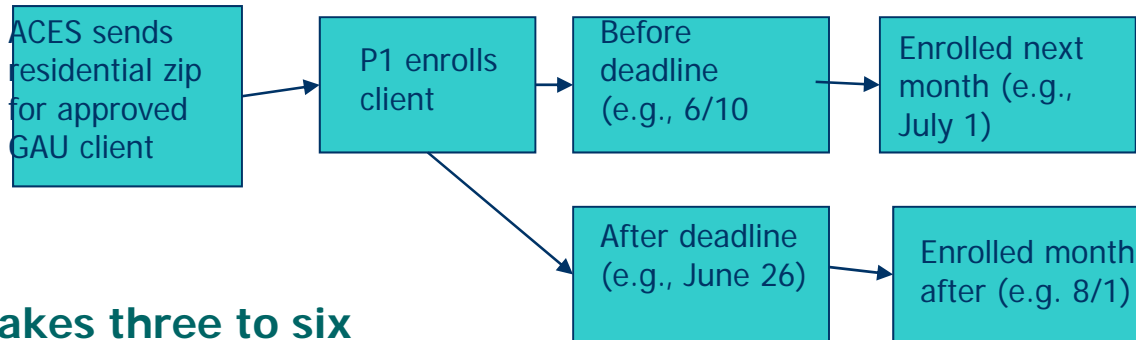
- Give client information about managed care.
- Encourage the client to call CHP to choose a clinic and provider – 1-800-440-1561
- Make adjustments, as needed, when a client moves, changes program or has other changes.

Who is in/Who is out?

- IN: GAU
- OUT: GAX, ADATSA, most nursing home clients, legal immigrants
- CAN GET OUT (Exemption): American Indians/Alaskan Natives; Long-term care Nursing Facility, Medical necessity – exemptions will be tightly controlled

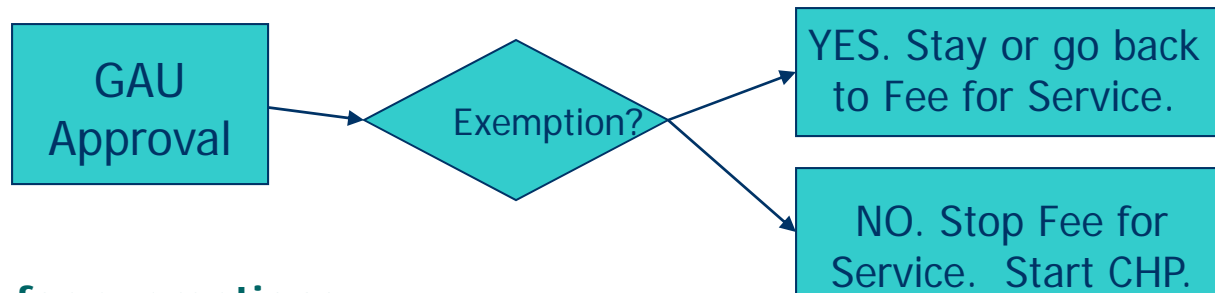


Enrollment Flow Chart



It takes three to six weeks to enroll a client , depending on whether the client is approved before or after deadline.

Exempt or Enroll?



Reasons for exemptions:

1. American Indian or Alaska Native
 2. In a long-term care nursing facility (approved by ADSA)
 3. Has a strong medical reason to keep seeing a doctor who is not with CHP.
- Not all exemptions are approved.
 - It may take up to two months to approve an exemption.
 - While pending, the client stays enrolled in managed care.

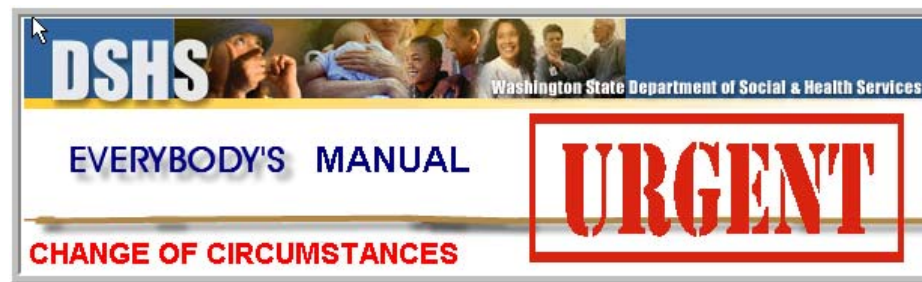
Transition – September & October 2009

- During September & October 2009, GAU clients:
 - Sept. - Receive notice with Medical ID Card (statewide)
 - Oct. – Receive notice via HRSA mailing (excluding King & Pierce)
 - Oct - Transition from fee-for-service to managed care.
 - Oct - Will be exempted by HRSA if s/he is a nursing home resident.

Transition – Other Preparation

- Numbered memos to Providers and Nursing Facilities
- Presentations and training around the state by CHP
- September & October internal training
- Revised Social Services and EAZ Manual material
- Stakeholder letter mailed
- Tribal Leader letter mailed

Change of Circumstances



- ★ Change of address/program changes are fairly easy to handle.
- ★ Nursing facility admissions/discharges require more coordination.

Nursing Home Admissions/Discharges

Change	Response
GAU member is placed in a nursing facility through authorization of Home & Community Services (HCS)	HCS emails HQ for an exemption (member's name, ACES CLID, facility name, admission date, & estimated discharge date).
CHP places GAU member in a nursing facility (short-term).	CHP coordinates health care with the nursing home. CHP responsible for provider, pharmacy, DME, etc.
Member discharged from the nursing facility	Member is enrolled in CHP next available month.

Where to Get More Information

- Social Services & EAZ Manuals
- Project Manager: Becky McAninch-Dake
360-725-1642 mcanibj@dshs.wa.gov
- MACSC Line: 1-800-562-3022
- GAU Managed Care Website:
<http://maa.dshs.wa.gov/gaumc>