

October 31, 2008

MaineCare Initiatives to Promote Better Health Outcomes

Primary Care /Care Management (PCCM)

PCCM or Primary Care/Care Management is a CMS (Federal Center for Medicaid and Medicare Services) approved method for State Medicaid Agencies (MaineCare) to contract with primary care practices that agree to become a medical home for Medicaid members. Many of these practices offer some form of medical care management, generally by nurse outreach, to help members manage their chronic conditions (hence the care management part of the PCCM name).

In exchange for providing these quality services, CMS allows MaineCare to provide a modest financial incentive. Until recently, CMS only permitted access to the PCCM program for a limited number of MaineCare enrollees, generally children and some non-disabled adults. As of August 2008, Maine has CMS permission to expand the PCCM program to cover all MaineCare members, although there are still a few exceptions. This is good news for persons with serious mental illness who have a high burden of medical issues, who have listed access to health care as their biggest unmet need and who generally have had poor access to a primary care physician.

MaineCare member services is sending mailings to all members who are eligible for this expanded access. Because the words “managed care” appear in these PCCM expansion mailings, there is likely to be some confusion since there are simultaneously mailings from the Schaller Anderson Care Management Initiative. The PCCM expansion is an effort to enroll virtually all members with a primary care physician, whereas the Schaller initiative is MaineCare’s effort to provide medical care management for the most medically disabled members.

The mailings ask members to choose a Primary Care Provider from an enclosed list of providers who are within 30 minutes of the member’s address. If the member does not make a choice within a specified time period, they are automatically enrolled although they may switch that choice by contacting MaineCare member services. Members may also keep their current primary care provider if they have one. OAMHS is now working with MaineCare to see if the expansion process can become more accessible and understandable.

Schaller Anderson Care Management

MaineCare is one of only a handful of state Medicaid authorities that provides medical care management to promote effective and coordinated health care for its members with complex needs. MaineCare has contracted with Schaller

Anderson to provide these care management services to the top 10 percent of chronically ill adults and the top 5 percent of chronically ill children served by the DHHS Office of MaineCare Services (OMS) through the MaineCare Care Management Benefit.

Schaller Anderson has two offices in Maine and has been in the state for two years. Its initial contract was for a pilot that served 300 people with chronic illness and high system use. In 2007, Governor John Baldacci expanded the program and the broader MaineCare Care Management benefit went into effect.

This benefit is open to the following MaineCare Members:

- with multiple chronic conditions
- with multiple medications
- in need of self-management education
- with special needs
- whose medical care is complicated by depression
- with multiple emergency room or inpatient admissions
- in need coordination of multiple services for their medical needs

The following exclusions apply:

- Members who are dually eligible, i.e., have any other insurance in addition to MaineCare. Common example: Medicare/MaineCare
- Members with an HIV/AIDS diagnosis--OMS has a waiver program in place to address their specific needs

Schaller's nurse care managers work with MaineCare members to coordinate medical care and assist people in obtaining necessary services and supports. In large part, outreach is by telephone, but in-person when circumstances warrant. More information can be found at www.mymainecare.com

Schaller is currently serving almost 16,000 targeted MaineCare members, of which some 3000 persons are also served by OAMHS. Consumers of mental health services that have significant medical issues or are high users of Emergency Room services are likely to be on the Schaller list of MaineCare members. The Schaller care management team is in the process of contacting members and seeking ways to also contact mental health case managers in an effort to coordinate health care management efforts. Schaller is available to take referrals from mental health agencies. Contact: 1-866-543-2387 or TTY 1-800-457-1220.