

# Briefing – Tribal Case Care and Benefit Coordinators

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What:	Meeting is to discuss questions previously sent out to the respective representative. These questions are intended for Tribal Case Care and Benefit Coordinators. This document can either be filled out and sent back to Jacob at <a href="mailto:jacob.kawamoto@nebraska.gov">jacob.kawamoto@nebraska.gov</a> , or just reviewed before the meeting on 5.26.21 in preparation for discussion
Topic Area(s):	<ul style="list-style-type: none"> <li>• Medicaid ID Card Mailing Issues</li> <li>• Discussion</li> <li>• General Questions/Future Topics</li> <li>• Closing Remarks</li> </ul>
Meeting Date	Thursday, April 29, 2021
Introductions	<p>DHHS:</p> <ul style="list-style-type: none"> <li>• Danielle Trejo, Tribal Liaison, Medicaid</li> <li>• Jacob Kawamoto, Tribal Liaison, Medicaid</li> <li>• Catherine Gekas Steeby, Tribal Liaison Program Manager, Medicaid</li> <li>• Nolan Gill, Public Information Officer, Medicaid</li> <li>• Chris Morton, Public Information Officer, Medicaid</li> </ul> <p>Ponca Tribe:</p> <ul style="list-style-type: none"> <li>• Michelle Hollowell and Sylvia Allen-Lopez, Fred LeRoy Health and Wellness Center at Omaha</li> </ul> <p>Omaha Tribe:</p> <ul style="list-style-type: none"> <li>• Shannon Saunsoci</li> </ul> <p>Winnebago Tribe:</p> <ul style="list-style-type: none"> <li>• Missy Whitebird</li> </ul> <p>Nebraska Total Care:</p> <ul style="list-style-type: none"> <li>• Mariana Johnson, Senior Manager of Provider Relations for Nebraska Total Care</li> <li>• Michelle Muhle, Nebraska Total Care Foster Care liaison</li> </ul> <p>United Health Care:</p> <ul style="list-style-type: none"> <li>• LeAnn Ortmeier, Tribal Liaison</li> </ul> <p>HealthyBlue:</p> <ul style="list-style-type: none"> <li>• Kaylene Finney, Healthy Blue, Care Manager of Behavioral Health</li> <li>• Teresa Zahren</li> <li>• Mindy Spray</li> </ul>

	<p>MCNA:</p> <ul style="list-style-type: none"> <li>• RickyAnn Fletcher, Tribal Liaison, Provider Relations Manager</li> </ul> <p>CenterPointe:</p> <ul style="list-style-type: none"> <li>• Sam Hasan</li> </ul>
Announcements	<ul style="list-style-type: none"> <li>• Jeff Powell with the DHHS Office of Communications is helping to organize Vaccine Safety outreach town hall-style meetings, and wants them to be facilitated and hosted by community leaders. DHHS communications has been hosting these meetings, and would like the opportunity to meet with the Tribal communities to discuss vaccine safety and address any questions the communities may have. The meetings include doctors, as well as health professionals and administrators to help provide information and answer any questions. Jeff and his team would be able to join any existing meetings (monthly Tribal meetings, town halls, etc.), or to organize a meeting specifically for this purpose with the Tribes.</li> <li>• You can reach Jeff via phone at (402) 471-6223, or via email at <a href="mailto:jeff.powell@nebraska.gov">jeff.powell@nebraska.gov</a></li> </ul>
Medicaid ID Card: Mailing Issue – Nolan Gill	<ul style="list-style-type: none"> <li>○ Nolan Gill, Public Information Officer with MLTC, has been leading a project that was kicked off a couple months ago to reach out to the Homeless population across the state and ensure their benefits would not stop due to mailing issues. There have been efforts to make sure address and email changes would not adversely affect individuals in regards to maintaining benefits and receiving proper eligibility/care through Medicaid</li> <li>○ The Agency wants to ensure that this populations keeps their insurance and that the proper documentation is getting to the correct people</li> <li>○ Given that the Tribes in Nebraska have faced mailing difficulties in the past, particularly with Medicaid ID cards, Nolan wanted to bring what he has learned with his previous experience to assist in finding solutions that would work with our Tribal Medicaid partners and the particular challenges that they have faced in this area.</li> <li>○ The agency will release one pagers and business cards to outline ways to keep information updated and mail getting out to Medicaid beneficiaries. This outlines the potential of case workers and benefit coordinators adding and utilizing their facilities as a secondary address for beneficiaries and new applicants who may otherwise face mailing issues.</li> <li>○ MLTC wants to help ensure Medicaid ID cards are delivered to the correct place, and in order to do so workers could</li> </ul>

	<p>possibly add the clinic’s address as primary or secondary depending on the situation</p> <ul style="list-style-type: none"> <li>○ We don’t want individuals waiting too long or things getting lost, but want to fix these mailing issue right away if possible. Chris Morton would be able to extend this information to the Tribal Medicaid Website that he is currently working on.</li> </ul>
Discussion	<ul style="list-style-type: none"> <li>○ <b>QUESTION:</b> Is there any sort of of general delivery available to Tribal reservations or service areas? In a previous job, one meeting participant worked with the Pine Ridge Reservation and mailing was an issues there, and so they had a general delivery set up. This meant that if persons did not have an address, they had things mailed to the general delivery and the post office would keep it. After one or two months it would be returned if it was not picked up in that time. Is this an option? <ul style="list-style-type: none"> <li>▪ <b>RESPONSE (NOLAN):</b> In terms of general delivery that would be a good idea. How would the address work for that? Is there something to indicate general delivery? <ul style="list-style-type: none"> <li>• <b>RESPONSE (from REP):</b> It is not uncommon to mail things out general delivery. <ul style="list-style-type: none"> <li>○ <b>RESPONSE (JACOB):</b> Nebraska Postal Services has said they are unable to deliver to folks whose names are not registered under the address in which they are mailing to. This might be a good idea to indicate “general delivery” as a secondary address but still unsure of how it exactly works. Will need to research this further. <ul style="list-style-type: none"> <li>▪ Is general delivery a good fit for the case care coordinators and benefits coordinators?</li> <li>▪ Is there a way to do this in the application? <ul style="list-style-type: none"> <li>• <b>RESPONSE (NOLAN):</b> Will have to circle back, unable to speak directly to this issue at this time. If the primary address</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> </ul>

	<p>does not work the secondary address will be the other option.</p> <ul style="list-style-type: none"> <li>○ <b>QUESTION:</b> Is there any concern that they will just send all of the individual's mail to the clinic if it is listed as a secondary address? If the beneficiary learns they can send Medicaid card to the clinic what will stop them from sending all their mail to the clinic. <ul style="list-style-type: none"> <li>▪ <b>Winnebago REP:</b> The postmasters in the small communities would more than likely only deliver the Medicaid Cards or medically related items to the clinics and not all additional mail. <ul style="list-style-type: none"> <li>• MLTC does not think this would be an issue either. Individuals could put the clinic's address as their own for all mail, but they already could do this now, regardless of if the clinic is listed as their secondary address on their Medicaid application or online profile. Trusts that the postal system and clinics would be able to tell if an individual is trying to have all of their mail sent to the clinic.</li> </ul> </li> </ul> </li> </ul>
<p>General Questions/ Future Topics</p>	<ul style="list-style-type: none"> <li>○ <b>DISCUSSION (SHANNON):</b> If the clinic tribal rep. does not have the individual's Medicaid number in the In-Patient Portal they are unable to pull any further information up on the Eligibility page.</li> <li>○ <b>QUESTION (SHANNON):</b> Issues with the foster children in their system/clinics. Case Workers are not applying them for Medicaid or inputting Medicaid into their profile. So when the foster child is in their clinic they are unable to access their benefits because they are in other systems. How can the clinic get the most up to date Medicaid ID information? <ul style="list-style-type: none"> <li>▪ The clinics have their own tribal caseworkers for the foster children. Why is Medicaid not processing the foster kids even if CFS is? Medicaid and CFS are having issues communicating with one another. Why does Nebraska only go back 3 months of placement instead of an entire year? <ul style="list-style-type: none"> <li>• <b>RESPONSE (JACOB):</b> Nebraska will look into this. If you ever have cases like this that come up please include us on emails to CFS if needed. <a href="mailto:Jacob.kawamoto@nebraska.gov">Jacob.kawamoto@nebraska.gov</a></li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>○ <b>QUESTION (JACOB):</b> Any other mailing ID card issues that Medicaid can address or hopefully elevate?<ul style="list-style-type: none"><li>▪ No further responses</li></ul></li> <li>○ <b>QUESTION (SHANNON):</b> In their systems, the clinics and their departments are having issues with the Medicaid number with some MCOs/portals. For example, Healthy Blue will sometimes not put their recipient numbers down.<ul style="list-style-type: none"><li>▪ <b>RESPONSE (REP):</b> How we get those Medicaid numbers is from the MCO portals, and you can print a paper copy of the MCO portals, and from there you can print a copy of their card.<ul style="list-style-type: none"><li>• <b>SHANNON:</b> We are only assigned a certain amount of people who can get into those portals so we have issues with different departments (PRC, behavioral health, etc.) obtaining the information and having the same type of access. So even if they have access to the State of Nebraska website they still have issues getting their Medicaid number or MCO information. [NOTE: MCO &amp; Medicaid Number issues are mainly with United Health Care and Healthy Blue]<ul style="list-style-type: none"><li>○ <b>Marianna (Nebraska Total Care):</b> The member Medicaid number is the beneficiary's Nebraska Total Care number. So when going into the portal, the actual member card is identified under the member's portal. Under our providers portal there is not a copy of the card but there is eligibility information for that member you just need the last name and the DOB. In terms of who can have access to it; the Health Manger is able to provide multiple people with accessto the different parts of the portal but you do not want them to have access to the Authorizations. Marianna will have Jennifer Newcombe circle back to provide more information maybe even a possible training on the different ways to use the program. (Jen Newcome should be able to get</li></ul></li></ul></li></ul></li></ul>
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	<p>this information and would be the individual to reach out to for further information)</p> <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ <b>SHANNON:</b> Further training or information would be helpful for the other Departments. They do not have access and it would be good if they started using these portals.</li> </ul> </li> <li>○ <b>Marianna (Nebraska Total Care):</b> If they are interested in obtaining access it would be possible for Nebraska Total Care to get it to them. Jen will have to circle back because there are many ways to get that information. <ul style="list-style-type: none"> <li>▪ <b>Shannon:</b> Many of the beneficiarie-s that the clinic is having these issues with are covered under Healthy Blue.</li> </ul> </li> <li>○ <b>TERESA (Healthy Blue):</b> If you are having issues accessing the portal, reach out. HealthyBlue will have to circle back to assist with any portal issues/access</li> </ul> <ul style="list-style-type: none"> <li>• <b>Michelle:</b> Request for a Presentation on Transitional Medicaid. Many of the patients are receiving notification that they are in the Transitional Medicaid and Michelle wants to be able to explain it to them and help them better understand this area of Medicaid. She also requested more information on relative caretakers. <ul style="list-style-type: none"> <li>○ <b>RESPONSE (JACOB):</b> Sylvia also requested these as a future topic and we will be sure to cover this in a future coordinators meetings or put out more information. We will also plan to cover more information on relative care takers.</li> </ul> </li> <li>• <b>SHANNON:</b> Questions about Medically Frail: Other areas of the clinic are not filling out the correct Medically Frail paperwork on the beneficiaries' behalf. As a result, they are unable to get those patients the full prime benefits. How can they make proper adjustments or better coordinate with behavioral health? <ul style="list-style-type: none"> <li>○ <b>RESPONSE (JACOB):</b> MLTC can send out more guidance to this group and follow up with instructions, and possibly even</li> </ul> </li> </ul>
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write up a bulletin, that can be sent out internally to staff at the clinics.

- **RESPONSE (Nebraska Total Care REP):** The Case Management Team has information in the provider manual that is publicly posted and Jen can circle back to everyone with this information. There is an attestation and with our Case Managers if there is someone that is interested filling it out we send it to the provider. Nebraska Total Care offered to do a training on the Medically Frail process for all four tribes in the Monthly Meetings.

- **SHANNON:** They understand the process but are having a tough time with the providers understanding the Medically Frail portion.

- **JACOB:** Would it be helpful to send out an informational bulletin to send to providers?

- **SHANNON:** Those types of emails would come from Crystal, and often aren't regarded much by providers.

- **Marianna Nebraska Total Care:** It could be helpful. However, if providers don't necessarily read those type of emails that are sent to them very often, then the training in a monthly meeting might be more effective.

- **JACOB:** We will follow up.

- **Michelle:** There have also been issues with typos on the patient's DOB or Middle Initial, and when they notify Medicaid, MLTC sends the MCOs a report for them to update their systems, but there is a delay. What is the best way to improve this communication?

	<ul style="list-style-type: none"> <li>○ <b>RESPONSE (JACOB/DANI):</b> We might have to circle back and possibly send out a bulletin to the workers to fix these issues quickly.</li> </ul>
Closing Remarks	<ul style="list-style-type: none"> <li>● Next Meeting: May 27<sup>th</sup>, 2021.</li> <li>● Follow up Notes will be sent along with any further updates on action items</li> <li>● Please be on the lookout for a Certified Community Behavioral Health Clinic( CCBHC) Survey from TriWest <ul style="list-style-type: none"> <li>○ For more information on CCBHC please go to the following link: <a href="https://www.thenationalcouncil.org/ccbhc-success-center/ccbhcta-overview/">https://www.thenationalcouncil.org/ccbhc-success-center/ccbhcta-overview/</a></li> </ul> </li> </ul>
Action Itmes	<ul style="list-style-type: none"> <li>● Mailing Issues: MLTC to send out the One Pager and Business Cards to this group. <ul style="list-style-type: none"> <li>○ General Delivery: MLTC team will need to do further research and see if this is an option. <ul style="list-style-type: none"> <li>▪ Would this be a good fit for the Benefits/Case Care Coordinators?</li> <li>▪ Is it possible to do General Delivery on the application?</li> <li>▪ Would this be better or worse than utilizing the clinic for Medicaid related mail?</li> </ul> </li> </ul> </li> <li>● Member Medicaid Numbers: Nebraska Total Care (Jen Newcome or Marianna) and Representative from Healthy Blue will circle back with Shannon in order to get the Staff on her Clinics the proper access to portals in order to obtain patients Medicaid numbers.</li> <li>● Future Topics/ Meetings: <ul style="list-style-type: none"> <li>○ Presentation or More Information on Transitional Medicaid</li> <li>○ Presentation or More Information on Medically Frail Process</li> <li>○ Presentation on Relative Caretakers/ Home Health</li> <li>○ CFS / Foster Care <ul style="list-style-type: none"> <li>▪ NTC presentation at monthly meeting</li> </ul> </li> </ul> </li> <li>● Typo's on Patients' information, MLTC will look into this. Possibly send out bulletin to workers to make sure this information is being updated quickly and effectively.</li> <li>● Find Regulations that expain why Nebraska goes back only 3 months for foster placement.</li> </ul>
Prepared by:	Danielle Trejo
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