

**ABCD Coordinators Managed Care Dental Check-In ZOOM Call  
April 3, 2019 11:00 am - noon**

**NOTES**

**1. Update on time lines, changes/decisions re: ASBs and counties that will participate, etc, materials that are being sent out...more**

- **March 27<sup>th</sup>** client notification letters were sent out to clients to inform them on changes happening in July. Client website is also up on the HCA site: <https://www.hca.wa.gov/health-care-services-and-supports/apple-health-medicaid-coverage/apple-health-dental-managed-care>
- **April.** HCA is working on finalizing contracts with the 3 ASB's and reviewing ASB network adequacy to determine what plans will be available in each county. Contracts to be finalized by April or early May. HCA will be determining how many counties will become voluntary (counties w/only one or no managed care plans available based on network adequacy as reported by ASBs). Clients much have choice; can either enroll in the plan or remain fee for service as they are now
- **May 21<sup>st</sup>** Enrollment letters to be sent to client to inform them of what plans they are auto enrolled in as well as directions on how to change plans, which they will be able to do in June.
  - Janice is working with HCA data staff to add column to let ABCD programs know in which plan client was auto-enrolled. ABCD programs would have access to that information through the client lists they're already receiving on a monthly basis until at least October 2019.
- **July.** ABCD medical providers to start billing ABCD services with CPT codes in July and billed to Medical MCO.
- Prescriptions by dentists will also be covered by Medical MCO.

**2. Updated ASB contacts – here's the updated list of contacts you should be in touch with – please discard any prior names/emails:**

- o Amerigroup: Donnell Barnett: [Donnell.barnette@amerigroup.com](mailto:Donnell.barnette@amerigroup.com)
- o Delta: Heather Knaplund: [Hknaplund@arcorafoundation.org](mailto:Hknaplund@arcorafoundation.org)
- o MCNA: Shannon Hays: [shays@mcna.net](mailto:shays@mcna.net)

Client sessions may be added in locations across state to the planned provider engagement sessions; HCA is still working out how this will look.

**3. . Work plans -- what's working, what you have questions about ALL**

**Felicia: Snohomish** working well. Dental Access coalition. Dental Continuing Education Contacted the managed care organizations; MCNA dental is sponsoring this CDE. It's working well as a partnership. Difficulty with contact information? Email came back from Amerigroup...

**Katrin: Thurston-Lewis:** Donelle Barnett, AmeriGroup met with CHOICE; they will send the schedule to us of when regional meetings will take place. HCA response: HCA had originally planned on setting up provider engagement sessions across state -- there is a sub workgroup that is planning additional provider engagement sessions. Dates/locations to come There may also be client sessions.

**If you experience any issues contacting the ABCD contact for any of the three ASB's, let Janice know ASAP.**

**Heather: Spokane** has been asking providers how to best communicate with them re: the changes, questions they have. They are confused about which plan they have contracted with.

HCA response: Janice - have them contact the plan to see if there was a contract executed. Remind them these are the three available. Provider offices should contact the 800 number for each of the plans with their questions; Janice will send the toll-free numbers.

The plans themselves...will they be able to give us provider lists -- who is contracted with whom?

**Elizabeth: Mason** wondering which of the three ASB's (or all) will be working in her county?

HCA response: Won't know which plans in which counties until contracts executed, until network adequacy is determined. That should be completed by end of April, early May.

**Katrin: Thurston** is wondering if there is a high level comparison between the three plans to share with providers? to help motivate them to look into the plans? (One of the plans, for example, said they will be providing a 5% increase in reimbursement across the board.) Other areas that would be helpful: info on Pre-Authorization and reimbursement turnaround time.

HCA response: HCA is working with all 3 managed care entities to develop a handbook tailored to **clients** talks about what we will cover, etc.

HCA is also asking the three to develop billing guides

#### 4. Next steps/Recommendations

- HCA: thanked the counties that have reached out to plan provider panel about managed care. If other questions, please contact me.
- Kathy: Reminder to all that the three ASBs will regularly attend the three-annual ABCD Coordinator (Dev Day) meetings. They will be presenting at the May 6 meeting in Yakima, so it's important for programs to plan to attend.

#### Participants in ZOOM Call:

County	ABCD Organization/Individual
Adams	<a href="#">Health Dept</a> Rebecca
Asotin	<a href="#">Health Dept</a> Maurine
Clallam-Jefferson-Kitsap	<a href="#">United Way of Kitsap County</a> Cynde
Clark	<a href="#">Clark County Health Department</a> Anna

County	ABCD Organization/Individual
Cowlitz- Wahkiakum	<a href="#">Youth and Family Link</a> Cierra
Ferry, Stevens, Pend Oreille	<a href="#">Rural Resources</a> Ida
Grant	<a href="#">Health District</a> Maria/Cinde
Island	<a href="#">Public Health</a> Suzanne Turner
Klickitat- Skamania	<a href="#">Health Department</a> Laurell & Laura
Mason	<a href="#">Health Department</a> Elizabeth
Pacific	<a href="#">Health Dept</a> Jackie
Pierce	<a href="#">Health Dept</a> Dawn
Skagit	<a href="#">Health Dept</a> Jennifer
Snohomish	<a href="#">Health District</a> Felicia
Spokane-Lincoln	<a href="#">Regional Health District</a> Heather
Thurston- Lewis	<a href="#">CHOICE Regional Health Network</a> Katrin
Whatcom <u>State Partners:</u> UW SOD Arcora Foundation HCA	WAHA - Molly  Lyll, Amy Kim Kathy Janice