

NF Resident Enrollment in Bayou Health Plans

Background

- ▶ Effective December 1, 2015, Magellan will no longer provide behavioral health services for nursing home residents.
- ▶ Instead, behavioral services will be provided by one of the five Bayou Health Plans:
 - ▶ Aetna Better Health
 - ▶ Amerigroup Real Solutions
 - ▶ AmeriHealth Caritas
 - ▶ Louisiana Healthcare Connections
 - ▶ United Healthcare

Medicaid Behavioral Health Services

Currently, Medicaid recipients living in nursing homes may receive the following mental health and substance use services if medically necessary:

- ▶ Outpatient mental health and substance use treatments
- ▶ Inpatient psychiatric hospital services
- ▶ Residential substance use treatment
- ▶ Psychiatrists or medical psychologists

Please note: Pending CMS approval, the service array may expand to include rehabilitation services such as skills training and crisis intervention. DHH will provide more details as they become available. All mental health and substance use services will be managed by the recipient's managed care organization.

Enrollment Process

- ▶ Residents will need to choose a plan by November 6.
- ▶ Residents can enroll:
 - ▶ Online at www.bayouhealth.com
 - ▶ By phone at 1-855-BAYOU-4U (1-855-229-6848).
 - ▶ By fax at 1-888-858-3875.
 - ▶ By mail using an Enrollment Form.
 - ▶ In person at the local Medicaid eligibility office.

Important things a resident needs to understand

- ▶ Enrollment is good for one year.
- ▶ Residents can change plans within the first 90 days after enrollment (Feb 26th).
- ▶ It is possible to change plans for cause.

If a resident doesn't choose...

- ▶ Residents who don't select a plan will be auto-enrolled in one of the five plans regardless of whether they are currently receiving behavioral health services.
- ▶ Any resident who is currently receiving Medicaid behavioral health services through a provider other than the nursing home should be strongly encouraged to:
 - ▶ Ask their providers which plans they are enrolled in.
 - ▶ Ask Bayou Health (the enrollment broker) which plans the providers are enrolled in.

NF Assistance with Enrollment

- ▶ Share the DHH letter with Medicaid recipients and authorized representatives.
- ▶ Help the residents complete an enrollment form and mail it in.
- ▶ Help residents get their questions answered:
 - ▶ Bayou Health at **1-855-BAYOU-4U (1-855-229-6848)**

Next Steps

- ▶ A Provider Call for Nursing Homes
- ▶ Sign up for emails and bulletins on Making Medicaid Better
www.makingmedicaidbetter.com