HMO Enrollment Tool

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Income Maintenance Advisory Committee (IMAC) Meeting



Agenda

- Background
- Future State of HMO Enrollment
- Walkthrough of New Enrollment Features in ACCESS for Members
 - Provider Search Tool
 - Plan Comparison Tool
 - Demonstration of Enrollment Function (Video)
- Key Dates and IM Workload Impacts
- Questions

Background

- States that require managed care enrollment must have an enrollment support system that provides unbiased choice counseling and inform members of their enrollment choices and disenrollment opportunities.
- HMO enrollment is required for most BadgerCare Plus and SSI Medicaid/SSI-Related Medicaid members.
- Currently, members can make an HMO selection by completing a paper HMO Enrollment Choice Form or over the phone by contacting the HMO Enrollment Specialists.

Future State of HMO Enrollment

- Effective November 1,2021, there will be an online HMO Enrollment Tool available to members in ACCESS where they can make an HMO selection and see their HMO enrollment information.
- New applicants who apply online will be able to indicate an HMO preference after they submit an application.
- Members with an ACCESS account will be able to:
 - Select or change HMOs
 - View HMO information and key enrollment dates
 - View current and past HMO enrollment under BadgerCare Plus or Medicaid.

New HMO Enrollment Features

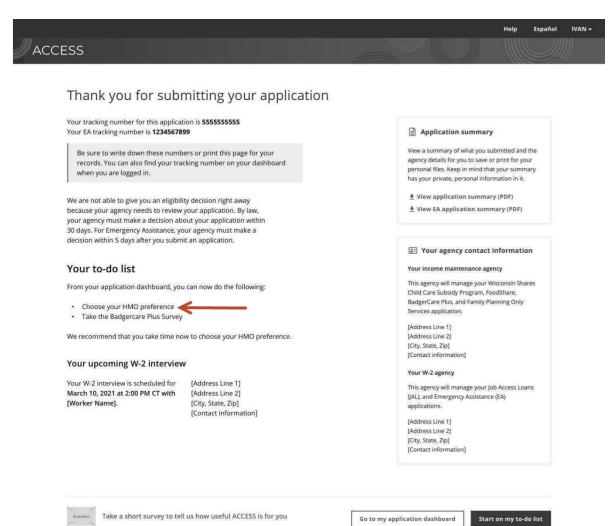
Provider Search

- Applicants, members and public users can use the Provider Search tool to sort through a list of doctors and clinics available throughout Wisconsin and refine their search through a variety of filters and sort functionality.
- Members logged in under their ACCESS account will be able to:
 - View which HMOs a doctor or clinics are accepting new patients and are in-network for an HMO.
 - Add doctors and clinics to their account to view preferred provider coverage or compare HMOs.

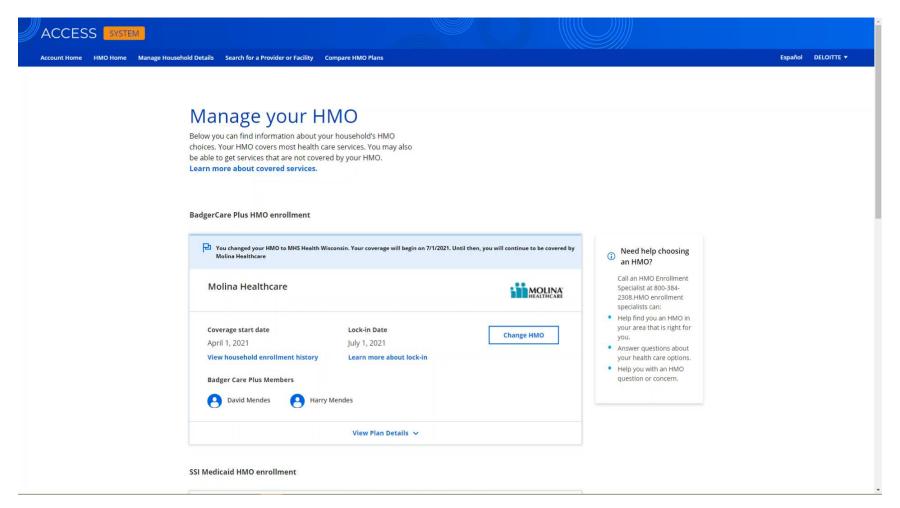
Plan Comparison

- Applicants, members and public users can use the Plan Comparison tool to:
 - View and compare HMO ratings and covered services details.
 - Select up to 3 HMO plans to compare plan details side by side.
 - View HMOs available based on benefit category and primary service area.
- In addition, members logged into their ACCESS account will be able to
 - View if the preferred providers/facilities are covered by an HMO plan.
 - View HMO Plan contact information.

AFB Submission Checklist



Demonstration of Enrollment Functions (Video – No Audio)



Member Correspondence

- There will be new HMO Enrollment Letters that will be stored and viewable in CARES and the Electronic Case File.
- These letters provide information to members on their HMO Enrollment options, key enrollment dates such as Open Enrollment and Lock-in end dates, disenrollment dates and disenrollment reasons.
- The primary contact on the new Enrollment letters are the HMO Enrollment Specialists.
- There have been significant revisions to the BadgerCare Plus and SSI Medicaid HMO Guides.

Key Dates and IM Workload Impacts

- The HMO Enrollment Tool and public-facing Provider Search and Plan Comparison functionality will be available on November 1, 2021.
- IM agencies are not expected to support HMO enrollment functions. Members should be redirected as follows:
 - For questions about HMO Enrollment or selection, members should be directed to the HMO Enrollment Specialists.
 - For questions about covered services or copays, members should be directed to Member Services.

Questions?