

HMO Enrollment Tool

Pungnou Her, Policy Analyst

August 19, 2021

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

Thank you for submitting your application


Your tracking number for this application is **555555555**
Your EA tracking number is **1234567899**

Be sure to write down these numbers or print this page for your records. You can also find your tracking number on your dashboard when you are logged in.

We are not able to give you an eligibility decision right away because your agency needs to review your application. By law, your agency must make a decision about your application within 30 days. For Emergency Assistance, your agency must make a decision within 5 days after you submit an application.

Your to-do list

From your application dashboard, you can now do the following:

- Choose your HMO preference 
- Take the Badgercare Plus Survey

We recommend that you take time now to choose your HMO preference.

Your upcoming W-2 interview

Your W-2 interview is scheduled for **March 10, 2021 at 2:00 PM CT with [Worker Name]**.
[Address Line 1]
[Address Line 2]
[City, State, Zip]
[Contact information]

Application summary

View a summary of what you submitted and the agency details for you to save or print for your personal files. Keep in mind that your summary has your private, personal information in it.

- [View application summary \(PDF\)](#)
- [View EA application summary \(PDF\)](#)

Your agency contact information

Your income maintenance agency

This agency will manage your Wisconsin Shares Child Care Subsidy Program, FoodShare, BadgerCare Plus, and Family Planning Only Services application.

[Address Line 1]
[Address Line 2]
[City, State, Zip]
[Contact information]

Your W-2 agency

This agency will manage your Job Access Loans (JAL), and Emergency Assistance (EA) applications.

[Address Line 1]
[Address Line 2]
[City, State, Zip]
[Contact information]

 Take a short survey to tell us how useful ACCESS is for you

[Go to my application dashboard](#)

[Start on my to-do list](#)

Demonstration of Enrollment Functions (Video – No Audio)

The screenshot displays the 'ACCESS SYSTEM' header with navigation links: Account Home, HMO Home, Manage Household Details, Search for a Provider or Facility, and Compare HMO Plans. Language options for Español and DELOITTE are also visible.

Manage your HMO

Below you can find information about your household's HMO choices. Your HMO covers most health care services. You may also be able to get services that are not covered by your HMO. [Learn more about covered services.](#)

BadgerCare Plus HMO enrollment

You changed your HMO to MHS Health Wisconsin. Your coverage will begin on 7/1/2021. Until then, you will continue to be covered by Molina Healthcare

Molina Healthcare

Coverage start date April 1, 2021 View household enrollment history	Lock-in Date July 1, 2021 Learn more about lock-in	Change HMO
--	---	----------------------------

Badger Care Plus Members

David Mendes Harry Mendes

[View Plan Details](#) ▾

Need help choosing an HMO?

Call an HMO Enrollment Specialist at 800-384-2308. HMO enrollment specialists can:

- Help find you an HMO in your area that is right for you.
- Answer questions about your health care options.
- Help you with an HMO question or concern.

SSI Medicaid HMO enrollment

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?