

# Government Business Division

## Policies and Procedures

<b>Section (Primary Department)</b> Health Care Management - Case Management		<b>SUBJECT (Document Title)</b> Justice Involved Case Management- LA	
<b>Effective Date</b> November 13, 2019	<b>Date of Last Review</b>	<b>Date of Last Revision</b>	<b>Dept. Approval Date</b> <del>December 2, 2019</del> <u>May 6, 2020</u>
<b>Department Approval/Signature :</b>			

**Policy applies to health plans operating in the following State(s). Applicable products noted below.**

### Products

☒ Medicaid

☐ Medicare/SNP

☐ MMP/Duals

☐ Arkansas

☐ California

☐ Colorado

☐ District of Columbia

☐ Florida

☐ Georgia

☐ Indiana

☐ Iowa

☐ Kentucky

☒ Louisiana

☐ Maryland

☐ Minnesota

☐ Nevada

☐ New Jersey

☐ New York – Empire

☐ New York (WNY)

☐ North Carolina

☐ South Carolina

☐ Tennessee

☐ Texas

☐ Virginia

☐ Washington

☐ Wisconsin

☐ West Virginia

### **PURPOSE:**

To establish a policy and procedure for the Healthy Blue interfacing with the Louisiana Department of Public Safety & Corrections and Criminal Justice System to implement a “reentry referral and continuity of care plan” that facilitates the returning member continuing to receive prescribed medications and other behavioral services and supports from community providers.

### **POLICY:**

Offenders between the ages of 19-64 will be considered income eligible for enrollment while incarcerated.

### **TRAINING OF MEMBERS**

DOC will conduct training to the offender in the pre-release program regarding enrollment in Medicaid and services and options available under Healthy Blue. Educational and training materials have been developed in coordination with LDH- Medicaid and Healthy Blue. The trainings include:

- Healthy Louisiana: Information to Released Offender: includes information about the Medicaid program and what information the offender must keep up to date in order to maintain coverage
- An educational video including introduction to Medicaid coverage, a restatement of Healthy Blue’s value added services, and any marketing points submitted by Healthy Blue for inclusion.
- Supplemental educational material on:
  - Safe link Phone program
  - Housing options
  - Transportation
- A comparison chart of all the MCO’s Value Added Benefits
- Marketing material from Healthy Blue

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#### IDENTIFYING MEMBERS

After the offender is certified by Medicaid, the lock-in code 5 for juveniles and code 6 for adults will be placed on their record and remitted to Healthy Blue on the lock-in file extract transmitted by Enrollment broker. The lock-in file extract is where the scheduled release date (at time of application) will be populated in the "pre-release date" field.

The Enrollment broker will send a concurrent 834 file corresponding to the lock-in file extract to Healthy Blue with the newly assigned members linked through either a J-enrollment code (full benefits) or a K-enrollment code (partial-benefits- NEMT and behavioral health only).

The J- or K- enrollment code indicates the person is still incarcerated.

- All J- or K- enrollment linkages will have a corresponding XXXXX capitation code indicating that there is no associated capitation payment being made while the individual is still incarcerated.
- The linkage is purely for informational purposes to Healthy Blue to allow for the health plan card to be mailed and case management preparations to be initiated in advance of release for high need members.
- Type case 51 will indicate if the member requires case management.
- There will be no change to the layout of the 834 file.

When the offender is released, LDH will receive the official release date and offender's updated releasing community address and phone number on the DOC IN/OUT file. The lock-in segment shall end effective on the date in the "out" field on the file.

#### MAILING

Upon receipt of the offender in the J- or K- linkage, Healthy Blue shall mail health plan member cards and new member materials (i.e., welcome packet) to the mailing address associated with the DOC location code. The DOC location code is transmitted on the lock-in file extract in the last field titled "Facility Code."

The mailing requirement may be met in either of the following ways:

- Healthy Blue may continue their automated mailing process which mails the health plan card to the address as listed on the 834 file as long as Healthy Blue initiates a daily process to manually mail a second health plan card to the DOC headquarters address. This manual process shall be done daily and only include persons in J- or K- linkage on the 834 file that do NOT list the DOC address as their mailing address on the 834 file to avoid sending duplicate cards to DOC.
- Healthy Blue shall create either a manual or automated process to disregard or bypass any address on the 834 file that does not match the DOC address while the member remains in a J- or K-linkage and shall mail the health plan card to the DOC address.

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DOC will build -into its pre-release procedure that the releasing facility shall verify that the ~~offenders~~<sup>[KP1]</sup> ~~offender's~~ health plan card has been received at least two weeks prior to discharge. If the health plan card has not been received at the facility, it shall contact the LDH DOC Program Manager. After which, the Program Manager shall communicate with Healthy Blue using the ~~offenders~~<sup>[KP2]</sup> ~~offender's~~ name and date of birth to request a new health plan card for the soon to be released offender. The card will be mailed to the requesting DOC ~~facility~~<sup>[KP3]</sup> ~~es~~'s mailing address.

#### MEDICAL RECORD TRANSFER

Member enrolled in type case/ aid category 51-550 in a J- [linkage](#) on the 834 file that have been flagged by DOC as "high need" are subject to case management prior to release from incarceration. Their scheduled release date will be on the lock-in file extract in the "pre-release" field.

DOC will upload a Medical Record Transfer Summary form for high need offenders to a secure portal for Healthy Blue to retrieve.

Healthy Blue will receive an email that the 51/550- high need member's medical record transfer summary form has been uploaded to the DOC secure site. The email to Healthy Blue will follow the following format:

- Subject line: New Medicaid Application from the Louisiana Department of Corrections
- Body of Email: Offender Name/ DOC Number: John Doe/ 999999

Healthy Blue should then go to access the DOC secure site to retrieve the form. The form will have the DOC facility that the offender is currently housed at so that Healthy Blue can initiate contact for scheduling the first case management appointment.

DOC will update the Medical Record Transfer Summary form with additional information that may be needed for continuity of care approximately one to two months prior to the scheduled release.

#### CASE MANAGEMENT

Offenders eligible for case management will be identified as "high need" by DOC based on a set of high-risk health criteria. The criteria are as follows:

- Serious Mental Illness: Defined as a confirmed diagnosis of at least one of the following: Major Depressive Disorder (MDD), Schizophrenia, Schizoaffective Disorder, Bipolar Disorder, Psychotic Disorder, Severe Anxiety Disorder, and Severe Personality Disorder. All Mental Health level of Care 1, 2 and 3 will require case management.
  - Level of Care 1: Offenders who have a significant disability primarily due to their mental health condition. These offenders are housed in the special mental health housing units with a 24 hour medical and/or mental health presence.

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- Level of Care 2: Assigned to offenders with a diagnosis of SMI AND who have been in remission for less than 6 months, or have displayed a pattern of instability, may not have ability to follow directions or dysfunctional due to mental health illness.
- Level of Care 3: Assigned to offenders with SMI and who have been in remission or have been stable for at least six months.
- Level of Care 4: May be referred for case management at the discretion of the Mental Health Director based on the individual needs of the offender. Level of Care 4 Assigned to offenders with any Axis I diagnosis excluding severe mental illness (SMI) and excluding addiction disorder diagnosis or those requiring mental health interventions within the last year.
- Co-occurring SUD: In combination with a medical condition or SMI, use of alcohol or other drugs to the point of impairment (is a condition in which the use of one or more substances leads to a clinically significant impairment or distress). Moderate or severe (using severity scales) who require ongoing treatment.
- Pregnancy
- HIV
- Multiple Medical Issues: Must be individualized for each offender releasing. Any offender that will require a higher level of medical care upon release. Offenders with just diabetes may be unstable/poorly controlled while another with Diabetes, Hypertension and High Cholesterol may be very stable and only require routine care.
- Disability as defined by SSA:
  - Any disability that will impact ambulation
  - Any chronic medical condition that impairs the ability to perform activities of daily living without any assistance.
  - Hearing or Visually impaired

If the offender has already been flagged as high-need and eligible for case management and then subsequently refuses case management, DOC will send a signed opt-out form to Healthy Blue's email address and Healthy Blue will close the case management record. Healthy Blue must also contact the LDH DOC Program Manager about member's declination of case management services.

Approximately forty-five (45) to sixty (60) days prior to the scheduled release date, Healthy Blue shall initiate contact at the facility where the offender currently resides to schedule the case management appointments with identified high-need offenders. Healthy Blue will be able to conduct these services via tele/videoconference with the offender through WebEx (where applicable). Case management appointments shall be scheduled in coordination with the DOC facility liaison. Healthy Blue should follow the below procedure contacting the DOC facilities:

Step 1: Scheduling case management appointments:

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- Option 1: Healthy Blue may call the DOC facility liaison contact to schedule case management appointments.
- Option 2: Healthy Blue may send an email request non-secure to schedule the case management appointments including the offender's name and DOC number. The name and DOC number are located on the medical record transfer form.

NOTE: if Healthy Blue has not received a response back from the DOC facility within 48 hours, please contact DOC to troubleshoot at [MedicaidHQ@corrections.state.la.us](mailto:MedicaidHQ@corrections.state.la.us).

Step 2: Send non-secure WebEx appointments with only the offender's name and DOC number.

NOTE: The offender's name and DOC number are public record and not considered protected information.

Healthy Blue shall attempt to conduct case management within thirty (30) days prior to release. Case Management will be performed via WebEx over the course of 2 possible appointments:

1. The first case management appointment will be scheduled for 1 hour to perform the initial assessment. The first 15 minutes will be designated for one-on-one time between Healthy Blue's case manager and the DOC healthcare worker to discuss medical history.
  - a. Healthy Blue should ask about residence plans during the assessment. If Healthy Blue discovers that the offender intends to move out of state upon release or has a detainer, Healthy Blue should contact LDH and DOC immediately for confirmation. Upon confirmation from DOC, case management obligations will be terminated for Healthy Blue and the pre-release date removed from the offender's case file.
2. A second case management appointment will follow about a week later and will be scheduled for 30 minutes to update the offender on the case management transition of care plan developed by Healthy Blue and for any follow-up questions.

Upon completion of case management prior to release, Healthy Blue will complete the Healthy Louisiana Case Management Transition of Care Plan form and remit the associated form to DOC for dissemination to the offender, the offender's Probation and Parole officer, and for the medical record stored at DOC. The form shall be submitted via secure email to the email addresses based on where the offender is currently residing.

Healthy Blue shall continue case management activities as initiated prior to release and through the Transition of Care Plan.

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If the member is actually released before Healthy Blue is able to initiate or complete case management, Healthy Blue shall continue to follow-up with the member after release to offer or continue case management as per its normal process.

#### POST-RELEASE REQUIREMENTS

At release, DOC will update the offender's address and phone number (if available) and remit the updated information along with the official release date to LDH on the IN/OUT file. The updated information will be updated on the 834 file so that Healthy Blue will have access to the most up to date contact information for the released offender, including phone number.

Additionally, upon release, DOC will provide a fourteen (14) day supply of medications and a thirty (30) day written prescription for a refill for any offender on medication for chronic disease management. Healthy Blue is responsible for medication continuity of care in accordance with its contract.

Healthy Blue may eliminate welcome calls for high-need members in the 51/550 eligibility group; however, in lieu of the welcome call, Healthy Blue case managers must attempt contact within 7-10 days after the member's effective date when their J- or K-linkage has flipped to a P- or B-linkage.

If the member was placed in the 51/550 group and subsequently signs a case management opt-out form while still incarcerated, Healthy Blue shall follow the current contractual requirements for conducting member welcome calls. During the welcome call, Healthy Blue shall update contact information as needed. Healthy Blue shall re-offer case management after release.

If the member cannot be reached by the phone number on the 834 file by the case manager or for the welcome call, Healthy Blue shall contact the member's Probation Parole Officer listed on the medical record transfer summary form to locate the member. If this last attempt through Probation and Parole is unsuccessful, Healthy Blue shall continue to locate the member through other means until the process for notifying the state of returned mail is required. Case Management shall continue and/or terminate in accordance with the standard policy and procedures for Healthy Blue.

#### DEFINITIONS:

**Department (LDH)** – The Louisiana Department of Health, hereinafter referred to as LDH.

**Enrollment Broker** – The State's designated contractor that performs functions related to choice counseling, enrollment and disenrollment of potential enrollees and enrollees into an MCO.

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#### **PROCEDURE:**

~~1.~~ The 834 lock in file [KP4] is received on a monthly basis.

~~2.~~1. Members that are identified as high-needs case management are identified on the 834 file(s). The list of members identified are sent to the CM department.

~~3.~~2. A case is built in Care Compass upon receipt of the member.

~~4.~~3. The medical transfer summary is obtained off of DOC's FTP site.

~~5.~~4. The transition specialist for the facility in which the member is housed is outreached for an in-reach visit.

~~6.~~5. An in-reach visit with the member occurs in which the members care is discussed and potential resources after release. A second in-reach visit is scheduled.

~~7.~~6. The second in-reach visit occurs prior to members release from incarceration.

~~8.~~7. The member is followed in case management for a minimum of sixty days after release. [KP5][AB6]

#### **REFERENCES:**

Louisiana Department of Health -Justice-Involved Pre-Release Enrollment Program Manual.

#### **RESPONSIBLE DEPARTMENTS:**

##### **Primary Department:**

Health Care Management - Case Management

##### **Secondary Department:**

Behavioral Health

#### **EXCEPTIONS:**

None

#### **REVISION HISTORY:**

Review Date	Changes
11/13/2019	<ul style="list-style-type: none"><li>• New P&amp;P -created for Justice Involved Members.</li></ul>
	<ul style="list-style-type: none"><li>•</li></ul>