Welcome!

The learning series webinar will begin momentarily.

Your microphone will be muted while presenters are speaking.

Use the chat throughout the presentation to ask questions. We will get to them during the Q&A.

Please keep your video off during the presentation to avoid distractions.

The webinar is being recorded and will be posted on the HCA website within a week.

Reentry Initiative

MCO Contracting and Credentialing Webinar

January 15, 2025

Washington State Health Care Authority

Reentry Initiative Learning Series

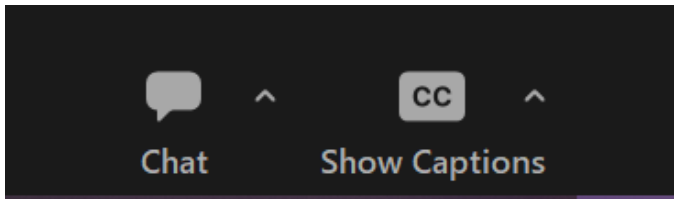
MCO Contracting and Credentialing Webinar

January 15, 2025

Washington State Health Care Authority

Welcome

- We're recording this webinar and have muted all attendees.
  - Turn on live captioning with the "Show Captions" button.
- There will be time at the end for Q&A.
  - Submit comments through the "Chat" function.
  - We will hold all questions until the Q&A portion.



- HCA does not permit Artificial Intelligence (AI) note taking apps.
- Slide deck and webinar recording will be available at:
  - https://www.hca.wa.gov/about-hca/programs-and-initiatives/medicaid-transformation-project-mtp/reentry-carceral-setting

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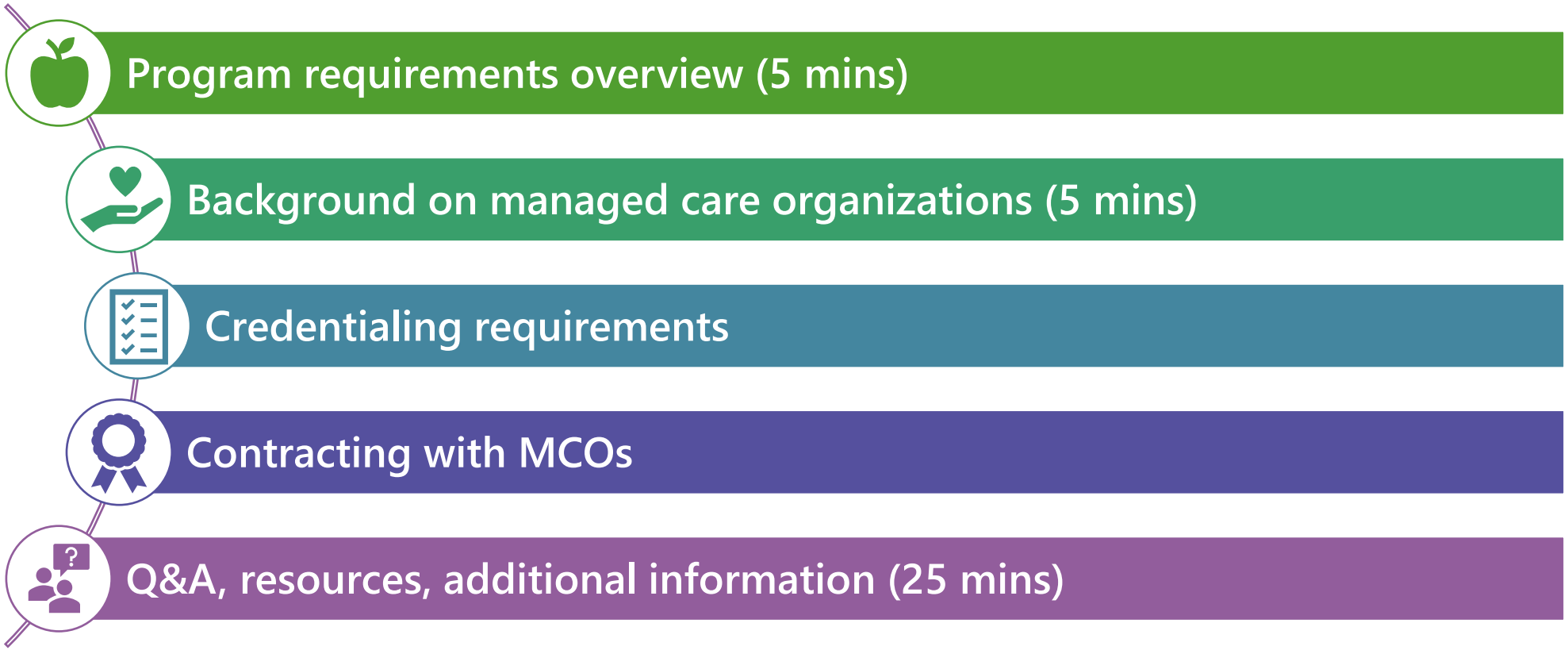
Webinar objectives



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Program requirements overview

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Reentry Initiative Milestones

	Milestone 1: Intent to Participate form	Milestone 2: Capacity Building Application	Milestone 3: Readiness Assessment	GO LIVE	Milestone 4: Interim Progress Report	Milestone 5: Final Progress Report
Cohort 1	June 1, 2024	October 1, 2024	March 1, 2025	July 1, 2025	May 1, 2026	October 1, 2026
Cohort 2	November 1, 2024	April 1, 2025	Sept 1, 2025	January 1, 2026	December 1, 2026	May 1, 2027
Cohort 3	May 1, 2025	October 1, 2025	March 1, 2026	July 1, 2026	May 1, 2027	October 1, 2027

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Milestones 2 and 3

- **Milestone 2:** Each attestation question in the Capacity Building Application (CBA) is a requirement for program participation.
- The Reentry Initiative Policy and Operations Guide provides step-by-step instructions for facilities to meet program requirements.
- This learning webinar series walks facilities through each requirement in the Reentry Initiative Policy and Operations Guide.
  - HCA will release the Reentry Initiative Policy and Operations Guide in sections over the next few months to correspond with each learning series webinar.
- **Milestone 3:** To pass the Readiness Assessment, facilities will need to demonstrate – in writing – how they achieved each requirement in the CBA.
  - Important: Facilities must pass the Readiness Assessment to go live.

Learning series webinars and Milestone 2: CBA requirements

Each webinar will cover a specific Milestone 2: CBA requirement.

Topic	CBA sections and questions
Provider enrollment	• CBA section 4: Provider enrollment and billing (question 1)
MCO contracting and credentialing (today)	• CBA section 4: Provider enrollment and billing (questions 2 and 3)
Client eligibility and enrollment, Consolidated Appropriations Act (CAA) benefits for youth	• CBA section 3: Apple Health intake and release data, screening, application support, and release date notifications (questions 1–7, 9–12)
Pre-release services delivery	• CBA section 5: Case management • CBA section 6: Support for medications • CBA section 7: Additional services – optional
Links to HCA web resources, other outstanding requirements	• CBA section 1: No cost to individuals • CBA section 2: Staffing and governance structure • CBA section 3: Apple Health intake and release data, screening, application support, and release date notifications (question 8)
Billing and claiming	• CBA section 4: Provider enrollment and billing (questions 4 and 5)

Webinars and corresponding dates

Each webinar corresponds with a Policy and Operations Guide section.

Topic	Webinar learning series dates	Policy and Operations Guide release date
Provider enrollment	January 8, 2025 @ 10:00 a.m.	January 2025
MCO contracting and credentialing (today)	January 15, 2025 @ 10:00 a.m.	January 2025
Client eligibility and enrollment, Consolidated Appropriations Act (CAA) benefits for youth	January 22, 2025 @ 10:00 a.m.	January 2025
Learning series office hour – open Q&A	January 29, 2025 @ 10:00 a.m.	N/A
Pre-release services delivery	February 5, 2025 @ 10:00 a.m.	February 2025
Links to HCA web resources, other outstanding requirements	February 19, 2025 @ 10:00 a.m.	February 2025
Billing and claiming	March 5, 2025 @ 1:00 p.m.	February 20205
Roles and responsibilities of implementation partners (TBD)	March 19, 2025 @ 10:00 a.m.	March 2025

Program requirements being discussed today

CBA Section 4: Provider enrollment and billing

- Question #2: CF's reentry services providers, including pharmacies and in-facility staff, are credentialed with every Medicaid MCO within a year of the CF's go-live.
- Question #3: CF's reentry services providers, including pharmacies and in-facility staff, contract with each MCO.

Managed care organizations

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Washington State's managed care organizations (MCOs)

MCO core functions

- Managed care is a system of medical management programs in which patients, purchasers, administrators, and providers are all linked together.

Supporting members

- **Care coordination**: Each MCO has a team who are trained to support members with health and social needs
- Maintaining a **network of providers** to care for members
- **Member education** about Medicaid enrollment and benefits
- **Quality interventions** to ensure members receive high-quality care and preventative services

Supporting providers and community partners

- Partnering with providers and to ensure smooth **transitions of care** and support members in accessing **community resources**
- **Contracting** with providers to care for Medicaid members
- Ensuring providers have the appropriate **credentials** to care for Medicaid members.
- Paying **claims** for Medicaid services
- Providing data and resources to providers to enable them to deliver high quality care

MCOs and carceral facilities

- Partner with carceral facilities to support targeted reentry services.
- Contract with carceral providers to pay for waiver services.
- Support reentry activities to prepare MCO clients for a successful transition into their community.
- Address barriers to accessing care, coordinating with community partners and providing ongoing support to members post-release as needed.

MCO contracting process overview

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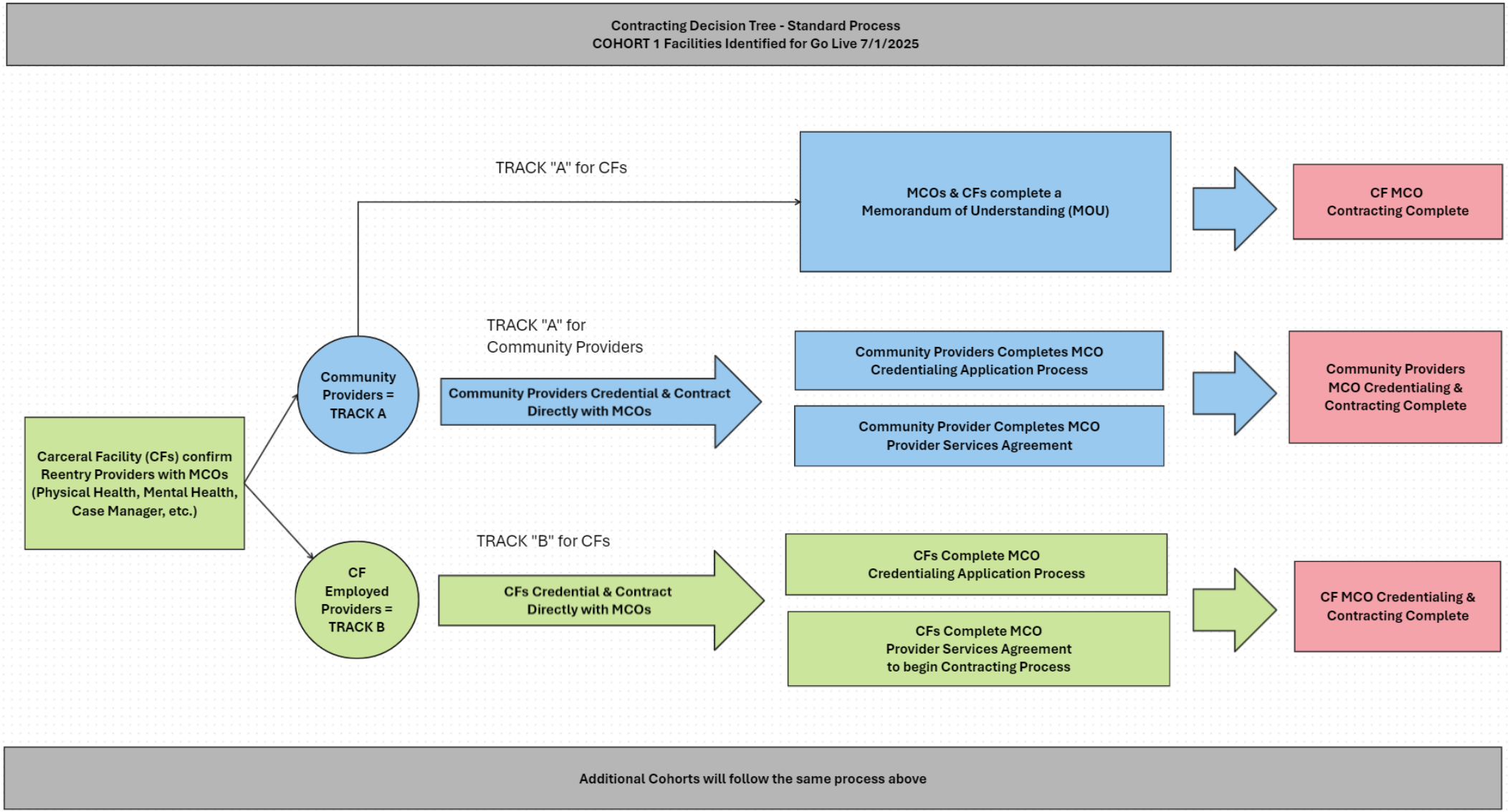

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Memorandum of understanding

- Memorandum of understanding (MOU) is an agreement for partnerships that do not involve a financial arrangement.
- It describes the roles and responsibilities of each party to the agreement. This will enable collaboration between MCOs and the carceral facilities related to improving the integration of physical, mental health, SUD, and social needs for Medicaid enrollees served by multiple systems. An MOU could include:
  - Processes for sharing enrollment, access, and authorization information
  - Establishes process for sharing systems issues
  - Identifies joint-training needs
  - A process for escalation of concerns
- Each MCO will have their own MOU that will need to be executed with the carceral facility.

MCO contracting via Provider Services Agreement

To become a participating provider (physical health, mental health/SUD or licensed case management) with an MCO you must have a Provider Services Agreement.

- The contract defines the relationship between a provider entity and an MCO, the payer of provider services.
- The contract outlines obligations, compensation, and references to policies, procedures and more.
- A contract specialist will walk through the contracting process from initiation to full execution.
  - Contracting can take time – contracts can be reviewed and signed by a provider entity as quickly as 30 days or may take much longer.
  - Once a contract is signed by a provider entity, an MCO will route for counter-signature internally.
  - Once complete – a fully executed contract will be sent back to the provider entity and a provider profile will be built with the MCO system.
- MCOs must follow regulatory requirements from HCA and other entities.
  - MCOs cannot use a contract developed by a carceral facility, they must use their own documents vetted by HCA and other authorities.
  - MCOs will not be using a shared Provider Services Agreement, this will be a unique contract between each individual MCO and a provider entity.

MCO credentialing

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MCO credentialing

This process will only be required if you employ providers who will directly deliver services to Medicaid-enrolled members.

- Credentialing is a method of verifying that health care professionals and facilities are certified and licensed.
  - This process requires multiple steps and can take up to 90-days to complete.
- Following the receipt of your application, an MCO credentialing specialist will reach out if anything is missing or if additional information is needed.
  - You can help speed up the credentialing process by submitting a complete, accurate and signed application.
  - Make sure all attachments to your application are current.
- Upon successful completion of credentialing, an MCO representative will reach out to move forward with contracting.

How to start the credentialing process

- ❑ Complete the MCO credentialing application and provide requested documentation such as:
  - Current license(s) (must be licensed in WA State)
  - Current liability insurance
  - Most recent survey
  - W-9 form
  - Roster/list of locations

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MCO credentialing – continued

Important 'good to knows' for credentialing

- **Time sensitive:** Credentialing is a CRITICAL step to ensure go-live readiness and is initiated by provider entities.
  - Failure to complete credentialing early may result in downstream delays to portal access, provider loading into MCO systems, and claims testing and payments.
- **Multiple locations:** Credentialing applications must include EACH licensed location.
- **New locations:** New locations must be credentialed with MCOs in a timely manner.
  - MCOs should also be notified of location closures.

MCO credentialing and contracting contact information

MCO	Credentialing Contact	Contracting Contact
Community Health Plan of WA	Provider.Credentialing@chpw.org	Provider.Contracting@chpw.org
Coordinated Care	JoinOurNetwork@CoordinatedCareHealth.com	JoinOurNetwork@CoordinatedCareHealth.com
Molina Healthcare	MHWProviderInfo@MolinaHealthcare.com	MHWProviderContracting@MolinaHealthcare.com
UnitedHealthcare Community Plan	Medical: UHCprovider.com/join Behavioral Health: wabhproviderrelations@uhc.com	Medical: UHCprovider.com/join Behavioral Health: wabhproviderrelations@uhc.com
Wellpoint	Join our network | Wellpoint Washington, Inc.	Join our network | Wellpoint Washington, Inc.

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Next steps

- MCOs will continue to reach out to facilities to confirm the providers for the reentry services.
- MCOs will be reaching out to facilities and the identified service providers individually to begin the contracting process.
- As the contracting is unique to each MCO, facilities will meet with each MCO independently to complete the contracting process. However, the MCOs will continue to work collaboratively to educate and support the facility's implementation efforts.

Questions & Answers

Please keep these questions more general. Facility-specific questions can be directed to the HCA Reentry Inbox.

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Learning series webinars

Your facility's Reentry Initiative lead should attend all webinars.

Provider enrollment

Wednesday, January 8
at 10:00 a.m.

(providers, leadership, administrative staff)

MCO contracting and credentialing

Wednesday, January 15
at 10:00 a.m.

(leadership, admin staff)

Client eligibility and enrollment

Wednesday, January 22
at 10:00 a.m.

(intake screening staff, community workers, MCOs)

Open forum Q&A session

Wednesday, January 29
at 10:00 a.m.

(all staff with outstanding questions)

Pre-release services delivery

Wednesday, February 5
at 10:00 a.m.

(clinical staff, community providers, intake screening staff)

HCA web resources and other requirements

Wednesday, February 19
at 10:00 a.m.

(leadership, admin staff)

Billing and claiming

Wednesday, March 5
at 1:00 p.m.

(staff performing billing functions, leadership)

Roles and responsibilities of implementation partners

Wednesday, March 19
at 10:00 a.m.

(leadership, admin staff)

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Important resources

- Update! New and improved Reentry from a carceral setting website
- Contact HCA:
  - Phone: 1-800-562-3022, ext. 16137
    - (Tuesday and Thursday from 7:30 a.m.–noon and 1:00 p.m.–4:30 p.m.)
  - Reentry Initiative Inbox: HCAReentryDemonstrationProject@hca.wa.gov

Appendix

Reentry Initiative Overview

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Commonly use abbreviations and terms

Abbreviation	Definition
ABA	Applied Behavioral Analysis
ACH	Accountable Community of Health
CBCC	Community Based Care Coordination
CBO/CCA	Community Based Organization/Care Coordination Agency
CCS	Care Coordination Systems
CF	Correctional or Carceral Facility
CM	Case Management
DOC	Department of Corrections
ED	Emergency Department
EFT	Electronic Funds Transfer
EOP	Explanation of Payment

Abbreviation	Definition
ERA	Electronic Remittance Advice
HROB	High Risk Obstetrics
MCO	Managed Care Organization
PCP	Primary Care Provider
POD	Provider Online Directory
ROI	Release of Information
SIDS	Sudden Infant Death Syndrome
TAY	Transitional Age Youth
UTC	Unable to Contact
VAB	Value Added Benefit
WIC	Women Infant and Children

About the Reentry Initiative

The Reentry Initiative is a new Apple Health initiative under the Medicaid Transformation Project (MTP) to provide select pre-release services to incarcerated individuals in the 90 days prior to release beginning July 2025.

Reentry Initiative objectives include:

- ☑ **Deliver targeted pre-release services to incarcerated individuals** who are Apple Health eligible for up to 90 days before their release date.
- ☑ **Prepare people for a successful transition and reentry** into their community and help them live their healthiest life.
- ☑ **Improve health outcomes and reduce recidivism (re-offense)**, emergency department visits, overdoses, and death.
- ☑ **Support substance use disorder and recovery** and target infectious diseases like Hepatitis C before an individual's release.
- ☑ **Stabilize and treat other conditions before an individual's release**, so they can reenter their community as healthy as possible.

Eligible Reentry Initiative Services

HCA will convene a deep dive webinar on pre-release services on 2/5

Mandatory services *Participating facilities must support all services*
☑ Reentry Targeted Case Management (rTCM)*
☑ Reentry SUD Evaluation/Assessment & Medications
☑ Reentry Pharmacy: Medications at Release
☑ Clinical Assessment and Evaluation for CAA-Eligible Clients Post-Adjudication*
☑ Apple Health Benefits for CAA-Eligible Clients Pre-Adjudication*
☑ Inpatient Hospitalization (existing benefit)

Optional services *Participating facilities may select one or more services*
☐ Clinical Assessment and Evaluations for Adults
☐ Reentry Pharmacy: Pre-Release Medications
☐ Laboratory Services
☐ Radiology Services
☐ Services from Provider with Lived Experience
☐ Medical Equipment and Supplies at Release

*Per the Consolidated Appropriations Act of 2023, all facilities that house youth under age 21 and former foster care youth between the ages of 18 and 26 must also:

- ☑ Provide rTCM and clinical assessment and evaluation services for post-adjudication individuals; and,
- ☑ Apple Health benefits for pre-adjudication individuals.

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