SelectCommunity

A Nurse Care Management Program for Individuals with Intellectual and Developmental Disabilities
Objectives for Today’s Discussion

- Learn about *SelectCommunity*
  - What is *SelectCommunity*?
  - Who qualifies to enroll?
  - The benefits of participation
  - Roles and responsibilities of Nurse Care Managers and Independent Support Coordinators
  - How to enroll
Introduction to TennCare Health Plans
Introduction:
Assignment to a TennCare health plan (MCO or Managed Care Organization)

- Every person on TennCare (including each person enrolled in an HCBS waiver program) is enrolled in a TennCare health plan (also called an MCO or Managed Care Organization).

- MCOs are responsible for the delivery of physical and behavioral health care services to Medicaid-eligible individuals enrolled in their health plan, and for quality management/improvement activities pertaining to those services.
Introduction:
Assignment to a TennCare health plan
(MCO or Managed Care Organization)

• There are three “main” TennCare health plans:
  ❖ Amerigroup
  ❖ BlueCare
  ❖ UnitedHealthcare Community Plan

• All 3 of these TennCare health plans operate statewide
TennCare Select

- In addition to 3 statewide MCOs, TennCare has a contract with Blue Cross Blue Shield of Tennessee to operate **TennCare Select**.
- **TennCare Select** is a special statewide health plan that serves certain special populations:
  - Children under age 21 who receive SSI (Supplemental Security Income)
  - Children under age 21 in State custody and children who have left State custody for six months post-custody as long as the children remain eligible
  - Children under age 21 receiving long-term services and supports
  - TennCare members living in areas where there is insufficient capacity to serve them
  - TennCare members temporarily living out of state
What is SelectCommunity?

- **SelectCommunity** is a special TennCare health plan for certain individuals with intellectual disabilities.

- It is operated by Blue Cross Blue Shield of Tennessee under the TennCare Select contract.
Who can enroll in SelectCommunity?

- **Currently, SelectCommunity** enrolls **ONLY**:
  - People enrolled in one of the State’s HCBS 1915c (Home and Community Based Services) waivers for people with intellectual disabilities.
    - Comprehensive Aggregate Cap Waiver
    - Statewide Waiver
    - Self-Determination Waiver
SelectCommunity Enrollment

- Total as of March 1, 2018 over 2,500 members in SelectCommunity statewide, including:
  - ~600 Former Arlington class members
  - ~300 Clover Bottom class members enrolled in an HCBS waiver (a few in both classes)
  - ~1600 Other (non class-member) waiver participants
SelectCommunity Member Satisfaction

- Member/Conservator satisfaction is high and continues to increase every year
- On a scale of 1 to 10 where 1 means Completely Dissatisfied and 10 means Completely Satisfied:
  - 2016: Average satisfaction 9.63
  - 2015: Average satisfaction 9.60
  - 2014: Average satisfaction 9.43
  - 2013: Average satisfaction 9.33
  - 2012: Average satisfaction 9.28
  - 2011: Average satisfaction 9.15
  - 2010: Average satisfaction 8.99
Benefits of Participation in SelectCommunity
Nurse Care Managers

- Each person enrolled in *SelectCommunity* must, as a condition of enrollment, receive Nurse Care Management.
  - *SelectCommunity* members who refuse Nurse Care Management will not be permitted to remain enrolled in the program.
- Every *SelectCommunity* member has an assigned Nurse Care Manager (NCM).
- The NCM is the leader of a Care Management Support Team.
  - The Care Management Support Team members working with the NCM include social workers, behavioral health care managers, support staff and Medical Directors.
Nurse Care Managers

- Conduct comprehensive face-to-face assessment of physical and behavioral health needs, including:
  - Comprehensive physical, behavioral, developmental, social history
  - Identification of physical or behavioral health conditions or symptoms, treatments and interventions, including currently administered prescription and over-the-counter medications
  - Assessment of the current status of preventive care
  - Review of relevant physiological needs, including but not limited to gastrointestinal function, skin integrity, seizure disorders, bowel and bladder function, and nutrition and/or weight-related concerns
  - Assessment of any Durable Medical Equipment (DME) needs, including whether DME items are in good working condition and appropriate for member’s needs— in terms of fit and functionality
  - Identification of key physical and behavioral health-related risks
Nurse Care Managers

- Conduct at least annual re-assessment or within 10 days of a significant change in physical/behavioral health status, including:
  - Hospital admission or Emergency Department utilization
  - A newly diagnosed physical or behavioral health condition
  - A significant change in an existing physical or behavioral health condition
  - A significant decline in functional status, such as loss of mobility
  - Behavioral destabilization, including new or increased self-injurious behaviors, property destruction, etc.
Nurse Care Managers

- Work with the member and his/her family, guardian or conservator (as applicable), the Primary Care Practitioner (PCP), and members of the Circle of Support, to develop and implement an **Individualized Plan of Health Care** (IPHC, distinct from the Individual Support Plan or ISP) for each member to identify the full array of covered physical and behavioral health services the member needs across programs, payers and service settings.
Nurse Care Managers

• Collaborate between providers and payers of physical and behavioral health services, including physicians and other physical and behavioral health care providers, TennCare, DIDD, and SelectCommunity (i.e., BCBST) to:
  o facilitate timely access to and provision, coordination and monitoring of covered physical and behavioral health services
  o maximize health outcomes
• Help facilitate care transitions (determine physical and behavioral health services needed upon discharge/transition and help ensure services are timely arranged/provided)
  o discharge from an acute or psychiatric hospital
  o transition from an Institutional to HCBS setting
  o transitions between Institutional settings
  o transitions between community residential providers
Contact members based on their needs (as specified in their IPHC) or minimally, as follows:

- Members with **complex unstable** physical or behavioral health needs must be visited in their residence **face-to-face** by their NCM at least **monthly**.
- Members with **complex stable** physical or behavioral health needs must be contacted by their NCM at least **monthly** either in **person** or by **telephone**, and shall be visited in their residence **face-to-face** by their NCM at least **quarterly**.
- Members with **no** complex physical or behavioral health needs must be contacted by their NCM at least **quarterly** either in **person** or by **telephone**, and visited in their residence **face-to-face** by their NCM at least **semi-annually**.
Nurse Care Managers

- All **SelectCommunity** NCMs have special training that helps them better understand the needs of people with intellectual and developmental disabilities.
- **SelectCommunity** NCMs who have met eligibility requirements are required to obtain certification by the following:
  - Commission for Case Management as Certified Case Manager (CCM) - after one year in the field as a Case Manager.
  - Developmental Disability Nurses Association (DDNA) as Certified Developmental Disability Nurses (CDDNs) after working 2 years in the IDD field
    - **SelectCommunity** is the only TennCare health care program that requires the CDDN Certification.
- Like ISCs, NCMs are located across the State—to be accessible to members and providers.
Program Awards and Recognition

- **Dorland Health Care Case In Point Platinum Awards**
  - Recognizes the most successful and innovative case management programs working to improve healthcare across the care continuum
  - Sets the standard for programs that deliver sustained success across a variety of disciplines and settings in the overarching continuum of care coordination

- **SelectCommunity:**
  - 2014-Managed Care program winner
  - 2014-Case/Care Manager—Patient Outreach winner
  - 2015-Case Management Specialty Programs

- **Additional program recognitions:**
  - BlueCross National Association
  - Case Management Society of America
The TennCare SelectCommunity Primary Care Network

• The **SelectCommunity** Primary Care Network is composed of Primary Care Physicians (PCPs) who have made a commitment to serving individuals with intellectual disabilities (ID), take advantage of continuing education opportunities focusing on ID, actively participate in care planning, and utilize resources to support them in working with individuals with ID.

• **SelectCommunity** PCPs are responsible for continuous comprehensive primary care and coordination of medical information and specialized physical and behavioral health care services, including specialty referrals
When joining the SelectCommunity Primary Care Network, a provider accepts certain roles and responsibilities. In exchange for the fulfillment of these roles and responsibilities, an enhanced care management fee is paid for each SelectCommunity member who is assigned to their practice.

- Currently, 805 PCPs receive this enhanced case management fee to serve SelectCommunity members.
- *SelectCommunity* Members may also choose providers from the TennCare Select Network
- Providers in the *SelectCommunity* Network are also in the TennCare Select Network.
Help for ISCs and Waiver providers

- The NCM serves as the primary point of contact for members in the coordination of physical and behavioral health services.
- The NCM will assist the PCP and other providers in the coordination of physical and behavioral health services for SelectCommunity members by helping to obtain medical records, linking PCPs with specialists, and providing access to ID experts for consultations, information support and resource identification.
How ISCs and SelectCommunity Nurse Care Managers Work Together to Coordinate Physical and Behavioral Health Services and Long-Term Services and Supports

- **ISCs** are responsible for the *Individual Support Plan (ISP)* and for planning, implementing and helping to monitor the delivery of *waiver services*.
  - Under the federal HCBS Settings Rule’s person-centered planning provision, they must also address *clinical* as well as support needs in the person-centered planning process.

- **Nurse Care Managers** (NCMs) are responsible for the *Individualized Plan of Health Care* and for planning, implementing and helping to monitor the delivery of *physical and behavioral health services covered by TennCare*.
  - NCMs can help ISCs in addressing clinical needs, for inclusion on the ISP.

- ISCs and NCMs must work *together* to ensure that *all* of the person’s needs are met.
  - This includes physical and behavioral health service needs and long-term services and supports.
SelectCommunity Enrollment Considerations

Are the person’s doctors, hospitals, and health care providers enrolled as TennCare Select providers?

- **Before** a person enrolls in SelectCommunity, they should ask their doctors, hospitals, and health care providers if they’re in the TennCare Select network.

- The BCBST website [http://bluecare.bcbst.com/](http://bluecare.bcbst.com/) can be used to see if a provider is in the TennCare Select network.
  - Go to “Find a doctor”
  - Choose “TennCare Select” network
  - Search by the provider’s name
  - Generate a complete listing of providers by type

*Note that Medicare members will not have to change providers, Medicare is their primary payer source.*
SelectCommunity Enrollment Considerations

Are the person’s doctors, hospitals, and health care providers enrolled as TennCare Select providers?

– What if the person’s doctors, hospitals, and health care providers are not in TennCare Select?
  o The person or his/her family/conservator can ask them if they are willing to join.
– What if they are not willing to join?
  o Then, to keep the same doctors, hospitals, and health care providers, the person may want to stay in the health plan they have now.
  o Or, if the person enrolls in SelectCommunity, their NCM will help them choose new providers.
SelectCommunity Enrollment Considerations

Are the person’s doctors, hospitals, and health care providers enrolled as TennCare Select providers?

- If TennCare Select is the person’s current health plan,
  - If they sign up with SelectCommunity, they will not have to change doctors or healthcare providers.

- If BlueCare is the person’s current health plan,
  - If they sign up with SelectCommunity, they may not have to change doctors or healthcare providers. Doctors, hospitals, and healthcare providers who take BlueCare are already part of SelectCommunity.
If the person has Medicare AND TennCare (Medicaid), will enrolling in *SelectCommunity* affect their Medicare benefits?

- **No.** Enrolling in *SelectCommunity* will not change the person’s Medicare benefits or Medicare providers.
  - This is true whether the person has “original Medicare” (Parts A and/or B) or a “Medicare Advantage” (Part C) health plan.
    - A Medicare Advantage health plan helps members get the care they need.
    - They may also give extra benefits that members will not get with original Medicare.
If the person has a Medicare Advantage (Part C) health plan (or wants to sign up for Medicare Advantage), there are important advantages to choosing the same plan for Medicare and Medicaid benefits.

- There are special kinds of Medicare Advantage health plans just for people who have both Medicare and TennCare.
  - They are specifically designed to help members who have both Medicare and Medicaid use their benefits from both programs to get the care they need.
  - They may also give extra benefits that members will not get with original Medicare.
- If an individual already has the same health plan for Medicare and TennCare, they may not want to join SelectCommunity. They may want to keep the health plan they have now. It may be easier for them to have the same health plan for their Medicare and TennCare benefits.
SelectCommunity Enrollment Considerations

- Signing up for the Same Health Plan for Medicare and TennCare
  - If a person with intellectual disabilities who qualifies to enroll in SelectCommunity decides to sign up for SelectCommunity, they can also choose the Medicare plan administered by BCBST. It is only for people who have TennCare and Medicare; it’s called BlueCare Plus.
  - What are the benefits for a person choosing SelectCommunity for their TennCare health plan and BlueCare Plus for their Medicare health plan?
    - Their NCM will be their “care coordinator” for both health plans and help with their Medicare and TennCare benefits.
How to Enroll in *SelectCommunity*
How to Enroll in *SelectCommunity*

- The person must be in one of the groups that can enroll in *SelectCommunity*:
  - People enrolled in one of the State’s HCBS 1915c (Home and Community Based Services) waivers for people with intellectual disabilities:
    - Comprehensive Aggregate Cap (CAC) Waiver
    - Statewide Waiver
  - Self-Determination Waiver
How Can You Help?

- Understand the benefits of **SelectCommunity** enrollment for the people you support.
  - It won’t change their waiver (including ISC) services.
  - It offers *extra* help in coordinating health care needs.
- Answer questions that you can using these materials
  - If you have questions please contact one of the following:
    - **Brandi Brown**, LCSW, MSSW, MBA, SelectCommunity Social Worker/IDD Advocate
      - 423-535-4638
      - [Brandi_Brown@BCBST.com](mailto:Brandi_Brown@BCBST.com)
    - **Anne Wilkes**, LCSW, CCM, SelectCommunity Social Worker/IDD Advocate
      - 901-544-2643
      - [Anne_Wilkes@BCBST.com](mailto:Anne_Wilkes@BCBST.com)
    - **Denise Kirk**, DIDD – West Grand Region-Operations Director
      - 901-745-7701
      - [Denise.Kirk@tn.gov](mailto:Denise.Kirk@tn.gov)
    - **Ciara Garcia**, DIDD – East Grand Region -Director of Operations
      - 865-594-9336
      - [Caira.Garcia@tn.gov](mailto:Caira.Garcia@tn.gov)
    - **Jenna Shapiro**, DIDD, Middle -Director of Operations
      - 615-231-5004
      - [Jenna.M.Shapiro@tn.gov](mailto:Jenna.M.Shapiro@tn.gov)
How to Enroll in SelectCommunity

- The Person or their representative must complete the enrollment form to enroll.
  - To request a form please contact:
    - Brandi Brown, LCSW, MSSW, MBA, SelectCommunity Social Worker/IDD Advocate
      - 423-535-4638
      - Brandi_Brown@BCBST.com
    - Anne Wilkes, LCSW, CCM, SelectCommunity Social Worker/IDD Advocate
      - 901-544-2643
      - Anne_Wilkes@BCBST.com
  - Return the enrollment form via one of the options (mail or fax) listed on the form
  - Or they may call the TennCare Solutions Unit for free at 1-800-878-3192 and request to enroll in “TennCare SelectCommunity”
- If the individual does not enroll into the SelectCommunity program they won’t have a NCM.
How to Enroll in **SelectCommunity**

**STATE OF TENNESSEE**  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
Division of TennCare  
310 Great Circle Road  
NASHVILLE, TENNESSEE 37243

Yes, I want to participate in **SelectCommunity**.

To participate in SelectCommunity, you must be enrolled in a DIDD Waiver program or a member of the former Arlington Class. To learn more about eligibility, please call 1-800-292-8196, Monday through Friday from 8 a.m. to 6 p.m. ET.

**Date of submission to TennCare:** ________________

**Where to send this form for processing:**

For the fastest processing, **FAX to: 1-866-581-5735 Attention: TennCare Solutions Unit**

Or, you can mail the form to the address below:

TennCare  
P.O. Box 820  
Nashville, TN 37202-9968

Please tell us the following information about the individual opting in to SelectCommunity:

- **Full Name:** ______________________________
- **Social Security Number:** ______________________________
- **Current Address (including City, State, Zip):** ______________________________
- **Signature of the individual (or guardian/conservator):** ______________________________

If this form was filled out by someone other than the individual enrolling in Select Community, please provide the following information:

- **Name of person who filled out this form:** ______________________________
- **Title/Organization:** ______________________________  
  (ISC, Conservator, Provider, advocate, family member, etc.)
- **Phone Number and Email address:** ______________________________

**What happens next?**  
TennCare will process this request in 10 to 15 business days. You will get a letter that tells you if you qualify for SelectCommunity. If you do, TennCare will send your information to SelectCommunity. Your new SelectCommunity Nurse Care Manager will be in touch within 5 days after SelectCommunity receives your information from TennCare, as long as you qualify for SelectCommunity.

**Return this page only if you want to participate in SelectCommunity.**
What happens after the individual submits a request to enroll in *SelectCommunity*?

- Enrollment in *SelectCommunity* will become effective approximately 10 days after the request is processed.
  - A notice will be mailed, telling them the effective date of their enrollment into *SelectCommunity*.
  - They will also receive a welcome letter and other information from *SelectCommunity*.
  - Until then, they will still be covered by their current MCO.
- Once they’re enrolled in *SelectCommunity*, their NCM will begin working with them to help them get the care they need.
Questions?