



The Integrated Care Initiative Enrollment and Call Center Report

RI Executive Office of Health
and Human Services

June 2017



Integrated Care Initiative Enrollment (June 2017)

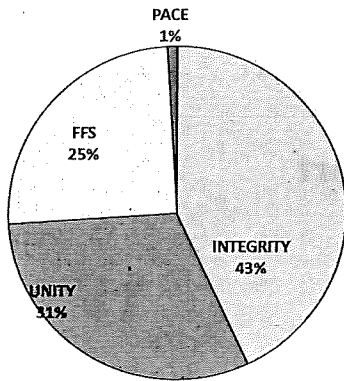
Snapshot Enrollment by Program and Setting Compiled on the 1st of Each Month

	Neighborhood UNITY	Neighborhood INTEGRITY	PACE	Fee-for- Service	Total Eligible
Nursing Home	2,197	574		1,852	4,623
Community with Long-Term Services & Supports	815	1,209		1,173	3,197
Intellectual & Developmental Disabilities	785	1,318	269	410	2,513
Severe and Persistent Mental Illness	479	1,471		530	2,480
Community without Long-Term Services & Supports	5,477	9,444		4,108	19,029
Medicaid Only	577	-	31	195	803
Total:	10,330	14,016	300	8,268	32,914



Integrated Care Initiative Enrollment (June, 2017)

Program Participation by Setting



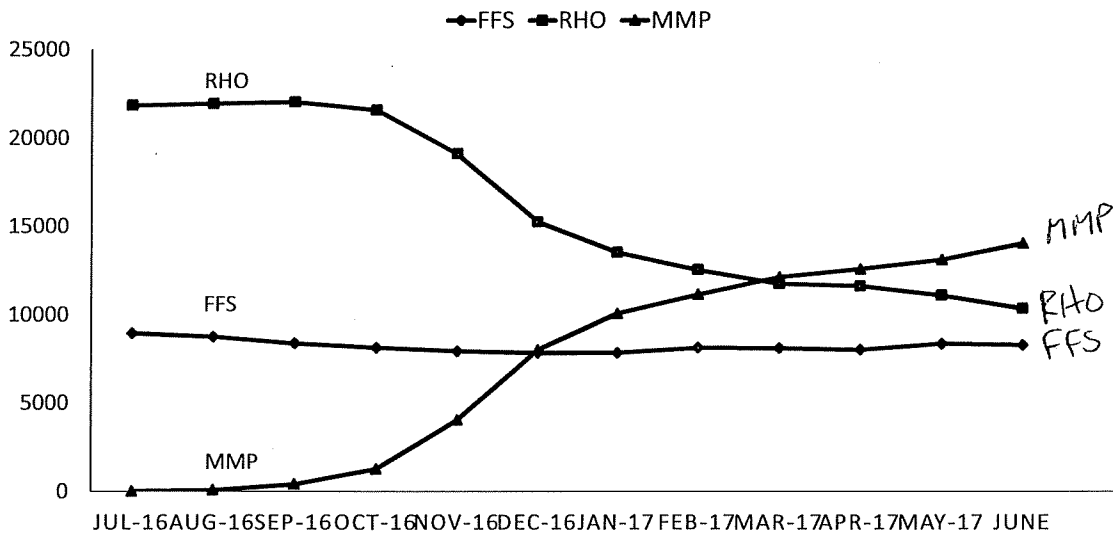
Population	Neighborhood UNITY	Neighborhood INTEGRITY	PACE	Fee-for-Service
Nursing Home	48%	12%		40%
Community with Long-Term Services & Supports	25%	38%		37%
Intellectual & Developmental Disabilities	31%	52%	1%	16%
Severe and Persistent Mental Illness	19%	59%		21%
Community without Long-Term Services & Supports	29%	50%		22%
Medicaid Only	72%	-	4%	24%
Total:	31%	43%	1%	25%

*Numbers may not add up to 100% due to rounding

3



ENROLLMENT

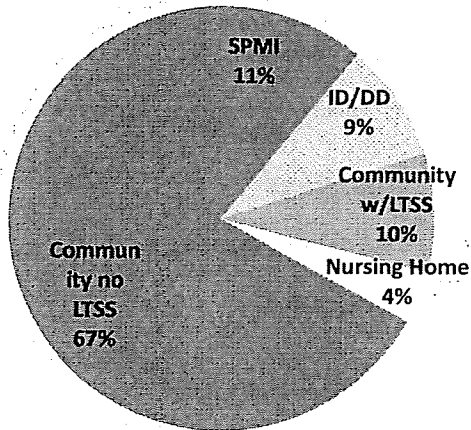


4



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Total Enrolled as of 6/1/2017



Cumulative Enrollment by Month*

Population	Mar	April	May	June
Nursing Home	624	627	595	576
Community with Long-Term Services & Supports	1,082	1,221	1,210	1,234
Intellectual & Developmental Disabilities	1,120	1,311	1,299	1,319
Severe and Persistent Mental Illness	1,283	1,477	1,471	1,471
Community without Long-Term Services & Supports	8,018	7,965	8,558	9,452
Total:	12,127	12,601	13,133	14,052

* Data has been updated to eliminate duplicate counting

5



Estimate of Projected New Enrollments

Neighborhood UNITY (RHO)

Population	July 2017	Aug 2017
Nursing Home	68	46
Community with Long-Term Services & Supports	12	7
Intellectual & Developmental Disabilities	10	5
Severe and Persistent Mental Illness	20	17
Community without Long-Term Services & Supports	322	272
Medicaid Only	22	31
Total:	454	378

Neighborhood INTEGRITY (MMP)

Population	July 2017	Aug 2017
Nursing Home	-	-
Community with Long-Term Services & Supports	3	-
Intellectual & Developmental Disabilities	-	-
Severe and Persistent Mental Illness	2	-
Community without Long-Term Services & Supports	8	-
Total:	13	-

6



Neighborhood UNITY (Rhody Health Options)

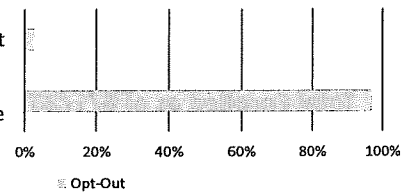
Opt-Out/Disenrollment: Nov. 2013 – May 2017

Setting	# Ever Mailed	# Opted-Out	% Opted-Out
Nursing Home	7,711	1,278	17%
Community with Long-Term Services & Supports	4,840	1,352	28%
Intellectual & Developmental Disabilities	2,761	281	10%
Severe and Persistent Mental Illness	3,157	262	8%
Community without Long-Term Services & Supports	22,809	2,078	9%
Medicaid Only	1,309	149	11%
Total:	39,480	6,085	15%

May 2017 Opt-Out Reasons

Provider Does Not Accept

Satisfied with fee-for-service



May 2017

Total Calls: 16

Total Opt-Out Requests: 5

Average talk time:
3:57

Average # of Calls Daily:
10

7

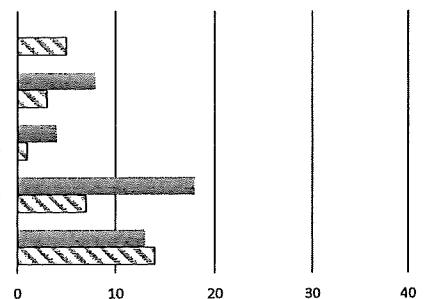


Neighborhood INTEGRITY (Medicare-Medicaid Plan)

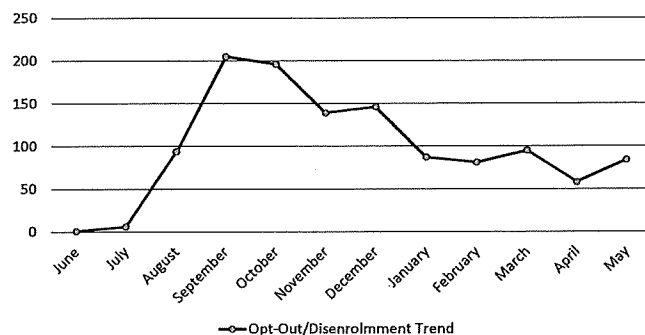
May Opt-Out and Disenrollment Reasons

Needed Service not covered
Medications are not covered
Doesn't want to be enrolled in Neighborhood/Dissatisfied with the MMP
Provider doesn't participate
Satisfied with current coverage/
wants to return to previous coverage

■ Disenrollment ■ Opt-Out



Monthly Opt-Out/Disenrollment Trend



8



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Enrollment Line (Call Center) Statistics

Month	Total Calls Received	Total Calls Answered	Average Talk Time (minutes)
December 2016	681	681	5:31
January 2017	651	651	6:06
February 2017	581	581	5:56
March 2017	581	581	6:00
April 2017	363	363	6:42
May 2017	370	370	7:12

Enrollment Line (Call Center) Call Actions

Month	Disenrolled from INTEGRITY	Opted-Out of INTEGRITY	Enrolled Member	Enrolled Member	Transferred Calls
December 2016	73	73	355	14	166
January 2017	56	31	323	46	187
February 2017	51	30	297	43	155
March 2017	51	44	334	16	136
April 2017	39	19	192	11	102
May 2017	52	32	212	13	103

9



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Enrollment Line (Call Center) Application Processing

Month	Total Applications Received	Total Enrolled	Ineligible	Missing Information	Other*
September 2016	71	59	4	6	0
October 2016	88	72	4	6	6
November 2016	20	20	0	0	0
December 2016	11	11	0	0	0
January 2017	49	43	2	1	3
February 2017	68	45	19	4	0
March 2017	13	13	0	0	0
April 2017	11	11	0	0	0
May 2017	13	13	0	0	0

* Applications requiring manual intervention and later processed by EOHHS

10

