

**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**

INTEGRITY = 43%

UNITY = 31%

FFS = 25%

PACE = 1%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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%** |

**ENROLLMENT**

July 2016 – June 2017

**FFS**

From July 2016 through July 2017 the FFS enrollment remained steady at just under 10,000.

**RHO (Rhody Health Options (RHO) Program, Neighborhood Unity Plan)**

In July 2016 RHO enrollment was approximately 23,000. It remained that way until October 2016 when enrollment decreased to approximately 19,000. In December 2016 enrollment decreased to approximately 15,000 and decreased each month to where in June 2016 the enrollment was approximately 11,000.

**MMP (Medicare Medicaid Plan (MMP) Program, Neighborhood Integrity Plan)**

In July 2016 the MMP enrollment was at zero. By August 2016 enrollment began to increase and by December 2016 MMP enrollment was just under 10,000. It continued to increase each month and in June 2017 the enrollment was just under 15,000.

**Neighborhood INTEGRITY (Medicare-Medicaid Plan)**

**Total Enrolled as of 6/1/2017**

Community no LTSS = 67%

Community w/ LTSS = 10%

SPMI = 11%

ID/DD = 9%

Nursing Home = 4%

**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

**Estimate of Projected New Enrollments**

**Neighborhood UNITY (RHO) (Rhody Health Options)**

|  |  |  |
| --- | --- | --- |
| **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) (Medicare-Medicaid Program)**

|  |  |  |
| --- | --- | --- |
| **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** | **-** |

**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 = 2%

Satisfied with fee-for-service = 98%

May 2017

Total Calls: 16

Total Opt-Out Requests: 5

Average talk time: 3:57

Average # of Calls Daily: 10

**Neighborhood INTEGRITY (Medicare-Medicaid Plan)**

**May Opt-Out and Disenrollment Reasons**

|  |  |  |
| --- | --- | --- |
|  | **Disenrollment** | **Opt-Out** |
| Needed Services not covered | - | 5 |
| Medication are not covered | 8 | 3 |
| Doesn’t want to be enrolled in Neighborhood/Dissatisfied with the MMP | 4 | 1 |
| Provider doesn’t participate | 18 | 7 |
| Satisfied with current coverage /  wants to return to previous coverage | 13 | 14 |

**Monthly Opt-Out/Disenrollment Trend**

|  |  |
| --- | --- |
| June | 0 |
| July | 10 |
| August | 100 |
| September | 205 |
| October | 195 |
| November | 145 |
| December | 150 |
| January | 95 |
| February | 90 |
| March | 100 |
| April | 50 |
| May | 95 |

**Neighborhood UNITY (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** | **Educated Member** | **Enrolled Member** | **Transferred Call** |
| 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 |

**Neighborhood UNITY (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