



Office of Medicaid
Policy & Planning

THE MONTHLY
LEGISLATIVE NEWSLETTER

medicaid connect

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Medicaid Director's Message

Last July, we introduced this monthly newsletter to provide you, our legislative partners, with key information and updates about Indiana's Medicaid program. We remain tremendously grateful for your partnership as we seek a path of continuous improvement in our programs and services.

In this issue, we provide links for Indiana's return to normal operations, revisit Indiana Medicaid "basics" and also provide links to other important FSSA resources.

I do want to share that after eight years with FSSA (two years as general counsel and six years as Medicaid director), I will be stepping away from state service later this summer. We shared news of this announcement on June 19. Please know that serving Hoosiers as Medicaid Director has been the honor of a lifetime. I am so grateful for the opportunity, and I am very optimistic about Indiana Medicaid's future. We will share transition plans and introduce the incoming Medicaid director in the July issue of this newsletter. Until then, we hope you find this content informative and helpful.

I hope your summer is off to a great start.

All my best,

Allison Taylor
Indiana Medicaid Director

OMPP Centering Goal: Collaborate to improve member and provider experience.

Return to normal operations



Indiana Medicaid has resumed redetermination actions. Taking action now could help you stay covered. Please go to fssabenefits.in.gov to update your current information.

We continue our work to return to normal Medicaid operations following the conclusion of the federal public health emergency. As a reminder, Indiana is using the full 12 months allowed to complete this work and is deeply committed to communicating with Hoosiers and stakeholders so that all eligible Hoosiers keep their coverage.

You can help by continuing to share the key steps residents need to take if they are Medicaid members, or by making sure their friends and family members who are Medicaid members know what to do. Medicaid members need to make sure that we have their up-to-date contact information, then respond when we send mailers. Parents should take action, even if they think they no longer qualify for coverage. Children may remain eligible, even if the parents are not.

You can find more information and resources to share [here](#).

Indiana Medicaid Program Basics

The Office of Medicaid Policy and Planning administers the Indiana Health Coverage Program, a suite of programs currently serving 2 million Hoosiers with a network of more than 80,000 providers. Medicaid helps Hoosiers reach their greatest well-being while empowering them to contribute to and engage in their communities.

Through competitively procured public/private partnerships (HIP, HHW and HCC) with Medicaid managed care entities and a traditional fee-for-service model, Indiana Medicaid is a tool to drive value and outcomes through delivery system reform, to respond to economic and public health concerns, and to implement policy change and innovations.

Here is a snapshot of IHCP's scope with May 2023 [enrollment](#). Please note that in 2024, we will be adding another program, [Indiana Pathways for Aging](#).

- ❖ **Healthy Indiana Plan (HIP):** Managed Care system serving nearly 870,000 adults. MCE partners: Anthem, CareSource, MDwise and MHS. Re-procured in 2021.
- ❖ **Hoosier Healthwise (HHW):** Managed Care system serving 900,000 pregnant women and children. MCE partners: Anthem, CareSource, MDwise and MHS. Re-procured in 2021.
- ❖ **Hoosier Care Connect (HCC):** Managed Care system serving 100,000 aged, blind and disabled adults and some foster children. MCE partners: Anthem, MHS and UnitedHealthcare. Re-procured in 2019.
- ❖ **Fee-for-Service (FFS):** Fee-for-Service system serving 360,000 members in nursing facilities, individuals with developmental disabilities, HCBS waivers, Medicare and Medicaid (duals). No MCE partners. No procurement cycle.

For more information, visit [Indiana Medicaid](#).

OMPP Office Structure

Medicaid is complex and OMPP continues to center our efforts on our mission to support Hoosiers' greatest well-being with effective and efficient programs, remarkable collaborations, measurable impact on individuals and communities, and an energized and engaged team. OMPP's sections listed below specialize in various aspects of Medicaid to ensure effective administration and management.

- ❖ **Administration** – This team sets policies and procedures for vendor management throughout Medicaid and manages several Medicaid vendors directly, oversees OMPP's internal project management office and leads OMPP's staff learning and development initiatives.
- ❖ **Care Programs** – This team is responsible for the design and management of our managed care programs (Hoosier Healthwise, Hoosier Care Connect and Healthy Indiana Plan) and ensure managed care entities are in compliance with all contractual obligations and are acting in the best interest of Medicaid members and providers.
- ❖ **Clinical Operations** – This team is responsible for all clinical policy in Medicaid. They directly manage prior authorization and utilization management, care management, quality improvement, and pharmacy management within FFS Medicaid and also provide oversight of these functions being performed by our MCEs.
- ❖ **Eligibility and Member Services** – This team sets eligibility policy for Medicaid coverage and programs in compliance with federal guidelines and works with FSSA's Division of Family Resources which uses the policy to determine eligibility for those applying for coverage. This team also fields member inquiries and provides oversight to our managed care partners in the performance of their member services operations. *(Special note: DFR processes all applications for coverage, oversees the local offices in all 92 counties, and manages the call center – 1-800-403-0864.)*
- ❖ **Government Affairs** – This team is responsible for interfacing with CMS and our legislative partners, managing the home and community-based services program, and managed care integration efforts.
- ❖ **Program Integrity** – This team guards against fraud, waste and abuse within Indiana Medicaid. The team is very involved in provider education to prevent misuse within FFS Medicaid and also oversees the managed care entities' program integrity efforts.
- ❖ **Provider Experience** – This team collaborates with FSSA's Division of Aging to educate and manage relationships with long term services and supports providers.
- ❖ **Provider Services** – This team oversees all aspects of provider relations including enrollment, issue resolution and education. This team also conducts robust audits and oversees our managed care partners' provider services functions. Currently more than 80,000 providers are enrolled in the IHCP.
- ❖ **Reimbursement** – This team manages rate setting and reimbursement across Medicaid, including oversight of the state's fiscal agent and MCEs to ensure compliance in claims payment and encounter data.

FSSA Resources and Links

Legislative Resources

- [Medicaid Connect Legislative Resources](#)
- For constituent issues, please email Legislative.Inquiries@fssa.in.gov
- FSSA Legislative Inquiry downloadable form (authorization to act on constituent's behalf) [here](#)

Medicaid Resources

- [Indiana Medicaid](#)
- [How a return to normal will impact some Indiana Medicaid members](#)

FSSA Resources

- To be added to FSSA's stakeholder communication listserv, click [here](#).
- [Indiana 211](#) is a free and confidential service helping Hoosiers across Indiana find the local resources they need including food pantries, cash assistance and housing assistance. Navigators are available 24/7. Dial 211 or (866) 211-9966. Text your zip code to 898-211 (available Mon-Fri 8 a.m.-5 p.m. ET)
- FSSA's printable [resource guide](#) contains information about the programs provided and administered by FSSA and gives direction on how Hoosiers qualify to receive assistance. The quick reference contact list (page 2 of the guide) is shown.

Quick Reference Contact List

Eligibility for programs / Division of Family Resources
800-403-0864

Adult Protective Services state hotline
800-992-6978

988 Crisis and Suicide Lifeline
As of July 16, 2022, 988 is now live as a new national three-digit dialing code for reaching The Suicide & Crisis Lifeline, formally the National Suicide Prevention Lifeline. The current long-form phone number of 800-273-TALK (8255) will also continue to be an option.

To report fraud
800-403-0864 or reportfraud@fssa.in.gov

To report issues with group homes, assisted living, etc.
800-545-7763 or bqis.help@fssa.in.gov

To report child care issues
877-511-1144

To report child abuse (Department of Child Services)
800-800-5556

Office of Communications and Media
317-234-0197

Indiana 211
Get help or speak with a community navigator 24/7/365
Dial 2-1-1 or 866-211-9966 (available 24/7)
Text your ZIP to 898-211 (available M-F, 8-5 Eastern)

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