



**Department  
of Health**

**Office of  
Health Insurance  
Programs**

# Fully Integrated Duals Advantage (FIDA) STAKEHOLDER UPDATE

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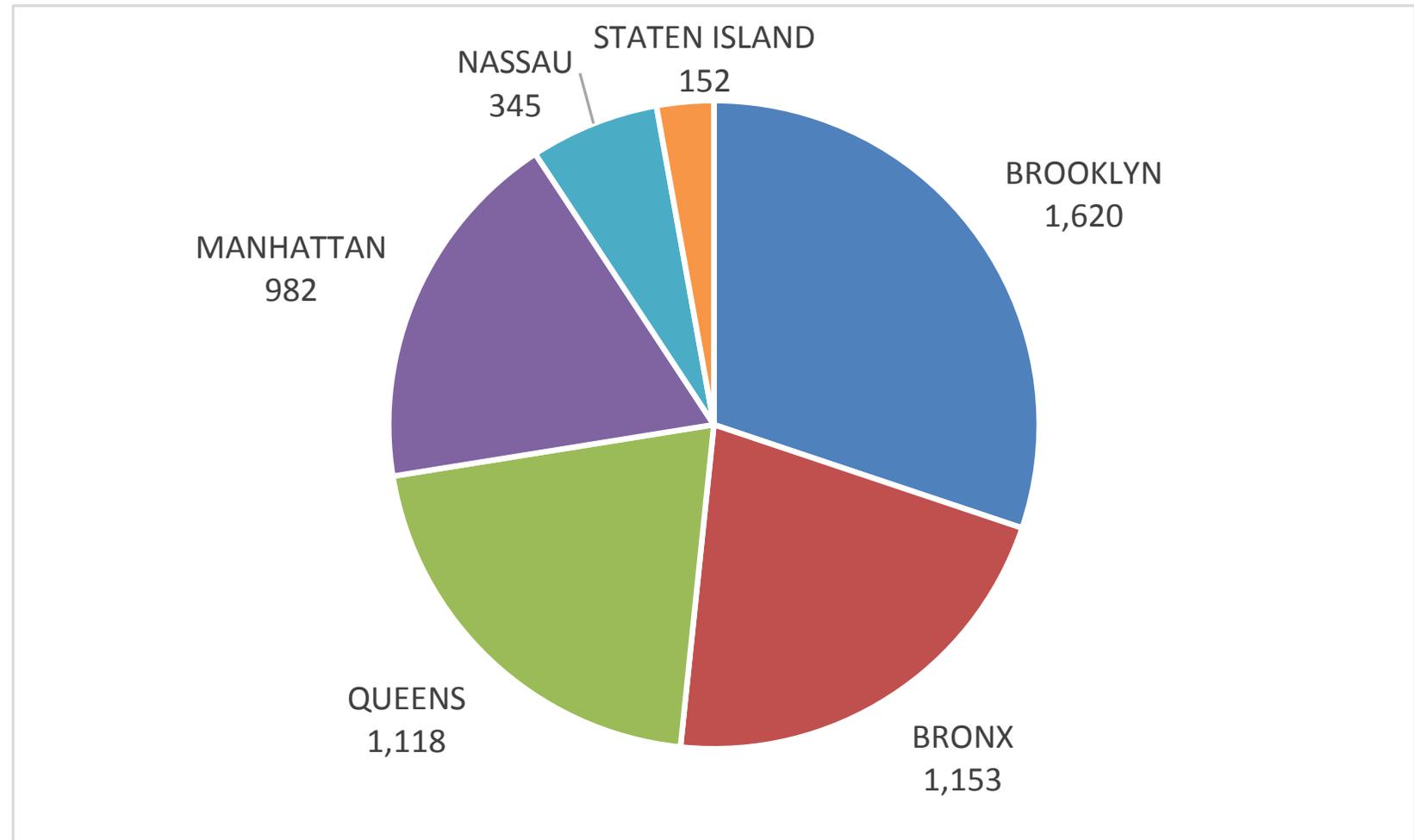
New York State Department of Health (NYSDOH)

# Agenda

- FIDA Quick Facts → *What Do We Know About the Program?*
- FIDA Reforms
- Recent Changes → *Take Another Look at FIDA*
- Future of FIDA → *We need your opinion*

# FIDA Quick Facts: Enrollment, by County\*

- Brooklyn has the largest enrollment (1,620), followed by Bronx (1,153), Queens (1,118), Manhattan (982), Nassau (345), and Staten Island (152).



## FIDA Quick Facts: Enrollment by Plan\*

- The largest five plans are:

1. VNSNY
2. HealthFirst
3. GuildNet
4. Fidelis
5. Elderplan

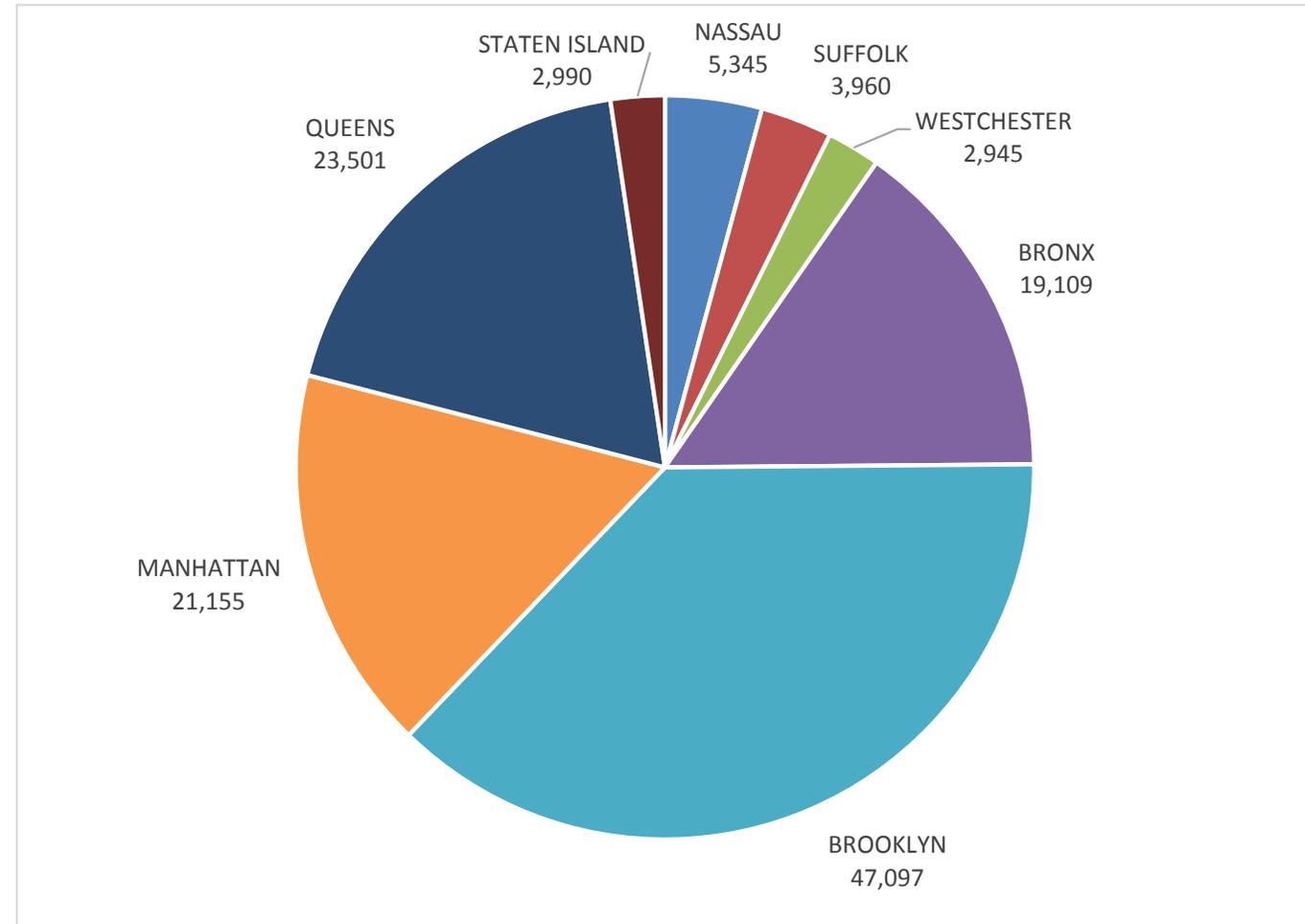
Plan Name	Enrollment
VNSNY	1,939
Healthfirst	1,058
GuildNet	822
Fidelis	318
Elderplan	289
MetroPlus	179
CenterLight	169
ICS	161
WellCare	155
SWH	67
Aetna	52
AgeWell	41
AlphaCare	36
North Shore	28
FIDA Care Complete	25
VillageCareMax	24
RiverSpring	7

\*As of May 2016



## FIDA Quick Facts: Eligibles by County\*

- Number of Potential Eligibles who are Currently Enrolled in an MLTC Plan, by County\*
- Brooklyn has the biggest potential (47,097 eligibles) for growing the FIDA enrollment, followed by Queens (23,501), Manhattan (21,155), Bronx (19,109), and other counties.

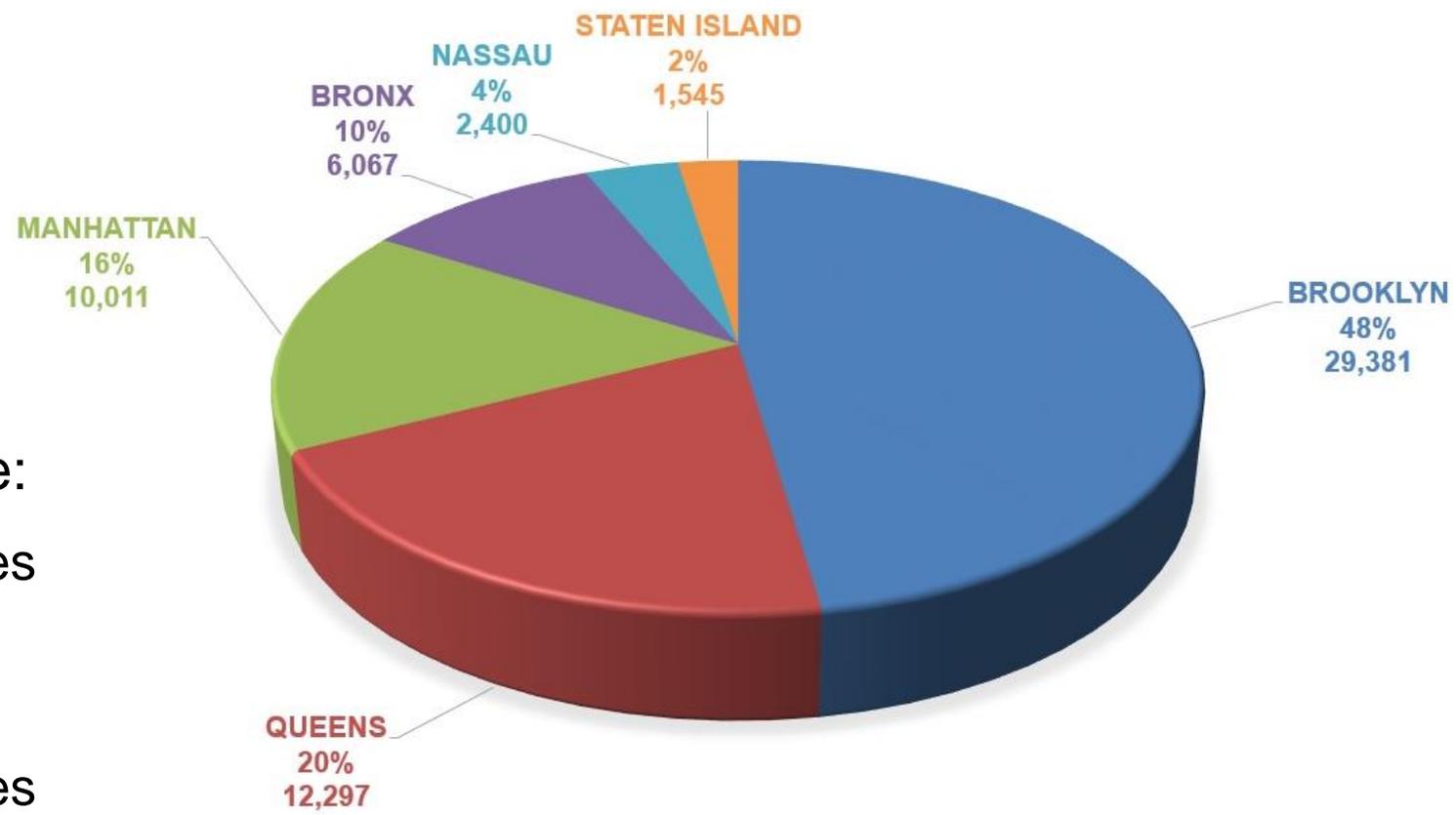


\*As of May 2016



# FIDA Quick Facts: Opt-Outs, by County\*

- Largest number of opt-outs: Brooklyn (48%), followed by Queens (20%), and Manhattan (16%), Bronx (10%), Nassau (4%), and Staten Island (2%)
- Zip-code areas with the highest number of opt-outs tend to have:
  - A large number of FIDA eligibles who speak Russian, Chinese, and Spanish
  - A large number of FIDA eligibles who are currently enrolled in a Medicare Advantage plan

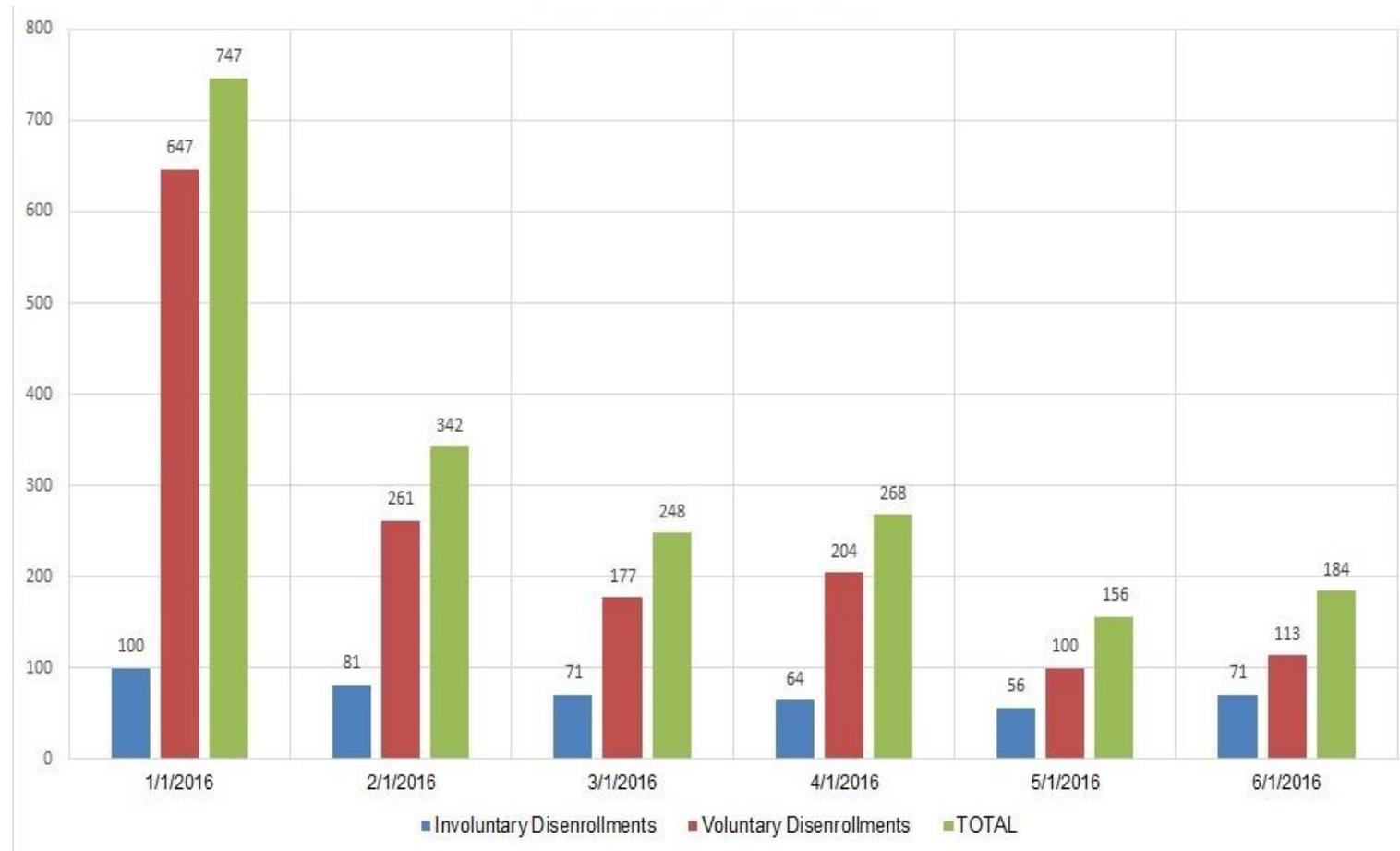


\*As of May 2016

# FIDA Quick Facts: Disenrollment

- The number of monthly disenrollments have stabilized over the last six months, going down from 747 in January to 184 in June 2016
  - Voluntary disenrollments have decreased by over 300% since January
  - Involuntary disenrollments (due to death, relocation, etc.) has plateaued

\*As of May 2016



## FIDA Quick Facts: Enrollment by Age

- Overall, FIDA consumers tend to be older than consumers in MLTC.
  - For example, consumers 85 years and over constitute 39% of the FIDA enrollment\* vs. 28% in MLTC\*\*

<b>Program</b>	<b>54 &amp; Under</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85 and Over</b>
FIDA	3.6%	5.1%	18.4%	33.5%	39.4%
MLTC	6.2%	9.3%	22.1%	34.3%	28.1%

\*As of May 2016

\*\* As of 2015 (See 2015 MLTC Report)

# FIDA Quick Facts: Appeals

- First-in-the-nation integrated appeals and grievance process for Medicare and Medicaid appeals<sup>1</sup>:
  - The process incorporates the most consumer-favorable elements of the Medicare and Medicaid appeal and grievance systems into a consolidated, integrated system;
  - Plans use integrated model notices, jointly developed by CMS and NYSDOH;
  - Plans communicate the steps in the integrated appeal process, as well as the availability of free Participant Ombudsman (ICAN) services to assist with appeals.
  - Providers can file an appeal on behalf of an enrollee <sup>2</sup>

<sup>1</sup> Except Part D appeals.

<sup>2</sup> However, providers do not have a FIDA-specific right to appeal plan coverage or payment decisions.

# FIDA Quick Facts: Appeals

- The FIDA fully integrated appeals process was available starting in January 2015, but no appeals were filed prior to June. There have been 65 appeals auto-forwarded to IAHO since June 2015.

## The Nature of the Appeals:

DME	2	Medicare and Medicaid
Dental	11	Medicaid Only
Diagnostic Testing	2	Medicaid Only
Environmental Modifications	1	Medicaid Only
Prescription	1	Medicare and Medicaid
Inpatient Hospitalization	9	Medicare and Medicaid
Home Visits	3	Medicare and Medicaid
Medical Supplies	2	Medicare and Medicaid
Non-Emergency Transportation	1	Medicaid Only
Personal Care Services	30	Medicaid Only
Rehab Services	2	Medicare and Medicaid
Skilled Nursing Services	1	Medicare and Medicaid

\*As of June 2016







# Reforms: Flexibility for Dual-Eligibles

- Previously, some enrollees had to go through too many assessments when transitioning from an existing MLTC plan to FIDA. As a result of the reform, most enrollees will have to go through *fewer* assessments:
  - If the enrollee is transferring to a FIDA Plan from a sister MLTC/PACE/MAP plan:
    - The FIDA Plan will contact the enrollee and review any available medical record and claims history from the pre-enrollment period to determine changes in health status, health event, or needs that would trigger an updated UAS.
    - Otherwise, a new UAS assessment will be conducted within six months of the last UAS assessment.
- All enrollees will have a care plan by the 90<sup>th</sup> day from the enrollment effective date.
- The enrollee has the right to choose the make-up of the care team (IDT):
  - The IDT can be small, consisting of just a Care Manager and enrollee, or broader, with a variety of members.











# Additional Activities: Take Another Look at FIDA

## FIDA Advertising Campaign:

- Collaboration with the DOH Public Affairs Group has taken place to develop and implement an advertising campaign focusing on FIDA reforms:
  - Primary target audience is potential FIDA providers
  - Secondary target audience is potential participants and their caretakers, family/friends and community
  - Consists of a multipronged approach involving digital, print, outdoor and radio advertisements.

# Additional Activities: Take Another Look at FIDA

## FIDA Advertising Campaign:

- Four-month duration
- Digital component first to go live, with pop-up ads on cell phone apps and banner ads on websites
- Out-of-home component will be second and includes posters displayed on bus shelters, newsstands, phone kiosks, etc. in several locations throughout areas with highest opt-out rates.
- FIDA promotional giveaways, hard copies of promotional materials (brochure and rack card), and a flash drive of electronic files of promotional materials will be given to plans.
- Audio advertisements will play on radio stations and streaming channels and print advertisements will run in medical journals and magazines.

# Additional Activities: Take Another Look at FIDA

## FIDA Outreach Mailing:

- During the four-month ad campaign DOH will also be conducting outreach mailings to the following core audiences:
  1. Medicare providers who have provided services to FIDA eligibles between January and July 2016 (about 9,000)
  2. Consumers who have opted out of FIDA and are still FIDA eligible
  3. Consumers who have joined MLTC since December 2014 and never opted out of the FIDA program
  4. Outreach goal is to communicate the changes to FIDA and encourage providers and consumers to take another look at the program.



## Future of FIDA: We need your opinion

1. Two-year FIDA demonstration extension:  
*January 1, 2018 – December 31, 2019*
2. Option for FIDA to enter into Region 2 (Suffolk and Westchester counties), starting January 2017 or 2018
3. Option to allow existing FIDA plans to serve additional current FIDA counties

**WHAT DO THE STAKEHOLDERS THINK?**



# Resources:

FIDA email: [fida@health.ny.gov](mailto:fida@health.ny.gov)

FIDA Participant-friendly website:

[www.health.ny.gov/health\\_care/medicaid/redesign/fida/](http://www.health.ny.gov/health_care/medicaid/redesign/fida/)

FIDA MRT website:

[www.health.ny.gov/health\\_care/medicaid/redesign/mrt\\_101.htm](http://www.health.ny.gov/health_care/medicaid/redesign/mrt_101.htm)

ICAN - Your FIDA Ombudsman: [ican@cssny.org](mailto:ican@cssny.org) 1-844-614-8800

[www.icannys.org](http://www.icannys.org)

For FIDA enrollment questions, contact NY Medicaid Choice: 1-8 88-600-34232

