

Alabama Community Care Regional Care Organization “RCO” Implementation Frequently Asked Questions

What is a Regional Care Organization “RCO”?

Provider-based, community-led organizations that will operate with the 5 defined regions of the State of Alabama to coordinate the care for Medicaid eligibles through a risk based capitated payment model. RCOs will manage the State’s Medicaid Benefit plan, contract with a network of providers, coordinate the health care needs of its members, pay claims, educate members, and are ultimately responsible to the Alabama Medicaid Agency for reaching program goals. RCOs were formed through incorporation into Senate Bill 340, approved by the Alabama Legislature on May 7, 2013 and signed into law by Governor Bentley. Senate Bill 340 was later amended by Senate Bill 459, which Governor Bentley signed into law on April 10, 2014.

The Alabama Medicaid Agency is responsible for the development and oversight of the RCO program. The RCO program will promote accountability for a patient population, coordinate items and services under Medicaid, and encourage investment in the infrastructure of care processes for higher quality and more efficient services provided to Medicaid beneficiaries.

Who are eligible and how many people will be in the RCO program?

The RCO program is exclusively for Medicaid beneficiaries. The program is expected to serve 654,000 Medicaid eligibles including approximately 113,000 aged, blind, and disabled individuals. For additional eligibility requirements, please visit www.medicaid.alabama.gov.

How is the program funded?

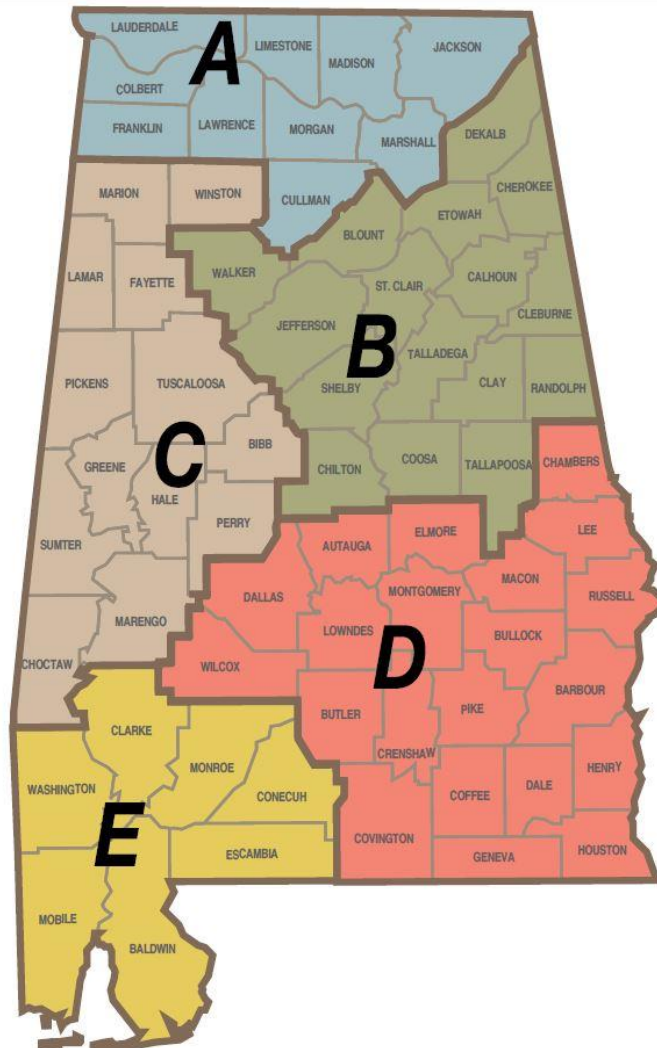
The State of Alabama is seeking approval from the Federal Government, Health and Human Services “HHS”, to obtain a Section 1115 Demonstration Project to implement the RCO program. The approval from HHS will also include the financing of the program. In general the program will continue to be funded by both State and Federal matching funds. The program must meet specific criteria for actuarial soundness and budget neutrality. Essentially the program must operate more efficiently than the current fee for service program.

When will RCO's be implemented?

The State has a published timeline that includes several key steps that ultimately projects that all RCOs will be operational by October 1, 2016.

How will the Regional Structure impact my Practice?

The Alabama RCO program is divided into 5 regions covering the entire state. Region assignment is used to assign Medicaid recipients who are eligible for the RCO program to a specific region. Considering access to care patterns RCO members from a region may seek services from providers with office locations in other Regions. For this situation, it may be necessary for some providers to consider contracting with RCOs from other Regions.



Who is Alabama Community Care?

Alabama Community Care, Inc. is a not-for-profit Regional Care Organization that will serve Medicaid enrollees in two regions of Alabama. In Region A, 10 counties of North Alabama, Huntsville Hospital Health System has partnered with Sentara Healthcare of Virginia. In Region C, 13 counties of West Alabama, Huntsville and Sentara have partnered with DCH Health System, Whatley Health Services, Indian Rivers Community Mental Health Center, MedNet West and the Greater Alabama Health Network. In both regions, Alabama Community Care intends to work with local physicians, hospitals and other health care providers to improve the health of Medicaid enrollees. Huntsville Hospital Health System serves patients across Northern Alabama through its team of 12,000 employees working in nine affiliate hospitals and other facilities. Sentara Healthcare of Virginia has over 19 years of experience in Medicaid managed care. The DCH Health System, based in Tuscaloosa, Ala., operates DCH Regional Medical Center and Northport Medical Center and manages Fayette Medical Center. Alabama Community Care will be responsible for all aspects of care for Medicaid patients, including chronic illnesses, customized wellness programs, integrated clinical and behavioral health services and pharmacy management. To learn more about Alabama Community Care, please visit www.alabamacommunitycare.org.

How many RCO's will there be?

The Alabama Medicaid Agency is ultimately responsible for contracting with the RCOs in each of the 5 regions covering the entire state of Alabama. Alabama Community Care has applied to become a RCO in North Alabama, Region A, and West Alabama, Region C. Alabama Community Care is working toward developing our program to ensure we are able to take care of all RCO eligible Medicaid recipients in both regions.

How do I contract with Alabama Community Care?

Alabama Community Care understands contracting with payers can be time consuming and challenging for providers. We have considered this and have tried to simplify the process for providers.

- **Step 1 – Sign a nonbinding Letter of Intent “LOI”**
January 2015 – Alabama Community Care will send to you a Letter of Intent “LOI”. We would like for you to sign the LOI and return it to us by March 1,

2015 or sooner. This LOI is our first step to get to know each other and to ensure that you will be on our list to receive timely information as the RCO program is implemented. The Alabama Medicaid Agency is requiring that all probationary RCOs submit their network for review to determine network adequacy. We will submit all providers that have signed a LOI to the Alabama Medicaid Agency.

- **Step 2 – Sign a Contract “The Alabama Community Care Provider Agreement”**

Beginning during the first half of 2015, and upon Alabama Medicaid Agency approval of the Alabama Community Care standard provider agreement, we will engage those providers who signed a LOI to execute contracts. The contract will contain the reimbursement rates and other essential terms providers will need to work with Alabama Community Care.

Where do I send my signed Letter of Intent “LOI”?

Please follow the instructions provided on the LOI with options on how to submit your signed LOI. Additional LOIs and instructions for submission are available on our website, www.AlabamaCommunityCare.org, under your specific region.

What do I do if I have questions about the LOI?

If you have questions about the LOI, you can simply call the Alabama Community Care provider toll free line in North Alabama, Region A, at 844.840.2522 and West Alabama,, Region C, at 844.345.0829. If not one is available to take your call, please leave us a message with your name, practice name and telephone number so that we can have a representative return your call.

Does the LOI bind providers to contract with Alabama Community Care?

The LOI with Alabama Community Care does not “bind” a provider to contract. The LOI serves the purposes:

- Ensures that Alabama Community Care will engage the provider that signed the LOI for consideration to consider with Alabama Community Care
- Allows the providers to receive information regarding the RCO implementation from Alabama Community Care
- LOI will be utilized by Alabama Community Care to submit our network for review by Alabama Medicaid Agency

What if I don't want to or if I am not sure if I want to participate with an RCO?

Alabama Community Care encourages all providers that may have Medicaid patients to consider joining Alabama Community Care. Signing an LOI with Alabama Community Care does not bind you to contract with us and it allows you to obtain additional information to help you ultimately decide if you want to join. Please keep in mind that many of your Medicaid patients will become members of Alabama Community Care and thus for you to continue treating these patients and receiving compensation for your services you must contract with Alabama Community Care.

Can I sign an LOI with more than one RCO?

The Alabama Community Care LOI and Provider Agreement do not contain any restrictions that limit a provider's ability to enter into arrangements with other RCOs. In fact, a provider may want to consider contracting with RCOs that are in different regions in order to continue seeing your patients that may reside in a different RCO region.

How will Alabama Community Care compensate providers?

Alabama Community Care has 2 decades of experience compensating more than 20,000 providers who care for Medicaid recipients. We have a proven track record of paying our network providers fast and accurately. We understand that compensation levels for Medicaid are comparatively low so our program strives to make the experience as simple and seamless as possible.

The Alabama Medicaid Agency will pay Alabama Community Care a capitated amount for each enrolled Medicaid member. These dollars will be used to provide for the total cost of care for all Medicaid enrollees and the RCO, Alabama Community Care, bears the risk. The provider compensation will be defined soon after Alabama Community Care receives its premium rates from the Alabama Medicaid Agency. We strive to fairly compensate our provider network. According to Alabama Medicaid Agency, there is protection for providers that requires RCOs to pay at least at the prevailing Medicaid fee schedule.

When should we expect will we know about how much we will be paid?

Our goal is to inform providers about compensation as soon as possible. If the Alabama Medicaid Agency stays on schedule then we will be able to inform providers about reimbursement before the end of the second quarter of 2015. Provider reimbursement terms will be included in your provider agreement.

How will we know if the RCO program is working?

The Alabama Medicaid Agency intends to define a set of quality and outcome measures that will be used to evaluate the performance of the program. This is an opportunity for Alabama Community Care and the provider community to collaborate. Our intention is to establish incentives to providers for meeting goals. We will have more information on the specifics of our quality program prior to the start date.

How will the RCO program impact the (PCN) Health Home Program?

The PCN “Health Home Program” is the current program offered to Medicaid recipients needing special services such as care coordination based on one or more clinical conditions. Once the RCO program starts the PCN program ends. To ensure continuity of care and to leverage the benefits of the Health Home program Alabama Community Care is working with existing PCN partners. In North Alabama, Region A, Alabama Community Care is working with the PCN organization, North Alabama Community Care. In West Alabama, Region C, Alabama Community Care is working with the PCN organization, MedNet West. We believe this will simply the transition for providers to Alabama Community Care and it will minimize service disruption to your patients.

We anticipate that the contract between the Alabama Medicaid Agency and the RCO may specify the RCO's requirement for how payment will be handled. We are supportive of maintaining the value added components of the Health Home program.

How will the RCO program impact the Maternity Care Program?

The maternity Care Program is the current program offered to Medicaid recipients who are pregnant. Once the RCO program starts the Maternity Care Program ends. Alabama Community Care is partnering with existing Maternity Care Programs to ensure the continuity of care and to leverage the benefits these

existing programs. In North Alabama, Region A, Alabama Community Care has partnered with the Best Start Maternity Care Program. In West Alabama, Region C, Alabama Community Care has partnered with the Greater Alabama Health Network. We believe this will simply provider's transition to Alabama Community Care and will minimize service disruption to your patients.

We anticipate that the contract between the Alabama Medicaid Agency and the RCO may specify the RCO's requirement for payment will be handled. We are supportive of maintaining the value added components of the Best Start program.

How will RCO patients access care?

Four goals of the RCO program are to transform care delivery, expand access, improve outcomes, and address provider reimbursement.

Alabama Community Care will ensure they all of our members have a Primary Medical Provider "PMP"/Primary Medical Home "PMH". The PMP is the cornerstone of the Alabama Community Care model for improving access. Alabama Community Care will work to support the PMPs practice to improve how our members/your patients utilized the health care delivery system. Through the members relationship with the PMP and Alabama Community Care support and resources, we will coordinate the care of the patient with specialists, hospitals, prescription drugs, behavioral health, hospital, social and services that the Medicaid recipients may need.

Will I be able to keep my current patients?

The best way to ensure that your current patients maintain a relationship with your practice is participating in the Alabama Community Care network. To participate in the Alabama Community Care network we encourage you to sign the LOI and Provider Agreement. Alabama Community Care values the patient/physician relationship and will strive to ensure your relationships are maintained.

Can Patients change doctors?

An important component that leads to patients accessing healthcare in a more effective manner is establishing a relationship with a PMP. Alabama Community Care's goal is to help establish and strengthen this relationship. From time to time

it does make sense for members to change PMPs. We encourage our PMPs to maintain open panels to ensure members have access to their practices and Alabama Community Care can facilitate the development of the patient to doctor relationship.

How will Alabama Community Care improve the relationship I have with my Medicaid patients?

Alabama Community Care has experience working with Medicaid recipients. We understand there are many challenges your practice faces in coordinating care. We have many programs that will increase our member's knowledge and ability to navigate the health care system that may include non-emergent transportation and emergency room diversion programs. We have a very thorough New Member program that strives to educate our members on their benefits, ensures they have selected a Primary Medical Provider "PMP"/Primacy Medical Home "PMH". In addition, we do will go into the community to outreach to members that require special attention to help assess their specific needs. Alabama Community Care understands the very important role of supporting your practice needs by making our members better and more informed patients.