



**Department
of Health**

Office of
Health Insurance
Programs



FIDA Program

(Fully Integrated Duals Advantage)

**Medicare and Medicaid Together – For Better
Health and A Better Life**

December 7, 2016 Webinar

What is FIDA?

First fully integrated program in New York, which began January 2015; one of the few in the nation. Extended to run through December 2019.

A partnership between the Centers for Medicare and Medicaid Services and the New York State Department of Health

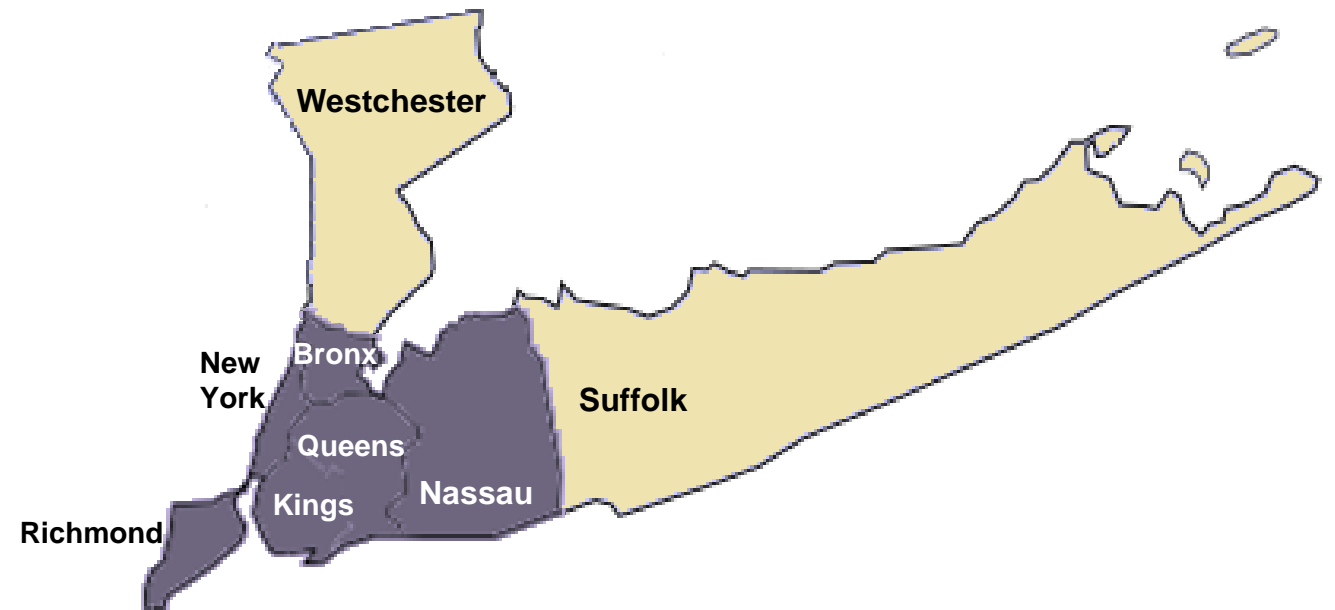
Available to individuals who have Medicaid and Medicare and need long-term care

14 health plans in New York City and Nassau County. Planning is underway to begin FIDA in Suffolk and Westchester Counties in early 2017.

Who is Eligible for FIDA?

Eligible individuals must:

- Be 21 or older;
- Have Medicare & Medicaid*;
- Reside in Bronx, Kings, New York, Queens, Richmond, or Nassau**
- Need long-term care***



*Entitled to benefits under Medicare Part A and enrolled under both Medicare Parts B and D and receiving full Medicaid benefits

**The program will expand into Westchester and Suffolk counties later this year.

***Meet *one* of the three criteria: 1) Require community based LTSS for more than 120 days; 2) Be eligible for the Nursing Home Transition and Diversion waiver program; 3) Be nursing facility clinically eligible and receiving facility based LTSS.

FIDA Plans

Aetna Better Health FIDA Plan

AgeWell New York FIDA

Elderplan FIDA Total Care

FIDA Care Complete

Fidelis Care FIDA Plan

GuildNet Gold Plus FIDA Plan

Healthfirst AbsoluteCare FIDA Plan

ICS Community Care Plus FIDA MMP

MetroPlus FIDA Plan

North Shore-LIJ FIDA LiveWell

RiverSpring FIDA Plan

SWH Whole Health FIDA

VillageCareMAX Full Advantage FIDA Plan

VNSNY Choice FIDA Complete



What can dual-eligibles get from FIDA?

- Receive **full** Medicare and Medicaid coverage, long term care services, Part D and Medicaid drugs, and **additional** benefits from a **single, integrated** managed care plan.
- Receive additional services most of which are **not** currently available through most MLTC plans:
 - Home and community support services¹
 - Substance-abuse services³
 - Mobile mental health treatment²
 - Positive behavioral interventions & support⁴
- Receive **supplemental** benefits, e.g., monthly over-the-counter (OTC) allowances*
- Have a **90-day continuity of care** period to be able to adjust to the program: receive benefits as they are now for at least the first 90 days of enrollment.
- Stay in their current nursing facility, if they wish so, for the duration of the program.

FIDA = Medicaid + MLTC + Original Medicare/Medicare Advantage + Medicare Part D plan + Additional benefits

¹ For enrollees whose health and welfare in the community is at risk and who require assistance with personal care.

² For enrollees who have a medical condition or disability that limits their ability to come into an office for regular outpatient therapy sessions.

³ To help enrollees manage addiction to opiates, such as heroin.

⁴ To help decrease the intensity and/or frequency of the targeted behaviors and to teach safer or more socially appropriate behaviors.

* Not all FIDA plans offer supplemental benefits. NY Medicaid Choice counselors can help consumers identify FIDA plans that offer supplemental benefits.

What can dual-eligibles get from FIDA?

- Have a **Care Manager** who can schedule doctor's appointments, arrange transportation and help them get their medicine. (In most cases, patients can keep their current Care Manager.)
- Be able to add their caregivers to their care team (IDT) to help them make decisions regarding their care and understand the goals of their care plans.
- Pay **NO** deductibles, premiums, or copayments/coinsurance.
- Need **NO** referrals to see specialists.
- Use **one** phone number at the Plan for **all** questions regarding their benefits.
- Use **one** ID card to receive **all** of their benefits.
- Enjoy extra **protection** from ICAN, the new Ombudsman program, if they have a problem with their Plan.
- Have the right to leave FIDA **at any time** and for **any reason**.*

*If the individual decides to do so, they will continue to receive all of their Medicaid benefits through the MLTC plan and all of their Medicare benefits through Original Medicare, or a Medicare Advantage plan, and a Medicare Part D plan.

Why Should Providers Participate in FIDA?

An opportunity to:

- Deliver better care for your most vulnerable patients.
- Work more closely with other providers your patients see, ensuring better overall care.
- Increase health care access, coordination and understanding for enrollees and thereby decrease avoidable hospitalizations and urgent care visits.
- Save time as the FIDA Plan will help providers coordinate care and support the enrollee to be compliant with their care plan.
- Use single billing process: no need to bill multiple parties (e.g., NYS Medicaid, other health plans for cost sharing) as the FIDA Plan will pay providers in full.

Reforms: Flexibility for Providers

- Provider participation is adjustable, depending on member availability, items being discussed in a given meeting, or the needs, wishes, and goals of the enrollee.
- Primary care providers may review and sign off on a completed care plan¹ without attending IDT meetings.

¹ Person-Centered Service Plan (PCSP)

Reforms: Flexibility for Providers, cont.

- IDT members/providers may meet at different times. The Care Manager may separately meet with different IDT members/providers in developing the care plan¹.
- Plans can authorize any medically necessary services included in the care plan that are outside of the scope of practice of IDT members.
- IDT training will be encouraged, but not mandatory.
- Providers have more flexibility in how and when they can communicate with one another.
- Plans will help with sharing information among IDT members/providers.

¹ Person-Centered Service Plan (PCSP)

90-Day Continuity of Care & Out-of-Network (OON) Rules Remain the Same

The plan or the IDT can approve a provider who is OON, when necessary, to meet the needs of the enrollee.

Plans will provide OON providers with information on how to apply to become participating provider.

Enrollees can continue to keep current providers – even if not in a plan’s network – and service levels, including prescription drugs, for at least 90 days or until a care plan¹ is finalized and implemented, whichever is later.²

¹ Person-Centered Service Plan (PCSP)

² Exceptions to 90-Day Continuity of Care: Existing behavioral health service providers must be maintained for up to 24 months; For nursing facility services, plans must allow Participants to maintain current providers for the duration of the Demonstration; or If the IDT or FIDA plan approves the Participant to see an out-of-network provider.

Payments to Plans & Providers; Claims

- FIDA Plans receive capitated payments for Medicare Parts A/B and Part D from CMS and Medicaid from the State. These payments are based on estimates of what Medicare and Medicaid would have spent on enrollees in the absence of FIDA.
- Providers submit claims to the FIDA Plan for *all* covered Medicare, Medicaid, & long-term care services.
- Providers do not need to differentiate whether the services are covered through Medicare or Medicaid.¹
- Providers may not balance bill FIDA plan enrollees.

¹ Unless a contract between a provider and a health plan specifies otherwise.


FIDA Integrated Appeals & Grievance Process

- First-in-the-nation integrated appeals and grievance process for Medicare and Medicaid appeals¹:
 - 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 or themselves

¹ Except Part D appeals.

Ombudsman: Independent Consumer Advocacy Network (ICAN)

- ICAN provides individuals free assistance in:
 - Accessing care;
 - Filing grievances;
 - Appealing adverse decisions;
 - Understanding and exercising rights and responsibilities.
- Free for consumers. Confidential.
- ICAN speaks different languages.
- Call: 1-844-614-8800 or go to www.icannys.org


ICAN
 Independent
 Consumer Advocacy
 Network

Not sure what you're looking for?
[Answer a few questions and we'll get you started.](#)

[HOME](#)
[ABOUT ICAN](#)
[LEARN MORE](#)
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[GET HELP](#)

We can help with Medicaid long-term care.

ICAN helps people in New York's managed care plans who get long-term care services. Our help is free, confidential, and independent. Call us now to speak to a counselor.
 Call (844) 614-8800
 TTY Relay Service: 711

Would you like to answer a few questions to find out how we can help you?

FIDA: Key Points

- FIDA provides medical, behavioral health, substance abuse treatment, and long term care services, and other additional benefits
- FIDA uses comprehensive care coordination and the interdisciplinary team approach
- FIDA does NOT cost extra to the dual-eligible
- Extra consumer protection:
 - Integrated Grievances and Appeals (G&A) process;
 - ICAN, the new Ombudsman program
- Opportunities for providers to deliver better, more coordinated care and use single billing process
- Success stories:

https://www.health.ny.gov/health_care/medicaid/redesign/fida/success/index.htm

FIDA Advertising Campaign Overview

- Currently in progress through January 2017
- Increase provider and public awareness of FIDA
- Increase the number of eligible New Yorkers enrolling in FIDA
- Decrease the number of providers encouraging patients to opt out of FIDA
- Decrease the number of eligible FIDA members opting out of the program

FIDA Advertising Campaign Overview

- **September 2016 – January 2017**
- Multi-media campaign, consisting of the following components:
 - Audio
 - To listen to the FIDA radio ad online:
https://www.health.ny.gov/health_care/medicaid/redesign/mrt_101.htm
 - Digital
 - Out-of-home, including bus shelters
 - Print advertising
 - Promotional materials and giveaways

FIDA Print Advertisements

To appear in the following professional journals:

- Obstetrics & Gynecology (O&G)
- American Family Physician (AFP)
- The Journal of Family Practice (JFP)
- Clinician Reviews
- The Nurse Practitioner (TNP)
- Journal of American Academy of Physician Assistants (JAAPA)
- Journal of American Medical Association (JAMA)
- New England Journal of Medicine (NEJM)



Take another look at FIDA:

Now with more flexible provider requirements.
So you can offer higher levels of integrated
care for your patients.

*FIDA: Medicare and Medicaid together –
for better health, and a better life.*

For more information, call
1 (855) 600-3432; TTY: 1 (888) 329-1541
or go to www.health.ny.gov/fida



FIDA Print Advertisements

To appear in the following Hispanic publications:

- *La VozHispana*
- *El Especialito-Bronx Edition*
- *El Especialito-Brooklyn Edition*
- *El Especialito-El Barrio Edition*
- *El Especialito-Jackson Heights Edition*
- *El Especialito-Lower East Side Edition*
- *El Especialito-Washington Heights Edition*
- *El Especialito-West Side Edition*
- *Resumen*
- *Queens Latino*



Toda la atención médica que necesita en un solo lugar.

Forme un equipo de proveedores que le ayudará a tomar decisiones acerca de su atención médica. Trabajar con este equipo le permitirá conectarse con una red de servicios de FIDA disponibles. ¡Incluso pueden ayudarle a programar sus citas!

FIDA: Medicare y Medicaid juntos para mejorar la salud y la vida.

Para obtener más información, llame al
1 (855) 600-3432
o diríjase a www.health.ny.gov/fida





Все необходимые медицинские услуги в одном месте.

Создайте команду поставщиков, которые будут помогать Вам принимать решения, касающиеся медицинского обслуживания. Сотрудничество с такой командой позволит Вам пользоваться сетью услуг FIDA. Вам даже могут оказать помощь в планировании визитов к врачу!

FIDA: Medicare и Medicaid вместе — для крепкого здоровья и полноценной жизни.

Для получения дополнительной информации позвоните
1 (855) 600-3432
 или посетите веб-сайт www.health.ny.gov/fida



FIDA Print Advertisements

To appear in the following ethnic publications:

Chinese Publications:

- *Sing Tao*
- *China Press*
- *The World Journal*
- *The Epoch Times*

Russian Publications:

- *RusskayaReklama*
- *Russian Bazaar*
- *Russian Advertiser*
- *V NovomSvete*
- *Russian-American Daily Reporter*



More Information about FIDA

General Information:

[www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination / Medicare-Medicaid-Coordination-Office/](http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/)

FIDA Reforms and Revised IDT Policy:

https://www.health.ny.gov/health_care/medicaid/redesign/mrt_101.htm



Questions & Feedback

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