



Nevada Medicaid - Health Care Guidance Program (HCGP) Phase-Out

Frequently Asked Questions from Providers

1) What is the Health Care Guidance Program?

The Health Care Guidance Program provides services to Nevada Medicaid Fee-for-Service individuals who have a qualified chronic health condition(s) or have a complex health condition that creates high costs. The program partners with local providers to support these members to better manage their health. The program, which started June 2, 2014, provides physical and behavioral health care management for up to 41,500 individuals across Nevada.

2) What are the qualified health conditions?

- Asthma;
- Cerebrovascular Disease, aneurysm and epilepsy;
- Chronic obstructive pulmonary disease (COPD), chronic bronchitis and emphysema;
- Diabetes mellitus;
- End stage renal disease (ESRD) and chronic kidney disease (CKD);
- Heart disease and coronary artery disease (CAD);
- HIV/AIDS;
- Mental health disorders including: dementia, psychotic disorders, anxiety disorders, psychosis, paranoia, bipolar disorder, schizophrenia, amnesia, delirium and mood disorders;
- Musculoskeletal system diseases including: osteoarthritis, spondylosis, disc displacement, Schmorl's Nodes, disc degeneration, disc disorder with and without myelopathy, postlaminectomy syndrome, cervical disorders, spinal stenosis, spondylolisthesis, nonallopathic spinal lesions, fracture of the femur and spinal sprain;
- Neoplasm/tumor;
- Obesity;
- Pregnancy;
- Substance use disorder; and
- Complex Condition/High Utilizer: Individuals with complex conditions incurring high treatment costs exceeding \$100,000 annually in claims.

3) What is the mission of the Health Care Guidance Program?

The mission of the Health Care Guidance Program is to improve the quality of health and wellness of the enrolled program members by providing care in a more cost-efficient manner.

4) What are the goals of the Health Care Guidance Program?

The goals include:

- Help providers coordinate care for their highest risk, chronically ill patients that qualify.
- Help improve the quality of health care that certain Fee-for-Service Nevada Medicaid individuals receive through care management services.
- Promoting increased self-management skills through one-on-one assistance.

5) With the program ending, does this affect my patients Nevada Medicaid benefits?

No, this does not. The Health Care Guidance Program is a value added service that has been provided free of charge to Nevada Medicaid Fee-for-Service individuals. This service will be ending on June 30, 2018. This does not affect your patients Medicaid eligibility or their Medicaid medical benefits.

6) With the program ending, does this mean my patients are no longer eligible for Nevada Medicaid?

No, this does not. The Health Care Guidance Program is a value added service that has been provided free of charge to Nevada Medicaid Fee-for-Service individuals. This service will be ending on June 30, 2018. This does not affect your patients Medicaid eligibility or their Medicaid medical benefits.

7) Why is the Health Care Guidance Program ending?

The program is ending because it was a demonstration program that expires on June 30, 2018.

8) When does the Health Care Guidance Program end?

The Health Care Guidance Program will end on June 30, 2018. Until this date, the program is still open and providing services.

9) Who is enrolled in the Health Care Guidance Program?

The people who are enrolled in the Health Care Guidance Program includes Medicaid Fee-for-Service individuals who have a qualified chronic health condition(s) or a complex condition that creates high costs.

10) I serve patients who are enrolled in a Managed Care Organization (MCO) (Anthem Blue Cross and Blue Shield, Health Plan of Nevada, SilverSummit Healthplan). Does this change affect them?

No it does not. The Health Care Guidance Program is only for the Nevada Medicaid Fee-for-Service individuals.

11) Who can help my patients find medical services?

Your local Nevada Medicaid Office can assist providers and patients. Each office is open Monday through Friday, 8am to 5pm.

- **Carson City District Office**
1000 E. William St., Suite #111
Carson City, NV 89701
(775) 684-3651
- **Las Vegas District Office**
1210 S. Valley View, Suite #104
Las Vegas, NV 89102
(702) 668-4200
- **Elko District Office**
1010 Ruby Vista, Dr., Suite #103
Elko, NV 89801
(775) 753-1191
- **Reno District Office**
745 W. Moana Ln., Suite #200
Reno, NV 89509
(775) 687-1900

Nevada 2-1-1 can help anyone find community resources. Anyone can call Nevada 2-1-1 dialing 2-1-1 anywhere in Nevada. If you are outside of Nevada you can call 1-866-535-5654. Or you can visit www.Nevada211.org.

If any of your Medicaid patients need help with transportation to medical appointments, please call MTM at 1-844-879-7341 to schedule a ride.

12) What is Nevada 2-1-1?

Nevada 2-1-1 is a free and confidential service that can help anyone with information and referrals to local health and human service agencies for their most critical and urgent needs. They can connect people with:

- Medical and mental health resources
- Employment support services
- Programs for children, youth, and families
- Pregnancy services
- Food pantries
- Community crisis and disaster recovery
- Housing help
- Utility payment assistance
- Support for seniors and persons with disabilities
- Many more public services and resources.

Anyone can call Nevada 2-1-1 by dialing 2-1-1 anywhere in Nevada. If they are outside of Nevada they can call 1-866-535-5654. Or you can visit www.Nevada211.org.

13) Many of my Medicaid patients need help with transportation. Who can help them?

If your Medicaid patients need a ride to medical appointments, you or the patient can call MTM to schedule a ride. 1-844-879-7341. Additional information is at: <http://www.mtm-inc.net/nevada/members/>.

14) Will Nevada Medicaid be offering the Health Care Guidance Program in the future?

Nevada Medicaid is currently researching options for future care management services. We want to assist Medicaid individuals in finding and receiving medical care that best meets their needs.

15) Can I provide any public comment on the Phase-Out of the Health Care Guidance Program?

The 30-day public comment period was from January 29 through February 27, 2018. Future public workshops will be available. Please go to: <http://dhcfp.nv.gov/Pgms/BLU/HCGP/> or <http://dhcfp.nv.gov/Public/AdminSupport/PublicNotices/> for all updates regarding public workshops.

16) Can I appeal the decision for the phase-out of the Health Care Guidance Program?

Because the Health Care Guidance Program is ending for everyone, there is no option to appeal this decision. However, your patients still have the right to appeal and have a fair hearing for any other medical services they have received or been denied.