MFP Incentive Payment Process Overview for MCO Staff

- MFP Transition Coordinators follow quality assurance process for MFP pre-transition planning and documentation.
- MFP participants enrolled in a managed care organization (MCO) that transition to community on or after 8/27/2015 will be eligible to receive incentive payments when they remain in community-based setting for 3 consecutive months and/or 12 consecutive months.
- Transition coordination agency submits an invoice to MCO via LTSS email and current/lead MCO MFP contact person email for the 3-month and/or 12-month incentive payments.
- MCO receives invoice, submits payment to community agency and inputs payment date on MFP case in CRM.

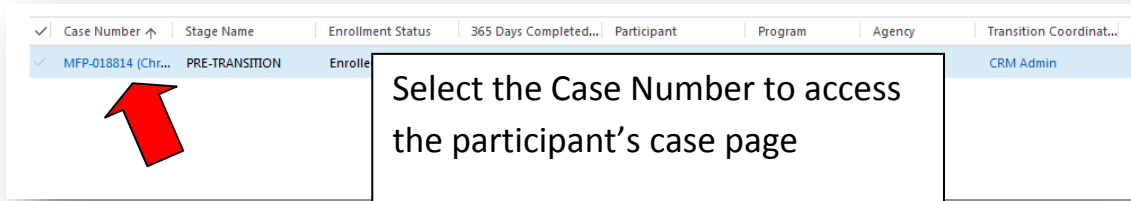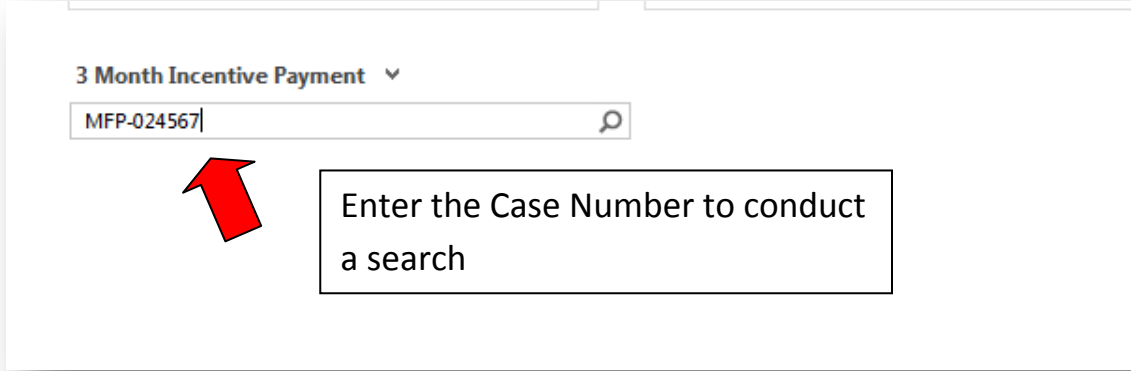## Step 1: Locate the 3-Month and 12-Month Incentive Payment Views in CRM MFP Web App

MCO Users have these views available on the MCO Dashboard. These views list all those MFP participants that are enrolled in a Managed Care Organization who transitioned with MFP on or after 8/27/2015 and have remained enrolled in MFP and in the community for three months but do not have a 3-Month Incentive Payment Date or for 12 months and do not have a 12-Month Incentive Payment Date entered on their case.

- MCO staff will use these views to locate participants with incentive payments that have not been paid.

Step 2: Receive an invoice for an incentive payment. Conduct a search to find the participant in CRM. Select the participant case number from the search results or from one of the Incentive Payment Views .

3 Month Incentive Payment ⌄

MFP-024567

Enter the Case Number to conduct a search

✓	Case Number ↑	Stage Name	Enrollment Status	365 Days Completed...	Participant	Program	Agency	Transition Coordinat...	C
✓	MFP-018814 (Chr...	PRE-TRANSITION	Enrolle					CRM Admin	

Select the Case Number to access the participant's case page

Step 3: Analyze the case. MCO staff may need to verify participant's enrollment in MCO and that all transition requirements were met according to MCO process flow: http://nursing-mfp.webhost.uic.edu/MCO/ManagedCare-MFP_Workflow.pdf

Stage should be TRANSITION.

Current MCO Enrolled.

Enrollment status should be Enrolled.

Scroll down to Disenrollment. Should not have any disenrollments **during transition period.**

Step 4: Enter the Incentive Payment date on the case page for either the 3-Month or 12-Month Incentive Payment Date. Once a date is entered the participant will no longer display in the related view in CRM.

General

Program +
DMH
Agency +
Aetna (Colbert)
Transition Coordinator (Owner) *
👤 **Christine Stoutenberg**

Important Dates

Date of First MFP Face to Face contact or attempt
9/30/2014
Individual is considering MFP
Yes
Date of signature on Informed Consent
10/25/2015
Date of transition to community residency
10/26/2015

Date Resident Review Completed
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Incentive Payment (3 mos)
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Incentive Payment (12 mos)
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Date of most Recent Contact
10/26/2015

Incentive Payment Dates entered here.

Referral Summary

Referral Number *
Referral Type
Referred Individual +
🕯 Is there a History of ANE?

Participant Summary

Full Name *
Middle Name
🕯 RIN +
🕯 Social Security Number +
Date Of Birth

Other Information:

- Contact the community agency transition coordinator, HFS and/or UIC staff if there are questions about incentive payment eligibility.
- MFP – MCO Collaboration information page on UIC website, includes tutorial, invoice and contact information: http://nursing-mfp.webhost.uic.edu/mco.shtml
- Use the Search boxes in CRM to search for the MFP Case Number to locate participants.
  - The MFP case number (begins with MFP- and followed by six random digits) can be found on the invoices and should be used in all emails to refer to participant cases, so that no PHI is revealed.
  - Complete names of MFP participants should never be included in unsecured emails.