

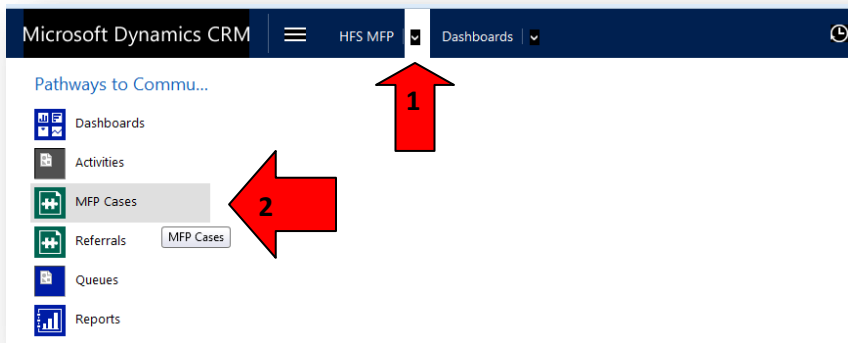
MFP – MCO Incentive Payment Process Overview for MFP TC Staff

- 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 coordinator 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 and inputs payment date on MFP case in CRM.

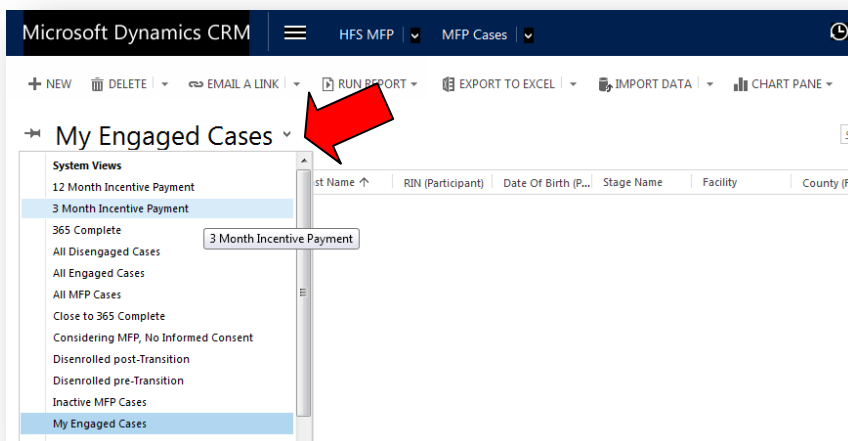
Step 1: Locate the 3-Month and 12-Month Incentive Payment Views in CRM MFP Web App

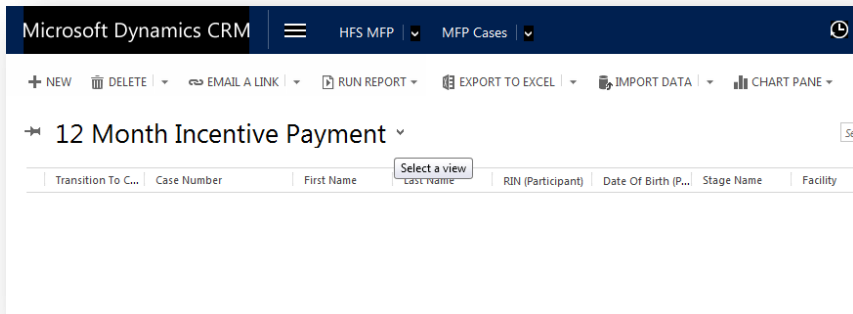
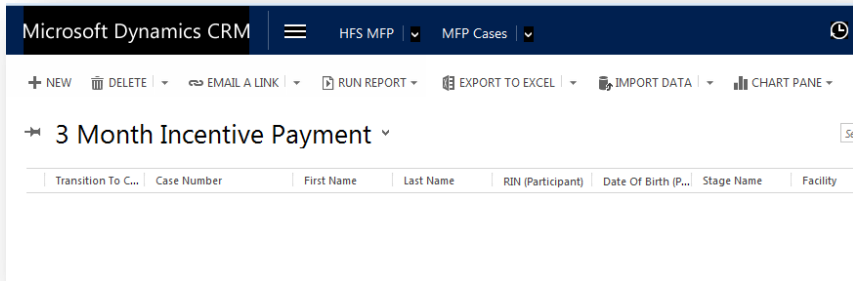
a) Transition Coordinators follow these steps to locate the views:

- Locate the drop-down next to HFS MFP in the top menu bar.
- Select MFP Cases.



- Select the drop-down next to the name of the default view.
- Select the 3-Month or 12-Month Incentive Payment Views.





These views list all those MFP participants that are enrolled in an MCO **and** transitioned through 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.

- MFP Transition Coordination Agency staff will use these views to find the participants who have reached these milestones so that they can prepare and send invoices to the MCO for the incentive payments owed.
- MCO staff will use these views to find participant cases where incentive payments have been submitted to MFP agencies. MCO staff will enter the date the incentive payment was sent to the agency.

Step 2: Verify that all requirements were met to qualify for incentive payment:

Participant must remain in community for 3 consecutive months and 12 consecutive months. Participant must be enrolled with a Managed Care Organization (MCO). Work with MCO, UIC, and HFS to determine eligibility if questions arise. **Important Note:** If TC staff are working with a participant that is enrolled in a managed care company but this information is not updated in CRM, contact HFS.MFP@illinois.gov

Managed Care Enrollment in CRM:

MFP CASE
MFP-018454 (CROFURoCK WHoTU - 156576918) ☰

✓ CONTACT ✓ INFORMED CONSENT ✓ PRE-TRANSITION ▶ TRANSITION (A)

✓ Assessment *	Completed	✓ Last Visited	10/26/2015
✓ Transition Form *	Completed		
✓ Transition Date *	10/26/2015		

General

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

Important Dates

Date of First MFP Face to Face contact or attempt	Incentive Payment (3 mos)
9/30/2014	--
Individual is considering MFP	Incentive Payment (12 mos)
Yes	--
Date of signature on Informed Consent	
10/25/2015	
Date of transition to community residency	Date of most Recent Contact
10/26/2015	10/26/2015
Date Resident Review Completed	
--	

Indicate Class Member if part of an Olmstead Consent Decree


Colbert

Referral Summary

Referral Number * REF-000017
Referral Type Nursing Home Staff Referral (Not MDS)
Referred Individual + CROFURoCK WHoTU
Is there a History of ANE? No

Participant Summary

Full Name * CROFURoCK WHoTU
Middle Name --
RIN + 156576918
Social Security Number + 349-05-1757
Date Of Birth 9/26/1950
Enrolled In Managed Care Yes
Managed Care Organization + Humana



Step 3: Submit an invoice to the MCO.

- Use this Invoice to request incentive payments: http://nursing-mfp.webhost.uic.edu/MCO/MFP_Transition_Incentive_Payment_Invoice.docx
- Download the invoice and update it with your agency information and the MFP Case Numbers of participants who have reached incentive payment eligibility.
- Submit the invoice by email to the LTSS email as well as the current lead MCO contact. The MCO contact information is linked on this webpage: <http://nursing-mfp.webhost.uic.edu/mco.shtml>

Recommendation: Agencies should maintain their own tracking system (e.g., spreadsheet) to track invoices submitted and payments received.

Step 4: MCO will enter a date in the incentive payment field when they have submitted payment. Agency should receive payment from MCO.

Other Information:

- Work with MCO staff, 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>
- If TC staff are working with a participant that is enrolled in a managed care company but this information is not updated in CRM, contact HFS.MFP@illinois.gov
- 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.