Managed Care/MFP Coordination Flow

1/8/2015

Managed Care/MFP Process For All Counties in Illinois Except Cook County
MMAI, ICP and VMCO Managed Care Vendors

MCO identifies MFP candidate and submits MFP web referral

HFS staff receive MFP referral and check MCO enrollment status and complete ANE check if above age 60 (pending determination on applicability to other populations)

Yes, MCO Enrolled

Referral is forwarded to MFP provider and MCO is notified. MCO enrollment status is included with referral. IDOA BEAM Unit is notified if referee is above age 60

Is the referral MCO enrolled?

No, not MCO Enrolled

Standard MFP referral and follow up process

MFP provider coordinates with MCO and begins MFP pre-transition planning process. MFP provider and MCO share all relevant documentation:

- MFP Provider completes:
  - MFP 24 hour back up plan
  - MFP Risk Assessment
  - MFP Mitigation Plan
  - MFP Medication Chart

MCO Shares:

- Plan of Care
- Risk assessments
- Eligibility information

Referral is completed a First Contact w/ potential participant within 10 business days of referral receipt

MFP provider completes a First Contact (First Contact) in MFP WebApp and makes note of MCO in web app

Does individual remain an interested, eligible and able candidate for transition?

Yes

MFP provider notifies MCO of MFP enrollment within 5 business days

MFP provider completes MFP Form D (Disenrollment Form) in MFP WebApp.

MFP provider notifies MCO contact of disenrollment within 5 business days. MCO follows for future re-referral and re-enrollment in MFP.

No

MFP provider updates MFP Form “A” and informs MCO via email that MFP case is closed within 5 business days. MCO follows for future re-referral and enrollment in MFP.

MFP provider obtains a signature on Informed Consent and then Completes MFP Form B (MFP Enrollment) in WebApp

MFP provider uploads signed MFP informed consent to WebApp case

This process may take multiple visits. The MFP provider and MCO may request a case consultation with UIC-CON and the state agency lead to discuss strategies to encourage the resident to enroll in MFP.

NEXT PAGE