

## Appendix L

# GNOCHC ELIGIBILITY, ENROLLMENT AND DISENROLLMENT

# ENROLLMENT BROKER REQUEST FOR PROPOSALS

## GNOCHC ELIGIBILITY, ENROLLMENT AND DISENROLLMENT

The Enrollment Broker shall be the primary contact for GNOCHC eligibles concerning the selection of a GNOCHC provider and shall assist the potential enrollee to become a member of a GNOCHC provider. The Enrollment Broker shall be the only authorized entity other than DHH, to assist a GNOCHC eligible in any manner in the selection of a GNOCHC provider and shall be responsible for notifying all GNOCHC members of their enrollment and disenrollment rights and responsibilities within the timeframe specified in this Appendix.

### Enrollment Counseling

The Enrollment Broker will make choice counseling available to all eligible GNOCHC individuals to provide assistance in selecting and enrolling into a GNOCHC provider. Enrollment Broker staff will be available by telephone as appropriate to assist and provide choice counseling to GNOCHC potential enrollees and enrollees. GNOCHC potential enrollees and enrollees will be offered choice counseling as well as multilingual enrollment materials or materials in alternative formats, large print, and/or Braille when needed.

The Enrollment Broker's responsibilities subsequent to eligibility determination will include, but will not be necessarily be limited to, the following:

Educating the GNOCHC eligible about GNOCHC providers in general, including the requirement to enroll in a GNOCHC provider, the manner in which services typically are accessed under GNOCHC providers, the responsibilities of the GNOCHC member, and his/her right to file grievances and appeals; and the rights of the member to choose any GNOCHC provider, subject to the capacity of the provider.

Educating the member about benefits and services available through GNOCHC providers.

Informing the member of available GNOCHC providers and outlining criteria that might be important when making a choice (e.g., covered services available on site or by referral).

Identifying any barriers to access to care for the GNOCHC members such as:

Necessity for multi-lingual interpreter services, and

Special assistance needed for members with visual and hearing impairment and members with physical or mental disabilities.

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The Enrollment Broker will inform the GNOCHC potential enrollee of all GNOCHC providers available in their GSA. The Enrollment Broker shall comply with the information requirements of 42 CFR §438.10 to ensure that, before enrolling, the potential enrollee receives, from the Broker, the accurate oral and written information he or she needs to make an informed decision. This information shall be provided in accordance with Section 1932 of the Social Security Act and 42 CFR §438.104; in an objective, non-biased fashion that neither favors nor discriminates against any GNOCHC provider or health care practitioner.

The importance of early selection of a GNOCHC provider will be stressed, especially if the GNOCHC potential enrollee indicates priority health needs.

The Enrollment Broker will ensure that the enrollment process is accessible to eligible GNOCHC potential enrollees and enrollees by mail, internet, toll-free telephone and face-to-face for GNOCHC/potential enrollees and enrollees to call and ask questions or obtain information about the enrollment process and other information, including but not limited to, available GNOCHC providers in their GSA.

To assist GNOCHC potential enrollees in identifying participating practitioners for each GNOCHC provider, the Enrollment Broker will maintain and update weekly an electronic provider directory that is accessible through the Internet and will make available, (by mail) paper provider directories including any addendums provided by the GNOCHC provider upon request.

The Enrollment Broker shall be responsible for distributing all enrollment materials to all eligible GNOCHC enrollees by mail and/or other suitable means.

### **Voluntary Selection of a GNOCHC Provider**

The Enrollment Broker shall assist the GNOCHC potential enrollee with the selection of a GNOCHC provider that meets the potential enrollee's needs by explaining in a non-biased manner the criteria that may be considered when selecting a GNOCHC provider.

GNOCHC potential enrollees will have thirty (30) calendar days from the postmark date that an enrollment letter is sent to them by the Enrollment Broker to select a GNOCHC provider.

All members of a family unit will be required to select the same GNOCHC provider unless extenuating circumstances warrant a different GNOCHC provider. Such instances must be approved by DHH or its agent or designee.

### **Automatic Assignment to a GNOCHC providers**

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Potential enrollees/enrollees that fail to select a GNOCHC provider within the thirty (30) day window shall be automatically assigned to a GNOCHC provider by the Enrollment Broker in accordance with DHH's approved algorithm/formula.

The Enrollment Broker's automatic assignment methodology shall be based on the following hierarchy:

- The member's previous GNOCHC provider;
- Identification of the GNOCHC provider in the member's Medicaid claims history; If the member has a current or historic provider relationship with more than one GNOCHC provider, the member will be assigned to a GNOCHC provider on a round robin basis.
- Identification of the GNOCHC provider in a family member's Medicaid claims history; If the family member has a current or historic provider relationship with more than one GNOCHC provider, the member will be assigned to a GNOCHC provider on a round robin basis.
- If neither the member nor a family member has a current or historic provider relationship, the member will be auto-assigned to a GNOCHC provider accepting new patients in the member's parish of residence, on a round robin basis.

### **Automatic Re-Assignment to a GNOCHC Provider**

- Following Resumption of Eligibility

A GNOCHC member who becomes disenrolled due to loss of GNOCHC eligibility but regains GNOCHC eligibility within sixty (60) calendar days will be automatically enrolled in the GNOCHC provider in which the member was previously enrolled. Depending on the date eligibility is regained; there may be a gap in the member's GNOCHC provider coverage. If GNOCHC eligibility is regained after sixty (60) days, the Enrollment Broker shall mail an enrollment packet to the GNOCHC potential enrollee. The GNOCHC potential enrollee may also elect to contact the Enrollment Broker to initiate the re-enrollment process prior to receipt of an enrollment packet.

### **GNOCHC Provider Lock-In Period**

GNOCHC members shall be enrolled for a period of twelve (12) months or until their next open enrollment period, contingent upon their continued GNOCHC eligibility.

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Following their initial enrollment into a GNOCHC provider, members have ninety (90) days from the postmark date of the Notice of Enrollment to change GNOCHC providers for any reason.

After the initial ninety (90) day period, GNOCHC enrollees/members shall be locked into a GNOCHC provider for twelve (12) additional months from the effective date of enrollment or until the next annual open enrollment period, unless disenrolled for cause.

### **Open Enrollment**

The Enrollment Broker shall provide an opportunity for all GNOCHC members to retain or select a new GNOCHC provider annually during the member's annual open enrollment period. Prior to their annual open enrollment period, the Enrollment Broker will mail a re-enrollment offer to the GNOCHC member to determine if they wish to continue to be enrolled with the GNOCHC provider.

Each GNOCHC member shall receive information and the offer of assistance with making informed choices about the GNOCHC providers in their area and the availability of choice counseling. The Enrollment Broker shall provide the member with information on the GNOCHC providers from which they may select. Each GNOCHC enrollee shall be given sixty (60) calendar days to retain their existing GNOCHC provider or select a new GNOCHC provider.

Unless the member becomes ineligible for GNOCHC or provides written, oral or electronic notification that they no longer wish to be enrolled in the GNOCHC provider, members that fail to select a new GNOCHC provider during their annual open enrollment period will remain enrolled with the existing GNOCHC provider.

### **Suspension of and/or Limits on Enrollments**

Each GNOCHC provider must identify the maximum number of GNOCHC members it is able to enroll and maintain prior to initial enrollment of GNOCHC eligibles. All GNOCHC providers will accept GNOCHC enrollees as GNOCHC members in the order in which they are submitted by the Enrollment Broker without restriction up to the limits specified by the GNOCHC provider. The GNOCHC provider shall provide services to GNOCHC members up to the maximum enrollment limits specified by the GNOCHC provider. DHH reserves the right to approve or deny the maximum number of GNOCHC members to be enrolled in the GNOCHC provider based on DHH's determination of the adequacy of the GNOCHC provider's capacity.

GNOCHC providers will submit a quarterly update of its maximum capacity. Each GNOCHC provider will track slot availability and notify the Enrollment Broker when filled slots are within ninety (90) per cent of capacity. The GNOCHC provider is

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responsible for maintaining a record of total linkages of GNOCHC members and providing this information quarterly to DHH.

The Enrollment Broker will notify DHH and the GNOCHC provider when the GNOCHC provider's enrollment levels reach ninety-five (95) per cent of capacity and will not automatically assign additional GNOCHC eligibles.

In the event any GNOCHC provider's enrollment reaches sixty-five (65) percent of the total enrollment in the GSA, the GNOCHC provider will not receive additional members through the automatic assignment algorithm. However, the GNOCHC provider may receive new members as a result of: member choice; reassignments when a member loses and regains eligibility within a sixty (60) day period; assignments/selection when other family or case members are members of the GNOCHC provider; need to ensure continuity of care for the member; or determination of just cause by DHH. The Enrollment Broker shall evaluate each GNOCHC provider's enrollment market share in each GSA for each calendar quarter and provide a written summary report to DHH within 15 days following the end of the quarter.

### **GNOCHC Provider Enrollment Procedures**

#### **Acceptance of All Eligibles**

The GNOCHC provider shall enroll any GNOCHC eligible who selects it or is assigned to it regardless of the individual's age, sex, ethnicity, language needs, or health status. The only exception will be if the GNOCHC provider has reached its enrollment capacity limit.

The GNOCHC provider shall accept potential enrollees in the order in which they are assigned without restriction, up to the enrollment capacity limits set under the GNOCHC provider's Contract with DHH.

The GNOCHC provider shall not discriminate against GNOCHC members on the basis of their health history, health status, need for health care services or adverse change in health status; or on the basis of age, religious belief, sex/gender, or sexual orientation. This applies to enrollment, re-enrollment or disenrollment from the GNOCHC provider. The GNOCHC provider shall be subject to monetary penalties and other administrative sanctions if it is determined by DHH that the GNOCHC provider has requested disenrollment for any of these reasons.

#### **Effective Date of Enrollment**

Enrollment, whether chosen or auto-assigned, will be effective at 12:01 A.M. on the first (1st) calendar day of the month following the Member selection or Auto-Assignment, for those members assigned on or before the third (3<sup>rd</sup>) to last working day of a given

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month will be effective 12:01AM on the first (1<sup>st</sup>) calendar day of the month following assignment. For those members assigned after the third (3<sup>rd</sup>) to last working day in a given month, enrollment will be effective at 12:01 A.M. on the first (1<sup>st</sup>) calendar day of the second (2<sup>nd</sup>) month following assignment.

### **Disenrollment**

Disenrollment is any action taken by DHH or its designee to remove a GNOCHC member from the GNOCHC provider following the receipt and approval of a written request for disenrollment or a determination made by DHH or its designee that the member is no longer eligible for GNOCHC. The GNOCHC provider shall submit to DHH a quarterly GNOCHC provider Disenrollment Report which summarizes all disenrollments for its members, in the format specified by DHH.

The Enrollment Broker shall be the single point of contact to the GNOCHC member for notification of disenrollment.

### **Member Initiated Request**

A member or his/her representative must submit an oral or written request to the Enrollment Broker to disenroll from a GNOCHC provider. The member may disenroll for the following reasons:

- For cause, at any time. The following circumstances are cause for disenrollment:
  - The member moves out of the Greater New Orleans area;
  - The GNOCHC provider does not, because of moral or religious objections, cover the service the member seeks;
  - The member requests to be assigned to the same GNOCHC provider as family members;
  - The member needs related services to be performed at the same time, not all related services are available within the GNOCHC provider and the member's GNOCHC provider or another provider determines that receiving the services separately would subject the member to unnecessary risk;
  - If DHH imposes the intermediate sanction provisions specified in 42 CFR §438.702(a)(3).

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- The contract between the GNOCHC provider and DHH is terminated; and,
- Other reasons including, but not limited to:
  - Poor quality of care;
  - Lack of access to GNOCHC core benefits and services covered under the Contract;
  - Documented lack of access within the GNOCHC provider to practitioners experienced in dealing with the member's healthcare needs; or
  - Any other reason deemed to be valid by DHH and/or its agent.
- Without cause for the following reasons:
  - During the 90 days following the postmark date of the member's notification of enrollment with the GNOCHC provider;
  - Once a year thereafter during the member's annual open enrollment period;
  - Upon automatic re-enrollment under 42 CFR §438.56(g), if a temporary loss of GNOCHC eligibility has caused the member to miss the annual disenrollment opportunity; or
  - If DHH imposes the intermediate sanction provisions specified in 42 CFR §438.702(a)(3).

The member (or his/ her representative) must submit an oral or written formal request to the Enrollment Broker for disenrollment.

If the member's request for disenrollment is denied by the Enrollment Broker, the member can appeal directly to the State Fair Hearing process.

### **GNOCHC Provider Initiated Request**

The GNOCHC provider shall submit requests for involuntary disenrollment of a member that includes, at a minimum, the member's name, ID number, and detailed reasons for requesting the disenrollment utilizing the GNOCHC Provider Request for Member Disenrollment to the Enrollment Broker (See Appendix L). The GNOCHC provider shall not request disenrollment for reasons other than those stated in this RFP.

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The following are allowable reasons for which the GNOCHC provider may request involuntary disenrollment of a member:

- A member's fraudulent use of the GNOCHC ID card. (e.g. The member misuses or loans the member's GNOCHC ID card to another person to obtain services.) In such cases the GNOCHC provider shall report the event to the Medicaid Program Integrity Section; and
- The member's behavior is disruptive, unruly, abusive or uncooperative to the extent that enrollment in the GNOCHC provider seriously impairs the organization's ability to furnish services to either the member or other members and the member's behavior is not caused by a physical or mental health condition.
- The GNOCHC provider shall take reasonable measures to correct member behavior prior to requesting disenrollment. Reasonable measures may include providing education and counseling regarding the offensive acts or behaviors.

The GNOCHC provider shall promptly submit such disenrollment requests to the Enrollment Broker. The GNOCHC provider shall not submit a disenrollment request at such a date as would cause the disenrollment to be effective earlier than forty-five (45) calendar days after the occurrence of the event prompting the request for involuntary disenrollment. The GNOCHC provider shall ensure that involuntary disenrollment documents are maintained in an identifiable member record.

All requests will be reviewed on a case-by-case basis and are subject to the sole discretion of DHH or its designee (Enrollment Broker). All decisions are final and not subject to dispute resolution process with DHH that is established for GNOCHC providers.

DHH approved disenrollment requests shall be assisted and completed by the Enrollment Broker.

When the GNOCHC provider requests an involuntary disenrollment, it shall notify the member in writing that the GNOCHC provider is requesting disenrollment, the reason for the request, and an explanation that the GNOCHC provider is requesting that the member be disenrolled in the month following member notification, or earlier if necessary. Until the enrollee is disenrolled by the Enrollment Broker, the GNOCHC provider shall be responsible for the provision of services to that member.

The Enrollment Broker will provide written notice of disenrollment to the member and request that the member choose a new GNOCHC provider. The notice shall include a

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statement that if the member disagrees with the decision to disenroll the member from the GNOCHC provider, the member has a right to file an appeal directly through the State Fair Hearing process.

Until the member is disenrolled by the Enrollment Broker, the GNOCHC provider shall continue to be responsible for the provision of all core benefits and services to the member.

The GNOCHC provider shall not request disenrollment because of the following:

- A member's health diagnosis;
- Adverse change in health status;
- Utilization of medical services;
- Diminished medical capacity;
- Pre-existing medical condition;
- Refusal of medical care or diagnostic testing;
- Uncooperative or disruptive behavior resulting from him or her special needs, unless it seriously impairs the GNOCHC provider's ability to furnish services to either this particular member or other members as defined in this RFP; or
- The member attempts to exercise his/her rights under the GNOCHC provider's grievance system, or attempts to exercise her/her right to change, for cause, the primary care provider that he/she has chosen or been assigned.

### **DHH Initiated Disenrollment**

The Enrollment Broker will notify the GNOCHC provider of the member's disenrollment due to the following reasons:

- Member voluntarily withdraws from the GNOCHC program;
- Member becomes ineligible for the GNOCHC program;
- Member's intentional submission of fraudulent information;

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- Member requests to be assigned to the same GNOCHC provider as family members;
- The member needs related services to be performed at the same time, not all related services are available within the GNOCHC provider and the member's GNOCHC provider or another provider determines that receiving the services separately would subject the member to unnecessary risk;
- The Contract between the GNOCHC provider and DHH is terminated;
- The member loses GNOCHC eligibility;
- To implement the decision of a hearing officer in an appeal proceeding by the member against the GNOCHC provider or as ordered by a court of law.

### **Disenrollment Effective Date**

The effective date of disenrollment shall be no later than the first day of the second month following the calendar month the request for disenrollment is filed.

If DHH or its designee fails to make a disenrollment determination by the first day of the second month following the month in which the request for disenrollment is filed, the disenrollment is considered approved.

DHH, the GNOCHC provider, and the Enrollment Broker shall reconcile enrollment/disenrollment issues at the end of each month utilizing an agreed upon procedure.

### **Enrollment and Disenrollment Updates**

The Enrollment Broker will notify each GNOCHC provider at specified times each month of the GNOCHC eligibles that are enrolled, re-enrolled, or disenrolled from the GNOCHC provider for the following month.

The Enrollment Broker will provide this notification through the ASC X12N 834 Benefit Enrollment and Maintenance electronic transaction.

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### **Daily Updates**

The Enrollment Broker shall make available to the GNOCHC provider daily via electronic media, (ASC X12N 834 Benefit Enrollment and Maintenance transaction) updates on members newly enrolled into the GNOCHC provider in the format specified by DHH. The Enrollment Broker shall have written policies and procedures for transmitting these updates the GNOCHC providers.

### **Weekly Reconciliation**

The GNOCHC provider is responsible for weekly reconciliation of the membership list of new enrollments and disenrollments received from the Enrollment Broker against its internal records. The GNOCHC provider shall provide written notification to the Enrollment Broker of any data inconsistencies within 10 calendar days of receipt of the data file.