

Question	Answers for Nursing Facilities
<p>1. What will change?</p>	<p>The RN Care Manager for all Buckeye MyCare Members who reside in a Nursing Facility will be a Buckeye employee. In the past, Optum Care Managers and Nurse Practitioners were responsible for care management of Buckeye members. This is changing between November 1st and January 1, 2018 as Buckeye Health Plan brings this service “in house”.</p> <p>On November 1, 2017, the Buckeye Care Managers will assume responsibility for all <u>newly enrolled MyCare Members</u> while Optum will continue as care managers for established MyCare Members.</p> <p>If Nursing Facility staff have questions about which care manager to call, please feel free to call Buckeye Health Plan at 1-866-246-4358.</p>
<p>2. What is the role of the Buckeye RN Care Manager?</p>	<p>The Buckeye RN Care Manager for MyCare Members in a Nursing Facility:</p> <ul style="list-style-type: none"> • Provides local care management services to individual MyCare members working with staff and managers in the Nursing Facilities, collaborating to plan for care services and resolve problems. • Serves as a representative of Buckeye Health Plan to assist the Nursing Facility with problems or questions regarding the Program. • Works with NF staff to identify and make referrals to Nurse Practitioners or Primary Care Physicians to provide “treatment in place” for medical management in the Nursing Facility. • Coordinates authorization of benefits for Palliative Care or other specialized clinical programs as appropriate. • Coordinates authorization of Medicare Part B services to assist with rehabilitation so that the member can regain/maintain mobility and functional status and when possible repatriate to community setting. • Coordinates with Buckeye Pharmacists to review and reconcile medications to avoid drug interactions, reduce use of high risk medications and reduce side effects or clinical complications related to medications. • Collaborates with Social Workers and the Integrated Care Team (ICT) (either Facility or Plan based) to resolve social barriers to repatriation. • Participates and supports facility based ICT meetings and when necessary, convenes and facilitates ICT meetings to ensure that meetings occur in compliance with MyCare program requirements.
<p>2 Will BHP staff be on site?</p>	<p>Yes, Buckeye’s Care Managers make on site visits to meet with the member, their family and nursing facility staff. During onsite visits, the Care Manager completes an assessment and care management plan, coordinates with NF staff to arrange referrals and or services to carry out the care management plan.</p> <p>The Care Manager is available by telephone as well. Their contact information is left with the member and on the member’s NF record. Additionally, NF staff can reach a Buckeye representative by calling 1-866-246-4358.</p> <p>The Buckeye Care Manager is also available to the NF staff to assist with contractual or benefit questions. Additionally, the BHP Provider Representatives may make a visit from time to time to work directly with facility staff to answer billing or contractual questions.</p>

3	Will the process for authorizations change?	<p>For Skilled Nursing Unit authorizations:</p> <ul style="list-style-type: none"> • A new skilled stay requires Prior Authorization. Please contact Buckeye Health Plan with clinical information supporting need for admission. • A readmission from an acute hospital stay back to a skilled stay requires Prior Authorization. Please contact Buckeye Health Plan. <p>***Please note: The 3 Day Qualifying Stay is NOT required to access the skilled nursing unit benefit for Opt IN MyCare members.</p> <p>For Intermediate Level of Care authorizations:</p> <ul style="list-style-type: none"> • For a member who has not had a previously established long term care placement, a Level of Care (LOC) Assessment must be completed by the Plan. Please contact Buckeye Health Plan to begin this assessment process. Once the LOC assessment is completed and need established, a 1 year Custodial Care authorization will be placed in our system for claims payment. This authorization will need to be renewed annually for continued room and board payment. • For a member who has a previously established long term care placement and has transferred to your facility or becomes a Buckeye Health Plan MyCare Member while in your facility, please notify the health plan. A Custodial Care authorization will be placed in our system for a period of 1 year for room and board claims payment. This authorization must be renewed annually for continued payment. <p>For authorization questions contact Buckeye Health Plan Medical Management: Phone: 866-246-4359 Fax: 877-861-6722</p>																				
4	Who should we call with questions?	<ul style="list-style-type: none"> • To notify the Care Manager of changes to the member’s condition, call the assigned CM. If you do not know the direct number of the CM, please call: <table border="1" data-bbox="889 1015 2241 1308"> <thead> <tr> <th>Contact Name</th> <th>Region</th> <th>Office Extension:</th> <th>Work Cell:</th> </tr> </thead> <tbody> <tr> <td>Jodi Hojnacki</td> <td>State Wide, LTC Sr. Manager</td> <td>866-246-4356 , ext. 24288</td> <td>330-696-2615</td> </tr> <tr> <td>Kathie Suttie</td> <td>North West/North East Region, LTC Supervisor</td> <td>866-246-4356, ext. 24286</td> <td>419-366-3444</td> </tr> <tr> <td>Michaelene Jester</td> <td>West Central Region, LTC Supervisor</td> <td>866-246-4356, ext. 63552</td> <td>937-707-7599</td> </tr> <tr> <td>Pam Fahrubel</td> <td>State Wide- Transition of Care, Supervisor</td> <td>866-246-4356, ext. 24531</td> <td>614-981-6006</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • To request an Authorization or check the status of an Authorization, call 1-866-246-4359. • To arrange Transportation, call 1-866-246-4358. 	Contact Name	Region	Office Extension:	Work Cell:	Jodi Hojnacki	State Wide, LTC Sr. Manager	866-246-4356 , ext. 24288	330-696-2615	Kathie Suttie	North West/North East Region, LTC Supervisor	866-246-4356, ext. 24286	419-366-3444	Michaelene Jester	West Central Region, LTC Supervisor	866-246-4356, ext. 63552	937-707-7599	Pam Fahrubel	State Wide- Transition of Care, Supervisor	866-246-4356, ext. 24531	614-981-6006
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5	If there is a question being worked with Optum, how will that be resolved?	If there are outstanding questions involving Optum, please notify the Care Manager. The Care Manager will directly with Optum to resolve the question.
6	What communication has gone to our residents?	A member letter will be mailed in December. A copy of that letter is available for your review on the BHP provider portal.
7	Does this change impact our resident's benefits or insurance coverage?	No, the benefits and coverage remain unchanged by this transition to a BHP Care Manager.
8	Will payment of our claims change?	No, Buckeye pays the claims now and will continue to do so.
9	If we have outstanding appeals or grievance, will that process change?	All provider appeals, and grievances are currently handled by BHP and the process will remain unchanged. The process for appeals and grievances will remain unchanged,
10	Will there be a Nurse Practitioner assigned to specific Nursing Facilities?	The role of the Nurse Practitioner will change with this new approach. The BHP Care Manager will work with facility and the member to obtain the services of an NP or the Member's Attending Physician to meet medical management needs.
11	Who will we contact for medical care? (First Call)	The Nursing Facility should contact the member's Attending Physician for medical management needs. The Buckeye Care Manager will confirm that the Attending Physician's name and contact information is readily available on the member's record.
12	Who will attend the Care Conferences?	The BHP Care Manager will attend scheduled Care Conferences and when appropriate schedule and facilitate additional care conferences as required by Program rules.