

Frequently Asked Questions Concerning the TennCareSelect SelectCommunity Program

1. What is SelectCommunity?

The Bureau of TennCare has established a new TennCareSelect program for certain persons with Intellectual Disabilities (ID) called SelectCommunity. The program will be open primarily to persons enrolled in one of the State's Section 1915(c) Home and Community Based Services (HCBS) Waiver programs for persons with mental retardation as well as persons residing in a private Intermediate Care Facility for persons with Mental Retardation (ICF/MR). A pivotal component of the SelectCommunity care model is enhanced, centralized care management services. All SelectCommunity members will be assigned a Nurse Care Manager who will serve as the member's and providers' primary point of contact for physical and behavioral health needs.

2. What is the Nurse Care Manager's (NCM) role?

The NCM will be the leader of a Care Management Support Team. Working with the member and his/her family, guardian or conservator (as applicable), the Primary Care Practitioner (PCP), and all other members of the Circle of Support, they will develop and implement an individualized plan of health care for each member to coordinate the full array of covered physical and behavioral health services the member needs.

VSHP team members working with the NCM include social workers, behavioral health care managers, support staff and VSHP Medical Directors.

3. Where are the NCMs located?

Nurse care managers will be located across the State so that proximity to the members and care providers is enhanced.

4. How will the NCM help providers?

The NCM will serve as the primary point of contact for the members in the coordination of physical and behavioral health services from providers, specialists, care givers, TennCare and the Division of Intellectual Disabilities Services (DIDS).

Through a supported Medical Home model, the NCM will assist the PCP and other providers in the management of SelectCommunity members by helping to obtain medical records, linking PCPs with specialists, providing access to ID experts for consultations, information support and resource identification.

5. Who is eligible to become a SelectCommunity member?

The program will be open primarily to persons enrolled in one of the State's Section 1915(c) Home and Community Based Services Waiver programs for persons with mental

retardation, as well as persons residing in a private Intermediate Care Facility for persons with Mental Retardation (ICF/MR).

6. When is SelectCommunity effective?

The SelectCommunity program is being implemented in a phased approach. It will initially be offered to members of the Arlington class. The first phase is currently expected to begin on or around April 1, 2010.

7. What is the Arlington class?

The Arlington class is composed of certain persons with mental retardation who are eligible to receive services in an ICF/MR and to receive nurse care management services from Community Services Network of West Tennessee, Inc. (CSN).

8. How will the Arlington class be transitioned to SelectCommunity?

Effective April 1, 2010, the State will begin a process to transition members of the Arlington class to SelectCommunity. This process is expected to be completed June 1, 2010.

9. How will members be notified?

On or around April 1, 2010, letters will be sent from the Bureau of TennCare to all Arlington class members informing them of the opportunity to move to the SelectCommunity program. The member must opt in to the program in order to participate. Persons new to the Arlington class will be automatically assigned to SelectCommunity, but given an opportunity to opt out of the program.

10. After the transition, will Arlington class members continue to receive services from CSN?

When the transition is complete, members of the Arlington class will receive all of their covered health care services through their TennCare MCO, an HCBS waiver program, or as a component of their ICF/MR benefit, as applicable, based on the setting where the member resides, and whether the member is enrolled in an HCBS waiver program. For TennCare physical and behavioral health services, providers will be reimbursed by a TennCare MCO (in most cases, TennCareSelect); for waiver services, by the Division of Intellectual Disability Services (DIDS); or for ICF/MR services, by TennCare. From that point forward, CSN will no longer receive funds from the State that can be used to reimburse health care providers.

11. When will other HCBS waiver members be eligible to enroll in the program?

After the Arlington class is fully transitioned, the Bureau of TennCare will begin expanding SelectCommunity to members of the Statewide and Self-Determination waiver

programs, on a Grand Region by Grand Region basis, until all eligible persons have been given the opportunity to opt in to the SelectCommunity program.

12. Who is eligible to provide services to SelectCommunity members?

All participating TennCareSelect providers are eligible to provide services to SelectCommunity members. In addition, a special SelectCommunity Primary Care Network, similar to the Best Practice Network, is being developed.

13. What is the TennCare SelectCommunity Primary Care Network?

The SelectCommunity Primary Care Network is modeled after the Best Practice Network. It is composed of PCPs who have qualifications, capabilities and resources to work with persons with Intellectual Disabilities. SelectCommunity PCPs are responsible for continuous comprehensive primary care and coordination of medical information and specialized physical and behavioral health care services, including specialty referrals.

When joining the SelectCommunity Primary Care Network, a provider agrees to certain roles and responsibilities. In exchange for the fulfillment of these roles and responsibilities, an enhanced care management fee is paid for each SelectCommunity member who is assigned to their practice. No minimum enrollment is required.

14. Where can I find the SelectCommunity PCP roles and responsibilities?

These roles and responsibilities are found in Exhibit A of the *TennCareSelect* SelectCommunity Network Amendment. They are also found in the SelectCommunity section of the provider manual.

15. What is the Enhanced Care Management Fee?

The Enhanced Care Management Fee is a \$10.25 per member per month (PMPM) fee paid to participating SelectCommunity PCPs for each member enrolled in SelectCommunity and assigned to a SelectCommunity PCP's practice.

16. What is Electronic Visit Verification (EVV)?

Electronic Visit Verification (EVV) is a system used to monitor the initiation and daily provision of home health/private duty services for SelectCommunity members who need such services, in accordance with the member's individualized plan of health care, and to facilitate immediate action to resolve any service gaps

17. What about CHOICES members?

Persons enrolled in the CHOICES program will not be part of the SelectCommunity program.

18. What about dual-eligible Medicare and Medicaid recipients?

Members eligible for both TennCare and Medicare may join SelectCommunity if they meet the eligibility requirements. The NCM will work with the member and the Circle of Support to assign a TennCareSelect PCP consistent with the member's current utilization of primary care services.

19. What if the member refuses the SelectCommunity program?

Members not electing to transition to SelectCommunity will remain enrolled with their current MCO. The special NCM services described in this document are only available to persons opting to enroll in the *TennCareSelect* SelectCommunity program.

20. What if I sign a contract and later choose to terminate participation as a PCP in the SelectCommunity Primary Care Network?

A PCP may terminate participation in the SelectCommunity Primary Care Network by notifying Volunteer State Health Plan by August 1 of the current year their intent to terminate participation on January 1 of the year following the notice.

21. How will that affect my participation as a *TennCareSelect* provider?

A PCP may continue participation in the *TennCareSelect* Network even if they have terminated their participation in the SelectCommunity Primary Care Network.