

Taking Action

Case Mangers can help shorten the timeframe from decision to enroll until SNP effective date.

Key points about SNP Enrollment	How can CM assist client?
Enrollment is voluntary	Emphasize that clients have choices for how they will get their health care. CMs can help reduce the time from when clients get information about a SNP to when they are enrolled by assisting clients through the process.
An entire family (case) does not have to enroll in the SNP. But SNP must have services available for everyone, including HIV negative children if they do enroll.	Encourage client to consider value of services SNP will provide for each family member.
If a client doesn't select a PCP within the first 30 days of SNP membership, the SNP will assign a PCP to the member.	Encourage clients to review the Provider Directory and select a PCP.
An entire family can choose one PCP or have different PCPs for individual family members.	Encourage clients to identify the key health care needs of each family member and select a PCP who can best meet those needs.
Enrollment form must include names of all who wish to enroll in SNP and should include name(s) of PCP.	Help them complete and sign form.
SNP will need to confirm HIV status of all adults enrolling and any HIV + child who enrolls without an adult. SNP will contact enrollee to obtain confirmation of HIV status before processing enrollment.	Encourage client to contact SNP about decision to enroll. SNP can explain what information they need about HIV status to complete enrollment. CM may be able to help client obtain information SNP needs.
While enrollee may have received enrollment packet through a contact with MAXIMUS, SNP needs to receive enrollment form. MAXIMUS will forward any forms they receive to SNP.	Explain that all SNP forms should be sent to or turned into the SNP.
Clients will receive communication about enrollment from NY Medicaid CHOICE.	Encourage clients to be in regular communication with SNP. Explain how to access health care and pharmacy services using Medicaid card.
Once enrolled, client receives member ID card/s from SNP as well as other information from the plan about how to access SNP services. May also receive a provider directory at this time.	Remind client they will still need to keep regular Medicaid card for non-covered services and pharmacy. Encourage client to attend SNP orientation to learn how to access SNP services. Review the Member Handbook with the client.
Once enrolled, SNP will need to obtain clinical documentation to verify HIV status from a physician. Enrollee will need to provide contact information to plan or be asked to contact the	Help client respond to SNP request. Stress importance of getting this done quickly. Ask clients if they have returned HIV verification paperwork to SNP.

physician directly.	Help client get new HIV test for verification if needed.
SNPs will be able to accept alternate contact information from enrollee who does not want to be contacted at Medicaid address.	Encourage clients who are concerned about receiving information from a SNP to call SNP to arrange alternate contact.
SNP will complete an assessment of medical and non-medical needs within 30 days and assign a case manager.	Ask client who their SNP case manager is and how to contact them. Obtain appropriate consent from client to contact SNP case manager (as needed).

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