

# Employment and Community First (ECF) CHOICES

Transforming the system,  
transforming lives

# Agenda

- Introductions and meeting format
- Goals for presentation
- Introduction to ECF and system transformation
- ECF CHOICES services
- Person-centered support plans and support coordination
- Becoming an ECF CHOICES provider

# Acronyms

- BH: Behavioral health
- DD: Developmental disabilities
- ID: Intellectual disabilities
- I/DD: Intellectual and developmental disabilities
- DIDD: Department of Intellectual and Developmental Disabilities
- ECF CHOICES: Employment and Community First CHOICES
- HCBS: Home- and community-based services
- ICF/IID: Intermediate care facilities for individuals with intellectual disabilities
- LOC: Level of care
- MCO: Managed care organization
- MLTSS: Managed long term services and supports
- NF: Nursing facility
- PCSP: Person-centered support plan
- SC: Support coordinator
- TPAES: TennCare Pre Admission Evaluation System

# Meet your ECF Provider Relations teams



# Housekeeping items



# Network development collaboration

In an effort to streamline the onboarding process for prospective ECF CHOICES providers, Amerigroup Community Care and BlueCare Tennessee have aligned ECF CHOICES network development plans.

- Single ECF CHOICES application for both health plans
- Aligned networks for implementation
- Joint training, credentialing site visits and orientation



# Meeting structure

- 9 a.m. to 10:45 a.m.
  - Presentation by Amerigroup and BlueCare
- 11 a.m. to 12:30 p.m.
  - ECF CHOICES Provider Relations representatives will distribute provider interest forms and ECF CHOICES provider applications
  - ECF CHOICES leadership from Amerigroup and BlueCare will be available for individual Q-and-A



# Presentation goals

- Provide prospective ECF CHOICES providers with information on the array of services available in ECF CHOICES
- Form partnerships with a core group of *implementation* providers to support the successful the launch of ECF CHOICES
- Set clear expectations and directives regarding key time frames and deliverables for providers who are interested in contracting with MCOs for ECF services





# I/DD systems transformation



# Why are we here?

Working together to make integrated employment and community living *first* in Tennessee.



## Why are we here? (cont.)

Tennessee proposes to become the *first state in the country* to develop and implement an HCBS program that is specifically geared toward promoting and supporting integrated, competitive employment and independent living as the first and preferred option for all individuals with I/DD: **ECF CHOICES.**

# ECF CHOICES providers will be...

- A critical part of systemic, transformational change that will set the stage for all other MLTSS programs across the nation
- The provider network that establishes national benchmarks for quality in the provision of LTSS programs for individuals with I/DD
- The first provider network in the country to develop an employment first culture throughout all agencies
- The provider network raising expectations for supporting people with disabilities in obtaining meaningful, competitive employment
- The provider network in which persons supported are encouraged to be independent, vibrant members of their community
- The provider network that makes I/DD self-advocates feel empowered



# If your provider agency...

- Is committed to supporting the employment first movement
- Is committed to facilitating full citizenship
- Is committed to promoting self-determination (including responsibility)
- Acknowledges dignity of risk
- Is focused on sustaining and where necessary building, natural supports
- Has a vision for providing services in ECF CHOICES
- Is solution-oriented and innovative
- Is ready to truly transform the way people with I/DD are supported in Tennessee

**If your agency meets this criteria, we want to partner with you to join the network of ECF CHOICES providers**



# I/DD in Tennessee today



# Profile of services for individuals with I/DD in Tennessee today

- Fee for service 1915(c) waivers managed by the Department of Intellectual and Developmental Disabilities (DIDD)
- All physical and behavioral health services provided through managed care
- Approximately 7,800 individuals served by DIDD
- Over 6,000 individuals on a waiting list
- Current delivery system only serves individuals with ID
  - Unfunded mandate to serve individuals with other developmental disabilities

# System transformation

Requires us to:

- Think *differently*
- Plan *differently*
- Support people *differently*



# System transformation (cont.)

Think *differently* about employment:

- People, including people with I/DD, want to work
- People, including people with significant I/DD, are capable of work
- Companies will hire people with I/DD to work for them
- People, including people with significant disabilities, can and *should* earn a competitive wage

# System transformation (cont.)

- Every person has gifts and abilities that bring value to others
- People with I/DD *belong* in our schools, workplaces, neighborhoods and communities
- Being *in* the community doesn't make you part of the community
- The purpose of being in the community is to learn and grow, contribute and build relationships
- People, including people with significant I/DD, should choose what they want to do and who they want to do it with
- People who don't have disabilities will want to be friends and have relationships with people who have disabilities
- Both will benefit from the relationship



# System transformation (cont.)

Think *differently* about independence:

- More paid services do not equal better quality of life
- The goal of everything we do should be to reduce reliance on paid services to support independence
- We should only provide the level of support people truly need to be able to live and work in the community and to pursue their personal goals
- People, including people with significant disabilities, should be permitted to go places and do things without paid staff, unless there are specific reasons they shouldn't
- There is dignity in risk

# System transformation (cont.)

Plan *differently* for employment:

- Expect employment for all working age adults; not “Do you want to work?” but “Where would you like to work? What kind of work would you like to do?”
- Expect employment in integrated community settings and a competitive wage.
- Identifying strengths and interests is key to pursuing employment options.
- What services and supports are needed to develop a personal pathway to employment?

# System transformation (cont.)

Plan *differently* for community integration:

- What is important to the person (activities they enjoy; things they want to do/learn)?
- Where are the activities/places that align with the person's interests/goals?
- What services/supports does this person need to participate in those activities, do or learn those new things, to help accomplish the things that really matter to him/her (not a program, but a life)?
- Community integration doesn't just happen as part of community-based day services.
- Community integration doesn't have to cost more, and in fact, may cost less.

# System transformation (cont.)

Plan *differently* for independence:

- How and where would this person prefer to live?
- What support do they really need to be able to do that?
- What are the potential risks?
- How can we mitigate those risks?
- How can we support the person in exercising legal capacity to make decisions?
- Can technology be leveraged to support greater independence?

# System transformation (cont.)

Support differently for employment:

- Build on individual interests and strengths, where do the person's interests/passions and a need align?
- Don't just look for employment opportunities; *create* them.
- Explore/develop internship opportunities (paid/unpaid).
- Begin with the end in mind: fading supports and increasing personal and economic self-sufficiency.

# System transformation (cont.)

Support *differently* for community integration:

- One person, one environment
- Seek out the relationship, not the activity (who can the person get to know here?)
- Make personal introductions, focusing on strengths and interests
- Create opportunities for relationships to grow
- Support reciprocity (give and take)
- Accept that some relationships will fail; that doesn't mean you stop trying



# System transformation (cont.)

Support *differently* for independence:

- Encourage individual choice and freedom
- Teach, support; don't do
- Support good decision making by the person – a learned skill
- Become a problem solver

# Employment and Community First CHOICES



# ECF CHOICES overview

## Who is it for?

- People with intellectual and other developmental disabilities who are not currently receiving services
- People in current waivers are not impacted, but can *choose* to move to the new program later on

## What will it offer?

- Support for families caring for a person with I/DD
- Supports to help people with I/DD achieve employment and independent living goals
- For people who have complex needs or need more support to live in the community, residential and other day services to help them achieve their community living goals
- Not intended to provide 24 hour supports, except for people assessed to need them



# ECF CHOICES program administration

- Integrated MLTSS program
- Amerigroup and BlueCare will support ECF CHOICES at implementation; United Healthcare will join as enrollment increases
- DIDD expertise will be used for important aspects of the program operation and oversight
  - Intake
  - Quality assurance
  - Critical incident management



# ECF CHOICES eligibility

- Financial eligibility
  - Supplemental security income (SSI) recipients
  - Institutional income/resource standards – up to 300 percent of the SSI federal benefit rate (FBR) (\$2,199/month); no more than \$2,000 resources\*
- \*In phase 2, will stratify income limits based on LOC
  - At-risk up to 150 percent of the federal poverty level (FPL)
  - NF up to 300 percent of the SSI FBR
  - Working disabled group (up to 250 percent of the FPL—higher than 300 percent of the SSI FBR)

# ECF CHOICES eligibility (cont.)

- Target populations
  - Individuals with ID
  - Individuals with other kinds of developmental disabilities
- Medical (LOC) eligibility
  - NF
  - At-risk of NF placement
  - TennCare may grant an exception only for persons transitioning from the statewide or Community Alternative Care (CAC) waiver into the Comprehensive Supports for Employment and Community Living benefit group

# ECF CHOICES benefits

- Tiered benefit structure based on the needs of individuals enrolled in each group helps provide services more cost effectively in order to serve more people over time
- Three benefit groups:
  - Essential Family Supports (Group 4)
  - Essential Supports for Employment and Independent Living (Group 5)
  - Comprehensive Supports for Employment and Community Living (Group 6)

# ECF CHOICES benefits (cont.)

- Array of employment services and supports
- Designed in consultation with experts from the Office on Disability Employment Policy
- Intended to create a “pathway” to employment
- Wrap-around services to support community integration
- No facility-based services
- Many new services, based on stakeholder input, intended to empower individuals and families toward independence and integration



# ECF CHOICES benefits (cont.)

## Essential Family Supports benefit group (Group 4)

- Families with children under 21 with ID or DD
- Adults age 21 and older living at home with family caregivers may also elect to enroll in this group
- Meet NF LOC or without HCBS, “at risk” of institutionalization
- HCBS beyond scope of early and periodic screening, diagnosis and treatment (EPSDT) that will help support families and sustain natural caregiving networks
- Help plan and prepare for transition into employment and integrated, independent living in adulthood
- Hope to serve up to 500 individuals in this group in year one, subject to appropriations

# ECF CHOICES benefits (cont.)

## Essential Supports for Employment and Independent Living benefit group (Group 5)

- Adults age 21 and older with ID or DD
- Without HCBS, “at risk” of institutionalization
- Helping adults plan and achieve employment and independent living goals and experience community life
- Assisting young adults to transition from school into integrated, competitive employment
- Hope to serve up to 1,000 individuals in this group in year one, subject to appropriations
- Prioritize for enrollment young adults transitioning from school who are already employed in an integrated setting

# ECF CHOICES benefits (cont.)

## **Comprehensive Supports for Employment and Community Living benefit group (Group 6)**

- Adults age 21 and older with ID or DD
- Meet NF LOC and require specialized supports related to I/DD (more significant needs)
- More intensive level of services/supports
- Help adults plan and achieve employment and community living goals, become as independent as possible, participate fully in community life
- Hope to serve up to 200 individuals in this group in year one, subject to appropriations
- Prioritize for enrollment families with aging caregivers

# ECF CHOICES and employment

- Employment will be emphasized and supported in new and innovative ways in Tennessee
- Goals and outcomes for employment will be developed through a person-centered planning process
- ECF CHOICES employment supports and services will be individually designed to support these employment goals and outcomes
- Full range of supports and services from exploration to employment customization

# ECF CHOICES employment services/supports

- **Supported employment – individual employment support**
  - Exploration
  - Discovery
  - Situational observation and assessment
  - Job development plan or self-employment plan
  - Job development or self-employment start up
  - Job coaching for Individualized, integrated employment
  - Job coaching for Individualized, integrated self-employment
  - Coworker supports
  - Supported employment – small group
  - Career advancement
    - Outcome payment after written plan to achieve the person’s career advancement objective
    - Second outcome payment after the person has achieved specific career advancement objective and has been in a new position/job for two weeks
  - Integrated employment path services
  - Benefits counseling



# ECF CHOICES employment services/supports (cont.)

Provided across all three benefit packages (based on public input)

## Several services will be reimbursed on an outcome basis

- **Exploration** (receipt/approval of written report summarizing process and outcomes)
- **Discovery** (receipt/approval of written profile summarizing process, learning and recommendations for next steps)
- **Situational observation and assessment** (receipt/approval of written report summarizing key learnings to inform job development or self-employment plan)
- **Job development plan or self-employment plan** (receipt/approval of plan)
- **Job development or self-employment start up** (when integrated, competitive employment or self-employment begins)
- **Career advancement** (receipt/approval of written career objective plan)



# ECF CHOICES individual services and supports

- Community integration support services
- Community transportation
- Independent living skills training
- Personal assistance
- Assistive technology, adaptive equipment and supplies
- Specialized consultation and training
- Minor home modifications
- Community living supports (CLS) and CLS – family model
- Individual education and training
- Peer-to-peer Support and Navigation (for Person Centered Planning, Self-Direction, Integrated Employment/Self-Employment and Independent Community Living)
- Specialized Consultation and Training



# ECF CHOICES family caregiver supports

- Supportive home care
- Family caregiver stipend
- Respite
- Family caregiver education and training
- Conservatorship and alternatives to conservatorship counseling and assistance
- Health insurance counseling/forms assistance
- Community support development, organization and navigation



# ECF CHOICES expenditure caps

- **Essential Family Supports (Group 4)**
  - \$15,000 (not counting the cost of minor home modifications; consistent with CHOICES 3)
- **Essential Supports for Employment and Independent Living (Group 5)**
  - \$30,000
  - Exception for emergency needs up to \$6,000 per year (hard cap of \$36,000); consistent with Self-Determination Waiver
- **Comprehensive Supports for Employment and Community Living (Group 6)**
  - \$45,000 (low to moderate need)
  - \$60,000 (high need)
  - Exception
    - Up to applicable average cost of NF + specialized services for DD with exceptional medical/behavioral needs
    - Up to average cost of private ICF/IID for ID with exceptional medical/behavioral needs
  - Level of need, including exceptional medical/behavioral needs, to be determined through use of the Supports Intensity Scale, administered by an objective entity

# Support Coordination



# Support coordination

- In ECF CHOICES, support coordination is the responsibility of the MCO
- Support Coordinators:
  - Conduct person-centered needs assessment to develop the Person Centered Support Plan (PCSP)
  - Provide information about preferred providers
  - Support the person in identifying and meeting goals for integrated employment & community membership
  - Act as a resource to providers to identify paid & unpaid supports available to the person

# Support coordinator qualifications

One of the following qualifications is required:

- RN or LPN, with a preference that such individuals also have specific relevant certifications;
- Have a bachelor's degree in social work, nursing, education or other human service (e.g. psychology, sociology) or health care profession;
- Meet the federal requirements for a Qualified Developmental Disabilities Professional (QDDP) or Qualified Intellectual Disabilities Professional (QIDP); or
- Have five (5) or more years' experience as an independent support coordinator or case manager for service recipients in a 1915(c) HCBS Waiver and have completed Personal Outcome Measures Introduction and Assessment Workshop trainings as established by the Council on Quality and Leadership.

# ECF CHOICES support coordination

## Minimum contacts

- ECF CHOICES Group 4 (Essential Family Supports)
  - Quarterly, with semi-annual face-to-face
- ECF CHOICES Group 5 (Essential Supports for Employment and Independent Living)
  - Monthly, with quarterly face-to-face
- ECF CHOICES Group 6 (Comprehensive Supports for Employment and Community Living)
  - Low to moderate need; no exceptional medical/behavioral needs
    - Monthly, with bimonthly (every other month) face-to-face
  - Low to moderate need; exceptional medical or behavioral needs
    - Monthly face-to-face
  - High need; with or without exceptional medical or behavioral needs
    - Monthly face-to-face

# ECF CHOICES support coordination provider selection

- SCs are responsible for providing information to the person or the person that helps them make decisions about providers and will include information about preferred providers.
- SCs will assist the person in identifying providers that are linguistically competent in the person's primary spoken language or in sign language, or other forms of communication including assistive devices.

# Support coordination and employment

- SCs will be trained to support individuals in identifying and meeting their integrated employment goals including:
  - How to address employment with members at all stages, including use of motivational interviewing and coordinating efforts with partners
  - Employment services available (how to authorize/monitor); other systems that can help (how to help member access/monitor member's experience)
  - Partnering with VR to ensure the member is progressing through every stage in the process of obtaining employment

# Person-Centered Support Plan





# Person-centered support plan

- The PCSP is the product of the completed person-centered planning process and assessments.
- It is a comprehensive plan that includes individually identified employment, community living and health and wellness goals.
- It identifies all of the LTSS and natural supports necessary to achieve individually identified employment and other outcomes in the most integrated community setting possible.
- The PCSP is the plan of care.

# Person-centered support plan (cont.)

- The plan describes person's current status, the person's desired future status, and supports needed to achieve goals.
- The plan is not used to determine funding level, but rather is a description of the person's support needs and individually identified goals.
- The plan is expected to change and evolve to meet the person's needs and to respond to the person's changing support needs timely.
- ECF providers are responsible for utilizing the PCSP to ensure they are providing services in accordance with the PCSP and training staff to the meet the individual needs of the person supported.

# Person-centered support plan

The PCSP includes:

- Face sheet
- Demographics
- Employment
- Education
- Relationships and community integration
- Communication
- Decision-making/rights
- HCBS settings
- Personal funds management
- Physical and behavioral health
- Medical information
- Preventative care
- Equipment needs
- Action plan/goals
- Natural supports and other non-ECF services
- Service plan
- Related assessments (attached)

# Becoming an ECF provider



# Key dates and deliverables for prospective ECF providers

Topic	Date
ECF provider forums	Nashville: February 19, 2016 Jackson: February 23, 2016 Knoxville: February 26, 2016
Prospective ECF providers submit applications	March 1, 2016, to March 20, 2016
MCO credentialing site visits	March 28, 2016, to May 20, 2016
ECF provider orientation and training	May 15, 2016, to June 15, 016
ECF go-live	July 1, 2016

# ECF CHOICES credentialing and provider agreements



# ECF CHOICES credentialing

- Amerigroup and BlueCare have aligned credentialing applications, but prospective ECF providers must be credentialed by each separate organization in order to be contracted for the provision of ECF CHOICES services.
- ALL ECF providers being considered for the initial implementation network will receive an on-site visit from the MCOs to review policies, employee records, licensure and training and discuss the agency's vision for providing ECF services.
- Information obtained from the site visit will be used to complete the MCO credentialing process and select the group of providers that will be contracted at implementation.
- Approved providers will be enrolled in the MCO internal systems and receive copies of the executed provider agreement.



# ECF CHOICES network adequacy

- MCOs are not obligated to contract with all willing, qualified providers
- Not simply a matter of *quantity*, but also quality—aligned with core values, outcomes
- MCOs will contract with a small group of providers for the July 1, 2016, implementation; the provider network will grow in conjunction with ECF enrollment



# ECF CHOICES credentialing

## **At a minimum, ECF providers must provide the following during credentialing:**

- Copy of applicable state licensure required for services delivered (if no state license is required, submit a copy of city/county general business license)
- Copy of state licensing agency's most recent audit/inspection approval letter or applicable survey
- Disclosure of ownership and controlling interest statement service delivery area(s) for statewide HCBS waiver providers W-9
- Form 147C IRS (contact the IRS at 1-800-829-4933 for a copy, if needed)
- Proof of general and/or professional liability certificate of insurance (minimum coverage of \$500,000)
- Automobile liability (applicable only if providing transportation services)
- If you have multiple locations operating under separate National Provider Identifier (NPI) numbers or separate tax ID and NPI numbers, a separate application will need to be submitted for each NPI
- Demonstration of compliance with HCBS setting's rules
- Compliance with employee background checks
- Training requirements for staff and management



# ECF CHOICES provider agreements

- The MCO finalizes the credentialing process to initiate the execution of the provider agreements.
- The provider signs the agreement with noted rates for approved services.
- MCO sends an acceptance letter and executed provider agreement to provider.
  - The acceptance letter will include the individual ECF provider ID assigned to your agency for billing purposes.

# ECF CHOICES preferred provider criteria



# ECF preferred provider

What does it mean to be an ECF preferred provider?

- The criteria serves two primary purposes:
  1. Benchmarks for MCOs in identifying ECF providers who demonstrate commitment to community integration and person-centered support.
  2. For providing informed choice to ECF members in choosing their providers.

## ECF preferred provider (cont.)

- MCOs are not obligated to contract with a provider who meets one or more preferred standards
- MCOs are not prohibited from contracting with a provider who does not meet any preferred standard
- MCOs must be able to demonstrate that network reflects preferred contracting standards – include identification of standards met in network files
- MCOs will apply the same preferred provider criteria across networks

# ECF preferred provider (cont.)

- Providers are **not** required to meet preferred provider criteria in order to contract with the MCOs
- Intended to direct providers to the kinds of capacities that will best position them for success in a transformed system
- As part of provider credentialing and annual credentialing, each preferred element the provider meets will be reviewed; the elements checked will be communicated to TennCare and made available for members to reference when selecting providers
- If the provider has **one or more** element for each service they provide, the provider will be considered preferred by the MCO

# ECF CHOICES Claims and Billing



# ECF CHOICES billing

To initiate billing for approved ECF services, the MCO will provide an authorization in accordance to the member's PCSP.

- A copy of the PCSP will be provided to the member, the member's representative and the selected ECF provider.
- The provider will receive authorizations for approved services from the MCO.
- Providers will utilize authorizations to initiate billing.

Example:

No.	Service	Task	Freq- uency	Hours/ Amt	Service Start Status	Start Date	End Date	Daily Schedule	Time Schedule Start
1.	Personal Care Visits	all ADLs and IADLs such as, housekeeping, bathing, dressing, grooming, toileting, transferring, meal prep, errands, and	3 days a week	4	Pending CHOICES Enrollment	9/4/2013	3/1/2014	M, W, F	9 AM-11 AM



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in healthcare



# ECF CHOICES billing – claim submission methods

To initiate billing for the approved reimbursement, a claim must be submitted based on the specified ECF CHOICES service type. Claims will be submitted in one of two ways: through the Electronic Visit Verification (EVV) database or through the MCO's claims portal system.

- EVV database
  - Amerigroup EVV vendor: Healthstar
  - BlueCare EVV vendor: Sandata
- Non-electronic visit verification (Non-EVV)
  - Submit a CMS 1450 (UB04) claim form through the MCO's electronic claims portal or a third party electronic claims vendor
  - Bill using federally-assigned NPI and tax identification number

# ECF CHOICES billing – electronic visit verification

The following ECF CHOICES provider types will utilize the EVV database to submit claims for the approved services listed within the member's PCSP.

ECF CHOICES benefit		
Personal assistance	Respite	Supportive home care

# ECF CHOICES billing – non-electronic visit verification provider claims submission

The following ECF provider types may submit claims through the MCO’s claims portal system or a third party electronic claims vendor.

ECF CHOICES benefit		
Employment services/supports	Benefits counseling	Community integrated support services
Community transportation	Independent living skills training	Community living supports
Community living supports/family model	Assistive technology, adaptive equipment and supplies	Minor home modifications
Individual education and training	Peer-to-peer self-direction, employment and community support and navigation	Specialized consultation and training
Family caregiver stipend (in lieu of SHC)	Community support development, organization and navigation	Family caregiver education and training
Conservatorship and alternatives to conservatorship counseling and assistance	Health insurance counseling/forms assistance	



# ECF CHOICES Quality Monitoring



# ECF CHOICES quality monitoring

- TennCare contracting with DIDD to function as the quality monitoring entity for certain services
- TennCare/DIDD and MCOs have worked to develop new quality monitoring processes streamlined and tailored to ECF CHOICES
- DIDD will conduct consultative and annual quality surveys for ECF providers of all employment, personal assistance, residential and day services
- Results of these surveys completed by DIDD will be forwarded to the applicable MCO to be integrated into the MCO's quality system
- Each provider will receive extensive training on quality monitoring prior to implementation

# ECF CHOICES Critical Incident Management



# Critical Incident Management

- The MCOs will work in collaboration with DIDD to manage the ECF Critical Incident Reporting and Management System.
- Critical Incident reporting system
- Reports to DIDD and MCOs
  
- Investigations
- DIDD will investigate most serious (definitions are being developed)
- ECF Providers will investigate some critical incidents

# Interested in providing ECF services? What's next...







## Step one (cont.)

- Complete the ECF CHOICES provider interest form indicating the following:
  - Provider contact information
  - ECF services you are interested in providing
  - The counties you are willing to serve
  - Do you currently have required licensure or are you willing to obtain the required licensure?

# Step two

Complete the ECF provider application and provide the required credentialing documentation.



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Nashville, TN 37214  
Email TBD



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Amerigroup

BlueCare<sup>SM</sup> TennCareSelect

Completion and acceptance of this enrollment form by Amerigroup Tennessee or BlueCare Tennessee is not a guarantee of network participation. Amerigroup Tennessee and BlueCross BlueShield of Tennessee policies and procedures will govern appeals if available, related to this CHOICES Enrollment Form. This enrollment form must be completed in its entirety to begin the contracting and credentialing process.

## Reason for Submission

New Provider

Request to Add Additional HCBS Services

## Provider Information



1 Cameron Hill Circle  
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bluecare.bcbst.com



## Step two (cont.)

- Applications and supporting documentation should be submitted to the following:
  - Amerigroup:  
[tnltssprovidercontracting@anthem.com](mailto:tnltssprovidercontracting@anthem.com)
  - BlueCare: [choicesCtrtRqt\\_GM@bcbst.com](mailto:choicesCtrtRqt_GM@bcbst.com)
  - Submit complete ECF CHOICES provider applications including required documentation no later than March 20, 2016



## Step three

- Providers selected to be ECF CHOICES providers at go-live on July 1, 2016, will be contacted by MCO Provider Relations teams and receive credentialing site visits and obtain signed contracts
- Site visits will be conducted between March 28, 2016, and May 20, 2016
- During this time, MCOs will work with providers to schedule training and orientation

# Step four

- Providers selected as implementation providers will receive extensive training including, but not limited to:
  - Employment first
  - Service initiation requirements
  - Providing person-centered supports
  - Critical incident management
  - Quality monitoring
  - Claims submission
  - EVV (as necessary)

# Interested in providing ECF services?

## Step five:

- Upon completing the credentialing and training process, MCOs will provide executed provider agreements
- MCO will send an acceptance letter and executed provider agreement to provider

# Step six

- Before you leave, remember to.....
  - Pick up your provider interest form and complete the survey on Survey Monkey
  - Pick up your ECF provider application and submit to Amerigroup and BlueCare no later than March 20, 2016

Amerigroup and BlueCare ECF teams will be available following this presentation for Q-and-A.

