

# **Benefits and Transportation: Navigating Systems and Overcoming Barriers**

Presented by:

The Monroe County Department of Human Services,  
The Monroe County Department of Mental Health,  
and The Rochester Psychiatric Center

# Important to Mention...

- Participants can type in questions throughout the webinar and we will pause to answer them.
- The webinar is being recorded and a link will be made available on the MCOMH website at [www.monroecounty.gov/mh](http://www.monroecounty.gov/mh), along with all forms, a copy of these slides, and a “Trouble-Shooting Guide” for quick reference.
- This effort originally focused on clients being discharged from RPC to community providers. We quickly realized that this information could be valuable to other stakeholders, so we offering this to all interested parties.
- We have also reserved time for Q & A at the end of the webinar and we welcome all questions.
- Your participation and collaboration is very much appreciated!

# Presenters

- Debbie Greenfield (MCDHS) SSI Supervisor- Team 49
- Jennifer Hoskins (MCDHS) Financial Assistance Coordinator – Community Medicaid
- Danielle Sprague (RPC) Acting Director of Social Work
- Nick Coulter (MCOMH) RED Team Engagement Coordinator
- David W. Eckert (MCOMH) Senior Contract Manager

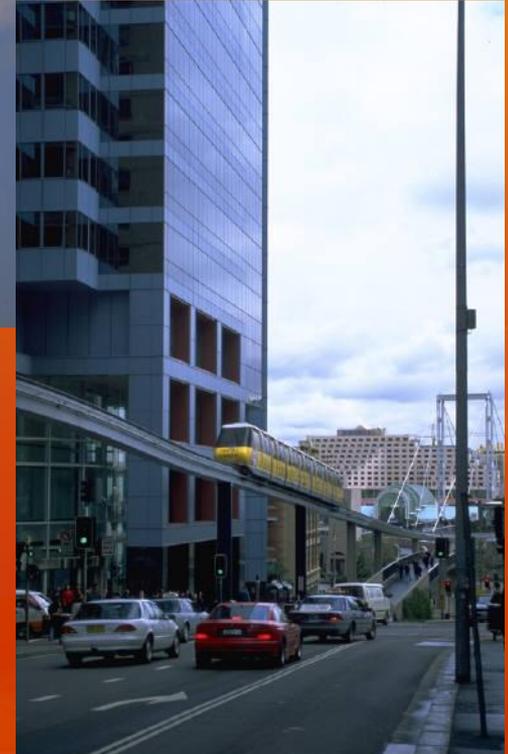
# Goals Of Webinar

Identify key contacts, clarify processes, and provide reference materials related to:

- Securing Medicaid and ensuring the engagement of individuals transferring services from RPC to behavioral health services in the community
- Ordering transportation for clients involved in Medicaid (MA) and Medicaid Managed Care (MMC)
- Obtaining temporary Medicaid coverage while MA applications are pending approval
- Gaining access to the MCOMH Medication Grant Program
- Knowing who to contact when questions about transportation and/or MA, MMC coverage arise

**This information has been summarized on the “RPC to Community Discharge/Trouble-Shooting Guide” found on the MCOMH website [www.monroecounty.gov/mh](http://www.monroecounty.gov/mh)**

# TRANSPORTATION



# Transportation and Medical Necessity

Definition: “The clear demonstration that there is a legitimate clinical need and that the services provided are an appropriate response.” (Adams and Grieder, *Treatment Planning for Person-Centered Care*, 2005)

- Symptoms support diagnosis and lead to functional deficits in the person’s life.
- Treatment (intervention) targets the functional deficits to reduce or eliminate the impact of the diagnoses.

This means that the need for transportation has to be tied to functional deficits or barriers related to the client’s diagnosis. There has to be medical necessity to justify payment; Medicaid will not pay simply for convenience.

# Ordering Medicaid Transportation

- Client **lacks access to transportation** and has County Medicaid/"Straight" Medicaid and
- **Needs transportation to a behavioral health or physical health care provider**
- **Client's doctor completes transportation request form to demonstrate medical necessity**
- **Client calls the Medical Answering Service** (ph) 288-4680 to request a ride. Name, date of birth, and/or Medicaid # is required.
- Client can get bus passes without having to meet the standard for medical necessity.
- To get an upgrade to a cab, the client has to meet the standard for medical necessity.

# Medicaid Managed Care Transportation

- Client **needs to order transportation from any of the County Medicaid Managed Care (MMC) providers (and meets the medical necessity standard)...**
- **And doesn't know who to call or which form to complete?**
- **Here's the answer:**
  - Blue Choice Option/Monroe Plan, use Appendix A (ph) 244-5550
  - Fidelis, use Appendix B (ph) 1-888-343-3547
  - MVP, use Appendix C (ph) 327-2470
- United Health Care- Will provide emergency transportation. Non-emergency transportation will be coordinated through Medical Answering Services.
  - (ph) 1-800-493-4647

# MEDICATION



# Medication Grant Program

- For clients with financial need re. medication costs and have applied for Medicaid
- Client **needs to stay on psychotropic medications** and is waiting for Medicaid approval
- Client has been **discharged from a State facility** and does not have an adequate supply of medications while waiting for Medicaid approval
- Client applies for the **Medication Grant Program** through MCOMH within 7 days of discharge. Contact Annette Powell (MCOMH) [apowell@monroecounty.gov](mailto:apowell@monroecounty.gov) or (ph) 753-2699 for assistance
- See Appendix D for flyer [www.monroecounty.gov/mh](http://www.monroecounty.gov/mh)

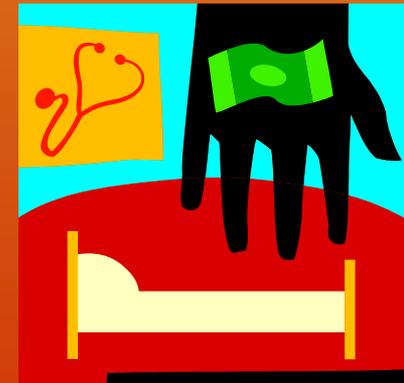
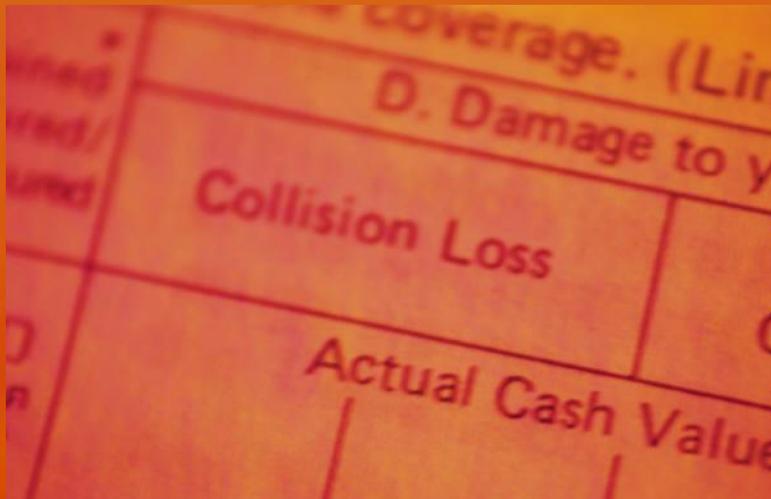
# Temporary Medicaid Card

- Client has no medical coverage and **needs County Medicaid quickly.**
- Example: Client attends Temporary Assistance (TA) appointment with prescriptions that need to be filled.
- **ONLY FOR CLIENTS THAT ARE CERTAIN TO QUALIFY FOR MEDICAID!** Clients meet Medicaid criteria once it is established that they:
  - 1) Reside in Monroe
  - 2) Meet income guidelines
  - 3) Have a valid Social Security number or documentation of legal alien status

# Temporary Medicaid Card (cont'd)

- If client has applied for Medicaid, Food Stamps and Temporary Assistance (TA), **Medicaid gets delayed because TA application gets processed first.**
- **To avoid delays caused by the need to process the TA application, client should apply for Medicaid *alone* first. On a separate application, apply for Food Stamps and TA. Follow format of sample letter (Appendix E), put in an envelope marked "Medicaid Application" and bring to DHS (either St. Paul or Westfall). For assistance in resolving any problems with this process, contact Jennifer Hoskins (DHS Medicaid Coordinator) [Jennifer.hoskins@dfa.state.ny.us](mailto:Jennifer.hoskins@dfa.state.ny.us)**  
(ph) 753-5243.
- The Temporary Medicaid Card allows the client to use all the benefits associated with Medicaid.
- See Appendix F for sample card  
[www.monroecounty.gov/mh](http://www.monroecounty.gov/mh)

# INSURANCE & BENEFITS



# Transfer: State to County Medicaid

- Client had County Medicaid/"Straight" Medicaid
- Client is discharged from RPC (i.e. State institution) and **Medicaid coverage was suspended.**
- There is a process in place for clients who are discharged from State institutions (i.e. RPC) in which Medicaid should be automatically reinstated.
- If the client has urgent needs for medication and/or transportation you can expedite this process.
- If the client has SSI, they should take their discharge summary plan to an SSI location. Client can also contact DHS/Debbie Greenfield (Medicaid SSI Supervisor Team 49) (ph) 753-6385 or [deborah.greenfield@dfa.state.ny.us](mailto:deborah.greenfield@dfa.state.ny.us)
- If client is NOT SSI they should contact Jennifer Hoskins at (ph) 753-5243 or [Jennifer.Hoskins@dfa.state.ny.us](mailto:Jennifer.Hoskins@dfa.state.ny.us) to **get Medicaid turned back on.**

# Selecting Medicaid Managed Care

- **Client can make MMC provider selection on the initial green application form 2921 (Appendix G), the ACCESS NY form DOH 4220B, Section H or client can complete form 4097 (Appendix H) to select MMC provider.**
- **Client can make an initial MMC provider selection on the green application form 2921 (Appendix G), client can complete DOH form 4097 (Appendix H) to select a different MMC provider.**
- **Contact Lanett Evans for assistance (ph) 753-6702**  
**[Lannett.evans@dfa.state.ny.us](mailto:Lannett.evans@dfa.state.ny.us)**

# Medicaid Managed Care Questions

- Client has **recently applied to one of the Medicaid Managed Care (MMC) providers...**
- And the client is **not sure which one** they have been **assigned to...**
- **Contacts for determining what MMC provider is involved:**
  - For Community Medicaid contact Medicaid Customer Service (ph) 753-2740 or [dfa2a26.sm.monroe.team40@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.team40@dfa.state.ny.us)
  - For Medicaid SSI clients, contact Debbie Greenfield (Medicaid SSI Supervisor, Team 49) (ph) 753-6385 or [deborah.greenfield@dfa.state.ny.us](mailto:deborah.greenfield@dfa.state.ny.us)

# Changing Medicaid Managed Care Providers

- **Client has been assigned to one of the County Medicaid Managed Care (MMC) providers** (Blue Choice Option/Monroe Plan, Fidelus, MVP/Value Options, and United Health Care)...
- **And wants to change to another MMC provider...**
- **Clients can change MMC providers during the first 90 days of enrollment or after one year of enrollment by doing one of the following:**
  - **Request a switch in plans by calling (ph) 753-6693**
  - **Complete a DOH form 4097 (Appendix H)**
  - **Contact Lanette Evans (ph) 753-6702 or [Lannett.Evans@dfa.state.ny.us](mailto:Lannett.Evans@dfa.state.ny.us)**

# Forms Found on MCOMH Website

- **Appendix A-** Transportation Request Form: Blue Choice Option/Monroe Plan
- **Appendix B-** Transportation Request Form: Fidelus
- **Appendix C-** Transportation Request Form: MVP/Value Options
- **Appendix D-** Medication Grant Program Flyer
- **Appendix E-** Sample Letter to DHS
- **Appendix F-** Example of Temporary Medicaid Card
- **Appendix G-** MMC Application form 2921
- **Appendix H-** DOH Form 4097

# CONTACT INFORMATION

- Debbie Greenfield 753-6385
  - [deborah.greenfield@dfa.state.ny.us](mailto:deborah.greenfield@dfa.state.ny.us)
- Jennifer Hoskins 753-5243
  - [jennifer.hoskins@dfa.state.ny.us](mailto:jennifer.hoskins@dfa.state.ny.us)
- Danielle Sprague 241-1333
  - [Danielle.Sprague@omh.ny.gov](mailto:Danielle.Sprague@omh.ny.gov)
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  - [ncoulter@monroecounty.gov](mailto:ncoulter@monroecounty.gov)
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  - [daveeckert@monroecounty.gov](mailto:daveeckert@monroecounty.gov)