



## Fully Integrated Duals Advantage (FIDA)

### Frequently Asked Questions (FAQ)

**Q. What is the FIDA Demonstration for Dual Eligibles (also known as Medicare-Medicaid Eligibles)?**

**A.** New York is planning to participate in a demonstration project sponsored by the federal government and the Centers for Medicare and Medicaid Services (CMS) to test new models of care for individuals eligible for both Medicare and Medicaid (dual eligibles) that integrate and coordinate enrollee benefits and care across the Medicare and Medicaid programs. The New York State Department of Health (NYSDOH) plans to integrate care for all Medicare and Medicaid covered services, including physical healthcare, Medicare Part D prescription drugs, behavioral healthcare, and long-term supports and services. NYDOH will do this through several coordinated approaches that involve both the Managed Fee-For-Service (MFFS) and capitated models.

The capitated approach will be called FIDA, the Fully-Integrated Duals Advantage program, and will provide a comprehensive package of services to dual eligibles that require more than 120 days of long-term supports and services (LTSS) in the eight (8) NY counties of Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, and Westchester. The FIDA demonstration is expected to begin on July 1, 2014 and last for three (3) years.

ValueOptions plans to participate in the FIDA program to serve this important population by partnering with health plans to provide all covered mental health and substance abuse services for the FIDA program.

**Q. What is the timeline?**

**A.** New York plans to begin the demonstration on July 1, 2014, with communication to eligible individuals to occur several months prior to that date.

There will be a phased-in enrollment for individuals (those living in the community as well as those living in institutions) meeting eligibility criteria with opt-out:

Date	Population and Enrollment Method
July 2014	Voluntary enrollment of Community Based Demonstration Eligibles
October 2014	Passive enrollment of Community Based Demonstration Eligibles
January 2015	Voluntary enrollment of Institution Based



	<i>Demonstration Eligibles</i>
<i>April 2015</i>	<i>Passive enrollment of Institution Based Demonstration Eligibles</i>

*\*\*These dates represent the current timeline published by the state and are subject to further revision based on ongoing negotiations between CMS and the state.*

*ValueOptions, through its health plan partners, will be required to submit evidence of their contracted provider network to CMS and NYDOH in December 2013 as a part of the health plan readiness review assessment.*

**Q. What services will be covered?**

*A. FIDA members will continue to receive all of the medical, Part D, behavioral health, community-based long-term care, and other supplemental services covered under their Medicare and Medicaid benefits. FIDA will include services that have not previously been made available through Fee-For-Service or available through any of the DOH Medicaid/Medicare integrated programs. Access to services will be improved over the fee-for-service experience with the interdisciplinary team members playing a critical role in ensuring appointments are made and kept, prescribed care is timely delivered, and access challenges are minimized.*

**Q. Will providers need to secure Prior Authorizations for services?**

*A. At this juncture, ValueOptions and its partners expect to utilize similar authorization protocols for behavioral health services as those used in the Medicare and Medicaid managed care plans. However, we will be evaluating this and may announce modifications to the prior authorization program as needed to support this unique program.*

**Q. Where will I submit my claims?**

*A. For FIDA members, claims will be submitted to the contracted entity which will vary according to service type. ValueOptions and its partners will develop a service grid/contracted entity sheet to assist providers with claims submission. If claims are sent to the incorrect entity, ValueOptions and its partners have a claims protocol to make sure that misdirected claims get routed to the correct entity in a timely fashion.*

**Q. What are the reimbursement rates?**

*A. ValueOptions will issue fee schedules that will describe the reimbursement for both Medicare and Medicaid covered services under this demonstration.*

**Q. I'd like to contact someone regarding this initiative – who may I contact?**

*A. You may contact the Provider Services Line at 800-397-1630, 8 a.m. to 5 p.m. ET.*



**Q: What online services does ValueOptions offer?**

**A.** **ValueOptions** offers on-line services to provide added convenience for our members and participating providers. Online services include:

**ProviderConnect**<sup>®</sup> is an enhanced version of our online transaction services. It is a self-service tool available 24/7 that gives you access to the following features: authorization requests for all levels of care, concurrent review requests and discharge reporting, single and multiple electronic claims submission, claims status review (for both paper and online submitted claims), eligibility status, enter an outpatient authorization request, submit an inquiry to customer service, your provider practice profile, and correspondence (which includes authorization letters and the ability to print provider summary vouchers).

Additional **ProviderConnect** resources are available at:

[http://www.valueoptions.com/providers/Provider\\_Connect.htm](http://www.valueoptions.com/providers/Provider_Connect.htm)

**Q: Can I submit my claims electronically to ValueOptions?**

**A:** Yes. If you are a participating **ValueOptions** provider CMS 1500 and UB04 (837P and 837I) electronic submissions are accepted. If you are interested in electronic claim submission, please contact **ValueOptions'** EDI Help Desk at **888-247-9311**. We strongly encourage providers to submit claims electronically for the efficiencies gained by both providers and in claims processing.

**Q: Where can I find additional information about the FIDA?**

**A:** This FAQ will continue to be reviewed and updated frequently in order to provide the most current and pertinent information about FIDA. The most recent version of this FAQ and additional **ValueOptions** information can be found on [http://valueoptions.com/providers/Network/New\\_York\\_City\\_Health\\_Plans.htm](http://valueoptions.com/providers/Network/New_York_City_Health_Plans.htm)