


Letter of Direction #38

Date: August 4, 2020

To: Centennial Care 2.0 Managed Care Organizations

From: Nicole Comeaux, Director, Medical Assistance Division 

Subject: 4.4.5. Comprehensive Needs Assessment (CNA) for Care Coordination Level Two (2) and Level Three (3)

Title: Change Contact Requirements for DTE Members requiring a CNA

The purpose of this Letter of Direction (LOD) is to inform the Centennial Care 2.0 Managed Care Organizations that section 4.4.5.3.1 of the Medicaid Managed Care Services Agreement will be revised.

Effective immediately, the MCOs are instructed to follow the revised referenced contract section below.

4.4.5.3 The CONTRACTOR shall:

4.4.5.3.1 Perform quarterly Claims mining for these Members and will renew attempts to reach the Member if Claims mining indicates a possible need for Care Coordination. Members may be categorized as “difficult to engage” (DTE), if reached at least once, when an additional two attempts to contact are documented by the CONTRACTOR. If reached, the CONTRACTOR will have the Member complete the CNA or follow the HSD approved declination process as outlined in 4.4.1.5 of the Medicaid Managed Care Services Agreement.

This LOD will sunset upon inclusion in the Medicaid Managed Care Services Agreement.