

OhioRISE Talking Points for MCOs

What is OhioRISE?

OhioRISE (Resilience through Integrated Systems and Excellence) is a specialized Medicaid managed care program that focuses on children and youth who have complex behavioral health and multisystem needs. OhioRISE services become available on July 1, 2022. Eligible children and youth receive their behavioral health benefits through Aetna Better Health of Ohio, the OhioRISE plan.

Who may benefit from OhioRISE?

Children and youth who may benefit from OhioRISE:

- Have multiple needs that result from behavioral health challenges,
- Have multisystem needs or are at risk for deeper system involvement, and/or
- Are at risk of out-of-home placement or are returning to their families from out-of-home placement.

Child and youth with multisystem needs often require help and services from community systems which may include juvenile justice, child protection, developmental disabilities, schools, mental health and addiction, and others.

How is OhioRISE different from Ohio Medicaid's (ODM) typical coverage for behavioral health?

OhioRISE provides specialized care and attention to children and youth with the most intensive behavioral healthcare needs. While all children and youth with Ohio Medicaid can access mental health and substance use disorder care, OhioRISE enrollees will also be offered new and improved behavioral health services. OhioRISE enrollees will receive their behavioral health benefits through OhioRISE and their physical health services through [insert MCO name].

What special services does OhioRISE provide to members?

In addition to all of the mental health and substance use disorder services currently covered by Ohio Medicaid, OhioRISE provides the following new and improved behavioral health services:

- **Intensive and Moderate Care Coordination** – Depending on a child or youth's needs, they will receive one of three levels or "tiers" of care coordination. Tiers two and three of this service (moderate and intensive) will be delivered by a local Care Management Entity (CME) provider, which are contracted by Aetna Better Health of Ohio. Aetna Better Health of Ohio will provide care coordination for children or youth in tier one.
- **Improved Intensive Home-Based Treatment (IHBT)** – Provides intensive, time-limited behavioral health services for children, youth, and families that help stabilize and improve the child or youth's behavioral health functioning.

- **In-state Psychiatric Residential Treatment Facilities (PRTFs)** – This service will be available in-state beginning in January 2023, and today it’s covered when children or youth need this level of care from facilities located outside Ohio. Ohio’s PRTF service will keep children and youth with the most intensive behavioral health needs in-state and closer to their families and support systems.
- **Behavioral Health Respite** – Provides short-term, temporary relief to a child or youth’s primary caregivers in a home or community-based environment.
- **Primary Flex Funds** – Provides funding to purchase services, equipment, or supplies not otherwise provided through Medicaid that addresses a need in a child or youth’s service plan. Funds must be used to purchase services/items that will reduce the need for other Medicaid services, keep kids and families safe in their homes, or help the child or youth be better integrated into the community.
- **Mobile Response and Stabilization Services (MRSS)** – Provides children and youth in crisis and their families – for example, those who may be considering going to the emergency room or calling law enforcement – with immediate behavioral health services, when they call to say they need help for that behavioral health situation. MRSS helps ensure children and youth are safe, served in their homes and communities, and receive necessary support and access to care they urgently need. This service is also available through managed care organizations (MCOs) and fee-for-service (FFS) Medicaid.

Who is eligible for OhioRISE?

Children and youth who may be eligible for OhioRISE:

- Are eligible for Ohio Medicaid (either managed care or fee-for-service),
- Are age 0-20,
- Are not enrolled in a MyCare Ohio plan, and
- Require significant behavioral health treatment, measured using the Ohio Child and Adolescent Needs and Strengths (CANS) assessment.

Children and youth may also be eligible for OhioRISE due to certain urgent conditions. For example, if a child or youth is in a hospital for behavioral health conditions.

If a youth is enrolled in a MyCare Ohio plan and has qualifying needs for OhioRISE services, they can still get access to the care they need. The youth’s MyCare Ohio plan should be contacted to discuss options.

What is a CANS assessment?

A CANS assessment is a tool used to determine eligibility for OhioRISE. It gathers the young person and family’s story to understand their needs and strengths, and to help determine the best ways to provide help. The CANS assessment is updated regularly to aid with ongoing care planning.

How can a child or youth receive a CANS assessment?

A CANS assessment to determine OhioRISE eligibility can be completed by any certified Ohio CANS assessor. [Insert MCO name] can refer a child or youth to a certified Ohio CANS assessor to have a CANS assessment completed. [MCO enter process and timeframes or CANS referral.]

When can a child or youth start receiving OhioRISE services?

Following a CANS assessment, children and youth found to be eligible are enrolled in OhioRISE effective the date their CANS assessment is submitted.

In urgent cases, enrollment into OhioRISE will be:

- The date of admission for an inpatient hospital stay for mental illness or substance use disorder, or
- The date of admission into a Psychiatric Residential Treatment Facility (PRTF).

When enrolling in OhioRISE, Aetna Better Health of Ohio will honor all current prior authorizations for services issued by [insert MCO name] for a period of time. Children and youth can start receiving nearly all of the other OhioRISE covered services immediately, but a few will require prior review and approval from the OhioRISE plan before they can be provided. These services include:

- Inpatient hospitalizations for mental health and substance use disorder needs
- Psychiatric residential treatment facility services
- Electroconvulsive therapy
- Substance use disorder partial hospitalization level of care services
- Primary flex funds
- OhioRISE 1915(c) waiver services
 - Out of home respite
 - Transitional services and supports
 - Secondary flex funds

Will children and youth enrolled in OhioRISE receive new member materials?

Yes, children and youth enrolled in OhioRISE will receive new member materials. For example, they will receive a New Member Letter and a new Medicaid ID card from their managed care organization (MCO), showing OhioRISE eligibility. These children and youth and their families will also be contacted by a care coordinator from OhioRISE or their local care management entity (CME), which are contracted by Aetna Better Health of Ohio.

What are Care Management Entities (CMEs)?

Care Management Entities (CMEs) are organizations in a child or youth's community that are contracted by Aetna Better Health of Ohio. Children and youth in OhioRISE with moderate and intensive needs work with CMEs to coordinate supports and services. Children, youth, and families who work with a CME should call their CME for assistance with navigating community systems, obtaining services, and other behavioral health related needs.

Some children or youth enrolled in OhioRISE have less intensive needs. These children, youth, and their families will work with Aetna Better Health to coordinate supports and services. These youth should contact Aetna for assistance with navigating community systems, obtaining services, and other behavioral health related needs.

General Information Regarding OhioRISE "Day One" Enrollments

Some children and youth will be enrolled in OhioRISE effective 07/01/2022 based on:

- Behavioral health services they received in the past several months, or
- Because a Child and Adolescent Needs and Strengths (CANS) assessment showed they may benefit from the new and improved services available as part of OhioRISE.

An OhioRISE care coordinator will be assigned to help these children, youth, and their families understand the program and coordinate services. Children and youth who have not already received a CANS assessment will be contacted by OhioRISE to complete this assessment. This will allow the OhioRISE plan to understand how they can best serve the member.

If a child or youth is eligible for OhioRISE, is that their only Ohio Medicaid plan?

No. The child or youth will still be a member of [insert MCO name] while enrolled in OhioRISE. [Insert MCO name] will cover their physical health and pharmacy services, and OhioRISE will cover their behavioral health services.

Can OhioRISE be selected as a child or youth's Ohio Medicaid plan during open enrollment?

No. A child or youth must be determined eligible for OhioRISE. If a child or youth is not included in the day one population, a Child and Adolescent Needs and Strengths (CANS) assessment can be scheduled to see if they meet OhioRISE eligibility criteria.

If a child or youth is eligible for OhioRISE, this plan will cover their behavioral health services. Their managed care organization (MCO) will cover their physical health and pharmacy services. A child or youth's managed care organization can be changed during annual open enrollment, and we're in the open enrollment period now through November 30, 2022.

- You are encouraged to select a Next Generation managed care organization now that best meets your needs.
- If you have questions about your healthcare coverage or you'd like to change your managed care organization, call the Ohio Medicaid Consumer Hotline at 1-800-324-8680, TTY: 711.

- If you do not make a Next Generation managed care organization selection, you will continue to get healthcare coverage and will remain with your current plan.

What is the OhioRISE 1915(c) waiver?

The OhioRISE 1915(c) waiver is a subset of the OhioRISE program for children and youth most at risk of custody relinquishment and/or placement in a facility, like a Psychiatric Residential Treatment Facility (PRTF). The OhioRISE waiver provides additional services beyond the standard behavioral health services and physical healthcare services that a child or youth is eligible to receive.

In addition to meeting Medicaid and OhioRISE program eligibility, a child or youth must also meet OhioRISE waiver program eligibility. Some of these additional eligibility criteria include:

- Having a serious emotional disturbance (SED) diagnosis.
- Being at risk of custody relinquishment and/or placement in a facility, like an inpatient hospital for psychiatric needs or a psychiatric residential treatment facility (PRTF).
- A need for the services offered through the OhioRISE waiver.
- Be living and continue living in a family/caregiver home or another community-based setting.

Can a child or youth be disenrolled if they don't want to be in the OhioRISE program?

- Enrollment in OhioRISE is mandatory if a child or youth is determined eligible.
- Members don't have to use any of the services provided in the program.

If a child or youth or their parent/guardian does not want them to be enrolled in OhioRISE, they can ask to be disenrolled through a Just Cause request. ODM will review the request and decide if disenrollment is appropriate. A child or youth who is disenrolled from OhioRISE will not be able to get the new and improved services because these services are only available through OhioRISE. A Just Cause request can be made by contacting the Medicaid Consumer Hotline at 1-800-324-8680 (TTY: 711), Monday through Friday 7:00 a.m. to 8:00 p.m. and Saturday 8:00 a.m. to 5:00 p.m.

Where can I find more information on OhioRISE?

Visit managedcare.medicaid.ohio.gov/OhioRISE for more information on OhioRISE. You can call OhioRISE Member Services at 1-833-711-0773 (TTY: 711) for more information on the program. On or after July 1, 2022, you can also visit AetnaBetterHealth.com/OhioRISE for assistance.