



PUERTO RICO  
**Health Insurance**  
CONFERENCE 2023

***Puerto Rico  
Medicaid Program***  
*The Transformation of Medicaid*

March 30, 2023



#camaristaenaccion

# Meet Your Panel!



**Dinorah Collazo-Ortiz**

Executive Medicaid  
Director  
PRMP



**Greg Charles**

Project Manager  
Intervoice



**Zach Rioux**

Engagement Manager  
BerryDunn



**Rosalba Scotto**

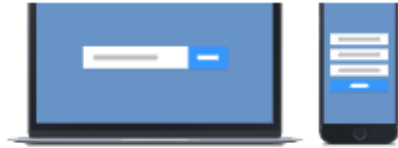
Account Manager  
Gainwell



**Jonathan Bonet, Moderator**

Senior Director  
MMM Healthcare, LLC

# As you reflect on the role of the Puerto Rico Medicaid Program and the Department of Health, what word comes to mind?



- 1 Go to **PollEv.com**
- 2 Enter **LDEPARTMENT052**



- 1 Text **LDEPARTMENT052** to **22333**
- 2 Text in your message

# Overview of Puerto Rico Medicaid



## Puerto Rico Medicaid Program Overview

- Single State Agency responsible for administering the Medicaid Program
- Determines beneficiary's Medicaid eligibility
- Program Integrity responsible for prevention of fraud, waste and abuse from providers and beneficiaries
- Responsible for Medicaid Enterprise Solutions (MES)
  - Eligibility & Enrollment Solution (E&E)
  - Managed Medicaid Information System (MMIS)
  - Health Information Exchange (HIE)
  - Enterprise Data Warehouse (EDW)

## ASES Overview

- Sister agency to PRDoH and PRMP created in 1993
- Oversees, monitors, and evaluates services offered by MCOs
- Overseen and monitored by a Board of Directors



# **A Year in Review: Celebrating PRMP's Success**

## ***Key Successes in 2022-2023 Thus Far...***

- Medicaid Integrated Technology Initiative, 3rd Generation (MEDITI3G) Implementation & Certification
- Obtained additional federal funding necessary to:
  - Sustain a Local Poverty Level (LPL) at 85% of the Federal Poverty Level (FPL), and move to 100% of the FPL
  - Increase fees for providers including but not limited to increasing provider payments to the reimbursement floor of 75% of the Medicare fee schedule for services reimbursed under Part B (unless provider is in a sub-capitation agreement); increasing fees for dental services, increasing rates for hospitals
  - Expand benefits for beneficiaries including but not limited to removal of copays for non-pharmacy services, expanding the range of prescription medications coverage, adding coverage for type one diabetics, expanding adult dental coverage, expanding vaccine benefits to adults, and expanding telehealth services
- Preparation for Unwinding of Public Health Emergency (PHE) related Medicaid benefits has resulted in CMS communicating that PRMP has no need for mitigation plans --- this is nearly unheard of across State Medicaid Agencies at the moment!
- Continue to successfully enhance capacity and internal processes in support of program integrity

# Program Integrity

Puerto Rico has made considerable progress in the past 12 months to strengthen the integrity of its Medicaid program. Below are some of our key accomplishments:

## PUERTO RICO MEDICAID PROGRAM

Puerto Rico's Medicaid program is very different than other State Medicaid Agencies (SMAs)

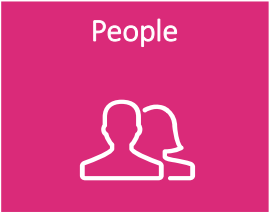
100% Managed Care since 1993.

3.2 million  
Population

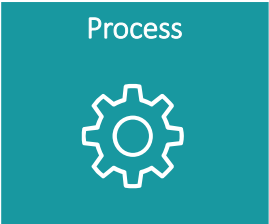
1.6 million  
Beneficiaries

\$16m at risk  
Program Integrity Cases Reviewed  
\*\$68m at risk 2021 Q1 – 2022 Q3

Over 119 cases reviewed!  
Total Amount of Funds Identified as at Risk  
\*570 cases 2021 Q1 – 2022 Q3



Throughout 2022 and continuing into 2023, PRMP provided fraud-focused training for all employees by raising greater awareness of fraud, waste, and abuse (FWA). Further, PRMP has expanded the Program Integrity Unit by acquiring additional employees. (clinical auditors, medical technologist, reviewers, legal advisors).



Developed detailed documentation and deployed trainings on how to enhance controls, identify and investigate fraud with a goal to increase transparency on processes.



Improved compliance and oversight capabilities by enhancing collaboration with all components of the Medicaid enterprise. The Program Integrity Unit is also continuing to enhance data accuracy and completeness efforts, and has begun considering needs in support of PRMP's need to implement an Asset Verification Solution by January 1, 2026.



Enabled stronger and consistent decision-making by establishing Governance Committees, decision boards, and consistent processes to guide contracting reform efforts, more effectively manage data, and streamline reporting.

# MEDITI3G – Medicaid Eligibility and Enrollment Solution



## Implementation Benefits

- Simplified Medicaid application process
- Provided a path for future integration with other federal programs (i.e., Food stamps, WIC, and ASUME)
- Achieved full compliance with new federal regulations and CMS guidance
- Improved accuracy of eligibility determinations
- Reduced operational costs through receiving enhanced federal financial participation (FFP) for both system implementation and operations



## Key System Functionality

- Case Management Solution
- Automated Data Verification via Federal Interfaces
- Forms and Notices
- Appeals Process
- Renewal and Recertification of Beneficiary's Medicaid Eligibility
- Citizen Portal
- Workload management
- Federal regulatory reporting
- Improved audit and quality control



## Key Project Successes

- CMS certification of solution to allow for Puerto Rico to obtain enhanced federal funding in support of MEDITI3G operations (75/25 FFP versus 50/50 FFP)
- Solution has provided greater transparency into and accuracy with eligibility determinations
- Others!





**Congratulations!**



# COVID-19 Public Health Emergency (PHE) Medicaid Eligibility Unwinding

*Preparing for the unwinding of Medicaid eligibility protections provided to beneficiaries in response to the COVID-19 pandemic*

- In response to the COVID-19 PHE, CMS put in place expanded eligibility protections for Medicaid beneficiaries.
- Continuous coverage protections for Medicaid beneficiaries ends on April 1, 2023.
- PRMP has 12 months to complete processes for those renewals.
- PRMP has the need to redetermine eligibility for the island's 1.6 million beneficiaries.
- Preparation has included but is not limited to the following:
  - Increased eligibility caseworker staffing levels to support increased eligibility redeterminations
  - Established a PRMP PHE Unwind Committee to plan for and monitor redeterminations
  - Enhanced training of eligibility caseworkers on the MEDITI3G solution
  - Communications strategy

# PRMP's Plan for Medicaid Eligibility Redeterminations

***CMS Definition of Unwind Success: “Minimize the Number of Beneficiaries Who Lose Coverage.”***

- PRMP will be initiating Medicaid eligibility renewals for beneficiaries on a rolling basis with approximately 75,000-94,336 cases being initiated for renewal each month throughout a twelve-month period.
- When possible, beneficiaries' eligibility redetermination is processed via the MEDIT3G solution's 'ex parte' process --- further minimizing the need for beneficiaries and caseworkers to engage in their redetermination process.



# How Can You Help with PHE Unwind Efforts?

*The following identifies a few of the approaches you can take to assist Medicaid beneficiaries in maintaining coverage:*

- Publish notices / flyers in provider offices
- Make information regarding the need to redetermine their eligibility available at upcoming MCO health fairs
- Orient beneficiaries to ongoing unwinding efforts and direct them to the citizen portal or PRMP call center to facilitate their renewals once they have been notified
- At each opportunity, encourage beneficiaries to confirm and/or update their contact information via the citizen portal
- Orient beneficiaries with the alternatives for submitting their renewals (i.e. citizen portal, mail, drop-off/walk-ins at local offices, and contacting the call center to schedule an appointment)

## **PRMP Citizen Portal:**

<https://www.medicaid.pr.gov>

## **Contact Center Number and Hours:**

- Direct: (787) 641-4224
- TTY (787) 625-6955
- Hours: Mon - Fri from 8 am to 6 pm



# We want your feedback!

- What questions and/or feedback do you have regarding PRMP's approach to redetermining Medicaid eligibility through the PHE Unwind effort?
- How can PRMP best support you throughout this PHE Unwind effort?

Feedback Regarding PHE Unwind  
Eligibility Redeterminations



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# **What's Next: A Look at PRMP's Medicaid Enterprise Roadmap**

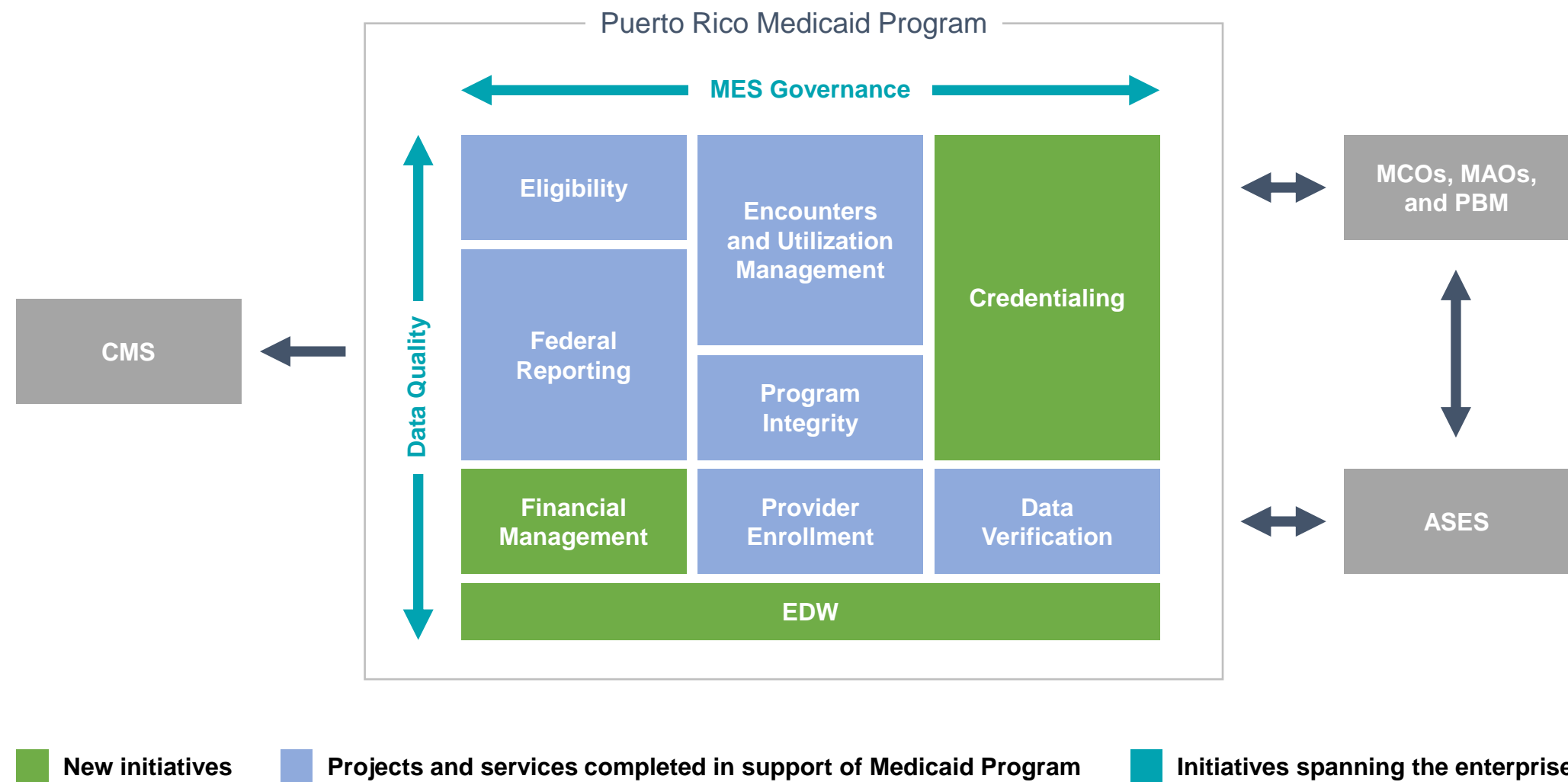
# Medicaid Enterprise Priority Initiatives

*Calendar Years 2023-2024*

1	Medicaid Integrated Technology Initiative, 3 <sup>rd</sup> Generation (MEDITI3G) (Eligibility Solution) Implementation	2	Centralized Provider Enrollment and Credentialing (CPEC) Procurement and Implementation	3	Program Integrity Modernization Assessment	4	Medicaid Management Information System (MMIS) Phase III (Financial Management) Implementation
<ul style="list-style-type: none"><li>• Create of a beneficiary point of entry for beneficiary eligibility determinations and to provide enrollment specific information</li><li>• Update application processing for applicants resulting in reduced time and effort</li><li>• Reduce effort for eligibility workers resulting in increased accuracy and timeliness</li><li>• Comply with federal guidelines and CMS compliance</li><li>• Reduce staff time spent manually processing or reworking cases</li><li>• Improved eligibility determination results</li></ul>		<ul style="list-style-type: none"><li>• Reduce the administrative burden on providers enrolling and credentialing with PRMP, including consolidation of current multiple required credentialing processes</li><li>• Improve system uptime to allow providers to access the CPEC solution in a self-service capacity</li><li>• Reduce the amount of time it takes for providers to enroll with PRMP</li><li>• Reduce the amount of time it takes for providers to credential with PRMP</li></ul>		<ul style="list-style-type: none"><li>• Increase annual recoupment of payments due to fraud, waste and abuse.</li><li>• Increase referrals to Medicaid Fraud Control Units (MFCU)</li><li>• Reduce manual intervention necessary to process cases</li><li>• Provide improved insight into recoupment amounts</li><li>• Assessment will also consider needs associated with Asset Verification System and compliance with recent federal legislation</li><li>• Gap analysis of the system to increase performance of the unit</li></ul>		<ul style="list-style-type: none"><li>• Enhance ability to reconcile premium payments to rates, capitation payments to carriers, and capitation payments for beneficiary services</li><li>• Simplify the processes in provider financial management</li><li>• Reduce time to complete financial business processes</li><li>• Timely and complete reporting of financial data to the federal government</li><li>• Coordinate and improve the accuracy and access of financial data</li><li>• Integrate technology and business processes into a single modular financial management solution</li><li>• Enhance visibility into premium payment rates and rate adjustments</li></ul>	
Current – 09/2023 (updates pending)		01/2023 – TBD		12/2022 – TBD		10/2022 – TBD	



# How Does It All Fit Together?



# We want your feedback!

- Which PRMP Medicaid Enterprise Initiative excites you the most?
- Which PRMP Medicaid Enterprise Initiative are you most concerned about?
- Why?
- Do you have any other feedback that you would like the PRMP to take into account as a part of their Medicaid Enterprise Roadmap?

Join in on Puerto Rico's Medicaid Enterprise Journey!



<https://forms.office.com/r/fBz2Td5gUA>

# Thank you!

Feedback Regarding PHE Unwind  
Eligibility Redeterminations



<https://forms.office.com/r/X6LPaftcFG>

DEPARTAMENTO DE  
**SALUD**



Join in on Puerto Rico's Medicaid  
Enterprise Journey!



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# Thank You



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DE PUERTO RICO

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