



30 East Broad Street \$ Columbus, Ohio 43215-3414
<http://jfs.ohio.gov>

July 1, 2004

Dear Physician:

Effective _____, _____ County consumers who receive health care services through the Aged, Blind or Disabled Fee-For-Service program, may be eligible for assistance in managing their health. **Enhanced Care Management (ECM)** is a new program that will be available to Ohio Medicaid consumers with certain chronic illnesses which include asthma, chronic obstructive pulmonary disease, congestive heart failure, coronary artery disease, or diabetes for adults and asthma for children. The Ohio Department of Job and Family Services will contract with _____ (Enhanced Care Management Plan, ECMP) to assist the consumers and their physicians in _____ County. A process to notify and enroll members in the program will begin soon. ECM members must identify a physician who will serve as their primary care provider (PCP). The ECMP will assist the ECM member to select a PCP. The enrollment will be phased-in over the next 12 months. During this period, the ECMP will contact physicians about the opportunity to participate in ECM.

The clinical role of the PCP who is in the ECM program includes:

- To serve as the ongoing source of primary and preventive care for the ECM member.
- To participate, along with other health care professionals, in the timely development, monitoring, and updating of a plan of care for the ECM member.
- To educate the ECM member about their illness and encourage treatment plan compliance and self-management.
- To assist with the coordination of the ECM member's overall care, including notifying the ECMP of any prior-authorization requests or other service arrangements.
- To follow evidence-based clinical practices, as appropriate.

The benefits that the ECMP will offer the ECM members includes:

- Offer assistance to the members in making and keeping physician appointments.
- Provide members with information about their illness and the value of prevention and self-management.
- Involve and assist the PCP to assure the member complies with clinical instructions and follows their plan of care.
- A statewide 24-hour nurse helpline to answer the members health questions and help them with health problems at any time.

July 1, 2004

Page 2

Eligible consumers are automatically enrolled in the ECM program, unless they decide not to participate. Also, the consumer can cancel their ECM membership at any time. The ECM members will receive an Enhanced Care monthly Medicaid Card that allows them to obtain their medical services. The Medicaid card will be enhanced to include the 24-hour nurse helpline and the name of the ECM provider, the ECMP. The ECM member will have access to all of the services that are covered by the Medicaid Fee-For-Service (FFS) benefit package.

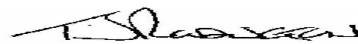
For physicians who serve ECM members, the payment is identical to the current FFS system where the physician provides the service and subsequently bills Medicaid. Additionally, the ECM program allows for supplemental monthly payments to physicians who serve as the ECM member's accountable primary care provider (PCP). Also, the ECM program includes an opportunity to offer the PCP a performance incentive payment.

If you want to learn more about the ECM Program, you may call the ECMP Provider Relations Department at _____ on Monday through Friday 8 a.m. to 5 p.m.

Sincerely,



Barbara Coulter Edwards
Deputy Director
Office of Ohio Health Plans
Ohio Department of Job and Family Services



T.J. Redington, M.D.
Medicaid Medical Director
Office of Ohio Health Plans
Ohio Department of Job and Family Services