

Medicare Community Resource Support FAQ

INTERNAL USE ONLY – NOT FOR USE WITH MEMBERS

- **What is the Medicare Community Resource Support Benefit?**

The Medicare Community Resource Support (MCRS) benefit is a benefit designed to help members bridge the gap between their medical needs/benefits and the resources available to in their community. The goal is to provide information and education about community-based services and support programs in the member's local area so they can get additional support, education, and services when needed.

- **How does it work?**

The MCRS team has been researching and developing lists of programs in our members' service areas, as well as resources that can be contacted that will have additional information. The team will educate many of our internal teams to look for situations and opportunities where a member needs additional support or services. When those teams see those situations, they will refer the member to the MCRS team, which will perform an outreach to the member.

- **Do members/prospects need to enroll in or select the Medicare Community Resource Support benefit in order to use it?**

No, enrollment in the MCRS benefit is automatic for members enrolled in plans with the filed benefit.

- **What team manages the Medicare Community Resource Support benefit?**

The Medicare Community Resource Support (MCRS) benefit is managed by the newly formed Medicare Education & Outreach (MEO) team.

- **What kinds of programs will the Medicare Community Resource Support team be able to support?**

The team will help members connect with programs in a number of areas including:

- Bridging the gap between healthcare benefits and non-healthcare covered needs
- Educational programs for members with chronic illnesses
- General Assistance programs that help members with caregiver services, elder services, household expenses, food assistance, legal aid, etc.
- Programs supporting basic needs including clothing, food and shelter

- **What are some examples of situations that might result in a referral to the Medicare Education & Outreach (MEO) team for Medicare Community Resource Support?**

- A case manager is working with a newly wheelchair-bound individual who requires a ramp to access his/her house and floor refinishing to address uneven flooring, making getting around difficult. The case manager refers the case to the MEO team, triggering MCRS outreach.
- An early intervention team associate, completing a health risk assessment, comes across a diabetic member who voices concern that the corner produce market has recently closed down and she has limited access to get across town to the supermarket, which carries fresh fruits and vegetables. The early intervention team associate refers the case to the MEO team, triggering MCRS outreach.

Medicare Community Resource Support FAQ

INTERNAL USE ONLY – NOT FOR USE WITH MEMBERS

- A customer service representative is assisting a visually impaired member with her recently deceased husband's claims, when the member casually mentions that she is having to relearn "little things" that require stronger visual acuity, like adjusting the thermostat and working the stove. The customer service representative refers the case to the MEO team, triggering MCRS outreach.

- **How do existing members take advantage of MCRS in 2019?**

Existing members whose plans include the Medicare Community Resource Support benefit for 2019 will be notified of the new benefits in their ANOC. Members appropriate for this outreach are identified through case management or the health risk assessment process; they may also be identified via customer service calls or the grievance process. Access to the benefit is on a referral-basis only, from Case Management, the Early Intervention Team (HRA completion), Customer Service or MCAG. Providers who wish to refer a member to this program should contact either Customer Service or—if member has a case manager—Case Management. Members who wish to learn more about this program and/or self refer can do so by calling customer service. Regardless of referral method, there is no “inbound” phone number for the MCRS team. Once a member has been referred, a member of the Medicare Education & Outreach team will make initial contact with the member.

- **Does the member need a referral from a doctor to take advantage of MCRS?**

No, a member does not need a referral from a doctor to use the MCRS benefit. However, a provider who identifies a need may reach out to either Customer Service or—for members with a case manager—Case Management on the member's behalf to start the process.

- **Can members take advantage of MCRS and also select an Essential/Everyday Extras benefit?**

Yes. On plans where both benefits exist, members may both select one Everyday/Essential Extras benefit and take advantage of the MCRS benefit. However, there are a number of plans that include only the MCRS benefit and not Essential/Everyday Extras.

- **Can members take advantage of MCRS at any time during the year?**

Yes.

- **Can members in plans that don't have this benefit take advantage of this outreach?**

In extremely extenuating circumstances, yes, at the discretion of the referring department and the Medicare Education & Outreach team.

- **How do members learn more about this benefit?**

Members may reach out to Customer Service to learn more about the Medicare Community Resource Support benefit.

Medicare Community Resource Support FAQ

INTERNAL USE ONLY – NOT FOR USE WITH MEMBERS

- **Is there a limit on the number of calls or conditions a member can use the MCRS benefit for?**

No. The MCRS benefit does not limit the number of interactions or conditions for which a member can use the MCRS benefit.

- **What if the member is using the MCRS benefit, but not longer requires or wants the outreach?**

Members may elect to stop outreach at any time, and/or when they agree with the MEO staff that they no longer need assistance.

- **Do members joining a participating Anthem plan or selecting their benefit after Jan 1 still get to use the Medicare Community Resource Support benefit?**

Yes.

- **Does the MCRS benefit require precertification?**

No, there are no precertification requirements related to the MCRS benefit.

- **Are there any requirements especially for DSNP members related to MCRS?**

No. There are no special requirements related to DSNPs.