




**INTEGRATED
CARE
NETWORK
(ICN)**

**WHAT
IS THE
INTEGRATED
CARE
NETWORK?**



Alabama Select Network (ASN) is an Integrated Care Network (ICN) that provides enhanced case management, education, and outreach services to Medicaid members needing long-term services and supports (LTSS). Long-term services and supports include help doing everyday activities that you may no longer be able to do for yourself as you grow older, or if you have a physical disability – services like bathing, dressing, getting around your home, preparing meals, or doing household chores.

Long-term services and supports include care in your own home or in the community that may keep you from having to go to a nursing home for as long as possible. These are called Home and Community-Based Services (HCBS). Long-term services and supports also include care in a Nursing Home.

CASE MANAGEMENT AND THE ROLE OF THE CASE MANAGER

Alabama Select Network is responsible for helping coordinate and manage your needs. You will be assigned a Case Manager that will help you every step of the way. They will be your primary contact person and the first person you should call if you have questions about your services. Your Case Manager will visit you in person to complete a face-to-face visit to help you qualify for long-term services and supports. Your Case Manager will work with you to complete a Care Plan that lists the service types and amount you need. After you are enrolled in the Integrated Care Network, your Case Manager will visit you each month, and when you need additional assistance.

Case Management and Medical Case Management services assist you in managing your health. ASN provides disease education, medication review and case management support to help you manage your chronic condition, medical, and long-term service and support needs.

YOUR CASE MANAGER WILL:

- Provide information about Alabama Select Network and answer your questions.
- Work with you to ensure that you have all the information you need to make good choices about your health care.
- Help you get the right kind of long-term services and supports in the right setting for you to address your needs.
- Coordinate all of your physical health, mental health and long-term services and supports needs.
- Help to solve issues that you have about your care.
- Make sure that your Care Plan is carried out and is working the way that it needs to.
- Be aware of your needs as they change, update your Care Plan when needed (at least every 6 months, and as needed), and make sure that the services you get are appropriate for your changing needs.
- Check at least once a year to make sure that you continue to need the level of care provided in a nursing home.
- Communicate with your providers to make sure they know what's happening with your health care and to coordinate your service delivery.

Your Case Manager is:

Your Case Manager Contact Information is:

Alabama Select Network Member Services Line is:

1-855-339-6023



CHANGING CASE MANAGERS

If you are unhappy with your Case Manager and would like a different one, you can ask Alabama Select Network.

To ask for a different Case Manager, call Alabama Select Network at **1-855-339-6023**. Tell us why you want to change Case Managers. We'll help to address any problems or concerns you have with your Case Manager. There may be times when Alabama Select Network will have to change your Case Manager. This may happen if your Case Manager is no longer with Alabama Select Network, is temporarily not working, or has too many members to give them the attention they need. If this happens, Alabama Select Network will let you know who your new Case Manager will be and how to contact them.

If you're in Alabama Select Network, you can contact your Case Manager anytime you have a question or concern about your health care – you do not need to wait until a home visit. You should contact your Case Manager anytime you have a change in your health condition or other things that may affect the kind or amount of care you need. If you need help after regular business hours that won't wait until the next day, you can call Alabama Select Network Member Services at **1-855-339-6023**.

WHAT LTSS ARE COVERED IN THE INTEGRATED CARE NETWORK?

The services you may be able to receive in the ICN depend on your needs, the waiver you are enrolled in, and where you receive your services. Some services have limits. That means that the Alabama Medicaid Agency will pay for only a certain amount of these services. The kind and amount of care you get depends on your needs.

- **Elderly and Disabled Waiver (E&D)**

The E&D Waiver provides services to members who are older or who have physical disabilities and who live at home or with a loved one. These services are available in the E&D Waiver.

- **Case Management** – Your Case Manager will help you get the care you need to remain safely in your home. Your Case Manager will visit you in your home and help you create a Care Plan. The Care Plan will include what kinds of services you need. A Case Manager will visit you in your home one (1) time a month, and when you need additional assistance.
- **Personal Care** – Helps with your daily activities such as bathing, dressing and eating.
- **Homemaker Services** – Helps with light housekeeping to keep your home safe and clean, such as washing your dishes, cleaning your room, and washing your clothes.
- **Adult Companion Services** – Helps with daily activities and additional support or supervision.
- **Adult Day Health Care** – A place you can go for several hours during the day to get services and participate in activities. The Adult Day Health Care center provides transportation if you need it.
- **Skilled/Unskilled Respite** – Service provided to you so that your caregiver can get some rest.
- **Home Delivered Meals** – Nutritional meals that are delivered to your home. You can get either seven (7) frozen meals, or 14 frozen meals per week. You can also get two (2) shelf-stable meals for emergencies. The shelf-stable meals cannot be more than six (6) meals in a six (6) month period.



- **Alabama Community Transition Waiver (ACT)**

The ACT Waiver provides services to members with long-term illnesses or physical disabilities that live in a nursing home, but want to move back to their home or a loved one's home. The ACT Waiver also provides you the ability to direct your own care by choosing the people you want to provide your care.

- **Transitioning from a Nursing Home** – If you're in a nursing home, you may be able move from your nursing home to your own home and receive services if you want to. If you're interested in moving out of the nursing home into the community, talk with your Case Manager to see if you are eligible for home services. There is a special program that can help you transition, called Gateway to Community Living (GCL).

What if you don't want to leave the nursing home and move to the community? Then, Alabama Select Network won't make you, even if we think care in the community would cost less. As long as you qualify for nursing home care, you can choose to receive it. You can change your choice at any time as long as you qualify and can enroll to receive care in the setting you pick.

THESE SERVICES ARE AVAILABLE IN THE ACT WAIVER.

- **Case Management** – Your Case Manager will help you get the care you need to remain safely in your home. Your Case Manager will visit you in your home and help you create a Care Plan. The Care Plan will include what kinds of services you need. A Case Manager will visit you in your home one (1) time a month, and when you need additional assistance.
- **Transitional Assistance Services** – Helps provide members that want to move from a Nursing Home to their own home with things like deposits, buying household items, and moving expenses. This is limited to \$3,500 per member.
- **Personal Care** – Helps with your daily activities such as bathing, dressing and eating.
- **Homemaker Services** – Helps with light housekeeping to keep your home safe and clean, such as washing your dishes, cleaning your room, and washing your clothes.
- **Adult Day Health Care** – A place you can go for several hours during the day to get services and participate in activities. The Adult Day Health Care center provides transportation if you need it.
- **Home Delivered Meals** – Nutritional meals that are delivered to your home. You can get either seven (7) frozen meals, or 14 frozen meals per week. You can also get two (2) shelf-stable meals for emergencies. The shelf-stable meals cannot be more than six (6) meals in a six (6) month period.
- **Skilled/Unskilled Respite** – Service provided to you so that your caregiver can get some rest.
- **Skilled Nursing** – Available for members who need observation and nursing services that can only be provided by a Nurse.
- **Adult Companion Services** – Helps with daily activities and additional support or supervision.

- **Home Modification** – Minor revisions to your home to help you stay safely in your home. This includes items such as wheelchair ramps, grab-bars, and door-widenings. This is limited to \$5,000 per member.
- **Assistive Technology** – Items that help you with your daily activities, and live safely in your home. This is limited to \$15,000 per member.
- **Personal Emergency Response Systems (PERS)** – Installation and Monthly Fee – A device that you wear around your neck and can push to call for emergency help. An example of when you could use the PERS is if you have fallen and need help getting up.
- **Medical Equipment Supplies and Appliances** – Items that help you with your daily activities, live safely in your home, and prevent you from getting things such as bedsores. This is limited to \$1,800 per member, per year.
- **Personal Assistance Services (PAS)** – Helps members with physical disabilities perform activities on their job. This is limited to 40 hours per month.
- **Personal Choices** – You can choose to hire someone to help with your care or you can save money for equipment purchases. Financial counselors help you create a budget and manage your money. Personal Choices is available in the E&D and ACT Waivers. These services are available through Personal Choices.
 - Unskilled Respite – Personal Care
 - Homemaker – Companion Services
- **Nursing Home Services** – A nursing home is a place where you live that provides you with the level of care you need. That could include health care, assistance with daily activities, nursing care, and rehabilitation.

FREEDOM OF CHOICE

You will have the choice of your Direct Service Providers (DSPs) for each of the waiver services you need and is listed on your Care Plan. You may also be able to hire your own workers with the 'Personal Choices' program. Your Case Manager will ask you if you want to hire your own workers, or ask for your choice of Direct Service Providers.

The provider you choose must be willing and able to give your care. The provider must be contracted with the Alabama Medicaid Agency to provide the kind of care you need. Your Case Manager will try to help you get the contracted provider you pick. But, if you don't get the provider you want, you can't appeal and get a fair hearing. If you don't get the services you think you need, then you can file an appeal.

You will also have the choice of a Nursing Home if that is where you choose to get your care.

HOW DO I QUALIFY FOR A WAIVER?

To be enrolled in a waiver, you must qualify both medically and financially.

- **Medical** – You must meet the nursing facility level of care.
- **Financial** – For 2019, the Income Limit is \$2,313, and the Resource Limit is \$2,000 as of the first day of each month.

WHO DO I CONTACT FOR MORE INFORMATION?

- If you are already in the ICN program with Alabama Select, contact the Alabama Select Network at **1- 855-339-6023**.
- For the Elderly and Disabled (E&D) Waiver, contact the Alabama Department of Senior Services at **1-800-243-5463** (1-800-AGE-LINE).
- For the Alabama Community Transition (ACT) Waiver, contact the Alabama Department of Senior Services at **1-877-425-2243**.

NON-EMERGENCY TRANSPORTATION (NET)

Medicaid's NET program is set up to help give rides to and from a doctor's office, clinic or other place for Medicaid covered medical care that can be planned ahead of time. In order for Medicaid to pay for a ride, you (or someone who is helping you) will need to call Medicaid's toll-free number at 1-800-362-1504 at least five days before the ride is needed. The NET hotline is available 8:00 A.M. to 4:00 P.M., Monday through Friday, except on major state holidays.



DISENGAGEMENT

You have the right to disenroll from the ICN at any time. However, please be aware that disenrollment means you will no longer receive waiver services provided as part of this program.

If you wish to disenroll from the ICN program, please contact the Alabama Medicaid Agency at 1-800-362-1504 or talk directly with your Case Manager.

SOME REASONS TO DISENGAGE FROM THE ICN PROGRAM INCLUDE:

- moving out of state;
- a provider not covering the services you seek because of moral or religious objections;
- needing services performed at a specific time and they are not available within the Provider network; and,
- other reasons including, but not limited to, poor quality of care, lack of access to services covered, or lack of access to Providers experienced in dealing with specific health care needs.

The Alabama Medicaid Agency also has the right to disenroll enrollees due to eligibility or for fraudulent or abusive use of services.

IDENTIFYING AND REPORTING ABUSE, NEGLECT AND EXPLOITATION

Alabama Select Network members have the right to be free from abuse, neglect and exploitation. It's important that you understand how to identify abuse, neglect and exploitation and how to report it.

Abuse can be...

- Physical abuse;
- Emotional abuse; or,
- Sexual abuse.

It includes inflicting pain, injury, or mental anguish, unreasonable confinement or other cruel treatment.

Neglect can occur...

- When an adult is unable to care for him/herself or to obtain needed care, placing his/her health or life at risk. This is "self-neglect."
- When the basic needs of a child or an adult who is dependent on others are not met by a caregiver, resulting in harm or risk of harm to health or safety. The neglect may be unintended, resulting from the caregiver's lack of ability to provide or arrange for the care or services the person requires. Neglect also may be due to the intentional failure of the caregiver to meet the person's needs.

Exploitation can include...

- Fraud or coercion;
- Forgery; or,
- Unauthorized use of banking accounts or credit cards.

Financial Exploitation occurs when a caregiver improperly uses funds intended for the care or use of an adult. These are funds paid to the adult or to the caregiver by a governmental agency.

Any time you feel like you are in immediately danger, call **911**. If you think you're a victim of abuse, neglect or exploitation or that any other Alabama Select Network member is a victim of abuse, neglect or exploitation, please notify your Case Manager immediately.

You can also report abuse, neglect, or exploitation to the Alabama Department of Human Resources, Adult Protective Services Division.

That phone number is 334-242-1350, or the Adult Abuse Hotline at 1-800-458-7214

NOTICE OF NONDISCRIMINATION

Alabama Select Network complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Alabama Select Network does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

FOREIGN LANGUAGE ASSISTANCE

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-339-6023 (TTY: 711)

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-339-6023 (TTY: 711)。

