

JUST Health

(Justice-Involved Utilization of
State Transitioned Healthcare)

Purpose

The purpose of this workshop is to provide an overview of New Mexico Medicaid's **JUST Health** (Justice-Involved Utilization of State Transitioned Healthcare) program. Having an understanding of the incarcerated individual's eligibility will improve billing practices by reducing claim denials and ensuring all rendered services are billed properly.

Objectives

We will review the following information as it pertains to the **JUST Health** program

- What is **JUST Health**
 - When is an incarcerated individual eligible
 - What Medicaid services are available to an incarcerated individual
 - What is the Short Term Medicaid For Incarcerated Individual (STMII) program
 - How **JUST Health** works
 - Viewing **JUST Health** eligibility in the New Mexico Medicaid Web Portal

What is **JUST HEALTH**

JUST HEALTH

Justice-Involved Utilization of State Transitioned Healthcare

Step 1.

Incarceration shall not be a basis to terminate or deny eligibility for Medicaid. A Medicaid eligible individual will have their Medicaid benefits suspended until release.

Step 2.

An individual not enrolled in Medicaid at the time of incarceration may apply for Medicaid while incarcerated.

Step 3.

Upon release, an individual who remains Medicaid eligible will have their Medicaid benefits reinstated, allowing the individual immediate access to healthcare.

JUST Health continued . . .

- Individuals who have been determined eligible and are released within 30 days of their incarceration date will not have their Medicaid benefits suspended.
 - These individuals will have access to all Medicaid benefits available under their determined Medicaid category of eligibility upon their release (i.e. prescription medication, primary care physician, BH services).
- Eligible individuals who are incarcerated beyond 30 days will have their benefits in a suspended status.
 - Inmates who are incarcerated at an HSD contracted facility who have their Medicaid benefits suspended but require inpatient hospital services (limited to hospital admission of 24-hours or more) will receive those benefits as Medicaid covered service through the Medicaid Fee for Service (FFS) program. Medicaid will only pay for STMII claims if the service is a Medicaid covered service and the inpatient stay is for at least 24 hours.

How JUST Health Works

- Jail/Prison notifies HSD of the individual's incarceration date via a daily interface file
- PEDs at correctional facilities may assist incarcerated individuals, who are not Medicaid enrolled submit Medicaid applications.
- After 30 or more days of incarceration, an individual's Medicaid benefits are suspended
- If an individual needs medical services while their benefits are suspended, Medicaid may reimburse for qualifying Medicaid-covered **inpatient** stays of 24+ hours ONLY if the correctional facility has a contract for STMII (Short Term Medicaid For Incarcerated Individual) with HSD
- Jail/Prison notifies HSD of inmate's release date via the daily interface file
- HSD restores the individual's Medicaid benefits to an active status

Short Term Medicaid For Incarcerated Individual (STMII) Program

- The incarcerated individual must be approved for Medicaid and have benefits in a suspended status (incarcerated for 30 or more days) for STMII to pay for inpatient hospital stays over 24 hours
- Inpatient hospital service must be a Medicaid-covered service to be eligible for Medicaid reimbursement
- The individual may be eligible for STMII services multiple times a year
- The individual may apply for Medicaid after he/she is released from the correctional facility
- The Correctional Facility must have a contract with HSD to participate in the STMII program
- If the Correctional Facility is not contracted with HSD, the provider must bill the claim to the inmate's facility of incarceration

Viewing **JUST Health** In the New Mexico Medicaid Web Portal

The client's eligibility will be suspended for the date-of-service that you're looking for. Below is an example of the red text that will be seen above the Category of Eligibility Information section. If you feel this eligibility suspension is an error, please contact the Provider Relations Help Desk via phone call at (800) 299-7304 or contact the NM Provider Support email inbox at NMProviderSupport@conduent.com.

Client has been determined eligible for Medicaid as shown below, but Medicaid benefits are suspended from 01/18/2017 through 01/18/2017.

Category of Eligibility Information						
COE Code	Benefit Description	Begin Date	End Date	COE Add Date	Co-Pay	
200	Full Medicaid benefits	12/01/2016	12/31/9999	12/19/2016		

Lock-In Information			
Lock In Type	Provider Name	Begin Date	End Date
No Lock In Type information on file for the requested date of service.			

JUST Health Tips and Reminders

- Being incarcerated shall not be a basis to terminate or deny eligibility for Medicaid
- If an individual has been determined eligible and is released **within 30 days** of their incarceration date, Medicaid benefits will not be suspended
- Eligible individuals who are incarcerated for **more than 30 days** will have their benefits suspended
- The Short Term Medicaid for Incarcerated Individual (STMII) program pays for inpatient hospital stays over 24 hours if the individual is approved for Medicaid but has their benefits in a suspended status
- Inpatient hospital services must be a Medicaid covered benefit for the individual's approved category of eligibility to be covered by STMII
- The correctional facility must be contracted with the Human Service Department for the STMII program in order to bill claims to Medicaid Fee for Service

Summary

Provided an overview of the **JUST Health** (Justice-Involved Utilization of State Transitioned Healthcare) program and also general information regarding the below scenarios:

- When is an incarcerated individual eligible
- What Medicaid services are available to an incarcerated individual
- What is the Short Term Medicaid For Incarcerated Individual (STMII) program
- Viewing **JUST Health** eligibility in the NM Medicaid Portal

New Mexico Medicaid Resources

- New Mexico Medicaid Online
 - Provider Information
 - Provider Login Screen Notices
 - Provider E-News Newsletters
- Medicaid Provider Relations Call Center
- Provider Communication Updates
- Provider Field Representative
- Provider Webinars
- Open Forums and Live Training Sessions

New Mexico Medicaid Resources *Continued*

New Mexico Medicaid Portal – <https://nmmedicaid.portal.conduent.com/static/index.htm>
Claim Inquiries, Eligibility Verification, Electronic Claim Submission, Provider Manuals, E-News

NM Human Services Department – <http://www.hsd.state.nm.us/mad/>
Supplements, Memos, Provider Billing Packets and Policy

Conduent Provider Relations Call Center – (800) 299 - 7304 option 6 or (505) 246 - 0710 option 6. Claim Status, Eligibility, Prior Authorization, Medicaid Updates

Conduent Provider Relations Helpdesk – NMProviderSUPPORT@conduent.com
Claim research assistance and general Medicaid inquiries

Conduent HIPAA Helpdesk – HIPAA.Desk.NM@conduent.com
Assistance on NM Web Portal, EDI inquiries, and Online Claim Submission with DDE (Direct Data Entry)

Conduent Provider Enrollment Helpdesk - NMEnrollmentSUPPORT@conduent.com
Provider Enrollment Applications, Forms & Instructions

NM Medicaid Recipient Helpdesk – (888) 997 – 2583 or (505) 247 – 1042
Eligibility inquiries, Fee-for-Service Replacement Medicaid Identification Card, Enroll or change a Managed Care Organization and Eligibility application status

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