

Medicare Health Risk Assessment Training & User Guide

Learning Objectives

Upon completion of the training, participants will understand:

- What an HRA is and why we complete them
- Who completes the HRA
- How to submit the HRA
- Requirements
 - Broker
 - Member/Perspective Members
- Service Fee process
- Key contacts

What is a Health Risk Assessment (HRA)?

The Health Risk Assessment is an important tool that will help us understand the member's health care needs.

An HRA is a standard list of questions (survey) used to understand the member's medical, functional, cognitive, psychosocial and mental health needs. We use this tool to identify a person-centered plan of care individualized to the member's needs.

The member's health is important to us, and we are here to help them feel their best. Completing this survey will help us optimize the member's benefits.

Health Risk Assessments assist in.....

- Closing gaps in care and quality
- Mitigating access to care issues
- Improving our star ratings
- Enabling us to support the member with Special Supplemental Benefits (SSBCI)

How does a member obtain their SSBCI (Special Supplemental Benefits for the Chronically Ill) Benefits?

01



Case Management verifies member has a completed HRA.

02



Case Management validates members condition(s).

03



Case Management authorizes the additional purse allowance.

04



Approval letter sent to Member and allowance loaded.

Quality Improvement Program Requirements for Special Needs Plans (SNPs)

Per the CMS, each plan must have a Model of Care. Included in the model of care is a detailed description of the Health Risk Assessment Tool

*SNP: Model of Care: II Care Coordination
Element B: Health Risk Assessment (HRA) Tool*

The HRA is one of the tools used to assess an enrollee's risk and an opportunity to offer Care Management services to enrollees. The HRA includes but is not limited to the assessment of: physical and behavioral health conditions, substance use, medication use (including over-the-counter medications, herbal and vitamin supplements), functional and caregiver needs, cognitive concerns, psycho-social issues, cultural and linguistic needs, visual/hearing needs and identification of the members self-reported main health concern. Initial HRA's are conducted within 90 days of effective enrollment. Reassessments are completed annually, or earlier when a change in health status is identified. Assessments may be performed face to face, telephonically, electronically or by mail depending on the needs or preferences of the member. A face-to-face encounter for the delivery of health care, care management, or care coordination services between each enrollee and a member of the enrollee's interdisciplinary team or the plan's case management and coordination staff, or contracted plan healthcare providers will be conducted on an annual basis, as feasible and with the individual's consent.

Who can submit an HRA?

Molina Medicare Member

- The member will receive a welcome packet containing a paper HRA. Members are encouraged to submit a completed HRA form using the provided pre-paid envelope inside their new member packet.
- Given that the HRA is a valuable tool to help the member, we request that all questions are answered (or declined in writing). This helps us to ensure we understand the member's needs and help us to provide the best person-centered care.
- **Please Note:** Members in CA DSNP with an effective date of 2023 cannot use the HRA that is currently available on the Icaro system. If a member is joining a MAPD plan, it is acceptable to complete the 19Q.

Molina Contracted Broker

- Agents that are contracted and Ready-to-Sell for 2022 can complete an HRA at the point of sale and submit via email or mail-in the completed HRA using the appropriate CMS approved pre-paid envelope.
- Those agents that are completing HRAs on the member's behalf should encourage the member to complete the survey in its entirety. Encouraging the member to input unsure/decline language if they do not have access to or do not feel comfortable to provide the information.

How can a broker assist with the completion of an HRA?

- *After enrolling a beneficiary in a DSNP or MAPD plan, a broker has the option to assist their client with completing the approved health risk survey form. The HRA option is only available for new Molina Medicare enrollments.*
- *Applications effective January 1, 2022, and after are eligible for a broker service fee of \$100 when the HRA is completed in its entirety and submitted.*
- *The HRA must be completed prior to the effective date of the beneficiary. Those submitted after the effective date will not qualify for the service fee payment.*

How to Submit an HRA?

Secure Broker email option

- At the time of enrollment complete a fillable PDF of the HRA located in your Molina Broker Portal.
- The electronic HRA is available through this link: **Link**
- Send the completed PDF via a secure email to MolinaBrokerHRA@molinahealthcare.com.
- The email must include the following on the subject line: Secure_Broker Sales Medicare HRA.

Broker Mail-in option

- Using the postage free business reply envelope, you can mail in the completed HRA to:

ATTN: Member Assessment MMOP
300 Oceangate Ste 100
Long Beach CA 90802-9894

- Contact your Broker Services or your local Broker Manager to request both the approved HRA and business reply envelope.

How are Brokers paid for an HRA Completion?

- Once the application is CMS approved and the member is active, the HRA payment will be processed and included as a separate line item of a broker's commission statement. Payment will be paid on the 4th Friday of the month after effectuation and complete processing.
- The service fee will be paid to the writing agent identified on the enrollment application.
- Payment calculation will occur on the last pay period of each month
- Payment of \$100 per HRA will typically be made within 60 days of the policy effective date for all completed, eligible HRAs.
- Payments will only be made for those HRAs that are filled out in its entirety (if it is not complete, it is not eligible for payment).
- Only one HRA per member will be paid, duplicated will not be counted.

Who do Brokers contact for questions regarding the HRA process?

Molina Medicare Broker Services

Hours of Operation:

Monday – Friday

6:00 AM – 6:00 PM Mountain Time

Telephone:

866-440-9788