Mission

The Ombudsman for Public Managed Health Care Programs works with Medical Assistance and MinnesotaCare members who are enrolled in a health plan. The Office:

• serves as an objective resource to ensure people receive medically necessary covered services, and;
• identifies issues and possible solutions;
• offers information about appeals and grievances;
• educates people on how to navigate managed care systems;
• identifies ways to improve managed care.

Vision

Achieve equitable outcomes for all managed care enrollees accessing Medical Assistance and MinnesotaCare covered services.
• Over 1 million people are enrolled in a managed care plan
  o Blue Plus, Health Partners, Hennepin Health, Itasca Medical Care, Prime West, South Country Health Alliance, UCare, and United Healthcare

• 87 Counties

• Medical Assistance and MinnesotaCare managed care products:
  o Families and Children (PMAP)
  o Special Needs Basic Care (SNBC)
  o Minnesota Senior Care Plus (MSC+)
  o Minnesota Senior Health Option (MSHO)
**Advocates & Ombudsmans**

**MN Statutes 256B.69, subd. 3a: County authority**

“The provider or health plan must respond directly to county advocates and the state prepaid medical assistance ombudsperson regarding service delivery and must be accountable to the state regarding contracts with medical assistance funds.”

- Collaborate with health plans to address member concerns and ensure access to covered benefits.
- List of advocates - DHS 6666

**MN Statutes 256B.69, subd. 20: Ombudsperson**

“Ombudsperson shall advocate for recipients enrolled in prepaid health plans through complaint and appeal procedures and ensure that necessary medical services are provided either by the prepaid health plan directly or by referral to appropriate social services.”

- Research and respond to member questions and complaints.
- Provide education and oversight of Managed Care activities.
- State appeals.
- Health plan data reporting and monitoring.
The ombudsmen help to:

• Ensure members receive the necessary medical services provided by their health plan.

• Investigate complaints regarding access, service, or billing problems.

• Provide education on navigating the health care system.

• Inform members about their rights and processes for filing a grievance, health plan appeal, and state appeal.
Provide Education and Oversight of Managed Care Activities

- Provide lead consultation, education, training, and technical assistance to county, health plan, and other DHS units.
- Support county managed care advocates & Triennial County Advocate Meetings.
- Review health plan forms.
- Present at state-wide conferences.

State Appeals Work

- Provide assistance with the grievance and appeal process through the health plans and the state.
- Manage an independent State Fair Hearing database to collect, monitor, and share data.
- Review state appeal files prior to State Fair Hearing.

MCO Monitoring

- Manage health plan DTR tracking.
- Lead health plan grievance and appeals workgroup.
- Gather data to identify and monitor trends.
- Raise issues to the Department of Health or to DHS contract management.
- Conduct site visits with health plans.
- Coordinate with MDH on health plan audits.
Examples of when to contact the Ombudsman Office for Managed Care:

• Health plan change requests when there is no change available, but there may be good cause.

• Denied, reduced, or terminated services.

• Medical billing issues.

• Coordination of benefits issues.

• Denied prior authorizations for services or medications.

• Questions about appeal and grievance rights or processes.

• Any other issues involving the member’s managed care.
Outside of our scope

- Private insurance or non-MHCP issues
- New application and renewal issues
- MNSure complaints
- Fee-for-service billing, access, or services issues
- Non-health care related complaints
• County Managed Care Advocates

• Care coordinators & case Managers

• Disability Hub MN: 866-333-2466

• Senior Linkage Line: 800-333-2433

• Ombudsman for Long-Term Care: 651-431-2555 or 800-657-3591

• Ombudsman for Mental Health & Developmental Disabilities: 651-757-1800 or 1-800-657-3506
Questions
Thank You!

Ombudsman for Public Managed Health Care Programs

Hotline: 651-431-2660 or 1800-657-3729

Fax: 651-431-7472

Email: dhsombudsman.smhcp@state.mn.us

Visit our website