

CCO ADVISORY MEETING

April 16, 2015

<http://www.oregon.gov/oha/healthplan/Pages/CCO-Advisory-Committee.aspx>

MEETING NOTES

Chair- Johanna Watson (FamilyCare)
Co-Chair- Jeanie Lunsford (CareOregon)

Attendees: *(In person or by phone)*

Bill Guest (WVCH); Corinne Thayer (ODS); Cynthia Ackerman (AllCare); Darlene Cosby (Family Dental Care); Dayna Steringer (WOAH/Advantage Dental); Dick Sabath (Trillium); Elizabeth Gartman (IHN CCO); Jeanie Lunsford (CareOregon); Jeremiah Rigsby (CareOregon); Johanna Watson (FamilyCare); John Mapes (PacificSource); Kate Wells (PacificSource); Kathy Cereghino (Kaiser); Katie Noah (Willamette Dental); Kevin Boie (Access Dental); Laura McKeane (AllCare); Lori Ashbaugh (WVCH); Maggie Polson (Cascade Health Alliance); Maggie Rollins (PrimaryHealth); Matt Sinnott (Willamette Dental); Nick Gross (EOCCO); Rachel Arnold (Health Share); Shanie Mason; Sheila Anders (AllCare); Tina Potter (Trillium)

Staff:

Belle Shepherd (OHA); Brian Nieubuurt (OHA); Bruce Austin (OHA); Carrie Shike (MAP); Chris Norman (MAP); Don Ross (MAP); Donna Metzger (MAP); Gretchen Post (MAP); Jeff Emrick (AMH); Judy Mohr Peterson (MAP); Kim Leatherberry (MAP); Michelle Benson (MAP); Rhonda Busek (MAP); Rosa Frank (MAP)

1. Introductions/Review of Notes

- *Introductions/Review of Notes*
- *Review of Agenda*
- *Review of Meeting Notes*

- Welcome and round table introductions were made by Johanna Watson.
- Agenda was reviewed with no additions
- Notes from the March meeting were reviewed and approved.

2. Committee/Workgroup Reports (Reports are given by the chairs of each workgroup)

Quality & Health Outcomes Committee (QHOC):

MAP updates were given by Chris Barber and Chris Norman. Updates included the delay of TCM Integration (*new implementation date has yet to be determined*), and a Redeterminations update.

Sarah Bartelmann gave the metrics update, going thru 2014 Metrics Timeline (Due dates from April 30, 2015-June 30, 2015). She also reminded the group that the 2014 chart review submissions are due to OHA on April 30th.

Legislative update was given by Brian Nieubuert. The number of bills has been decreasing, and the OHA Ways and Means presentation has been completed.

Ariel Smits gave the HERC update, which included discussion around guideline changes for Cochlear Implants; Back condition line reorganization; Opioid prescribing for conditions of the back and spine, limiting prescriptions; and Surgical interventions for conditions of the back and spine.

The QPI Update was given by Chris Barber. A Survey Monkey survey was sent out by Lisa Bui. Please complete the survey by the end of next week. Lisa will bring the results of the survey to the May meeting. Selection process/timeline for the Statewide PIP is in development.

The OHP Section 1115 Quarterly Report was discussed. Complaints and Grievances are divided by CCO. MAP will meet with plans to discuss the results. The reports and all attachments are posted at: <http://www.oregon.gov/oha/healthplan/pages/waiver.aspx>

The meeting ended early to accommodate the extended CCO Learning Collaborative: Leading Change Workshop, led by Ed O'Neil, PhD.

All Plans System Technical:
(Sheila Anders)

Encounter only enrollments are working those received on 3/12 and FFS are on 3/19.

Discussion around entering Transgender member encounters, as MMIS does not have a way of identifying a transgender member according to their genetic gender. MAP is looking to create a better process. Discussions will continue.

A change request is being written for removing social security numbers from the 834. Implementation is expected around 9/1. Issue will be added to the issue tracker once the change order is assigned a number. The request to use the last 4 numbers of the social security number was taken back to OHA leadership. Leadership has determined that using the last 4 numbers is not feasible and the social security numbers will be removed entirely. Plans were asked to email Rhonda and Mary with any additional feedback on removing the information, they were also asked to include any potential member impact(s) resulting with this change. Rhonda committed to attending the May meeting with Kristen Ennis from the Privacy Office to clarify their stance on removing the social security information.

Chelsea Guest (ASU) attended the meeting giving an update on 2014 pharmacy data. She reported that there are big holes in the pharmacy data, and claims paid data is missing. Mary and Chelsea will contact the plans who are having these issues. (This could have an effect on the 2016 rate setting process) ASU would like this data submitted through MMIS by the end of April. Per discussion, Plans don't think that the end of April deadline is feasible; there was a recommendation to extend the deadline to the end of May; and to be open to the possibility that the claims cannot be entered into MMIS if it's missing a file.

Redeterminations and Enrollment Project weekly dashboard update was discussed. Chris reported that 20,000 expedited renewal letters were sent out and 10,000 households were mailed full applications. Call wait times at the call center are currently between 30-50 minutes. Additional staff has been hired and additional staff trainings are being conducted.

	<p>MAP is moving forward with a Home CCO rule. Chris and Bill Bouska are working on how the enrollment piece will work.</p> <p>School based health centers UB modifier has been created. Will be working with Public Health to determine how this will be implemented.</p> <p>OHSU and PH Tech are going to participate in the ICD-10 pilot.</p> <p>The change request to send Medicare eligible clients a letter regarding choice counseling is being completed. The letter will begin being sent on 4/26, for those who are Medicare eligible. A copy of the letter for Plan information will be sent out. The PERC code piece is being worked. ETA for correct PERC codes is the end of May.</p> <p>PCP Bump Audit Info will be sent out by Mary with her other updates. The purpose of the audit is for attestation and certification of providers not auditing the Plans.</p>
<p>Rates/Financial Solvency: (David Rohrer)</p>	<p><i>The RAP meeting has been cancelled thru July.</i></p>
<p>CMS State Alignment: (Tina Potter)</p>	<p>In the CCO Duals Roundtable, Tina Potter (Trillium) shared that Trillium has rewritten their member handbook. The handbook has been divided into 4 sections; General Info, Physical Health, Dental, and Behavioral Health. They can send sections based on member's specific enrollment. Trillium is also in the process of reviewing their integrated denial notices. They have a CMS approved IDN document.</p> <p>2016 SNP Contracting Process Timeline was reviewed. Jennifer walked through the new provisions of the contract and included discussion around these provisions and what the new reporting process would be and how MAP would engage with plans to develop the report format. Changes were made from draft one to respond to input from plans.</p>

	<p>Naomi Sacks (APD); Kris Boler (APD District 9 & 15) and Lavinia Goto (Northwest Senior & Disability Services) presented a PowerPoint presentation on Transformation in Action CCOs & APD/AAA: Partnerships Across the State. Shared updates on Care Transition work happening. Naomi, Kris, and Lavinia will attend the May meeting to discuss health promotion.</p>
<p>Member Engagement, Outreach, and Communications (MEOC): (Jeanie Lunsford)</p>	<p>Enrollment project dashboard was discussed. Renewals update was sent out on April 9th, talking points update PDF was also sent out. 20,000 expedited renewal letters were sent out and 10,000 households were mailed full applications. May 6th is the deadline for full applications; May 11th is the deadline for expedited.</p> <p>An update was given on the status of the Member Handbook. Feedback has been received, MAP is in the process of reviewing those comments, and the suggested changes will be discussed at the June meeting. Additionally, the possibility of creating a subcommittee to work on the member handbook was discussed. Rather than creating a subcommittee, the group, would like to establish a short duration, Member Handbook task force. Chris will take this recommendation back to leadership for consideration.</p> <p>Follow-up from the March meeting, Chris N obtained clarification on why OHA is currently not sending out handbooks. It was determined that the handbooks are not currently sent out due to a flaw with technology/data element(s). OIS is currently looking into whether the flaws can be corrected, and if a mailing list can be generated.</p> <p>The use of email/cell phone data was discussed. Per Chris, email/cell phone data can be provided on an 834. A process needs to be created, and OHA is looking at different options for how this issue and be resolved.</p>

Contracts & Compliance:
(Elizabeth Gartman)

OEI/Oregon Health Care Interpreter update was given by Carol Cheney and Lillian Jalali. The next HCI Stakeholder session is scheduled for June 18th. Also, the Office of Equity and Inclusion is hosting 5 Health Care Interpreter Learning Collaboratives to train, qualify, and certify 150 Health Care Interpreters by September 2016. *(60 hours of training and 4 hours to prepare participants for taking the test)*

Training Dates and Locations:

- Portland, June 2015
- Bend, July 2015
- Pendleton, September 2015
- Medford, March 2016
- Wilsonville, April 2016

Paulette Golden (PAU); provided an update on the findings of the CMS Program Integrity Report. It was determined that there is a need for more oversight of CCOs on Fraud and Abuse. A questionnaire has been sent out looking for feedback from the plans. MAP will be looking at training records, handbooks, provider exclusions for Medicaid/Medicare.

141 Rules update was given. Key updates included....

- 410-141-0520, HERC prioritized list, has been permed
- 410-141-3268, Dispute Rule with name change only, is effective April 1st
- 410-141-0280, 410-141-0300, 410-141-3280, 410-141-3300 Update and Align OHP Member Education/Information Rules Affecting Members and Potential Members has been submitted to the Secretary of State and will be included in the May Bulletin
- 410-141-3066 CCO Enrollment requirements for Adults and Adolescents Receiving Out-of-Area Behavioral Health Treatment Services; is currently in the RAC process.

The group discussed the current format of the NEMT Stakeholder meetings. Plans would like to

	<p>see separate NEMT conversations/meetings for CCOs.</p> <p>OHA has obtained funding for a Compliance Officer training with Acumentra. Training will be on June 24th in Woodburn, additional information will be sent out when available.</p> <p>Potential dates in June for the 2016 CCO Contract Review Follow-Up meeting will be sent out via Survey Monkey, and the Contract review matrix from the February meeting, will be distributed in early May for plans to review in preparation for the June meeting.</p>
<p>DCO Contractors: (Laura McKeane)</p>	<p>At the March meeting, Dr. Bruce Austin discussed his role at MAP, and gave an update on dental related bills.</p> <p>Darren Coffman will attend the 4/16 DCO meeting to discuss communications. Additional topics for the 4/16 meeting include a review of the workgroup charter, continued work on the dental brochure, and discussion around changing the name of the workgroup.</p>
<p>Behavioral Health Directors/Mental Health Residential Update: (Jeff Emrick)</p>	<p>Topics for the 4/20 meeting include</p> <ul style="list-style-type: none"> — Mental Health dashboard — Behavioral Health Medical Homes application to CMS (Jeff will discuss this further at the May CCO Advisory meeting) — Behavioral Health fee for service schedule-methodology <p>Mental Health Residential Updates</p> <ul style="list-style-type: none"> — Approach to Transgender, getting clarification on qualifications of the person doing the health assessments. (Update at future CCO Advisory meeting) — July 1 go live dates for early adopter, could possibly have a second phase in January. More communications will be sent out.

Integrated Targeted Case Management Workgroup: (Don Ross)	TCM Implementation has been delayed, not going live on July 1st; new implementation date has yet to be determined. Currently waiting on CMS guidance. Discussions continue around Maternity Case Management.	
Topic	Discussion	Action Item(s)
3. Legislative Update (Brian Nieubuurt)	Legislative update was given by Brian Nieubuurt, and a live bills list was distributed. The number of bills has been decreasing. Currently there are 56 bills live in the Health Policy Committee. The OHA Ways and Means presentation has been completed.	
4. OHA/MAP Updates (Rhonda Busek)	Reorganization of OHA is in progress.	
5. Redetermination Update (Rhonda Busek)	Making progress on redeterminations. A weekly dashboard is being sent out. Making progress on call wait times. Average call wait time is 6 minutes. Closure line continues to be active, average wait time is 18 minutes. Quality control processes at the call center are being developed; hiring and training continues.	
6. FFM Update (Judy Mohr Peterson)	<p>Implementing the system Kentucky uses, making as few changes as possible and adapting processes to work with existing systems. Also working to identify components that have to be changed, and changing business processes from what they are currently.</p> <p>The design and development phases are being done, and testing will be done over the summer. The worker portal will launch first. Launch date for the overall system will be after the open enrollment period (November 1- January 31st).</p> <p>A goal for the system is to get improved data, more information on</p>	

	race/ethnicity, working on address data, and doing quality checks.	
7. Additional Agenda Items/ Public Comment	There were no additional agenda items, and there was no public comment(s).	
8. Adjourned:	Meeting was adjourned at 12:00pm	
Future Agenda Items/Parking Lot		
<ul style="list-style-type: none"> ▪ ACA Studies and Impacts ▪ Oregon Health Policy Board-Working with CCOs ▪ Legislative Update ▪ University Health Care Centers ▪ Tiger Team Updates ▪ Child Wrap Around Update ▪ Targeted Case Management Update ▪ CHURN Mitigation ▪ Grants and other funding opportunities-Duplication of Efforts 		
Next Meeting		
<p>May 21, 2015 10:00am-12:00pm <i>HSB Conference Room 137 A-D</i> Toll free dial-in: 888-278-0296 Participant Code: 310477</p>		