



Division of Medical Assistance Programs
CCO Advisory

Meeting Notes

January 15, 2015 10:00 a.m. – 12:00 p.m.

Human Services Bldg. 500 Summer St. NE Salem, Oregon
HSB 137A-D

Chair- Johanna Watson

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

ATTENDEES: Bill Guest (WVCH); Corinne Thayer (ODS); Darlene Cosby (FamilyDental); Dayna Steringer (DK Strategies); Dick Sabath (Trillium); Elizabeth Gartman (IHN CCO); Gary Allen (Advantage Dental); Henry O'Keefe (GOBHI); Jeremiah Rigsby (CareOregon); Johanna Watson (FamilyCare); John Mapes (PacificSource); Kathy Cereghino (Kaiser); Katie Noah (Willamette Dental); Katrina Alspaugh (Umpqua Health Alliance); Lori Ashbaugh (WVCH); Maggie Rollins (PrimaryHealth); Matt Sinnott (Willamette Dental); Monica Martinez (CareOregon); Rachel Arnold (Health Share); Shannon Conley (Trillium); Sheila Anders (AllCare); Tina Potter (Trillium); Zady Gest (FamilyDental)

BY PHONE: Deborah Loy (Capital Dental); Jeanie Lunsford (CareOregon); Maggie Polson (Cascade Health Alliance)

STAFF: Angela Kimball (OHA); Belle Shepherd (OHA); Bevin Hansell (OHA); Carrie Shike (MAP); Chris Norman (MAP); David Fischer (MAP); Don Ross (MAP); Donna Metzger (MAP); Dustin Zimmerman (OHA); Jennifer Valentine (MAP); Joell Archibald (OHA); Katie Beck (MAP); Katrina Smith (MAP); Kellie Skenandore (MAP); Jeff Emrick (AMH); Michelle Benson (MAP); Rhonda Busek (MAP)
GUESTS: Pierre Morin (Lutheran Community Services); Jacinda Paschoal (Lutheran Community Services); Jasenka Cehajic (Lutheran Community Services)

INTRODUCTIONS/REVIEW of NOTES

INTRODUCTIONS	Welcome and round table introductions were made by Johanna Watson.	
REVIEW OF AGENDA	Agenda was reviewed with no additions	
REVIEW OF MEETING NOTES	Notes from the November meeting were reviewed and approved as written. (December meeting was cancelled)	

COMMITTEE/WORKGROUP REPORTS

(Reports are given by the chairs of each workgroup)

Quality & Health Outcomes: (Dayna Steringer for Dr. Wally Shaffer)	<p>First meeting with Tracy Muday from Western Oregon Advanced Health as the chair.</p> <p>A presentation on OHP and Hospice Care was given by Deborah Whiting-Jaques (Oregon Hospice Association); Jeffrey Lear, MD (Samaritan Evergreen Hospice); and Judith Van Osdol (MAP)</p> <p>Update from the Integrated Medicine Group, they are currently working on credentialing.</p> <p>HERC will be meeting in March; the group is looking for feedback on lower back pain.</p> <p>MAP Hearings Unit attended the meeting to introduce the group to new staff.</p>	
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	<p>Sarah Bartelmann gave an update on the metrics.</p> <p>Dental Care Incentive Metrics for 2015 were discussed during the Statewide CCO Learning Collaborative. Presentation was done by Ron Stock, Gary Allen, and Bruce Austin.</p> <p>Statewide Trends – Hearings, Complaints, Grievances reporting tool; PIP Trends and Updates; and 2015 Goals and Priorities; were discussed during the afternoon QPI Session.</p>	
<p>CCO System Technical: (Sheila Anders)</p>	<p>Standing agenda items for Encounter Data and EDI transactions were discussed.</p> <p>Encounter only enrollments 12/10 and FFS are on 1/6. As of 1/14, total enrollments are less than 700. Don't want to go over 30 days.</p> <p>RAP/Encounter data workgroup is being created. The group will be looking at issues identified in the rates process with encounter data. A request was made for the participation of 3rd party submitters on this workgroup.</p> <p>Provider Revalidation was discussed. 9,000 terms on long standing providers who haven't had a claim in the last 36 months. Looking at ways to cut down the size of files. Plans will be informed before this happens, and the issue will be added to the issue tracker.</p> <p>The group was reminded that EDI mailboxes cannot be used for storage. Mailboxes will be cleaned out after 30 days, so please remove any needed files before 30 days.</p> <p>834 Release 3 is on track for spring. Date is TBD. HP is testing. The</p>	

	<p>only change format wise will be for redetermination date.</p> <p>Carolyn Thiebes, with the Office of Payment Accuracy and Recovery (OPAR), gave a presentation on the new online TPL reporting form. An instructional handout was distributed to the group explaining the form and the new process. The online form has been created to streamline the process, and eliminate paper forms and spreadsheets.</p> <p>Roxanne McAnally from the Oregon Home Care Commission attended the meeting and gave a presentation on Traditional Healthcare Workers. Roxanne discussed integrating traditional health worker and effective deployment and revenue generation strategies (Handout was distributed) A focus group is being established, and any interested Plans should contact Roxanne at Roxanne.R.McAnally@state.or.us or 503-373-7606.</p> <p>An update was given on ICD-10. Testing continues. 50% completed with maternity case rates, 25% with bariatric case rates. MAP is looking for Plan to do pilot on encounter. Provider outreach will be done.</p> <p>The revised workgroup charter was reviewed and approved by majority vote of Plan representatives present at the meeting.</p> <p>Co-chair is needed for this workgroup. Interested parties should contact Sheila Anders.</p>	
<p>Rates/Financial Solvency (RAP): (Chelsea Guest for David Rohrer)</p>	<p>Rates have been submitted to CMS for approval. The expectation is for the review process at CMS to take from 60 to 90 days.</p> <p>2016 Rate Setting Schedule/Expectations were discussed.</p>	

	<p>A rate setting and financial solvency workgroup is being created. The proposed scope of the workgroup would be the following: Review current requirements, Identify areas of potential concern, Report findings back to OHA with a target date of July 2015 or January 2016.</p> <p>RAP/Encounter data workgroup is being created. The group will be looking at issues identified in the rates process with encounter data. A request was made for the participation of 3rd party submitters on this workgroup.</p>	
<p>CMS State Alignment: (Shannon Conley)</p>	<p>Appeals and Grievances Follow-up Survey was discussed. Several plans have not responded to the survey. Plans were asked to complete the survey as soon as possible. Results will be compiled and discussed at the next meeting.</p> <p>The Integrated Denial Notice from CareOregon was reviewed and discussed by the group. The group discussed creating a template that each plan can adopt.</p> <p>Reminder for input or edits on the CMS approved sample templates for Integrated ID cards and Integrated Welcome Letters from Massachusetts and Illinois. This topic will be deferred to the February meeting.</p> <p>Cal MediConnecToons videos were shown to the group. There are five videos that explain the ideas, enrollment timeline, choices, care services, and rights as part of the Coordinated Care Initiative. MEDICONNECTOONS LINK http://vimeo.com/album/3146784</p> <p>Duals Enrollment –Processes & Form(s) was discussed. The form</p>	

	<p>would be specific to plan options and which plan they could choose from. Per Jennifer, only asking about enrolling any dual that is fee for service in the CCO.</p>	
<p>Member Engagement, Outreach, and Communications: (Jeanie Lunsford)</p>	<p>Redetermination/FFM Update was given by Chris Norman. Chris reported that the call center is receiving around 8000 calls a day. Also seeing issues with pharmacies not accepting FFM letters from clients. Trying to work with chain pharmacies to start accepting the FFM letter as proof of coverage.</p> <p>An update was given on the status of the member handbook. New handbook should be out February 2015. Any feedback on the new handbook should be sent to the OHP.materials@state.or.us email address between the handbooks release in February thru March 15th. A draft including feedback received from plans will go to MAP management for review in May. The management reviewed document is expected to be available for discussion by the MEOC group at the June meeting. August 1st is the deadline for having the final handbook on the website.</p> <p>Stephanie Tripp provided the Communications Update on behalf of Kim Mounts. Through 1st round of renewal letters. Working on language for closure notices. Communications is also working on updating apply page on Oregonhealthcare.org, they are also working on revising the welcome packets. There is no timeline for when these updates will be completed.</p> <p>Training on plain language is being considered as a topic for an upcoming meeting.</p>	
<p>Contracts & Compliance:</p>	<p>Contract Review Session will be held on 2/5/15 8:30am-12:30pm</p>	

<p>(Elizabeth Gartman)</p>	<p>Paulette Golden from the Provider Audit Unit (PAU) shared that beginning March 1, 2015 the PAU will begin reviews of each CCO's FWA prevention programs. The purpose will be to determine the effectiveness of the programs and offer support, training and suggestions for improvement of the program. The reviews will be conducted by obtaining and reviewing documentation such as provider, member and employee handbooks/guides, conducting abbreviated audits of provider billings, review of encounter data and other information that will give us some indication of the level of fraud prevention that you currently employ. CCOs will be notified 45 days prior to the start of the review so that there is adequate time to gather documentation. PAU anticipates that the reviews will take approximately 60 days to conduct; a final report will be issued identifying strengths and vulnerabilities.</p> <p>Kellie Skenandore has created a Rules Update document which will be distributed monthly to plans. The document lists rules currently in the rule making process or ones that may be in the near future.</p> <p>Deliverable tracker was reviewed and discussed. This tracker will be updated and presented to the committee monthly, so committee members can be updated on outstanding tasks and deadlines.</p>	
<p>DCO Contractors: (Corinne Thayer)</p>	<p>Work continues on the dental brochure.</p> <p>Dental sealants will be discussed during the learning collaborative portion of the QHOC meeting.</p> <p>Laura McKeane is the new chair of this workgroup, and will be proving all future updates to CCO Advisory.</p>	

<p>Behavioral Health Directors/ Mental Health Residential Update (Jeff Emrick)</p>	<p>The Oregonian newspaper published articles around addictions treatment; these articles were discussed at the December meeting. Jeff discussed the possibility that a statewide task force relating to ADA and the delay of rolling into CCOS; may need to be established.</p> <p>ISA workgroup is working on issues relating to children’s system of care and proposed language changes.</p> <p>A final report on behavioral health metrics has been completed, and will be shared.</p>	
<p>Integrated Targeted Case Management Workgroup Update (Don Ross)</p>	<p>Rachel Arnold gave an update on the progress of the contracting subgroup. The group was expected review the final draft the week of 1/19-1/23. Will get out to the group by the end of the month.</p> <p>Caroline Neunzert gave the update on the documentation/reporting subgroup. The group has completed a written report, with recommendations.</p> <p>Documentation/reporting subgroup recommendations include:</p> <ul style="list-style-type: none"> ▪ Clarify and reinforce the various home visiting programs’ focus on meeting program standards rather than utilization of specific forms. ▪ Include verbiage describing “minimum standards for home visiting” in the documents being developed by the “Contract Template” sub-committee of the TCM/CCO Integration Committee ▪ Consider development of procedures for data-sharing (among CCOs, LHDs, OHA, and OHSU/CaCoon) around the following 	

	<p>minimum data elements</p> <p>Rationale from a subgroup has been received and is under MAP admin review.</p> <p>County budget proposals are due at the end of January.</p>	
<p>CCO Capacity Workgroup (Don Ross)</p>	<p>At the meeting held on January 14th, the group went over the Straw Man Components, and discussed which components are most beneficial, and which reporting schedules and scoring criteria are also most beneficial. Group feedback will be incorporated into a process and/or report.</p> <p>Additionally the workgroup charter was adopted, and the group elected to extend the workgroup by 45 days.</p> <p>The next meeting will be in February during the CCO Contractors meeting week. Date has yet to be determined.</p>	
TOPIC	DISCUSSION	ACTION ITEM(S)
<p>Lutheran Community Services: Refugee and Immigrant Services</p>	<p>Representatives from Lutheran Community Services attended and gave a presentation on Refugee and Immigrant Services.</p>	
<p>OHA/MAP Updates (Rhonda Busek)</p>	<p>Lynn Saxton is the new Director of the Oregon Health Authority. Her first day is 1/20.</p> <p>Identifying bridge funding for the community assisters program through July.</p> <p>There is a delay in Transformation Plans. Will not be due until March 16th. A mid-cycle health transformation report has been released.</p>	

<p>Redetermination Update (Rhonda Busek)</p> <p>FFM Update</p>	<p>Making progress. As of the date of this meeting 13,500 applications from the oregonhealthcare.gov website were being processed. First FFM file was received on December 15th. OHA is working on future projections.</p> <p>Call center is receiving around 7,000 calls per day. Average wait time is around one hour, and wait times are starting to decrease.</p> <p>Plans reported seeing cases of clients getting disconnected. They also had some questions (listed below) that Rhonda will follow-up on.</p> <ul style="list-style-type: none"> — What is appropriate use of email? — What is the timing for coverage packets if the client is coming through the FFM? — Is there a way to identify which members have been contacted by OHA, so plans will know before they do outreach? — Is the last redetermination date March 31st? <p>5 files have been received so far and those files are being processed. An update on FFM numbers will be included with the projection info.</p>	<p><u>Action Item (Rhonda):</u> Follow-up on these questions and bring back to the next meeting</p>
<p>LTSS Survey to CCO's</p>	<p>Naomi Sacks from APD attended and informed the group that LTSS will be doing a 1 year review/survey involving MOUs. She asked for plan input on who these surveys should be sent to at each plan. Per discussion, the group would like the survey to be distributed through the CCO Advisory list, and the plan representatives can pass the information on to the necessary staff.</p>	

Legislative Update	<p>Brian Nieubuurt gave the legislative update. Long session begins on February 2nd. 1400 bills have been received, and are under review. There are fewer bills regarding OHP/CCOs for this session. The Governors priorities are shifting more towards issues relating to education.</p> <p>Brian will provide written updates at future meetings if he is unavailable to attend in person.</p>	
Co-Chair Nominations	Jeanie Lunsford from CareOregon volunteered to be the new co-chair of this committee going forward.	
Public Comment:	There were no public comment(s).	
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>February 19, 2015</p> <p>10:00-12:00</p>	

	<i>HSB Conference Room 166</i> Toll free dial-in: 888-278-0296 Participant Code: 310477	
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