



Division of Medical Assistance Programs
CCO Advisory

Meeting Notes
February 19, 2015

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

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

Attendees:

Bill Guest (WVCH); Gary Allen (Advantage Dental); Elizabeth Gartman (IHN CCO); Monica Martinez (CareOregon); Cynthia Ackerman (AllCare); Sheila Anders (AllCare); Laura McKeane (AllCare); Mimi Haley (CareOregon); Dayna Steringer (DK Strategies/WOAH)); Johanna Watson (FamilyCare); Rachel Arnold (HealthShare); Corinne Thayer (ODS); Katrina Alspaugh (Umpqua Health Alliance); John Mapes (PacificSource); Tina Potter (Trillium); Shannon Conley (Trillium); Dick Sabath (Trillium); Matt Sinnott (Willamette Dental); Katie Noah (Willamette Dental); Nick Gross (EOCCO); Sharity Ludwig (Advantage Dental); Kathy Cereghino (Kaiser); Jeremiah Rigsby (CareOregon); Maggie Polson (Cascade Health Alliance); Maggie Rollins (PrimaryHealth); Kendra Wetter (Kaiser); Kevin Boie (Access Dental)

Staff:

Judy Mohr Peterson (MAP); Rhonda Busek (MAP); Chris Norman (MAP); Don Ross (MAP); Jeff Emrick (AMH); Chelsea Guest (ASU); Katrina Smith (MAP); Kellie Skenandore (MAP); Bill Bouska (OHA); Carrie Shike (MAP); David Fischer (MAP); Bevin Hansell (OHA); Belle Shepherd (OHA); Dustin Zimmerman (OHA); Brian Niebuurt (OHA); Michelle Benson (MAP)

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 February meeting were reviewed and approved.
COMMITTEE/WORKGROUP REPORTS (Reports are given by the chairs of each workgroup)	
Quality & Health Outcomes: (Chris Norman for Dr. Wally Shaffer)	<p>The MAP Update was given by Dr. Shaffer.</p> <ul style="list-style-type: none"> ▪ Bruce Austin has been hired as the Dental Director for OHA/MAP; ▪ Lisa Bui has been hired as the QI Director for OHA; ▪ Behavioral health information survey- new workgroup addressing complete survey on behalf of CCOs and Providers; ▪ HERC has new guidelines on lactation counseling/breast pump supplies and support for continuation of breastfeeding; ▪ Learning Collaborative – leadership discussion of Medicaid oral health and mental health leaders. <p>Legislative update was given by Brian Nieubuert.</p> <ul style="list-style-type: none"> ▪ One session has kicked off ▪ 1700 bills introduced ▪ Still a bit early for a bill-by-bill update ▪ Not seeing volume yet bills are trying to get fully operational ▪ No bills directly affecting OHP <p>HERC Update was given by Ariel Smits, MD. The main discussion centered on changes in the Back Pain Lines and Guidelines.</p> <p>Update on Clinical Innovation Fellows Program was given by Dr. Lueken. Dr. Lueken</p>

	<p>shared a flyer with the details of this program. Details included:</p> <ul style="list-style-type: none"> ▪ Health care professionals with qualifying attributes; ▪ Benefits to Fellows; ▪ Benefits to supporting organizations. <p>Presentations given during the meeting included:</p> <ul style="list-style-type: none"> ▪ The Northwest Coalition for Primary Care Practices Support ▪ Tobacco Use Prevention and OHP Tobacco Cessation Benefits <p>Topics from the afternoon session included a Statewide CCO Learning Collaborative on Effective Contraceptive Use; HSO and discussion on PIP trends and Updates; the Statewide PIP Data/Outcomes, and the 2015 Statewide Process.</p>
<p>CCO System Technical: (Sheila Anders)</p>	<p>Recommendation was made to change the name of the workgroup to “All Plan(s) System Technical” to mirror the name change in the workgroup charter. Per group discussion, workgroup supports this change</p> <p>Johanna Watson from FamilyCare was approved as the co-chair of this workgroup.</p> <p>Provider validation was discussed. A task has been written to remove encounter only providers that have not been included on any claim for more than 3 years. This will help limit the number on the spreadsheets for validation. This will be added to the issue tracker once it’s received a change order number. Plans will be given notice in advance of any changes. A workgroup may be created.</p> <p>SSN in the capitation (820) and enrollment (834) transactions was discussed by Rhonda Busek. Per Rhonda, the decision has been made to move away from using social security numbers in the 820/834s due to security/privacy concerns. MAP will work with plans on how to transition this info out of the 834. This will be a phase approach and MAP will work with plans to mitigate as much as possible.</p>

	<p>An update was given on Flexible Services. Letters have been sent to plans by MAP giving them feedback on the policies which were submitted in October 2014; plans have until March 6th to respond to MAPs letters</p> <p>834 Release 3 update was given. Release 3 is on track for the end of March. HP is testing. The only change format wise will be for redetermination date. Plans will be given 3 weeks with a test file.</p> <p>FFS fee schedule will be published by March 1st; the anesthesia section will look different. (Base rate x RVU)</p> <p>Redeterminations update was given by Chris Norman. Fast Track dates were pushed out from the end of January to the end of February. 30,000 closures around the state. Expedited members are expected to close in March. Working on creating a file of upcoming closures to send to plans. Letters will be going out this week. High call volumes continue at the call center. Hold times are under 1 hour.</p>
<p>Rates/Financial Solvency (RAP): (Chelsea Guest for David Rohrer)</p>	<p><i>The RAP meeting was cancelled for February.</i></p> <p>The Data validation workgroup was held in its place. The workgroup is tasked with recommending both short- and long-term recommendations for process improvement and data level improvements going forward. The following outlines what the workgroup will focus on.</p> <p>Scope: Discuss and recommend improvements to the encounter data reconciliation process between OHA and CCOs as it relates to setting capitation rates.</p> <p>Suggested Duration: February 2015 to June 2015</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Improve the process of identifying and resolving data submission issues between OHA and CCOs

	<ol style="list-style-type: none"> 2. Improve data reconciliation efforts between OHA and CCOs 3. Improve the collection of CCO full pricing information that will aid in valuing the sub-capitation and alternative payment methodologies for rate setting 4. Improve consistency in encounter data submission among CCOs and sub-contractors <p>Workgroup Members: CCO Financial and Technical staff that are familiar with rate setting, encounter data, or both. We are looking for individuals who can commit to at least three meetings and possibly more to tackle these process improvement objectives.</p>
<p>CMS State Alignment: (Tina Potter)</p>	<p>Introduction to CCO Duals roundtable has been added as a standing agenda item. Roundtable is to discuss best practices, and share what each CCO is working on.</p> <p>Lee Girard, Community Services Manager, Multnomah County Aging, Disability and Veterans Services presented a PowerPoint on “An Evidenced-Based Care Transitions Approach”. Presented on CMMI Portland-metro evidenced based care transitions project and the good work and partnerships between organizations and how it is making a difference, as well as discussing challenges and continuing project goals.</p> <p>Jennifer Mead, MPH Health Promotion Coordinator, DHS-Aging & People with Disabilities presented a PowerPoint on “Evidenced-Based Health Promotion Programs & Resources”. Shared information about community-based resources to support caregivers, health promotion for seniors and others, and share the ADRC website and resource.</p> <p>Group discussed Integrated ID cards, member notices and how we should proceed with these. What is the plan interest level, and how should we prioritize? — Per group discussion a Member Notice should be the first priority. Jennifer is</p>

	<p>working with the MAP Quality staff to integrate Oregon NOA language into the CMS Integrated Denial Notice and hope to have a draft template available for discussion by the group at the April meeting.</p>
<p>Member Engagement, Outreach, and Communications: (Chris Norman for Jeanie Lunsford)</p>	<p>Redeterminations update was given by Chris Norman. Fast Track dates were pushed out from the end of January to the end of February. 30,000 closures around the state. Expedited members are expected to close in March. Working on creating a file of upcoming closures to send to plans. Letters will be going out this week. High call volumes continue at the call center. Hold times are under 1 hour. MAP would like input on what is going well, and what isn't going well. The group discussed issues they are seeing.</p> <p>Stephanie Tripp gave the OHA Communications update, and shared that she will be the communications representative for this workgroup. Stephanie also reported that there is a backlog on the making corrections received from the oregonhealthplan.changes@state.or.us email address. Communications is also working on language changes for the closure notices.</p> <p>Reminder was given to send any suggested changes to the Member Handbook to the ohp.materials@state.or.us email address. Goal is to make handbook flexible for FFS and CCOs. Feedback will be accepted until March 15th.</p> <p>Plain language/Health Literacy training was discussed. The group would like to look at key concepts of Health Literacy, and how MEOC could participate in these discussions</p>
<p>Contracts & Compliance: (Tina Potter)</p>	<p>The 2/5 Contract Review session was discussed. The next steps in the process include.</p> <ul style="list-style-type: none"> ▪ Solicit clarification from plans on comments listed on the tracker ▪ Respond to questions and/or concerns listed on tracker in the next 30-45 days <p>Finalize tracker for 2016 contract</p>

	<p>An update was given on the 141 Rules. Hearing occurred on CCO enrollment rules, rule is being finalized.</p> <ul style="list-style-type: none"> ▪ Disputes rule(s) have been completed. ▪ Member education is in the works. ▪ Credentialing rule, RAC held on 2/10, and additional rack held on 2/26. ▪ Primary Care Case Management rules will be rescinded <p>Deliverable tracker was reviewed and discussed. Upcoming due dates include...</p> <ul style="list-style-type: none"> ▪ February: Direct Reporting for PCPCH ▪ Technology plan, year 2 (reference documents are posted on the forms page) ▪ Grievance and reporting for quarter 4 of 2014 ▪ Hospital network adequacy report due on March 31st (will be on a calendar year basis going forward) ▪ Due date for CMS PIP Disclosure form is August 15th <p>Discussion around re-establishing a CCO Compliance Officer Workgroup. There will be offline discussions, and an update will be given at the March Contracts and Compliance meeting.</p> <p>An update was given on the APAC Data Request. There are no additional tasks that need to be completed per Chris Coon.</p>
<p>DCO Contractors: (Laura McKeane)</p>	<p>Topics at the January meeting included discussion around the new CBT codes, and the dental benefits brochure.</p> <p>Next meeting scheduled for the afternoon of 2/19 topics for discussion include continued work on the dental benefits brochure; credentialing audit tool; a wrap up of the dental sealant presentations done at QHOC in January; and an Incentive Measures update.</p>

Behavioral Health Directors/ Mental Health Residential Update (Jeff Emrick)	<i>Due to time constraints and scheduling conflict(s) the Behavioral Health Directors/ Mental Health Residential Update was not given at this meeting. Updates will resume at the March meeting</i>
Integrated Targeted Case Management Workgroup Update (Don Ross)	Next meeting scheduled for the afternoon of 2/19, topics for discussion will be Admin percentage and OHSU will be conducting a presentation on their HIV TCM program. Don also reported that all county budget proposals have been received, and are currently under review. Looking at a July 1, 2015 go live date. He also noted that MAP had a technical assistance call with CMS, and CMS will be giving their guidance in writing.
CCO Capacity Workgroup (Don Ross)	Workgroup met prior to the Contracts and Compliance meeting. The protocol was reviewed and discussed. MAP is working on finalizing the groups' recommendations. The group also discussed that their preference is implement this process in 2016. Group will have their final meeting in March.

TOPIC	DISCUSSION	ACTION ITEM(S)
OHA/MAP Updates (Rhonda Busek)	Update was given on Flexible Services. Letters have been sent to plans by MAP giving them feedback on the policies which were submitted in October 2014; plans have until March 6 th to respond to MAPs letters.	
Redetermination Update (Rhonda Busek)	Closures coming up on Feb 28 th for the Fast Track. Looking at approx. 30,000. Processing center is working on the backlog A team is working on a process for 2015 moving forward. This team is specific to the call center and processing.	

	<p>A strategic plan has been launched for a process moving forward with determinations and enrollment work, to catch up with current demand with consideration for how to continue and sustain.</p> <p>Strategic Plan has main 4 goals</p> <ol style="list-style-type: none"> 1. Process OHP applications and redeterminations 2. Reduce call wait times 3. Reduce number of dropped calls 4. Create a sustainable plan for determination and enrollment for 2015 <p>(The plan will have benchmarks. Plans and other external partners will be updated on the process.)</p>	
<p>FFM Update (Judy Mohr Peterson)</p>	<p>Judy gave an update on the FFM and the new system. Bringing in the Kentucky system. (Have gotten good feedback on the functionality of the Kentucky system)The launch date will be after the next open enrollment period, by the end of the year. Exact date is to be determined. High level design has been completed. Development phase is in process.</p> <p>OHA is having a contest to name the new system. Hope to have a new name in March.</p> <p>Plans asked for flow charts, and other process related documents. Judy reported that this information will be available by the summer.</p>	
<p>Legislative Update</p>	<p>1900 bills, getting roughly 30 per day. Bills are being analyzed. Brian will provide a written report for the next</p>	

(Brian Nieuburt)	meeting.	
Public Comment:		
	There were no public comment(s).	
Adjourned:		
	Meeting was adjourned at 12:15pm.	
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>March 19, 2015 10:00-12:00 <i>HSB Conference Room 166</i> Toll free dial-in: 888-278-0296 Participant Code: 310477</p>	