

MEETING NOTES

CCO ADVISORY MEETING

May 21, 2015

Workgroup Website:

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

Chair- Johanna Watson (FamilyCare)

Co-Chair- Jeanie Lunsford (CareOregon)

Attendees: *(In person or by phone)*

Bill Guest (WVCH), Bruce Howard (Acorda); Corinne Thayer (ODS); Dayna Steringer (WAOH/Advantage Dental); Deborah Loy (Capital Dental); Dick Sabath (Trillium); Elizabeth Gartman (IHN CCO); Jeanie Lunsford (CareOregon); Jeremiah Rigsby (CareOregon); Johanna Watson (FamilyCare); Kate Wells (PacificSource); Kathleen Klemann (FamilyCare); Kathy Cereghino (Kaiser); Katrina Conn (Umpqua Health Alliance); Kelly Michael (Kaiser); Laura McKeane (AllCare); Lori Ashbaugh (WVCH); Maggie Polson (PrimaryHealth); Maggie Rollins (PrimaryHealth); Matt Sinnott (Willamette Dental); Michele Barger (Family Dental Care); Mike Shirtcliff (Advantage Dental); Nick Gross (EOCCO); Rachel Arnold (Health Share); Shannon Conley (Trillium); Tina Potter (Trillium)

Staff: Carrie Shike (MAP); Chris Norman (MAP); Don Ross (MAP); Donna Metzger (MAP); Jeff Emrick (AMH); Katie Beck (MAP); Kim Leatherberry (MAP); Lisa Mallett (MAP); Maria Elena Castro (OEI); Michelle Benson (MAP); Rhonda Busek (MAP); Rosa Klein (DHS); Suzanne Hart (MAP); Tiffany Reagan (MAP)

1. Introductions/Review of Notes

Introductions/Review of Notes

Introductions were made in the room and over the phone.

Review of Agenda

Agenda was reviewed, and discussion on the future of NEMT meetings was added

| | |
|---|---|
| | to the agenda. |
| <i>Review of Meeting Notes</i> | Notes from the April meeting were reviewed and approved. |
| 2. Committee/Workgroup Reports (Reports are given by the chairs of each workgroup) | |
| Quality & Health Outcomes Committee: | <p>MAP updates were given.</p> <p>Legislative update was given by Sarah Wetherson. Bills specifically discussed during the update were:</p> <ul style="list-style-type: none"> — HB 2231 A- Relating to CCOs; — SB 832 A- related to integrated healthcare; — HB 2793- related to Korean/Vietnam War veterans to obtain healthcare coverage; <p>HERC update was given by Cat Livingston which included discussion around guidelines for Ventral Hernia and Penile Anomalies, and new guidelines for radiculopathy, and MRI were also discussed. Developmental Coordination disorder has been added as a new discussion item for an upcoming meeting.</p> <p>Sarah Bartelmann gave the metrics update. Her update included; April 30, 2015- released full year 2014 incentive measure results to CCOs; Validation process begins; DMAP full published report may be out by late June; the Metrics and Scoring Committee was scheduled to meet on Friday May 15th; and the CAHPS survey will come out in June.</p> <p>A proposal for a possible redesign of the QHOC meeting was discussed. A small workgroup comprised of volunteers from the QHOC membership along with QHOC Chairs, OHA staff is being created. The workgroup will work to determine various</p> |

| | |
|--|---|
| | <p>elements of a redesign which include creation of timelines, integration of membership, meeting format, alignment of meetings for information (e.g. HERC information to Medical Directors), and the data needs of committee.</p> <p>Statewide PIP update was given. 3 suggested topics for the 2015-2017 Statewide PIP are</p> <ul style="list-style-type: none"> — Opioid Management — CCO Incentive Metric: Assessments for children in DHS custody — Tobacco Prevalence and Cessation Programs <p>The topic for the Learning Collaborative was Tobacco Cessation.</p> <p>QPI Updates; Complaints and Grievance workgroup recommendations, and the Summary of Annual EQRO findings; were discussed during the afternoon QPI session.</p> |
| | |
| <p>All Plans System Technical: (Sheila Anders)</p> | <p>Encounter only enrollments – EDU are working those received on 4/7/15 and PSU for FFS are on 5/1/15</p> <p>Termination of inactive providers has been completed.</p> <p>Nathan Roberts gave the update on the Traditional Health Workers. Implementation will be on June 1st, and will have a type 13 provider type with separate specialties. Working on how to verify that these folks are certified and when their certifications expire.</p> |

Mary Durrant is reviewing the draft revalidation file and several plans offered to review the list before it is sent to all CCOs.

Per Mary, abbreviated enrollments do not contain all necessary information therefore these enrollments should be minimal. These should be requested only when all avenues to obtain the information have been exhausted. Plans with a high number of abbreviated enrollments will be notified.

Release 3 has been implemented. One issue has been discovered where plans are receiving “empty” change record with term records.

Rhonda Busek and Kristen Ennis, Privacy Office, attended to discuss their position on removing social security numbers from the 834's. Comments/info received from the Plans is being reviewed and considered by the Department of Justice. A request was made for the Plans to continue sending input to Rhonda why using this information is necessary, why it's needed for Plans to do their work and what impacts removing this information may have.

Update was given on ICD-10. There are 5 critical success factors that will need to be tested and reported to CMS. Mary will send out information and asked for Plan feedback on the information that she sends. Mary reminded the Plans that they need to have contingency Plans as ICD-9 cannot be accepted after October 1st. PH Tech and CareOregon will be participating in an ICD-10 pilot test. MAP is doing outreach for Fee for Service trading partners to participate in the pilot.

Patricia reported that TBQ/Medicare Member Notification Process change request is going forward. Bariatric kick payment change request is nearly completed. Once

| | |
|---|--|
| | this goes into production in the MMIS, these kick payments will be at the lower appropriate Medicare rate. |
| | |
| Rates/Financial Solvency: (David Rohrer) | <i>No update. The RAP meeting has been cancelled thru July.</i> |
| | |
| CMS State Alignment: (Shannon Conley) | <p>SNP Contract update was given. Summary of benefits information that needs to be submitted as Exhibit A should be available to most plans in June. Ok to submit for signatures now so we circulate for signatures at MAP, and then submit Exhibit A in June, we will then add to final doc for full execution.</p> <p>Draft Integrated Denial notice PowerPoint was presented by Jennifer which reviewed the Oregon-Specific integrated denial notice template. The IDN is part of CMS' ongoing effort to Stream-line appeal notice requirements, and to reduce confusion among duals, ensure beneficiary rights are provided, work toward integrating Medicare and Medicaid information. The new denial notice also consolidates old forms and integrates Medicaid appeal rights. This template would not replace all NOA's, just for duals. Jennifer also discussed advantages of an Oregon-Specific Template which included the following points.</p> <ul style="list-style-type: none"> — Ensures that all Oregon Medicaid NOA and Medicare IDN information is covered in one single form. — Prevents Full Duals from receiving two separate denial notices and instructions on appeal and hearing processes — Creates a standard template all plans can adopt to ensure they have included all information necessary to meet Medicare and Medicaid requirements. |

| | |
|--|---|
| | <p>Jennifer presented a PowerPoint presentation on the Dual Eligible Technical Assistance tool that has been created. The tool is flexible and adaptable to each CCO's specific needs, and the use of this tool is not required. It is meant to assist in meeting goals for the Triple Aim, specifically around dual eligibles. It covers areas of communication, population health management, care coordination, care transitions, health promotion/chronic disease management, health equity, engagement and administrative policy. Jennifer will be available to work directly with plans.</p> |
| | |
| <p>Member Engagement, Outreach, and Communications (MEOC): (Jeanie Lunsford)</p> | <p>Representatives from the MET Group attended the meeting and facilitated a discussion on client communications sent to those receiving health care through PEBB, OEBC and OHP. The MET group is conducting surveys on client communications to get feedback on the main topics that aren't clear to members, and what can be done to improve client communications. The MEOC group had a roundtable discussion regarding what effective communications are already available. The group also discussed OHA's means of communications including the OHA website and discussed ways that the site can be improved and made to be more user friendly.</p> <p>Member handbook will be reviewed at the June meeting.</p> |
| | |
| <p>Contracts & Compliance: (Elizabeth Gartman)</p> | <p>Belle Shepherd reminded the group that the due date for the CHP progress report is June 30th.</p> <p>Ben Kahn and Justin Hopkins from Addictions & Mental Health; gave the group a look into the Measures and Outcomes Tracking System (MOTS), which has been</p> |

| | |
|---|---|
| | <p>implemented by AMH. This system is a comprehensive behavioral health electronic data system to improve care, control cost and share information.</p> <p>Coordinated Care Organizations Compliance Training is scheduled for June 30th, 8:30am-4:30pm, at Valley River Inn in Eugene. Space is limited to 4 representatives per CCO. Risk assessing, oversight requirements, and annual evaluations will be discussed.</p> <p>Health Care Interpreter Learning Collaboratives, Training Dates and Locations are the following...</p> <ul style="list-style-type: none"> ○ Portland, June 2015 ○ Bend, July 2015 ○ Pendleton, September 2015 ○ Medford, March 2016 ○ Wilsonville, April 2016 <p>The next HCI Stakeholder session is scheduled for June 18th</p> |
| | |
| <p>DCO Contractors: (Laura McKeane)</p> | <p>Darren Coffman, Director of HERC, attended the April meeting and discussed the dental codes process. Additionally, at the April meeting, group also discussed the need for a revised DCO charter, and the possibility of restructuring the workgroup.</p> <p>Agenda items for the May 21st meeting include finalization of the OHP Dental brochure, discussion on sealant measures, capacity sharing, and the periodicity table.</p> |
| | |

| | | |
|--|---|------------------------------|
| <p>Behavioral Health Directors/Mental Health Residential Update: (Jeff Emrick)</p> | <p>Topics discussed at the May 18th meeting included CCO efforts regionally regarding behavioral health integration; CCO Dashboard Live Preview; Statewide Wraparound Transfer Protocol; and Access to ACT.</p> <p>Working to determine what the requirements and qualifications are for Transgender Assessment Providers</p> <p>RFA grant is due on August 5th. SAMSA site info will be sent out. A steering committee has been established and the group has created a charter. Stakeholder meetings will be held on 5/29, 6/30, and 8/5.</p> <p>The June Behavioral Health Directors meeting has been cancelled and will resume in July.</p> | |
| | | |
| <p>Integrated Targeted Case Management Workgroup: (Don Ross)</p> | <p>Meeting was cancelled for May. New implementation date has not been determined.</p> | |
| <p>TOPIC</p> | <p>DISCUSSION</p> | <p>ACTION ITEM(S)</p> |
| <p>3. OHA/MAP Updates</p> | <p>Work continues on the reorganization of OHA, on track for July 1st. The Chief Health Systems position has been posted, and several applications have been received. Mark Fairbanks, the new OHA CFO has started.</p> <p>Judy Mohr Peterson's last day with OHA will be June 19th. She is leaving to become the state Medicaid</p> | |

| | | |
|--|--|--|
| | <p>director for the state of Hawaii. The transition project will be transitioned to other OHA staff with Judy's departure. Leslie Clement will be the interim Medicaid Director.</p> | |
| <p>4. Redetermination & Enrollment Project Update</p> | <p>The new eligibility interface system will be called the 'ONE' (Oregon Eligibility) system. A contest was used to identify the naming.</p> <p>Closure notices/letters were sent out, which has resulted in increased call volumes. A communication on the timeline for renewals for the rest of the year is in development. Additional closure notices will be going out to ACA eligible/HIXs members. 35,000; 10 day closure notices will be going out to the Traditional Medicaid group.</p> <p>Goals for the project include are process improvement, identifying priority groups and reducing backlog.</p> | |
| <p>5. Legislative Update</p> | <p>Legislative update was given by Rosa Klein, and a priority bills list for CCOs was distributed.</p> | |
| <p>6. Additional Agenda Items: Future of NEMT Stakeholder Meeting</p> | <p>Plans shared that they have difficulties getting staff resources to the NEMT meeting. Plans would like MAP to consider having these meetings during contractors week when staff will already be in Salem. Plans also recommended that there be separate NEMT meetings for the CCOs and brokerages.</p> | |

| | | |
|--|--|--|
| | Topics that plans would like to discuss in a separate CCO only NEMT meeting include an assessment of NEMT, performance measures, share best practices, and volunteer services related conversations. | |
| 7. Public Comment | There was no public comment(s). | |
| 8. Adjourned: | Meeting was adjourned at 11:30pm | |
| Future Agenda Items/Parking Lot | | |
| <ul style="list-style-type: none"> ▪ ACA Studies and Impacts ▪ Oregon Health Policy Board-Working with CCOs ▪ Legislative Update (monthly) ▪ Transfer System Update (June) ▪ University Health Care Centers ▪ Child Wrap Around Update ▪ Targeted Case Management Update ▪ CHURN Mitigation ▪ Grants and other funding opportunities-Duplication of Efforts | | |
| Next Meeting | | |
| <p>June 18, 2015 10:00am-12:00pm <i>HSB Conference Room 137 A-D</i> Toll free dial-in: 888-278-0296 Participant Code: 310477</p> | | |