



**MO HealthNet Managed Care
Case Management Task Force
July 12, 2011—10:00 AM-11:00 PM
Conference Call Number – 573-526-5398/866-630-9345**

Minutes

Attendees

MO HealthNet Division

Andrea Smith

Department of Mental Health

Dr. Laine Young-Walker

Dr. Patsy Carter

Blue Advantage -Plus

Sandy Wederquist

Children's Mercy Family Health Partners

Ma'ata Touslee

New Directions Behavioral Health

Michelle Hills

Harmony Health Plan of Missouri

Ramona Kaplenk

Carl McLean

Dave Reynolds

Magellan

Eileen O'Toole

HealthCare USA

Tasha Smith

Lisa Fillback

MHNet

Janelle Bierman
Molly Nowak
Lindy Williams

Molina

Christine Cybulski

CompCare

Dan Kane

Missouri Care

Dr. John Esslinger
Melody Dowling
Archie Hamilton

Mid Missouri Legal Services

Steve Kunz

Behavioral Health Concepts

Mona Prater

Welcome/Introductions

Dr. John Esslinger, Missouri Care opened the meeting at 10: 05 AM.

MO HealthNet Vision for CM

Andrea Smith, RN, MO HealthNet Division provided a brief explanation of the MO HealthNet vision for case management. The health plans are expected to provide access to quality behavioral health services. This includes developing methodologies to identify members that can benefit from case management; using a holistic approach; and ensuring the case manager is actively involved with the member, family, and provider during the entire episode of care.

Goals and Objectives of the Committee

Michelle Hills, New Directions thanked everyone for taking time out of their busy schedules to participate on the committee. Goals of the committee were distributed electronically prior to the meeting. Michelle reviewed the six main goals of the task force.

- Improved patient care;
- Improved health outcomes;
- Reduction of inappropriate inpatient hospitalization;
- Reduction of inappropriate utilization of emergent services;
- Lower total costs; and
- Better educated providers and members.

The five objectives of the task force were also discussed.

- Identification of members for case management;
- Engagement of and maintaining the members in case management;

- Documentation of case management activities to meet federal, state, and other regulatory body requirements;
- Development of measures to monitor and track case management activity and outcomes; and
- Development of communication and collaboration processes across all systems of care and to assure Missouri's low income and vulnerable citizens will have access to quality health care in order to maximize their quality of life and independence.

Task Force Subgroups

Five subgroups were established to focus on the objectives. Committee members were asked to volunteer for a subgroup. The five subgroups and volunteers are as follows:

1. Identification of members for case management
 - Volunteers: Eileen O'Toole (Magellan); Tasha Smith (HC USA); Ma'ata Touslee (CMFHP).
 - Focus: Possible sources of information for identification of members; What are the best sources of information; How can the identification of members be improved using existing information sources; Are there additional ways to identify members appropriate for case management?
2. Engagement and maintenance of members in case management
 - Volunteers: Melody Dowling (MO Care); Archie Hamilton (MO Care); Ramona Kaplenk (Harmony); Mona Prater (BHC)
 - Focus: Identify techniques, and best practices used to engage members in case management; Identify technology tools that may assist in engaging or maintaining members in case management; Identify educational resources for health plans
3. Documentation of case management activities
 - Volunteers: Christine Cybulski (Molina); Michelle Hills (New Directions); Sandy Wederquist (BA+)
 - Focus: Review key requirements as stipulated in 2009 MHD managed care contract (sect. 2.11); Consider use of template for consistency and completeness of case management documentation; Balance time with member vs. time to document; Identify best practices; Use national resources such as CMSA
4. Measures to monitor and track case management activity and outcomes
 - Volunteers: Janelle Bierman (MH Net); Molly Nowak (MH Net)
 - Focus: Review contract reporting requirements; Determine key outcomes measures that reflect impact of case management; Determine the strengths, weaknesses of existing reports; Survey; Propose modifications for future reports
5. Communication and collaboration for case management
 - Volunteers: Dan Kane (Comp Care); Steve Kunz (Mid Missouri Legal Services)
 - Focus: Identify how health plans can engage with providers to enlist their use of case management; Identify best practices in educating members; Make effective use of community resources in addressing member health issues; Consider creating a repository of community health resources by region and by community resource type; Consider creating a process that would periodically update a "community resource book" for use by payers, providers, and members; Identify approaches to effectively integrate physical and behavioral health case management

Action Steps prior to next meeting:

1 Dr. Esslinger and Michelle Hills will revise the fifth objective to include the following:

- the integration of physical and behavioral health,
- practicing physician, community resources, and
- that primary function of case management is advocacy.

The revised objective will be presented at the next meeting for input from CMTF members.

2. Dr. Esslinger will develop a framework to approach the review and analysis of each objective. The Framework will be provided to each Objective Subgroup for use in their research.

3. Andrea Smith will provide the Task Force with a member contact list to include phone numbers and email addresses.

Next Steps

Next meeting scheduled for 8/9/11 from 10:00-11:00 am

Meeting Adjourned at: 11 am