

**MO HEALTHNET OVERSIGHT COMMITTEE MEETING  
August 5, 2008**

**205 Jefferson Street  
Jefferson City, MO 65101**

**Members in Attendance**

Steven Bradford  
Gwenolyn Crimm, Co-Chair  
Fredrick DeFeo, MD  
Craig Fraizer  
Shawn Griffin, MD  
Steven Lipstein, Co-Chair  
Debra McCaul, MD  
Heidi Miller, MD  
Laura Neal  
Joseph Pierle  
William Thousand, DDS  
The Honorable Joan Bray (by phone)  
The Honorable Rob Schaaf  
The Honorable Charlie Shields (by phone)  
Joe Parks, MD, DMH  
Randy Rogers, DHSS (alternate)  
Deborah Scott, DSS

**Members Absent**

The Honorable Mike Talboy

**Others in Attendance**

Jim Burns, CMS  
Jennifer Kemp-Cornelius, PharmD  
Gina Luebbering, Budget and Planning  
John Newcomer, Washington University  
Illegible signature, Springfield Paper  
John Howell, Citizens Memorial Hospital  
David Garvin, Lakeland Regional Hospital  
Missy Waedno, Legal Services of Eastern MO  
Pam Victor, HealthCare USA  
Taira Green, Schaller Anderson  
Chris Moody, Moody & Associates  
T. Holloway, MSMA  
Brent Gilstrap, Self Employed  
Dr. John Howell, Chairman Psychology Dept., Citizens Memorial Hospital, Bolivar, MO

**MHD Staff in Attendance**

Ian McCaslin, MD, MPH  
Amy Woods  
Rhonda Driver, RPh  
Marga Hoelscher  
Debbie Kolb  
Sandra Levels  
Mike Wilson, DO  
Lisa Clements, PhD  
Jayne Zemmer  
Andrew Haslag  
Karen Lewis  
Beth McQuaide

**DSS Staff in Attendance**

Janel Luck, FSD  
David Johnston, FSD, FAMIS  
S. Ramasamy, FSD, FAMIS  
Rocky Evan, FSD, FAMIS

Chelmer Barrow, APS Healthcare  
Jim Miluski, OA  
Adam Koenigsfeld, Senate Appropriations  
Kirsten Dunham, Paraquad, Inc.  
Brent Gilstrap, Springfield Mental Health  
J.D. Forsythe, Healthcare Provider  
Carolyn Chambers, RAIL  
Gwen Harrington, CCC  
Chad Moore, CMFHP  
Anne Clouse, Penman & Winton Consulting  
Pam Johnson, Missouri Care  
L. Chilton, BJC  
Dr. Chuck Hollister, MHD Provider

## **Welcome/Introductions/Minutes**

Gwendolyn Crimm, Co-Chair called the meeting to order at approximately 12:00 Noon, welcoming all attendees. Ian McCaslin, MD, MPH, Director-MO HealthNet Division (MHD) introduced several MHD staff in attendance including Marga Hoelscher. Ms. Hoelscher recently joined MHD as the Deputy Division Director for Finance. Dr. McCaslin also recognized the attendance of Jim Burns, Centers for Medicare and Medicaid Services and Jim Miluski, Office of Administration, Budget and Planning. Draft minutes for a conference call held April 28, 2008 and the Committee meeting held April 29, 2008 were provided in the meeting packet and e-mailed to each member prior to the meeting. These minutes were approved as submitted.

## **MO HealthNet Progress/Status Report**

**Participant-Eligibility-Enrollment-** All attendees were provided a handout entitled *MO HealthNet Participation*. The handout provided March 2008 and June 2008 enrollment data in each of the following eligibility categories: Children, Persons with Disabilities, Custodial Parents, Seniors, and Pregnant Women. Janel Luck, Director, Family Support Division (FSD) summarized the report discussing income guidelines, Ticket to Work and the transition as custodial parents return to work. Ms. Luck indicated that quarterly updates to this information will be provided to the Committee.

**Technology-**Ms. Luck introduced the Committee to the Internet based application that recently became available to families, pregnant women, and parents wishing to apply for MO HealthNet benefits. She indicated the Department plans to offer this tool to other populations in the future. Staff involved in the development of the application, including David Johnston, Project Development Manager were introduced. Mr. Johnston discussed the objectives of the Web application process which include assisting in outreach to families and children who might be eligible for MO HealthNet benefits, reducing the Eligibility Specialists' workload, cutting costs, and providing 24 hour, 7 day a week access to the application. Mr. Johnson provided a video demonstration of the web-based application process. He indicated that the application would take about 20 to 25 minutes to complete. He estimated that 1,650 applications had been processed to date since the May 19, 2008 launch. The presentation ended with a summary of the next phases planned, including the ability to apply for other types of assistance (TANF, Food Stamps) and outreach to community partners to make them aware of the new tool. Ms. Luck responded to questions from the Committee regarding the verification of information submitted through the on-line application, security and access to computers and the Internet. Discussion ensued surrounding the value the tool will provide the Department in updating to participant information, including address corrections. A copy of the slides as well as the video used for this presentation were provided.

## **Service Delivery**

**MCO ReBid/HealthPlan Visits-**Dr. McCaslin provided an update about the MO HealthNet Managed Care contract rebid process. A PowerPoint presentation summarized managed care eligibility groups and regions, which includes 37 original counties and 17 recently added to managed care. Regional enrollment figures were

provided, along with a list health plans currently participating in each of the three regions. Dr. McCaslin noted that MHD staff have been conducting on-site meetings with each health plan, as well as meetings with other stakeholders to gain input as the Request for Proposal (RFP) is developed. These meetings are scheduled to continue through August. Contract enhancements under consideration were discussed, including measures to ensure each participant has a health care home, strengthening care coordination, pursuing national accreditation standards, enhancing network adequacy, improving encounter data, focusing on outreach and education in rural areas, and improving contract compliance monitoring. Specific program elements under discussion include Pharmacy, Behavioral Health and Dental. Dr. McCaslin reviewed a draft timeline for the rebid. The RFP is expected to be to the Office of Administration by October 1, 2008 and released in early December. Contract awards are planned for March 2009 with the new contracts beginning October 2009. Discussion ensued surrounding the managed care expansion and feedback members had heard surrounding Rural Health Clinics (RHC) and Federally Qualified Health Centers (FQHC). Dr. McCaslin responded to questions regarding specific contract terms. Members expressed concern surrounding prior authorizations, quality of care, provider reimbursement, and provider adequacy, as well as their interest in knowing whether the cost of care increased or decreased with the expansion.

**Town Hall Meeting Updates-**Dr. McCaslin updated the Committee on the Town Hall Meetings scheduled to continue throughout the state. Approximately 12 meetings have been held, with additional meetings scheduled through September. An overview of the MO HealthNet program is provided at each meeting, and there is also an opportunity for public comment and questions at each location. Dr. McCaslin stated he has found these meetings to be incredibly valuable as they allow him to gain a unique perspective from participants and providers alike. MHD plans to continue holding town hall meetings in manner following the legislative session.

**Northwest Missouri ASO Request for Proposal Update-**Amy Woods, Assistant Deputy Director, MO HealthNet Division summarized a handout providing an update on the Northwest Missouri Administrative Services Organization (ASO) RFP. The due date for proposal return is August 7, 2008, with an award expected approximately 30 days later. Implementation is expected within 90 days from the date of the award. Ms. Woods indicated there had been questions about the RFP surrounding technology and to data clarification, but that no major issues with the RFP had been noted. MHD will provide a copy of this RFP to members who requested one during the discussion.

**Southwest Missouri Administrative Services Organization-**Ms. Woods reviewed a tentative time line for the Southwest ASO RFP asking for the Committee's consideration of MHD's plan to move forward with the process. MHD does not see the need for substantial changes in this RFP from the NW ASO RFP, however expects to know more following the evaluation process. Members requested a conference call be scheduled in September should the evaluation of the NW ASO submissions determine the need for changes to the SW ASO RFP.

## **Other Service Delivery Initiatives**

Dr. McCaslin responded to questions surrounding the many initiatives the Division is involved with, including questions regarding requirements for adding counties to managed care and why elderly and disabled are exempted from managed care coverage. Steve Lipstein, Co-Chair suggested that there might be value in having the Committee tutored on all of the service delivery models used by the Division. Members also requested data relating to the Chronic Care Improvement Program.

## **Best Practices**

**Children and Use of Psychotropic Medications-** John Newcomer, Gregory B. Couch Professor of Psychiatry, Psychology and Medicine at Washington University School of Medicine, St. Louis MO presented a PowerPoint presentation entitled *Identifying Key Sources of Modifiable Risk for Morbidity and Mortality in the MO HealthNet Population of Adults and Children with Mental Illness*. Dr. Newcomer stated that compared with the general population persons with mental illness lose 25-30 years of normal life expectancy, with cardiovascular disease being the primary cause of death. Suicide rates, risk factors and the hypothesis surrounding the use of antidepressants in young adults and an increase risk for suicide, leading to a black box warning, were examined. Dr. Newcomer discussed the relationship between the black box warning, decline in antidepressant prescriptions and increase in suicide and studies associated with this relationship. Dr. Newcomer presented slides providing data on cardiovascular disease and persons with mental illness and summarized reasons for increased mortality for this population. Modifiable cardiovascular risk factors affected by psychotropic therapy were discussed and included obesity, diabetes, insulin resistance and dyslipidemia. Dr. Newcomer discussed data showing the increase of psychotropic medications in children as the use of antidepressants for children declined. Metabolic effects of antipsychotics in children were detailed and a five-year National Institutes of Mental Health (NIMH) funded study was summarized. Dr. Newcomer commented on the low incidence of monitoring for cardiovascular risk factors in children. Opportunities for prevention and beneficial effects of interventions were presented. He concluded by outlining measures to improve the quality of health care for mental and substance-use conditions including the anticipation of co-morbidities and use of routine screenings. Collaboration between primary care providers and relevant specialists, including formal agreements, case management, co-location of services, integrated practices of primary and mental health care and the adaptation of the healthcare model to best meet patient needs were stressed. Committee member Joe Parks, MD, commented that the Department of Mental Health and MHD are working in collaboration to complete disease interventions to identify gaps in care. Dr. Parks stated important factors to remember are persons with mental illness have higher rates of illness, less access to care, less recommended interventions, low activity, high rates of smoking, trouble staying focused and face the stigma of a mental illness diagnosis. Members discussed possible formulary concerns, the need for providers in rural areas and the idea of a primary care provider (PCP) in mental health centers. Dr. Parks advised that seven Community Mental Health Centers (CMHC) are serving as trial sites with a PCP on site. Dennis Thousand, DDS urged the Committee and MHD to remember dentistry as these discussions were considered.

## **Provider Interfaces**

**Primary Care Network Adequacy**-Debbie Kolb, Director-Information Systems, presented PowerPoint slides providing data on MHD enrolled physician providers. Ms. Kolb stated approximately 80% of licensed physicians (Board of Healing Arts data) in the State are enrolled with MO HealthNet. Ms. Kolb stated a PCP could be a general/family practitioner, obstetrics and gynecology practitioner, pediatrician, internist or an advance practice nurse. A one to fifty-three PCP to patient ratio in the fee for service program was noted. Ms. Kolb summarized claims data for the previous 12 months to determine active providers. Enrollment numbers for each county were provided for each provider type previously discussed. It was noted that two counties in the state did not have an enrolled PCP within the county, but noted that each county did have a Rural Health Clinic (RHC) located within the county. RHCs were not included in the presented data therefore provider numbers were actually higher than noted. Dr. McCaslin and Ms. Kolb addressed questions from the Committee including the challenges in data collection and the need to determine of the enrolled providers who accept new MO HealthNet patients.

**Technology**-A PowerPoint presentation on *Personal Health Records (PHR)* was given by Dr. McCaslin. The concept of a PHR was summarized as well as the goal to move beyond the "chart on the shelf," giving the patient better access to their own healthcare data and enabling them to have more control over their own information. Dr. McCaslin stated that a 2007 study indicated that 91% of patients felt they should have access to their health records and 60% felt the benefits of electronic records outweighed the risks. Dr. McCaslin reviewed precautions for developing a PHR, including privacy, advertising, and fee structure. An article on the topic as well as selected PHR sites were provided to the Committee for their review. Mr. Lipstein provided an overview of one of the sites [www.myhealthfolders.com](http://www.myhealthfolders.com). Jennifer Kemp-Cornelius, PharmD, ACS HealthCare provided a demonstration of DirectInform,<sup>SM</sup> the CyberAccess<sup>SM</sup> sister application targeted at participants. Dr. Kemp-Cornelius demonstrated how the site could be used by the patient to add home monitoring data and other valuable information not readily available to MHD through claims data, including height and weight, smoking history, over-the-counter medication utilization and updated demographic information. She responded to questions from the Committee regarding how the participant might use the tool indicating the value in having health information in one place for easy printing as well as the possibility of messaging back to the participant regarding preventative screenings or required testing. The tool would also be disease state based and provide the patient with links to valuable information and risk calculators.

## **Committee Responsibilities**

**Senate Bill 577 Report Requirements/HealthCare Technology Report Update**-Ms. Kolb discussed the history of this report. She indicated that MHD had contracted with Fox Systems, Inc. to build upon existing reports to complete the elements required by SB 577. These elements were summarized. Ms. Kolb indicated the report was in excess of 100 pages and was in the process of being reviewed by MHD and the Department of Social Services. A draft plan for discussion was presented and the Committee was asked how they would like to proceed. It was agreed that MHD would

provide a copy to each member for review and Committee Co-Chairs would determine if a conference call to discuss the report was warranted prior to the next scheduled meeting. It was hoped that the report would be released in November 2008.

### **Four Year Plan to Reach Parity**

A copy of this report was made available to all Committee members prior to the meeting and was also added to the MHD Web page for easy reference. Marga Hoelscher, Deputy Division Director summarized Section 208.152.1(23), RSMo, as amended in Senate Bill 577, which requires the Division to develop four year plan for MO HealthNet provider reimbursement to reach parity with Medicare reimbursement. Ms. Hoelscher indicated these amounts were to be included in the annual budget request to be completed by October 1, 2008. Fiscal Year 2009 average reimbursement rates were provided to the committee. Ms. Hoelscher summarized program areas excluded from the report, because either there was no valid Medicare comparison or the program was already at parity. Parity comparisons used to develop the plan were reviewed and the project costs over the life of the plan were detailed. Finally, Ms. Hoelscher shared data for the FY 2010 annual budget request for the affected programs, including general revenue dollars required to reach the targeted percentage. Ms. Hoelscher answered Committee questions regarding the report.

### **Open Public Comment**

Time for comment by the public had been allotted. Those wishing to comment contacted MHD in advance to schedule and were asked to keep comments to five minutes and under. Brent Gilstrap, LPC expressed his appreciation for the recent town hall meeting held in his area of the state and for the openness of the process. He encouraged the Committee to be mindful of mental health and expressed concern for finding services for children in foster care. Dr. John Howell addressed the Committee regarding the managed care expansion. He discussed perceived barriers to care including referral processes and the managed care provider panel. He urged the Committee to consider a mental healthcare provider, who was not a state employee, for Committee membership. Dr. Chuck Hollister requested the Committee consider adding a counseling arts professional as a member. Attendees were encouraged to contact MHD with specific problems regarding access to care.

### **Questions/Adjourn**

Mr. Lipstein called for additional comments from the Committee. Fred DeFeo, MD commented on confusion he had encountered following an update to the Division's Fee-for-Service Preferred Drug List (PDL). Rhonda Driver, RPh, Director Pharmacy Services provided clarification regarding the PDL process including annual reviews. Ms. Driver indicated that Medicaid News was used to notify providers of changes to the PDL, however patients who were compliant on current therapy were not expected to change when these updates took place. Ms. Driver indicated that any problems encountered should be sent to her attention for review. The meeting adjourned at 4:00 p.m.

The next regularly scheduled meeting is November 18, 2008.