

MO HEALTHNET OVERSIGHT COMMITTEE MEETING MINUTES

November 12, 2020
Via WEBEX Conferencing

ATTENDANCE

Committee Members Present:

Nick Pfannenstiel, Chairman
Bridget McCandless, Co-Chair
Gerard Grimaldi
Joe Pierle
Kaylyn Lambert
Randall Williams, DHSS Director
Representative Jon Patterson
Representative Tracy McCreery
Sara Oerther
Senator Jill Schupp
Todd Richardson, MHD Director
Sam Alexander
Senator David Sater
David Ott
Jennifer Tidball, DSS Director

Members Not Present:

Mark Sanford
Carmen Parker-Bradshaw
Mark Stringer, DMH

DSS/State Gov't Staff:

Bobbi Jo Garber
Caitlin Whaley, DSS
Darin Hackmann, MHD
Gail Luecke, MHD

Jessie Dresner, MHD
Josh Moore, MHD
Kim Evans, FSD
Kirk Mathews, MHD
Leann Hager, MHD
Nate Percy, MHD
Olivia Rush, MHD
Patrick Luebbering, DFAS
Tony Brite, MHD
Donna Siebeneck, DMH
Abby Barker, MHD

Guests:

Alisa Gordon, Milliman
Ally Siegler
Amy Schwartz
Brian Kinkade, MHA
Cara Hoover
Chris Moody, HB Strategies
Dana Chamblee, Accenture
Daniel Landon, MHA
Donna Checkett,
Emily Gamble
Emily Wright, Gibbons Workman
Geoffrey Oliver
Gini Morgan

Heidi Geisbuhler Sutherland, MSMA
Helen Jaco
Jack Gamble
Jackie Schmitz, Senate Staff
Jennifer Colozza, Conduent
Jessica Petrie, Winton Policy Group
Jim Moody, HB Strategies
Joe Miller, CHC Strategies
Katie Reichard, MPCA
Kylie Ahrendsen, Accenture
Lucas Caldwell-McMillan
Lyndsey Cavender, MFH
Maura Weber
Megan Fast, Conduent
Megan Price, Senate Staff
Melissa Basil
Noel Torpey, HB Strategies
Rebecca Case
Sandy Gu
Shantel Smith
Sheldon Weisgau
Sherry Scanlon, St. Luke's Hospital
Susan Henderson-Moore
Tim McBride, Washington Univ.

Handouts from the meeting are located on the web at: <http://dss.mo.gov/mhd/oversight/meeting.htm>

AGENDA

Welcome/Introduction/Approval of Minutes

- Dr. Nick Pfannenstiel called the meeting to order at approximately 12:06 p.m. The committee approved the minutes from the August 18, 2020 meeting.

Director's Update (available online)

- Todd Richardson, MO HealthNet Director gave an update on the progress of the Missouri COVID-19 response efforts. Significant progress has been made since April. We have seen a dramatic expansion of testing capacity; contact tracing capabilities have improved; the state deployed over 64,800,000 units of PPE to front-line and essential workers; most hospitals are operating at 100% capacity; a

significant engagement campaign is underway to encourage individuals to get the influenza vaccination; and, COVID-19 vaccination planning is underway.

- **Comment:** Senator Schupp asked where she could find information on the vaccine distribution plan. Dr. Randall Williams advised he would send to her.
 - **Comment:** Kaylyn Lambert asked how the contact tracing funds were disbursed and if the spending was tracked to ensure the funds are being used for that purpose.
 - **Comment/Action Item:** Mr. Richardson agreed there were still issues and it has been challenging for every local public health jurisdiction with the level of cases continually on the rise. Mr. Richardson advised that the funds had been distributed as a lump sum amount. He advised he would check with the team to see if they are keeping track of the progress.
 - **Comment:** Representative Tracy McCreery asked if there were others things that could be done to help with contact tracing issues besides funding.
 - **Comment:** Dr. Williams said they are actively looking at what can be done within the department. Conversations are currently taking place, nationally and statewide, to transition to a more focused contact tracing response.
 - **Comment:** Dr. McCandless asked Mr. Richardson how he feels Missouri is doing with special populations in nursing homes, foster care and incarcerated individuals.
 - **Comment:** Mr. Richardson explained that under Dr. Williams' leadership, there has been a real focus on testing and ensuring we were deploying a "boxed in" strategy to contain outbreaks. However, even with all the precautions, infections still occur and the virus still finds its way into the facilities. The Department of Corrections has also had an aggressive testing protocol. With the technology available today and with guidance from CMS and other resources, most of our facilities are doing antigen testing at least weekly, if not semi-weekly of all their staff members.
- Mr. Richardson gave an update on Medicaid Expansion including how it is structured. The MHD, along with DHSS and DMH, are looking at systems modifications, eligibility and enrollment, data and analytics, transformation, budget and procurement, policy measures, and engagement, including the customer experience, provider outreach and process improvements. After looking at all of the available options within the language of the Constitution, looking at what other states have done, and reviewing other alternative benefit plans, the decision has been made to stay with the core state benefit plan in place today. This will enable us to move forward on a lot of the pre-work that needs to be done for implementation in setting up the systems work, and starting on regulatory compliance that has to be done before July 1, 2021.
 - **Comment:** Representative McCreery asked where she could find the core benefit plan resources.
 - **Comment/Action:** Mr. Richardson advised he would provide a summary of the core benefit plan to the committee members.

Chief Transformation Officer's Update

- Kirk Mathews, MHD Chief Transformation Officer presented an update on the Missouri Benefit Enrollment Transformation Project (formerly known as Civilla). ***This presentation is available online.***

Mr. Mathews announced we are now in Phase II, which is the Design and Testing phase. The team plans to have the final version of the application to CMS by March 1, which will give CMS up to 120 days to

review before the July 1 deadline. Work will begin on Phase 3, which is Implementation, prior to CMS' approval. This decision was made based on input from Civilia and the MHD feels quite confident CMS will approve. If CMS does have minor changes or recommendations, we do not anticipate any issues with rolling those into our training and implementation.

- **Comment:** Dr. Pfannenstiel expressed his concern with so much going on with the implementation of the new application process and with expansion piece. He asked how the MHD planned to communicate the new process to those individuals that are eligible or newly eligible.
- **Comment:** Mr. Richardson said the communication piece about the new process had not been finalized yet. However, the new application process will provide an easier and more efficient experience for those enrolling. The critical goal of the whole project is that the more complete applications we can get on the front end, less follow up will be needed by the Family Support Division (FSD), resulting in quicker turn-around times.

Mr. Mathews said that he realizes we have a tight timeline to get this new application process implemented by July 1 but said he is confident it can be done. In the interim, they will be pushing applicants to the online application process. The goal is to have just one application process in place and no longer using the old one.

- **Comment:** Senator Schupp expressed her concerns about the impact this process will have on individuals who are currently eligible and/or will be eligible for benefits and how the pandemic plays into this as well.
- **Comment/Action Item:** Mr. Richardson assured that due to the pandemic, no one currently enrolled would lose coverage. He further advised that he would update the committee on the outreach and awareness of availability to participants and others at the next meeting.
- **Comment:** Dr. Pfannenstiel also agreed with Senator Schupp's comments and that we somehow need to communicate to all individuals (current and newly eligible) about the possibility of the new streamlined application process.
- **Comment:** Mr. Mathews agreed and advised that would roll this communication piece into their planning and see what other experiences Civilia may have run into.

Chief Operating Officer's Update:

- Jessie Dresner, MHD Chief Operating Officer, followed up on an item from the last meeting regarding questions received about behavioral health non-IEP claims in a school setting. She advised that in 2018 the MHD collaborated with the Missouri School Board Association (MSBA) on a bulletin and website dedicated to the services linked to the bulletin and providing other useful information.
 - Action Item: Jessie will get the website to the committee.
- Ms. Dresner gave a presentation on Telehealth. ***The presentation is available online.*** Currently, the MHD operates telehealth under state statutes; there is no state regulation in place. Even though there are some guardrails within the program, we felt it was time for a simple state regulation to clarify some aspects of the program and provide for quality assurance. External stakeholders have provided positive feedback to this, and so a work group has been formed to work on this process and hope to have a draft regulation ready soon.

Managed Care Director's Update

- Bobbi Jo Garber, MHD Managed Care Director, gave an update on Managed Care. She advised that her group is working on a new Beneficiary Support Center, formerly known as the Enrollment Broker Contract. This group assists individuals that become eligible for Medicaid. Managed care members are provided with information from the enrollment broker to assist them with selecting a plan that best fulfills their needs. If they do not choose one within the required period, a plan will be selected for them.

Ms. Garber said the goal of the new contract is to improve the interactions and availability to make selections in a more technical way. Items have been added to the RFP that will allow participants to complete the process online, by mail, or phone. To ensure we have continuous enrollment broker support, we have extended the current contract from January 1 to June 30, 2021. All contract bids have been received and are currently at the Office of Administration for approval.

- Ms. Garber reviewed the Performance Withhold Measures (HEDIS). Due to the pandemic, it has been very difficult for the providers as well as the Managed Care Organizations (MCOs) to record the performance withhold measures since members were not frequenting the doctor's office as they normally would have. We realized this impact would not provide accurate measuring. After some collaboration, the decision was made to come up with a plan for the next contract year that will have them doing a study. Each MCO will do an individual study, which will provide us with the HEDIS measures that will give us enhanced data down to county, gender and race level. They will also be reporting what COVID-19 impacts were to the quality metrics and utilization. There is a 3-prong approach so that the MCOs are able to receive their withheld funds. Since we do not know how long the pandemic will last, this process will stay in place for the next year or so. At the end of the pandemic, we will be going back to HEDIS measure reporting.
- Ms. Garber advised that her group is in the process of reviewing the managed care statewide contract requirements and determining what improvements/changes should be made or continued. The current timeline for the rebid, awarding and effective date are as follows:
Final Draft to MHD Admin for approval January 30, 2021
Final Draft to OA procurement March 2021
RFP released July 2021
RFP Award November 2021
Implementation July 1, 2022

Legislative Update: There was no legislative update.

Budget Update:

- Tony Brite, MHD Finance Director, gave the budget update, which included the supplemental requests for FY2021 and the Department's request for FY2022. ***This presentation is available online.***
 - **Action Item:** Impact of Medicaid expansion on the budget will be presented at the February 4 meeting.
 - **Comment:** Senator Schupp asked if the MMIS Premium Collections update would allow the consumer to pay electronically.
 - **Comment:** Mr. Brite confirmed they would be able to pay electronically or on line.
 - **Comment:** Senator Schupp asked if this was an ongoing annual cost.

- **Comment:** Mr. Brite and Mr. Richardson concurred that this is mainly in the implementation and set up costs. There will be an ongoing operations piece that will be a much smaller amount as part of the overall benefit support center.
- **Comment:** Senator Schupp requested confirmation that the amount owed would not be deducted automatically and it is the consumer who has control of how much he pays if he chooses to do so electronically.
- **Comment:** Mr. Richardson concurred. This will make it easier for the consumer to submit their payments so that they do not lose coverage. Today, the only choice they have is to mail a physical check.
- **Comment:** Mr. Grimaldi asked if any particular specialty drugs attributed to the increased cost to the program.
- **Action Item:** Mr. Brite said the amount shown is based on overall national trends. After some discussion, Mr. Brite said he would ask Josh Moore, MHD Pharmacy Director, to speak to this as well as other items such as genetic therapies at the next meeting.

Public Comment:

- There were no public comments.

Family Support Division (FSD) Update:

- Kim Evans, FSD Director, presented the FSD update. ***This presentation is available online.***

Ms. Evans reported that due to the state of emergency, the caseload is high. They have been accepting and entering changes to keep the system updated. No adverse action is being taken while the emergency order is in effect.

- **Comment:** Senator Schupp asked that once the emergency order expires, what process will be used for the people who are considered ineligible because they have not responded to inquiries or requests for information. Her concern is that someone who really needs to be on Medicaid would lose coverage. Also, what about those who become newly eligible due to Medicaid expansion.
- **Comment:** Ms. Evans advised that once the system resets, 10-day notices would be sent to see if an individual's situation had changed and would be able to resolve any issues at that time. They also have an additional 90 days to request an administrative hearing. There are also plans to do some outreach even before these notices go out to get information needed and will be working very closely with providers and community partners keeping them informed so they also are able to assist participants. Other communications avenues that will be used include social media and website posts and getting informational flyers/posters out to the community.

Ms. Evans reported that open enrollment started November 1 and runs through December 15. As of November 12, there were approximately 10,400 pending applications (9,000 of that being adult Medicaid and approximately 1,300 MAGI).

- **Comment:** Dr. Pfannenstiel asked if the Department feels the new application process will help reduce the number of pending applications.
- **Comment:** Ms. Evans said there are different reasons why applications could be pending. They will also have new resources that will allow them to do some electronic verifications that will help to identify current addresses, citizenship, and income. This would mean at application and

renewal time, we would not have to go out and ask the participant to return this information to us. This will allow us some efficiencies, saving us time and staff being able to process applications very quickly.

The meeting adjourned at approximately 2:00 p.m. The next meeting is scheduled for February 4, 2021.