

# **MO HealthNet Oversight Committee Meeting**

**November 12, 2020**

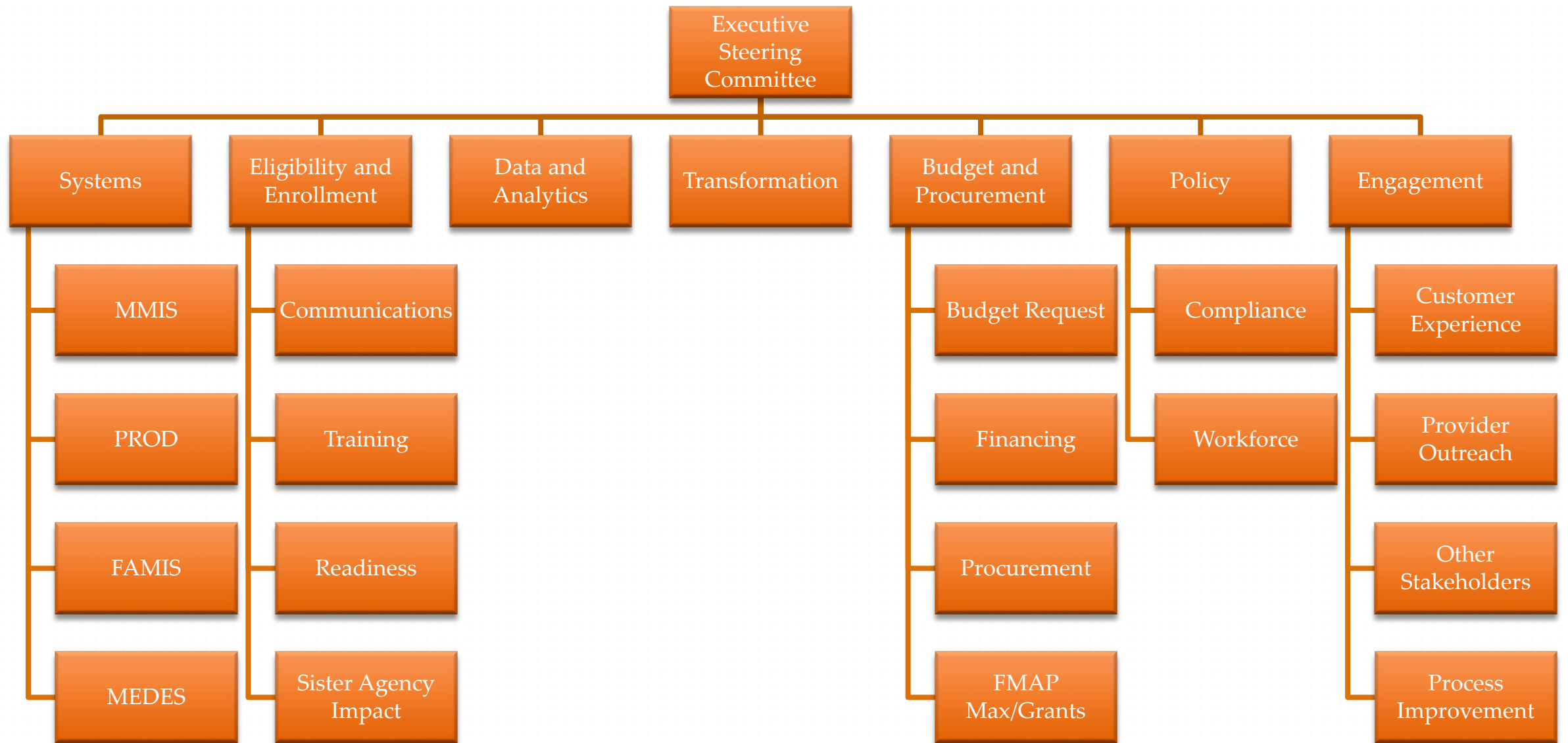
# Agenda

## November 12, 2020

12:00 - 12:15	<b>Welcome/Introductions/Minutes</b> <ul style="list-style-type: none"> <li>Approval of August 18 meeting minutes</li> </ul>	<b>Dr. Nick Pfannenstiel, Chairman</b>
12:15 - 1:00	Director's Update <ul style="list-style-type: none"> <li>COVID-19 Update</li> <li>Medicaid Expansion</li> </ul>	Todd Richardson
1:00 - 1:15	Chief Transformation Officer Update <ul style="list-style-type: none"> <li>Missouri Benefit Enrollment Transformation Project</li> </ul>	Kirk Mathews
1:15 - 1:30	Chief Operating Officer Update <ul style="list-style-type: none"> <li>School-Based Non-IEP Claims</li> <li>Telehealth</li> </ul>	Jessie Dresner
1:30 - 1:45	Managed Care Update	Bobbi Jo Garber
1:45 - 2:00	Legislative Update	Caitlin Whaley
2:00 - 2:15	Budget Update	Tony Brite
2:15 - 2:30	Public Comments	
2:30 - 3:00	Family Support Division Update	Kim Evans

# DIRECTOR'S UPDATE

# MEDICAID EXPANSION PLANNING PROJECT



# COVID UPDATE

# MISSOURI COVID RESPONSE SUMMARY

	1 April, 2020	1 November, 2020
<b>Test</b>	<ul style="list-style-type: none"> <li>• Testing constrained and limited to symptomatic populations</li> <li>• Capacity limited to 15,000 per week</li> </ul>	<ul style="list-style-type: none"> <li>• Over 2,500,000 PCR tests</li> <li>• Capacity above 100,000 per week</li> <li>• New technologies deployed to increase scale and use-cases</li> </ul>
<b>Trace</b>	<ul style="list-style-type: none"> <li>• Minimal contact tracing capability existed and no contact tracing tools available</li> </ul>	<ul style="list-style-type: none"> <li>• EpiTrax &amp; MO ACTS deployed to speed &amp; scale contact tracing</li> <li>• 250+ state contact tracers acting as surge support to LPHAs</li> <li>• Grant funding distributed to LPHAs to hire contact tracers</li> </ul>
<b>PPE</b>	<ul style="list-style-type: none"> <li>• Highly constrained availability, limited sources, significant requirements</li> </ul>	<ul style="list-style-type: none"> <li>• State deployed over 64,800,000 units of PPE to front-line and essential workers</li> <li>• State centralized 60-day stockpile for support</li> <li>• In-state manufacturers supplying PPE</li> </ul>
<b>Healthcare Systems Vaccinations</b>	<ul style="list-style-type: none"> <li>• Hospitals limiting admissions, St. Louis stressed capacity</li> </ul>	<ul style="list-style-type: none"> <li>• Hospitals operating at 100% capacity, including COVID-19</li> <li>• COVID-19 vaccination operations planning underway</li> <li>• Influenza vaccine campaign underway</li> </ul>
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Initial launch of Show Me Strong Recovery organic communications campaign</li> <li>• Coordinated health messaging across agencies directed at hotspots and underserved communities</li> </ul>	<ul style="list-style-type: none"> <li>• Paid campaigns underway targeting: COVID-19 prevention for Missourians, businesses and travelers, influenza and COVID-19 vaccination engagement</li> </ul>
<b>Data &amp; Analytics</b>	<ul style="list-style-type: none"> <li>• Multiple disparate data sources, dashboard efforts begin and analytics cell established</li> </ul>	<ul style="list-style-type: none"> <li>• Collaboration with MHA, WashU, and others has enabled dashboards and insights available to the state and public</li> <li>• Integrated Missouri data to provide predictive analytics</li> <li>• Dashboard rated A+ for data quality by COVID Tracking Project</li> </ul>



[HTTPS://SHOWMESTRONG.MO.GOV/](https://showmestrong.mo.gov/)



# CHIEF TRANSFORMATION OFFICER UPDATE



# **Missouri Benefits Enrollment Transformation**

**Project Update  
MOHealth Net Oversight Committee**

**November 12, 2020**

## Project Timeline:

**Application**  
**Correspondence**

2020		2021			
Q3	Q4	Q1	Q2	Q3	Q4
Plan	Design/ Testing		Implementation		
				Design/Testing	

## Phase 2: Design and Test

Kickoff meeting held October 27

Three Application Policy Reviews:

- Version 1 Review: November 16 - December 4
- Version 2 Review: January 11-22
- Final Review: February 8 – 19
- CMS review: March 1

# CHIEF OPERATING OFFICER UPDATE



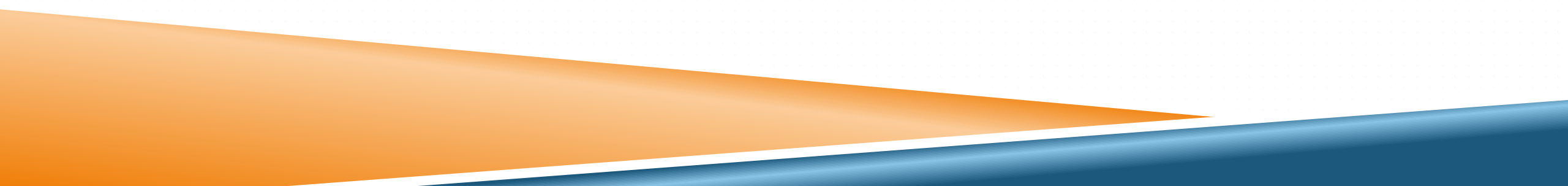
# **TELEHEALTH UPDATE**

## **JESSIE DRESNER**

# Telemedicine Workgroup

- ❖ MHD's Telemedicine workgroup met for the first time this summer
- ❖ The workgroup includes MHD, MMAC, DMH, DHSS, AGO, the Telehealth Network, the MO Coalition for Community Behavioral Healthcare, MO Primary Care Association, Jordan Valley, CHC Strategies, BJC, SSM, MHA, United Health Care, Wellcare, Home State Health Plan, MO Health Care Association, and PFH

# Telemedicine Workgroup Topics

- ❖ Frequency of Telemedicine encounters
  - ❖ Store and forward
  - ❖ Originating site fee
  - ❖ Privacy/HIPAA/PHI
  - ❖ Is questionnaire completed by client a telemedicine service?
  - ❖ Open forum of questions, concerns, issues
- 



# Originating Site Reimbursement

❖ 01/01/2019 thru 03/31/2019	\$54,524 (4,162 units)
❖ 04/01/2019 thru 06/30/2019	\$55,890 (4,609)
❖ 07/01/2019 thru 09/30/2019	\$59,628 (4,871)
❖ 10/01/2019 thru 12/31/2019	\$64,137 (5,270)
❖ 02/01/2020 thru 03/31/2020	\$75,265 (5,403)
❖ 04/01/2020 thru 06/30/2020	\$85,454 (7,968)

# Distant Site Reimbursement

- ❖ 01/01/2019 thru 03/31/2019 \$346,663 (7,240 units)
- ❖ 04/01/2019 thru 06/30/2019 \$420,403 (8,768)
- ❖ 07/01/2019 thru 09/30/2019 \$1,468,335 (18,334)
- ❖ 10/01/2019 thru 12/31/2019 \$1,593,937 (18,023)
- ❖ 02/01/2020 thru 03/31/2020 \$9,245,056 (74,305)
- ❖ 04/01/2020 thru 06/30/2020 \$13,938,071 (244,106)

# Further Breakdown

- ❖ We have the visits further broken out by dental, therapies, behavioral health, and physician services if the committee would like to see those numbers.
- ❖ Missouri was a national leader in telehealth services among our 19-64 population

# LEGISLATIVE UPDATE

# BUDGET UPDATE



# **MO HealthNet Department Request**

**State Fiscal Year (SFY) 2022**

**November 12, 2020**

# MO HealthNet (MHD) Supplemental Request

## State Fiscal Year (SFY) 2021

### SFY 2021 Supplemental Department Request

Requests		GR	Total
MHD SFY 2020 Supplemental		\$227.7M	\$721.1M
<i>Amount related to Public Health Emergency Requirements (included in total above)</i>		<i>\$198.5M</i>	<i>\$582.4M</i>
AFRA Fund Authority (Ambulance Rate Increase)		\$0.0M	\$1.5M
Tobacco Shortfall GR Pickup		\$16.8M	\$16.8M
PFRA Fund Authority*		\$0.0M	\$93.0M
<b>Total</b>		<b>\$244.5M</b>	<b>\$1414.8M</b>

\*Request is included for November 5<sup>th</sup> Special Session on Supplemental Appropriations

Source: <https://oa.mo.gov/budget-planning>

# MO HealthNet (MHD) Department Request

## State Fiscal Year (SFY) 2022

### SFY 2022 Department Request

Requests		GR	Total
MHD SFY 2022 Cost to Continue (CTC)		\$124.8M	\$396.1M
<i>Amount related to Public Health Emergency Requirements (included in total above)</i>		\$119.6M	\$350.0M
Managed Care Actuarial Increase		\$37.7M	\$109.8M
Tobacco Shortfall GR Pickup		\$27.0M	\$27.0M
Asset Limit FY20 CTC		\$2.0M	\$6.7M
PFRA Fund Authority CTC		\$0.0M	\$43.0M
AFRA Fund Authority CTC		\$0.0M	\$1.5M

Source: <https://oa.mo.gov/budget-planning>



# MO HealthNet (MHD) Department Request

## State Fiscal Year (SFY) 2022

### SFY 2022 Department Request

Requests		GR	Total
Pharmacy Specialty Per Member Per Month (PMPM) Increase		\$24.0M	\$68.6M
Pharmacy Non-Specialty PMPM Increase		\$1.6M	\$4.6M
Non-Emergency Medical Transportation (NEMT) Rate Increase		\$1.1M	\$3.1M
Medicare Buy-In Premium Increase		\$6.0M	\$18.2M
Hospice Rate Increase (Federal Mandate)		\$0.1M	\$0.4M
CHIP Enhancement Fund GR Pickup		\$18.8M	\$18.8M

Source: <https://oa.mo.gov/budget-planning>

# MO HealthNet (MHD) Department Request

## State Fiscal Year (SFY) 2022

### SFY 2022 Department Request

Medicaid Management Information Systems (MMIS) Requests		GR	Total
MMIS Health Information Exchange (HIE)		\$2.9M	\$5.7M
Clinical Management Services for Claims and System for Pharmacy Claims and Prior Authorizations (CMSP) Contractual Increases		\$0.5M	\$1.5M
MMIS Security Risk Assessment (Existing System)		\$0.8M	\$1.7M
MMIS Pharmacy Solutions		\$2.8M	\$11.0M
MMIS Premium Collections (Enrollment Broker)		\$0.3M	\$1.3M
MMIS Business Intelligence Solution-Enterprise Data Warehouse (Operations)		\$1.6M	\$3.1M
MMIS Managed Care Contract Management Tool		\$0.7M	\$7.0M

Source: <https://oa.mo.gov/budget-planning>

# PUBLIC COMMENT

# FSD UPDATE

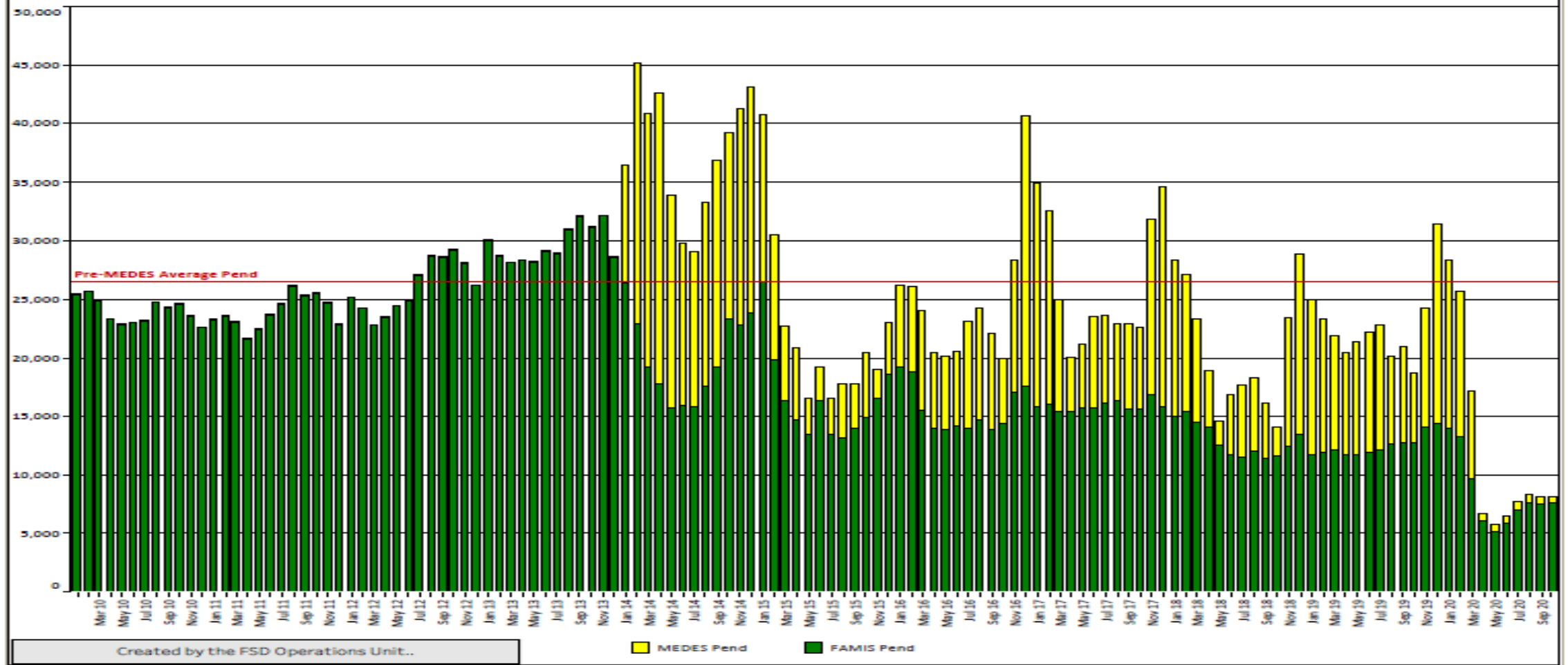


	Participants as of June 2010	Participants as of June 2014	Participants as of September 2020	Change Since June 2010	Current Income Eligibility Maximums (Show as a Percentage of Poverty Level)
Children	538,175	504,582	608,506	70,331	300%*
Persons with Disabilities	165,185	156,595	168,999	3,814	85%
Custodial Parents	81,660	67,829	88,190	6,530	TANF level (approximately 19%)
Seniors	77,917	75,122	87,613	9,696	85%
Pregnant Women	28,254	21,846	37,746	9,492	185%
Total	891,191	825,974	991,054	99,863	
Women's Health Services	49,901	67,616	48,722	(1,179)	185%
Managed Care Enrollment	421,756	388,857	719,209	297,453	

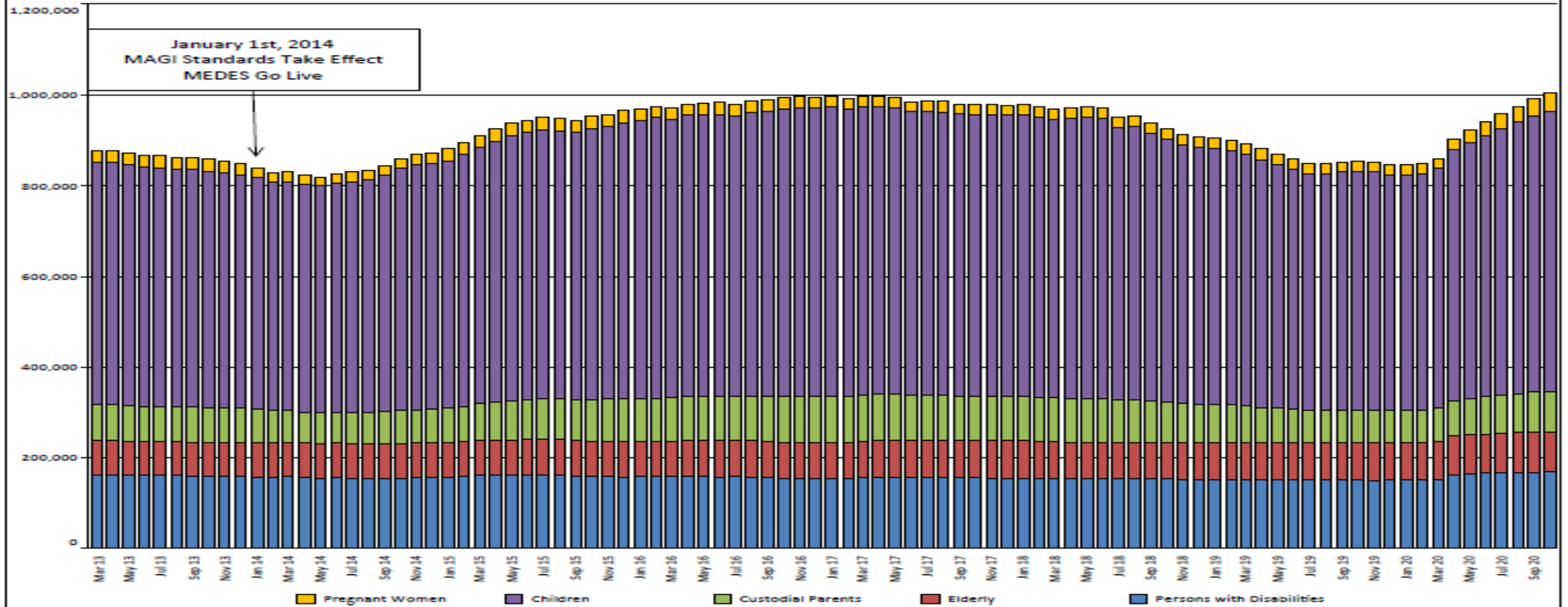
\*Families with gross income above 150 % of the federal poverty level are required to pay a monthly premium for coverage of their children.

Source: Missouri Department of Social Services, Family Support Division/MO Health Net Division, Monthly Management Report

## Pended Medicaid Applications

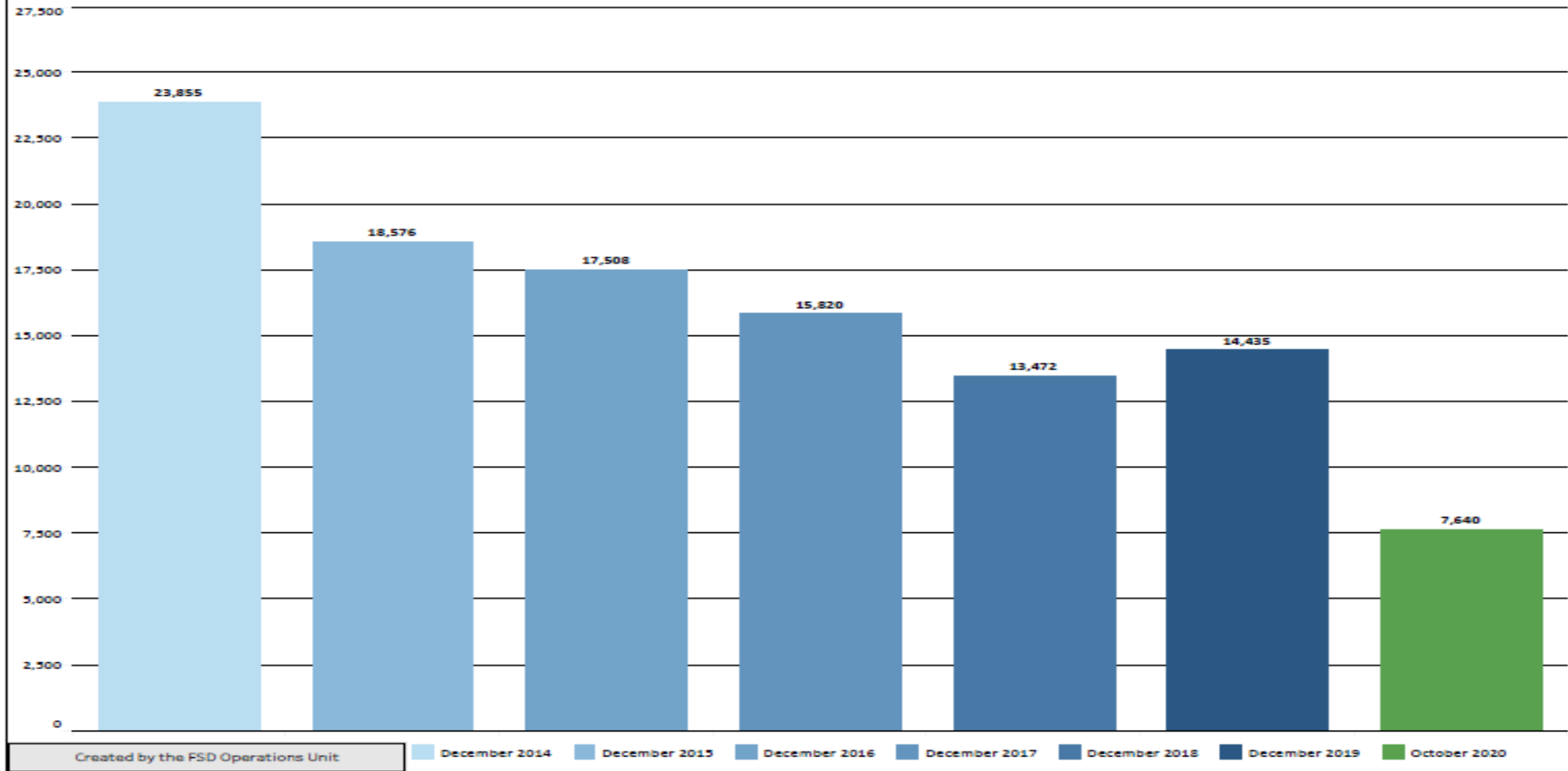


## Medicaid Caseload



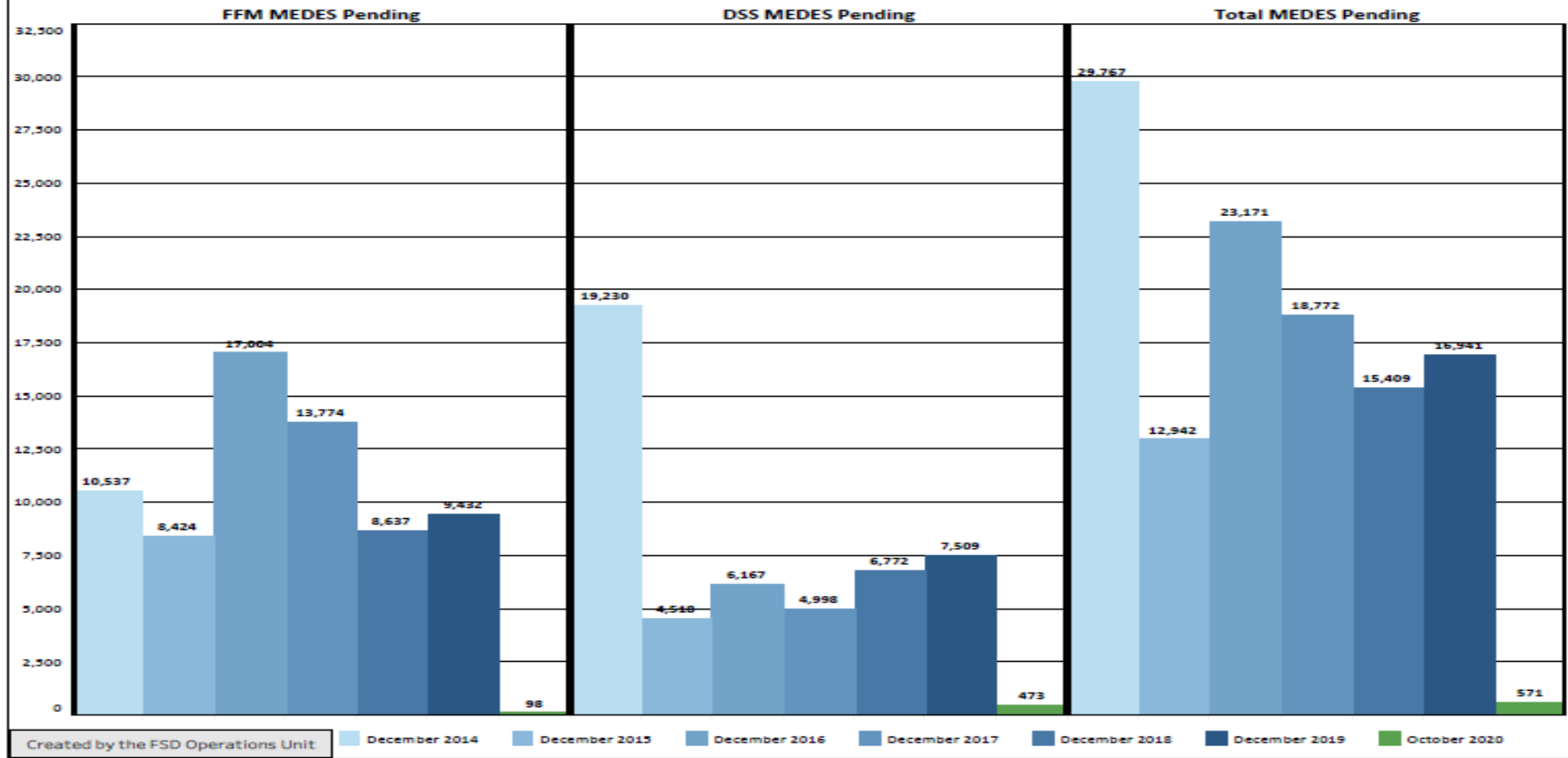
Created by the FSD Operations Unit

## Elderly & Disabled Pending

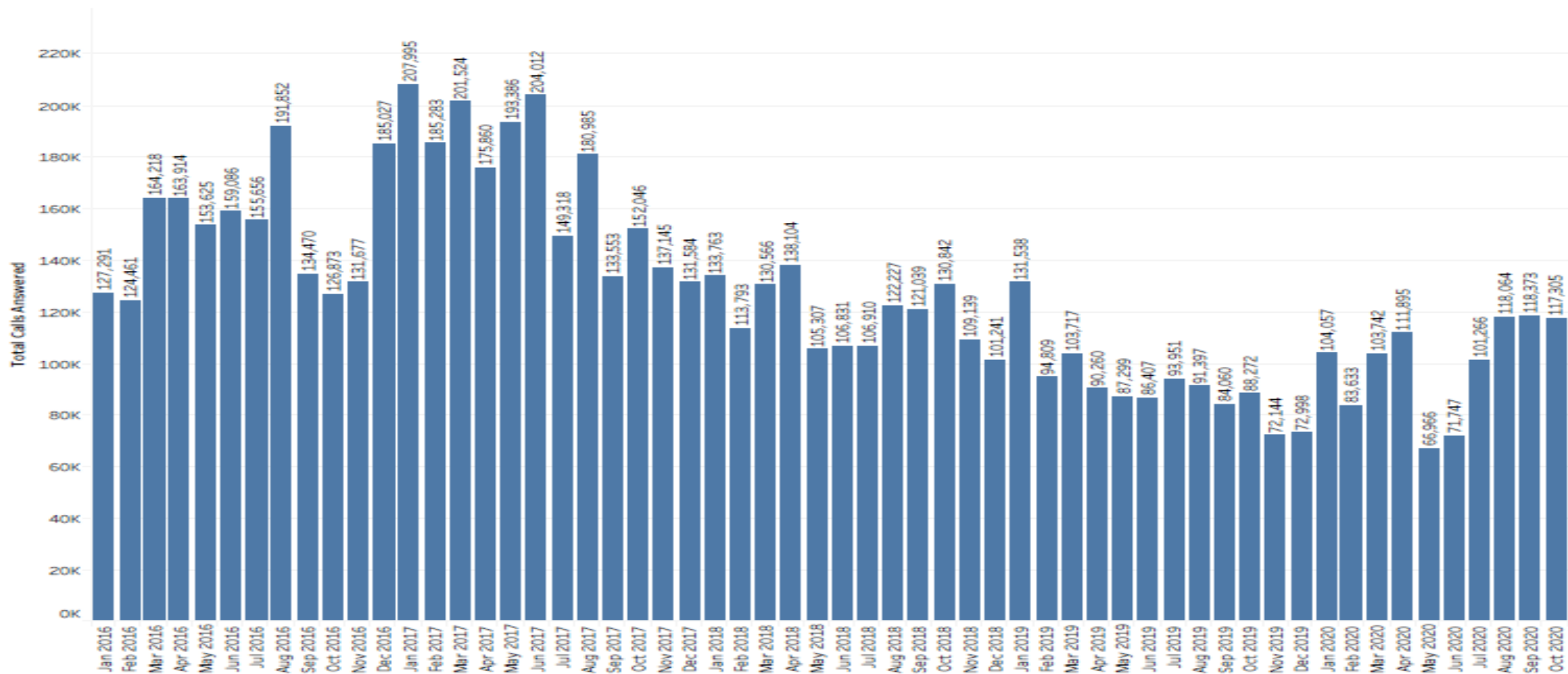




## MEDES Pending

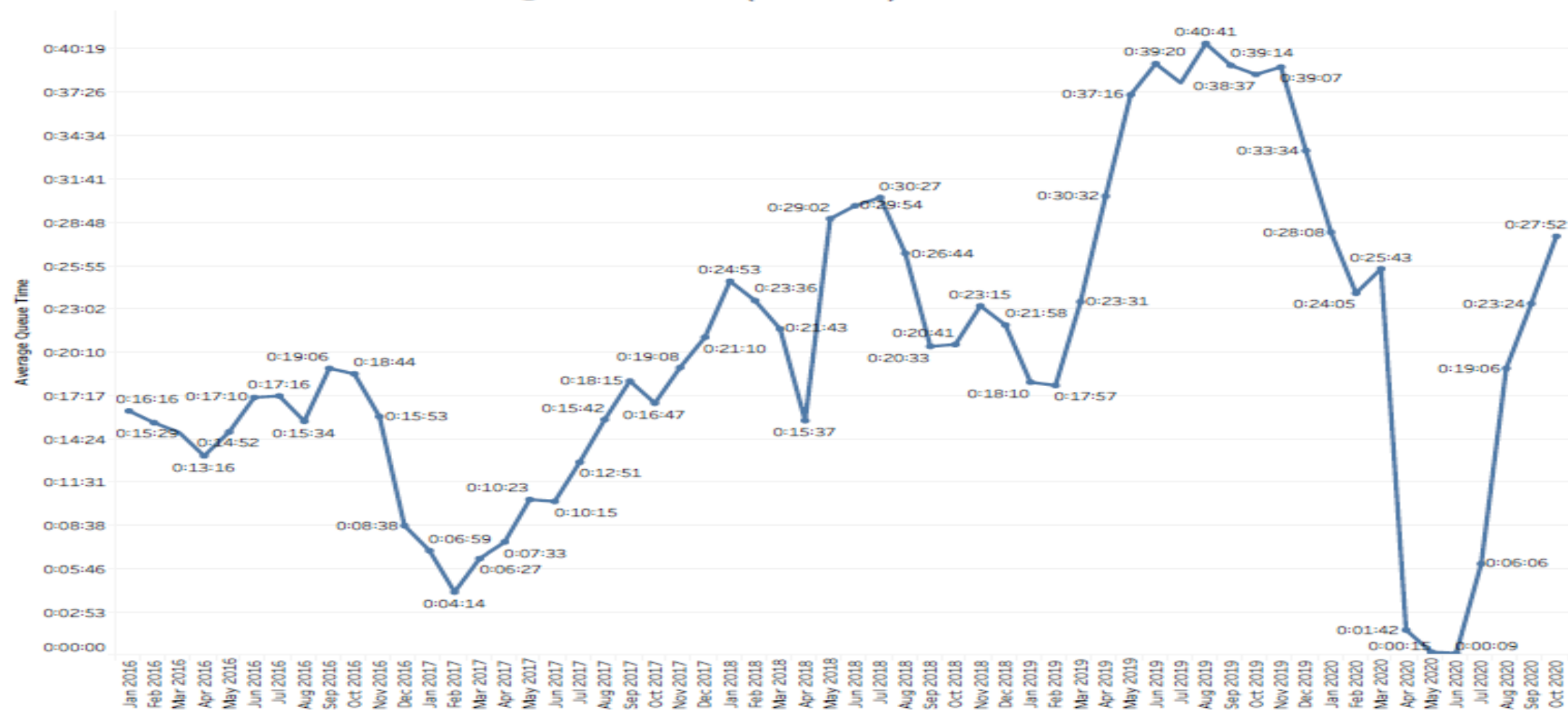


Customer Service Center: Calls Handled (All Tiers)



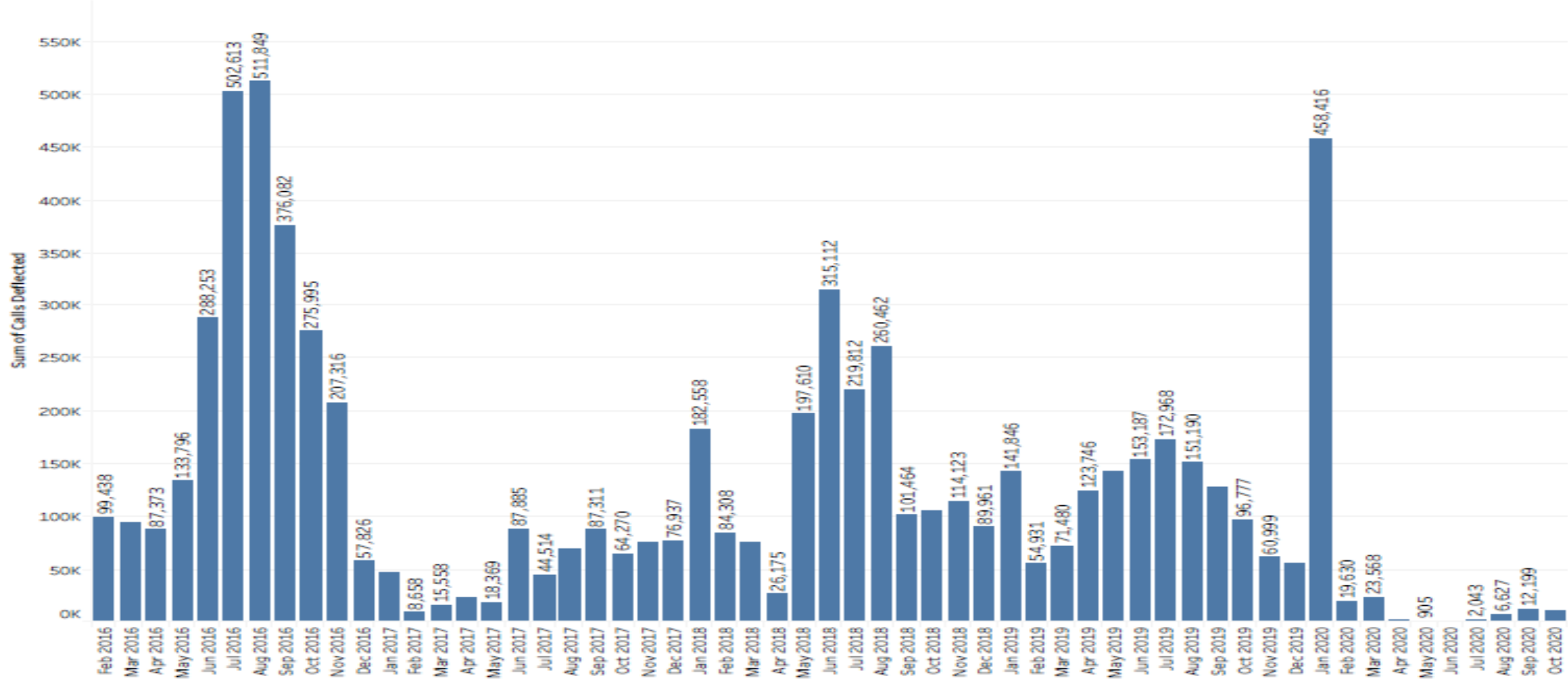
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Customer Service Center: Average Wait Time (All Tiers)



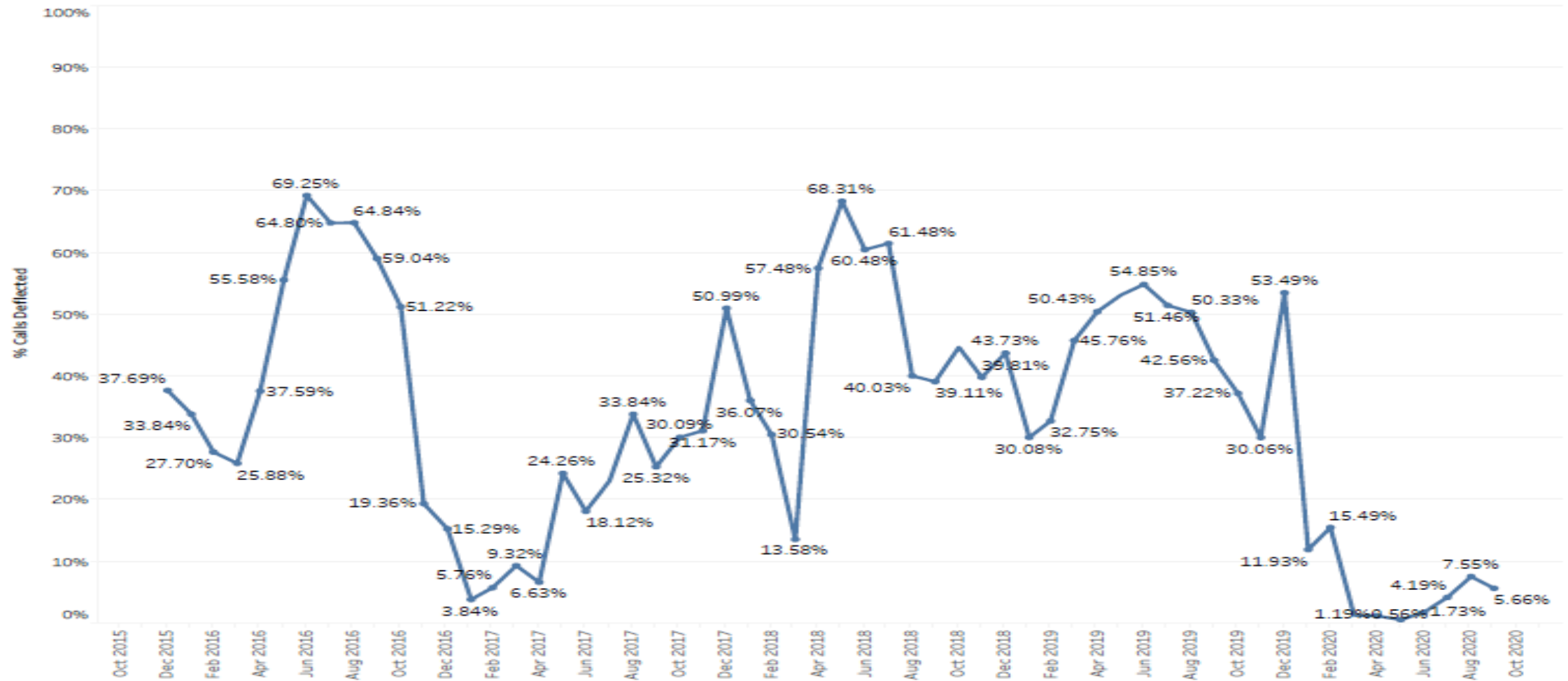
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Customer Service Center: Calls Deflected (All Tiers)



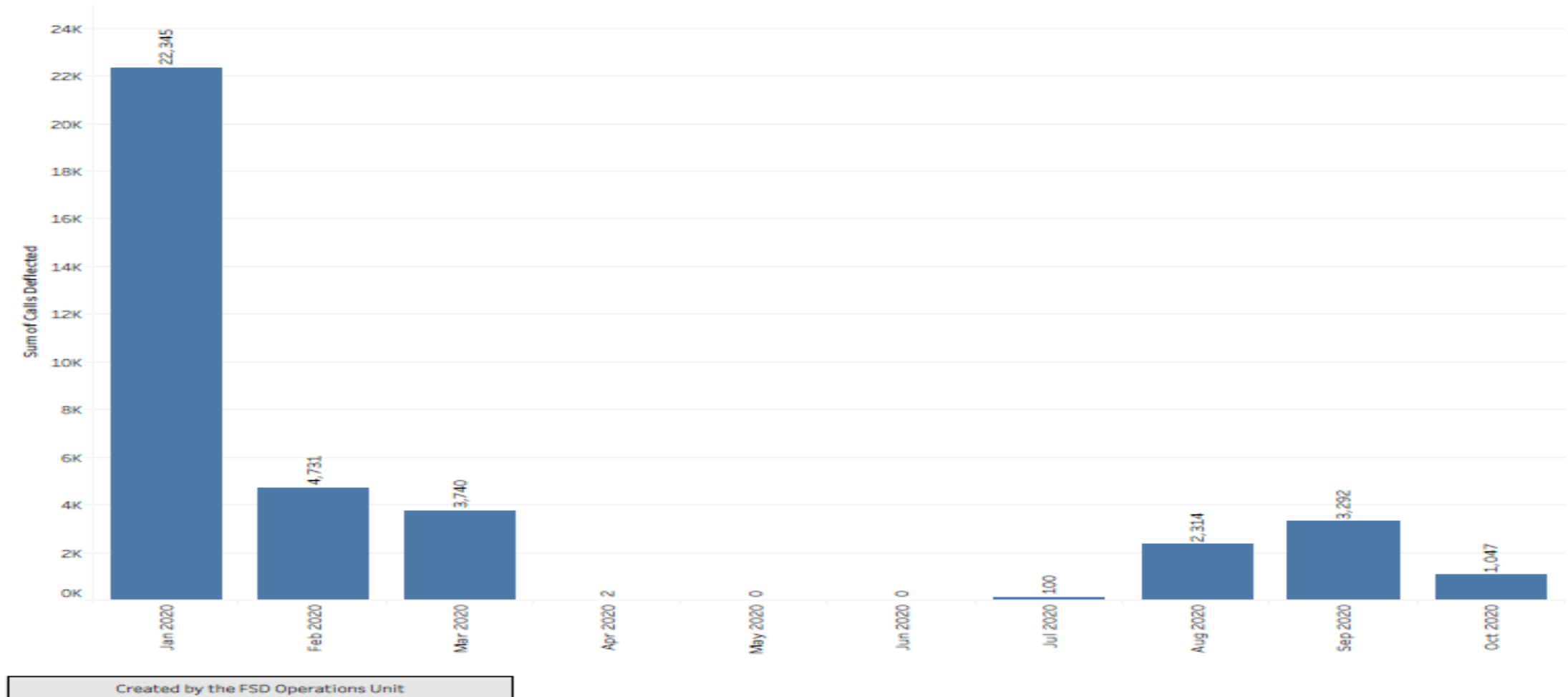
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## Customer Service Center: Percentage of Calls Deflected (All Tiers)

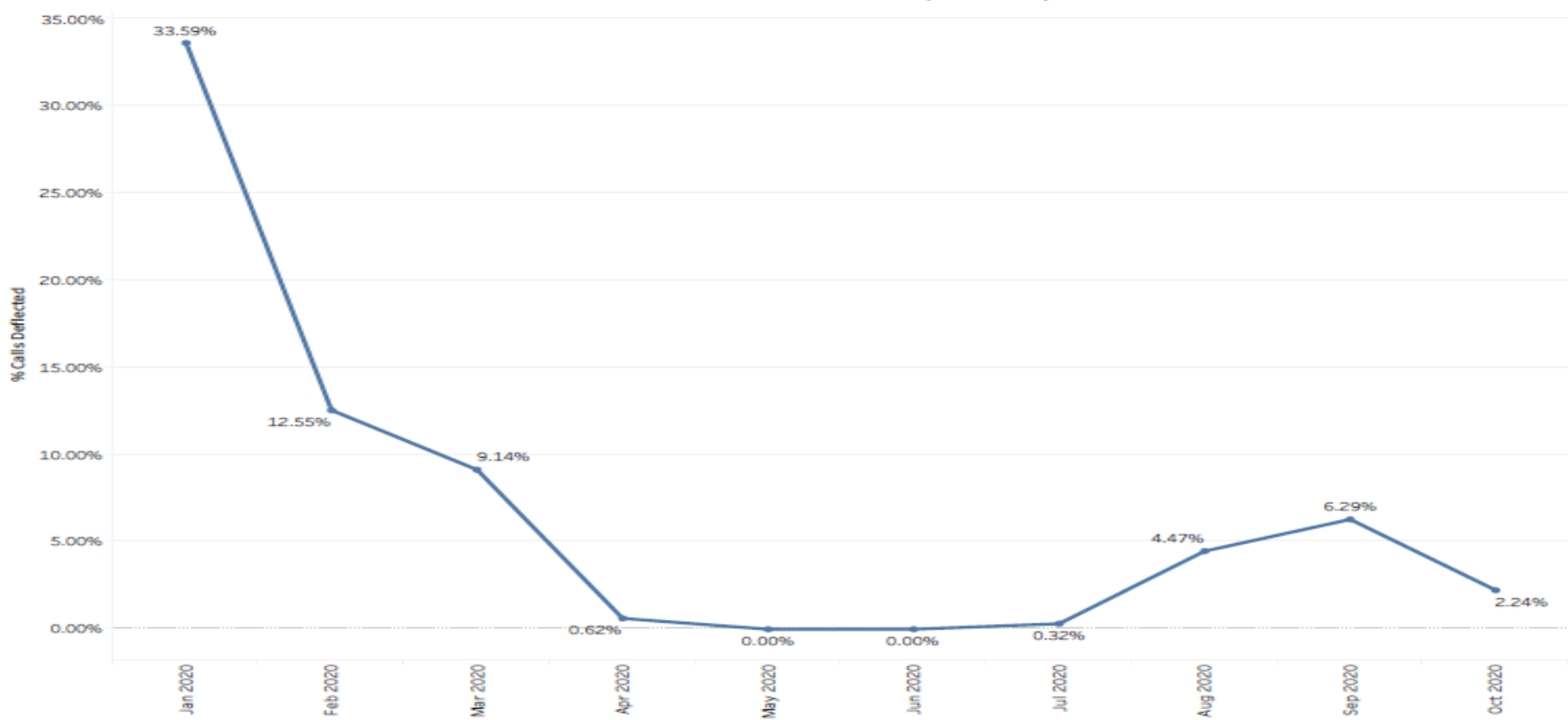


Created by the FSD Operations Unit

## Customer Service Center: Calls Deflected (Tier 3)



Customer Service Center: Percentage of Calls Deflected (Tiers 3)



Created by the FSD Operations Unit

NEXT MEETING:  
FEBRUARY 4, 2021  
12:00 – 3:00 P.M.