

MO HealthNet Managed Care

Quality Assessment & Improvement Advisory Group

Tuesday, October 18, 2022

WELCOME

PRESENTED BY:
MARK KAPP

TODAY'S AGENDA

PART 1

- WELCOME/APPROVAL OF SPRING MEETING MINUTES
- MHD UPDATE
- SMHK IMPLEMENTATION
- DATA UPDATE
- ENCOUNTER DATA WORKGROUP
- ENROLLMENT BROKER UPDATE & ILOS AND OTHER FLEXIBILITIES
- IMPACT OF ONGOING PHE AND PHE UNWINDING
- LEGAL AID

BREAK

TODAY'S AGENDA

PART 2

- MATERNAL HEALTH FOCUS – MCO PRESENTATIONS ON SERVICE OFFERINGS
- QUESTIONS & COMMENTS

MHD UPDATE

PRESENTED BY:

JESSIE DRESNER

TODD RICHARDSON

SHOW ME HEALTHY KIDS (SMHK)

***PRESENTED BY:
ERIC MARTIN, PH.D.***

Residential & Treatment Foster Care Providers

- Enrollment & Credentialing Update
- MMAC, MHD, CD and SMHK Collaboration

SHOW ME HEALTHY KIDS (SMHK)

***PRESENTED BY:
KATHRYN DINWIDDIE***

Call Center Monitoring

- Call Center Statistics
- Success Stories

DATA UPDATE

***PRESENTED BY:
PAUL STUVE***

Data Update Agenda

- CMS Core Set Measures
- Annual Healthcare Quality Data
- Quarterly Data
- Questions

Proposed Rule for Core Set Measures

- <https://www.govinfo.gov/content/pkg/FR-2022-08-22/pdf/2022-17810.pdf>

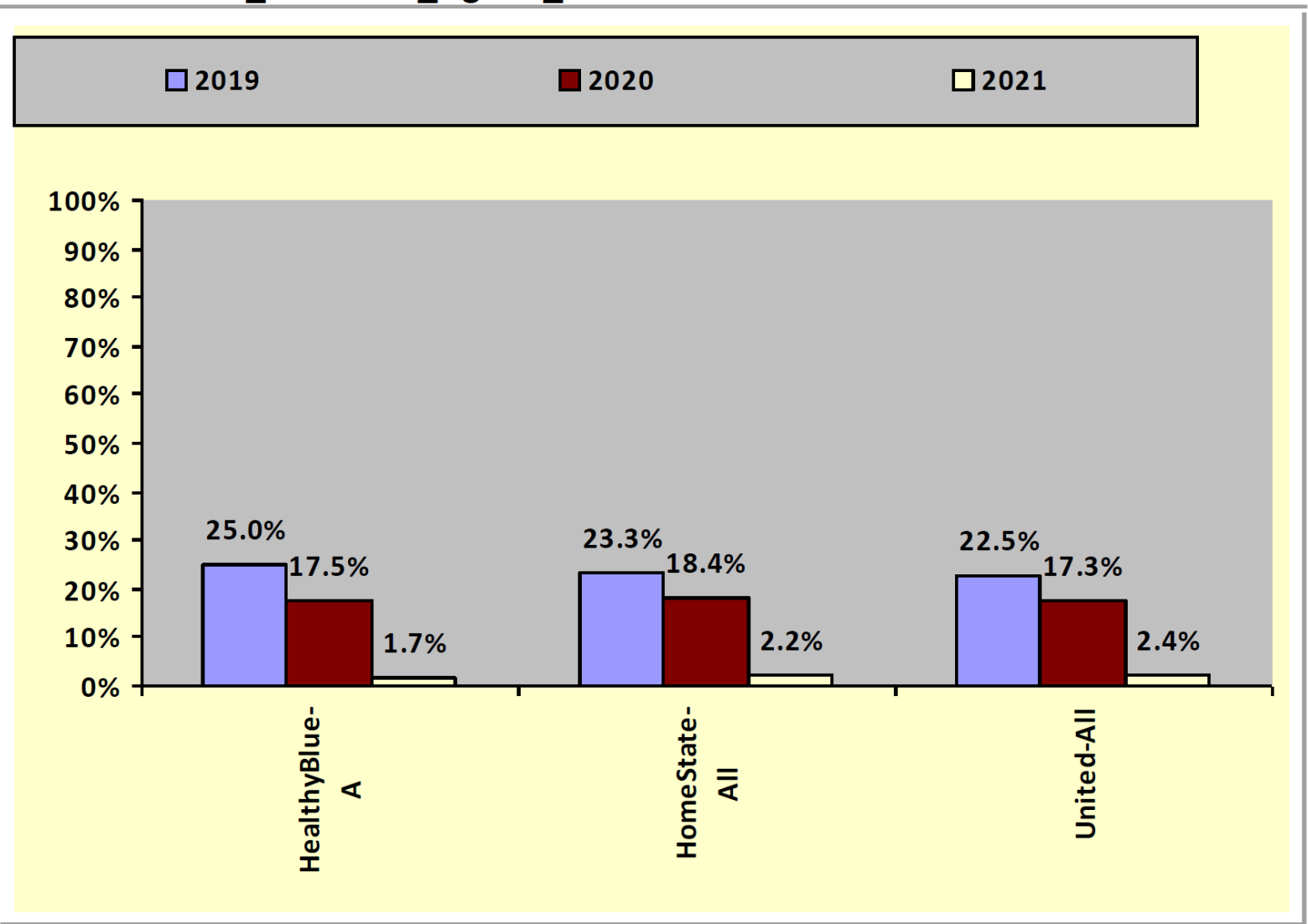
CMS Core Set Measures

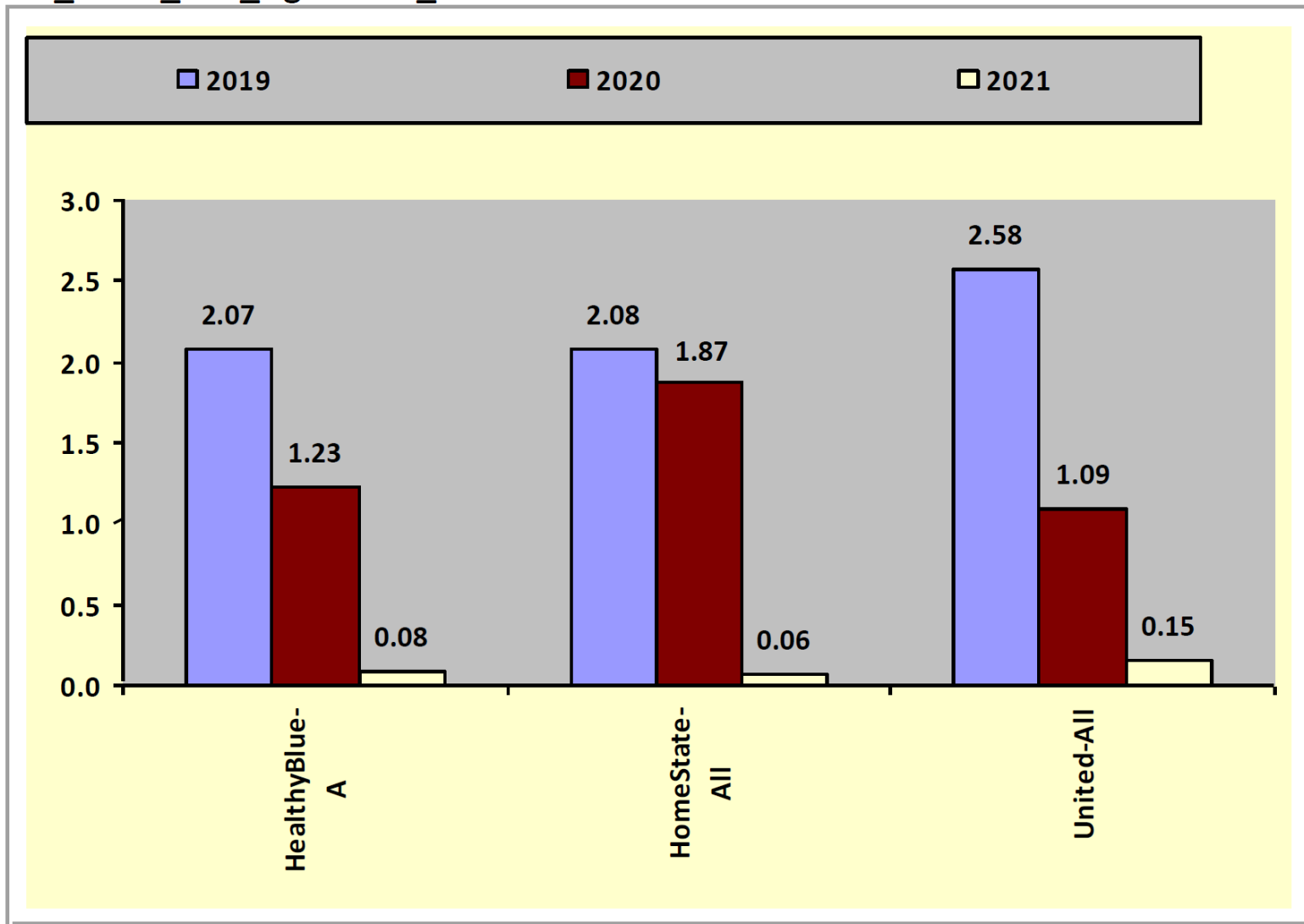
- Not all are NCQA/HEDIS
 - Different measure stewards
 - STILL required
- Required Stratification categories:
 - Gender, Race, Ethnicity, Urban/Rural, Language, Disability
- Paul is working with Inovalon on the output table for submissions to MHD

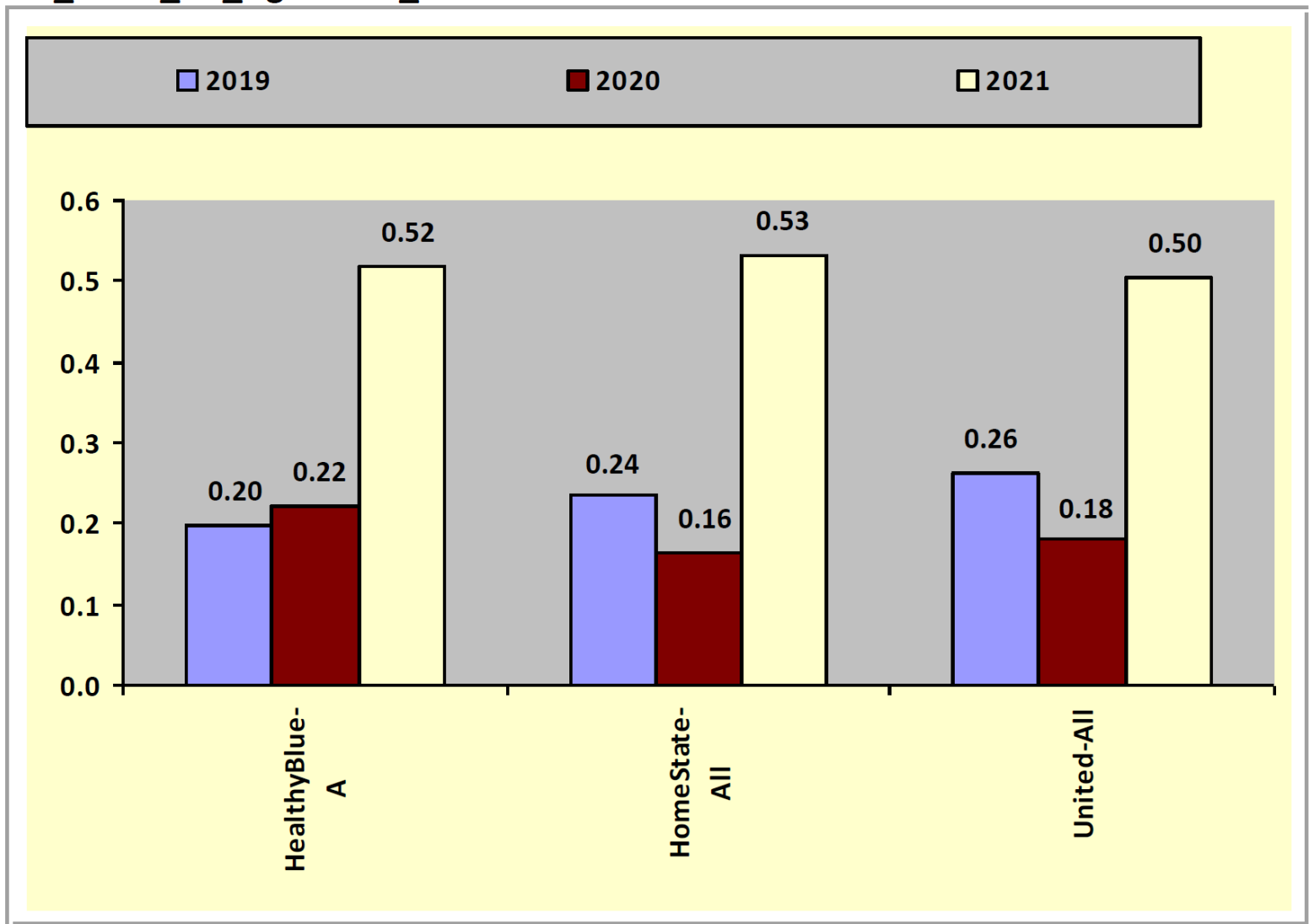
Annual Healthcare Quality Data

- Validation checks due to Paul by Nov 11
- Several things were flagged in the materials I provided. Examples:
 - Flu Vaccines
 - ER utilization measures
 - May need to write own specs

Immunizations_Influenza_AgeAll_Percent







Quarterly Data Submission

- A revision to the Call Center specs is likely in January
- Some revisions to specs for Provider and Member Grievances/Appeals are also likely, per CMS request:
 - Separate OT/PT by SNF vs. Outpatient
 - Separate Personal Care from DME/Home Health/Personal Care
 - CMS also very interested in provider complaints filed on behalf of a specific patient, which they regard as 'appeals'. Do you track these?
 - CMS also interested in appeals related to out-of-network care

Questions?



Encounter Data Work Group

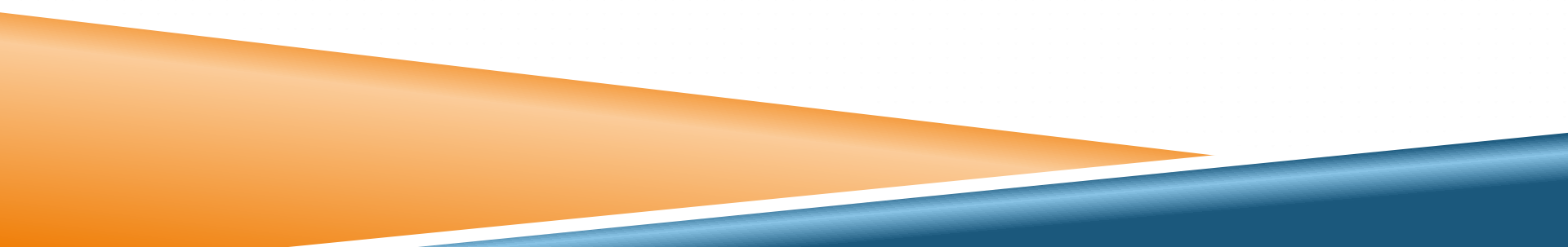
***Presented By:
Danica Bialczyk***

Encounter Data Work Group (EDWG)

The purpose of the Encounter Data Workgroup is to assemble key staff, Wipro, Health Plans, MMAC and Mercer to discuss issues with encounter claims and data that is submitted from the Health Plans. Some issues may be problems or bugs within the MMIS system, policy revisions or provider education. This group brainstorms possible resolutions and identifies new procedures to resolve the issues. Mercer and Oversight Unit track progress and resolution of each issue to keep a written record for future reference.

Quarterly meetings

Attendees: MHD, MMAC, Mercer, Health Plans and Show-Me Healthy Kids Plan

- MO HealthNet will work with the Health Plans, MMAC and Mercer in quarterly reoccurring meetings to create quarterly list of Issues
 - MHD will ask the three Health Plans, Show-Me Healthy Kids Plan, Mercer, MMAC & MHD to submit their #1 highest priority issue that they would like to see worked on first. This will create a list of 7 issues for each quarter in total.
 - Assign owners for each issue reported.
 - Discuss answers/resolutions for prior quarter issues that have been resolved.
 - MHD has a goal to keep at least 75% of the issues “on target” that are presented each quarter.
 - Issues not successfully completed within the quarter will roll-over to the next quarter until completed.
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Timelines

- Ask each entity to submit their highest priority issue to EDWG **one week prior** to quarterly meeting.
- Discuss issues at quarterly meeting to ensure everyone understands what the issues are and how they impact the Health Plans and MHD.
- Quality Oversight Unit and Mercer will update and manage issue tracking log and will share with all stakeholders within **one week after** the monthly meetings.

Enrollment Broker Update, ILOS, and other flexibilities

***PRESENTED BY:
DANIELLE GESCH***

- Enrollment Broker Update
- ILOS and Flexibilities

Impact of Ongoing PHE and PHE Unwinding

PRESENTED BY:

ALEX DASKALAKIS

KIM EVANS

LEGAL AID

PRESENTED BY:
TIAJUANA HENDERSON

Advocates for Family Health Staff

- ❖ Elizabeth Larsen – Program Director/Attorney
- ❖ Mary Anne Banks – Healthcare Advocate
- ❖ Marisa (Missy) Waldman – Healthcare Advocate
- ❖ Tiajuana Henderson – Healthcare Advocate

Topics of Discussion

- ❖ TYPES OF CASES/SIGNIFICANT EVENTS
- ❖ CONCERNS FOR THE REGION – AEG, END OF PHE, AND SHOW ME HEALTHY KIDS.
- ❖ EDUCATION TO ADULT EXPANSION GROUP
- ❖ ORTHODONTIA CASES
- ❖ CASE EXAMPLES

Types of Cases/Significant Events

- ❖ Health and Welfare unit – hosted outreach and enrollment clinics to assist AEG applicants with applications.
- ❖ AEG Delays/Backlog – Opened cases and assisted AEG clients with getting active MO HealthNet coverage.
- ❖ Pregnant Women delays – Assisted pregnant women with delayed applications to get coverage. Helped pregnant women switch from MO HealthNet for Families and AEG cases to MO HealthNet for Pregnant Women.

Types of Cases/Significant Events

- ❖ Newborn delays – assisted families with getting newborn coverage.
- ❖ Assisted AEG clients – move from Gateway to Better Health to AEG coverage.
- ❖ Displaced kids – Assisted guardians with MO HealthNet coverage for kids who are displaced (i.e. parents passed away, incarcerated, or unable to care for kids).
- ❖ Change of addresses – Assisted families with reporting change of addresses.

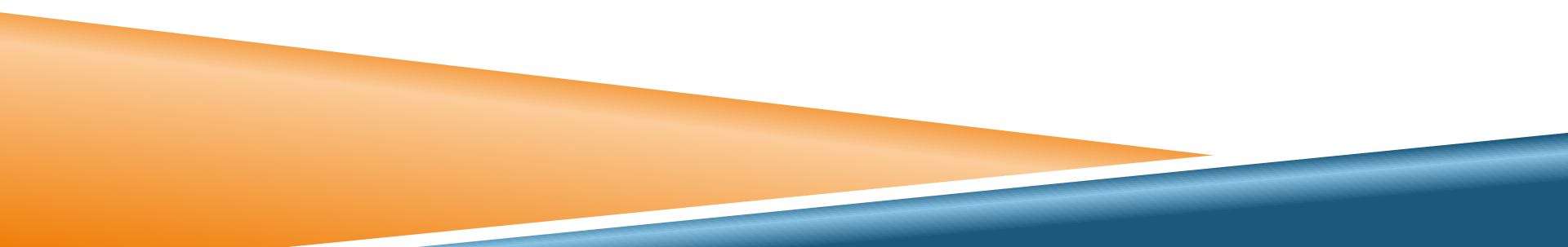
Types of Cases/Significant Events

- ❖ Denial of services – Assisted families with appeals or contacted health plans for resolutions.
- ❖ Prior quarter coverage – Assisted AEG clients with prior quarter coverage to cover medical bills.
- ❖ MO HealthNet cards – Requested replacement MO HealthNet cards and health plan cards for members.

Concerns for the Region - AEG

- ❖ Education to clients and providers re: covered services.
- ❖ Opportunity for case management – assist new AEG members.
- ❖ Understanding MO HealthNet card and health plan card.
- ❖ Outstanding medical bills
- ❖ Denial of services
- ❖ Physical Therapy
- ❖ Personal chore/care services

Concerns for the Region – End of the PHE

- ❖ Annual Reviews/Renewals – potential loss of coverage for families.
 - ❖ Addresses may have changed during the pandemic – families may not receive annual review for annual renewals prompting cases to close.
 - ❖ Families moving from non-premium to premium group – may lose coverage.
 - ❖ Children aging off of MO HealthNet.
 - ❖ Ex Parte Reviews – will FSD complete Ex Parte reviews to move clients to proper programs versus closing cases?
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Concerns for the Region

Show Me Healthy Kids

- ❖ Education to clients/families – switched health plans.
- ❖ Education to providers re: new health plan.
- ❖ Challenges in Advocating on behalf of children/families in state custody (foster children).
- ❖ Ex Parte Review – concern for children transitioning from state custody due to age or moving back to families.

Orthodontia cases

- ❖ Continue to work with families re: orthodontia denials.
- ❖ Appeal cases to health plans.
- ❖ Some children have high HLD scores, automatic qualifier, or medical necessity or a combination of qualifiers – still denied.
- ❖ Children have pain, trouble chewing, trouble eating, and trouble cleaning teeth.
- ❖ 60-day timeframe to appeal cases has been a challenge.

Case Examples – Success Stories

- ❖ AEG client – client was approved for AEG. Assisted client with finding a new PCP because, her PCP left the network. Contacted the health plan for a case manager. Assisted client with getting physical therapy services and personal care services/consumer directed services.
- ❖ AEG client - assisted client with a delayed AEG application. Contacted the Family Support Division and client was approved for AEG coverage. Client had an upcoming appointment with a cardiologist and he was told that he would have to bring \$2000 as a good faith payment.

Continue to be Encouraged

- ❖ Tri-annual meetings with each health plan.
- ❖ Tri-annual meetings with the MO HealthNet Division.
- ❖ Contacts with the Family Support Division – continue to assist us with eligibility issues.

Contact Us - Advocates for Family Health

Advocates for Family Health

Legal Services of Eastern Missouri, Inc.

4232 Forest Park Avenue

St. Louis, MO 63108

314-534-1263

314-534-4200 ext. 1251

BREAK

PLEASE JOIN US FOR PART 2 AT 11:30AM:

QA&I: MATERNAL HEALTH MCO PRESENTATIONS

**CONTACT MHD.MCSCHEDULER@DSS.MO.GOV IF YOU HAVE NOT REGISTERED AND
WISH TO ATTEND**

MATERNAL HEALTH

INTRODUCTION: JESSIE DRESNER

MATERNAL HEALTH PLAN SERVICE OFFERINGS:

***HEALTHY BLUE
HOME STATE HEALTH
UNITED HEALTHCARE***

QUESTIONS & COMMENTS