



**MO HEALTHNET MANAGED CARE
QUALITY ASSESSMENT & IMPROVEMENT ADVISORY GROUP
April 24, 2019
Harry S. Truman Building
301 West High, Room 493-494
Jefferson City, MO 65101**

Department of Social Services

Director Steve Corsi

MO HealthNet Division

Bobbi Jo Garber
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Amanda Clutter
Grace Moss
Kim Morgan
Teresa Wortmann
Renee Riley
Danielle Gesch
Susan Thorne

Home State Health Plan

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Bob Lampe
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Missouri Care

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Russ Oppenborn
Tanesha Simmons
Lou Gianquinto
Dr. Ronald Lacey
Dr. Rhonda Brown
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DentaQuest

David Thielemier
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United Health Care

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Primaris

Victoria Alexander
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MO Health Plus

Heidy Robertson-Cooper

**Children's Mercy Pediatric Care
Network**

Shanna Widener
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Mid-MO Legal Services

Steve Kuntz
Ed Kolkebeck

Legal Services of Eastern Missouri

Lucas Caldwell-McMillan

Legal Services of Southern Missouri

Dustin Johnson

**Missouri Coalition for Community
Behavioral Healthcare**

Rachelle Glavin
Cindy Davis

**Missouri Child Psychiatry Access
Project**

Wendy Ell
Dr. Laine Young-Walker
Megan Corbin
Kate Barbier

University of Missouri - Columbia

Beth Richards

Missouri Health Plus

Sam Joseph

Missouri Hospital Association

Amy Schwartz
Brian Kinkade
Sarah Willson

Other Agencies

Corina Bohrer
Erica Bruns
Samantha Constantine

Agenda Items	Discussion	Actions
Welcome Introduction Minutes	Mark Kapp, Missouri Care, MO HealthNet Managed Care Quality Assessment & Improvement Advisory (QA&I) Group Chair, opened the meeting at 9:00 am. Requested a motion to approve the minutes from the October meeting. A motion was made and seconded and the minutes were approved.	
Director Updates and Rapid Response Review	Medicaid is the best example of a public/private partnership seen in any area of state government. MHD has 3 main goals: The objective/goal is to build a best in class Medicaid program. We want to make sure this program cares for Missouri’s most vulnerable. We need to do this in a way that is financially sustainable. We are excited about where the future takes us with our state’s Medicaid program. Todd believes we can become a model for other states to follow.	
Todd Richardson	Steve Kuntz – Do you have specific ideas on how financial sustainability can be improved? Todd states we need to look at how we inject the notion of value based payments into our current system. We need to look more at utilizing diagnosis related groups for reimbursements. We need to look more at paying for value instead of paying for volume.	
	Vickie Alexander – Are you considering engaging people from all walks of Medicaid as you focus bringing Missouri Medicaid to be a best in class program? Todd reiterated that he believes we have the best team available. We will be engaging with all stakeholders as we focus on this goal.	
New Behavioral Health Workgroup	2014-2018 trends were discussed regarding the HEDIS measures for follow-up after hospitalization for mental illness – 30 days (FUH 30 days). A new workgroup involving all three health plans will be formed and led by Dr. Rhonda Brown. This measure is currently a part of Missouri’s performance withhold, member and provider incentives and quality strategy. The workgroup will focus on best practices and improvement processes regarding the FUH 30 Day measure. The EQRO could potentially review the progress of the workgroup or become involved in the process.	
Eric Martin		
External Quality Review	Primaris’ mission, vision statement, and their background with MO HealthNet and MCOs were highlighted. A quick overview was given of the external quality review (EQR) and what it means along with the regulations it can be found in. A description of compliance with the Medicaid managed care regulations was discussed and Primaris indicated that CMS has proposed three more sections to be added back into the Managed Care Rule due to unintentionally being left out in 2016. The EQR timeline was discussed. Upcoming activities: deadlines for plans, care management review, and performance measures validation. Recap of who and what Primaris helps.	
Vickie Alexander Anshu Misra		
Legal Aid	Gave an overview of what Legal Aid is and what services they provide to participants, and where the satellite offices are located. Discussed the changes in the administrative processes of grievances and appeals hearings, and possible reasons for decreases in managed care enrollment. Gave an	
Steve Kuntz		

Ed Kolkebeck	overview of the Affordable Care Act (ACA), how it provides assistance to participants, and the current status of the ACA. Discussed how participants qualify for a special enrollment period when experiencing life changes.	
Missouri Child Psych Access Project Wendy Ell	Dr. Young-Walker gave an overview of the program, what it is about, and discussed their collaborating partners. Discussed the need for youth behavioral health services and gave statistics on the number of child and adolescent psychiatrists available through the program. Wendy joined and gave an overview of the program implementation and expansion. Shared demographics of patients served and potential diagnoses discussed. Enrollment is now open for Eastern and Central Region providers. Contact with potential providers is best made face-to-face, explaining the program, and getting them to enroll in the program/service. Thirty-two states have a CPAP program. Megan Barton from Home State Health Plan stated that HSHP is really excited about this program, and they want to partner up with MO CPAP and help them out in any way possible.	Sustainability Committee will begin meeting in June, 2019. www.medicine.missouri.edu/mo-cpap www.umhspsymo-cpap@health.missouri.edu
2018 MCO Patient Abstract System Indicators Wayne Schramm	Went through the figures on the CY2018 report with indicators by MCO and region. Discussed Asthma Inpatient Admissions, Asthma ER Visits, ER Visits, Preventable Hospitalizations, Asthma Inpatient Admissions, and Hysterectomies.	
SSI and SSDI Bobbi Jo Garber	Discussed SSI and SSDI information stemming from last QA&I meeting where policy and reviews were being discussed with CMS. MHD is not moving anyone directly off of Managed Care. CMS stated we have to offer options to individuals on SSI, but they have the choice to remain on Managed Care if they choose to remain.	
Enrollment and Demographic Data Bobbi Jo Garber	Following up from last QA&I meeting, there is a need to improve the demographic information we have as a state. A new RFP for the beneficiary support system is currently being written. The new system will have text, email, and mail functionality so members can update and verify their information. Our partners with the FQHCs and the Missouri Primary Care Association are working to help verify and obtain correct demographic data. Working with all MCOs for the new Passport system, a card for the Medicaid member to connect with their information and care at physician's office. Brian Kinkade – Is Passport for foster kids only or foster kids and pregnant women? Bobbi Jo – Our initial intention was foster kids only, but now more ME codes are added in order to garner more individuals participating. We are working closely with Children's Division so the process is correct when we roll-out with foster kids.	

Break for Lunch	Lunch from 12:10pm to 1:10pm	
Arthritis Self-Management Beth Richards	Discussed the Missouri Arthritis Program and self-management resources for people with chronic diseases. The diabetes self-management program and chronic pain self-management was also discussed. Beth talked about the multiple agencies that are partnering with Missouri's Chronic Disease Partnerships, and where they receive their funding. The Chronic Disease Self-Management is the core program for all of their self-management programs. The programs are typically 6 weeks long, and run for 2.5 hours per session. Members don't need a chronic condition to participate, and they can participate with just having risk factors for a chronic condition.	Flyers were disbursed. www.moarthritis.org
Public Comment/Questions Mark Kapp	There were no comments or questions, and the meeting was adjourned.	
Adjourned	Next meeting scheduled for September 25, 2019 in Rooms 490-492, in the Truman Office Building.	