

## MO HEALTHNET OVERSIGHT COMMITTEE

### MEETING MINUTES

February 14, 2019  
221 Metro Drive  
Jefferson City, MO

### ATTENDANCE

#### Committee Members:

Tim McBride, Chair  
Margaret Benz, Co-Chair  
Todd Richardson, MHD Director  
Representative Cora Faith Walker  
Gerard Grimaldi  
Dr. Bridget McCandless  
Steve Corsi, Psy. D., DSS Director  
Joe Pierle, MPCA CEO  
Senator Jill Schupp  
Donna Siebeneck for Mark Stringer  
Dr. Randall Williams, DHSS Director

#### Members Absent:

Dr. Ingrid Taylor  
Mark Sanford  
Mark Stringer, DMH Director  
Carmen Parker-Bradshaw

#### DSS Staff:

Jessie Dresner, MHD  
Helen Jaco, DFAS  
Caitlyn Whaley, DSS  
Gail Luecke, MHD  
Leann Hager, MHD  
Caleb Neeley, DSS  
Tony Brite, MHD  
Bobbi Jo Garber, MHD  
Ashley Wilson, MHD  
Nanci Nikodym, MHD  
Rachel Gladow, DSS/DFAS  
Patrick Luebbering, DSS/FSD

#### Guests:

Abigail Barker, Washington Univ.  
Lindsey Nienstedt, Washington Univ.  
Emily Davis, Washington Univ.  
Brian Kinkade, MHA  
Nate Dugal, Blessing Health System

Megan Price, Sen. Schupp's office  
Russ Oppenborn, Mo Care  
Anna Deatherage, HDIS  
Jim Moody, HB Strategies  
Alisa Gordon, Milliman  
Emily Kalmer, American Cancer Society  
Eden Schoepflin, Rep. Walker's Office  
Jacqueline Wood, Governmental Svc. Group  
Joe Miller, CHC Strategies  
Jackie Schmitz, Sen. Schupp's office  
Heidi Geisbuhler Sutherland, MSMA  
Elissa Pellham, Interior Home Care, MAHC  
Ashish Kumar, WIPRO  
Paul Andrews, WIPRO  
Anita Mosley, WIPRO  
Jessica Petrie, Winton Policy Group  
Lexi Churchill, St. Louis Post Dispatch  
Jodie Earney, Barry Dunn  
Brejai Washington, Mo House

Handouts from the meeting may be found on the web at: <http://dss.mo.gov/mhd/oversight/meeting.htm>

### AGENDA

#### Welcome/Introduction/Minutes

- Dr. Tim McBride, Chairman, called the meeting to order at approximately 12:09 p.m. Minutes of the November 1, 2018 meeting were reviewed and approved.
- Dr. McBride presented the Chairman's Report. This report also included an update on the Rural Health Subcommittee. **The PowerPoint presentation is available online.**

#### Director's Update

- Todd Richardson, MO HealthNet Director, updated the committee on the McKinsey Rapid Response Assessment, which can be found on the DSS website at <https://dss.mo.gov/mhd/mt/index.htm>. The report is structured in two major parts: (1) an assessment of where the program is presently, and (2) outlines a set of options for the State to consider to make the program better and run more efficiently. The department will be working with the different entities over the next several weeks to review and decide what areas to focus on.
  - **Comment:** Dr. McBride advised the group that a more in depth review of the report will be done at the April meeting. There are a lot of things in the report that did not surprise him.
  - **Comment:** Representative Cora Faith Walker asked what assumptions went into the projections that the trends are going to continue on the growth rate in Medicaid. Big things happened during the timeframe that the report is based on including the initiative to make Medicaid expansion a state issue and the statewide expansion of Medicaid Managed Care. She inquired as to why the McKinsey folks think this Medicaid growth trend is going to continue?
  - **Comment:** Mr. Richardson advised that those changes were made in the assumption of what the cost trend looked like in 2009, 2012 and what they are projecting in the area. There has been a reduction

in some of the spend trend growth. The trend is based on where the program is today and assuming you have some historic correlation of the rate of growth.

- **Comment:** Dr. McBride asked if we could possibly have someone from of the McKinsey Group come to the April meeting either in person or via phone.
  - **Action Item:** Mr. Richardson said he would check to see if this is possible and get back to Dr. McBride.
  - **Comment:** In the interim, Dr. McBride asked that any questions be either be sent to him or the MO HealthNet (MHD) staff a couple weeks prior to the April meeting.
  - **Comment:** Dr. McBride asked what the timeline was on how fast some of the issues in the report will move, when might some of them be implemented, and which ones will become legislative, etc.?
  - **Comment:** Mr. Richardson advised that the implementations of some of the initiatives depends on the particular issue. There are some initiatives identified in the report that are completely within the Division's ability to control, some will require changes in budget authority given how much money is divided between various budget lines, and some that will require statutory changes. The MHD staff plan to start working aggressively on the planning phase and prioritizing the initiatives.
  - **Action Item:** Dr. McBride asked for an update on the timeline and what falls into each phase.
- Mr. Richardson and Dr. Steve Corsi, DSS Director, have been working with the Governor's office to fill the vacancies on the Committee. The Senate seat has been filled and we will be communicating with the House to see what their timeline is to fill that seat. We hope to have all vacancies by the April meeting.
  - Nanci Nikodym gave an update on the Hospital Quarterly meetings. Three meetings have been held so far with a fourth meeting set for February 19. The meetings have been very beneficial and we've had good dialogue between the hospital groups, the Missouri Hospital Associations and the MHD.

### **Health Plans and HEDIS Measures Update**

- Bobbie Jo Garber, MHD Managed Care Director, gave an update on the performance withhold program. After speaking with other states and our actuaries, we recognized that the program was very process based and changes needed to be made. Through contact with the health plans, who have nationwide experience, we determined that HEDIS Measures was the direction we needed to take in order to have a more standardized, nationalized process for recording outcome measures rather than process measures. After several meetings and research, 14 measures were developed that cover the following: 4 deal with access and care for children; 3 for screening and immunizations for children; 1 covering chronic disease management for children; 1 covering chronic disease management for adults; 2 for women's health; 2 for behavioral health; and 1 around opioids. The one around opioids has not been tied to actual outcome of what withheld release will be due to lack of enough data collected. Once data has become more solid, we will then think about adding it to our 3% withhold.
  - **Comment:** Dr. Bridgett McCandless asked if the HEDIS measures could be shared. She said that many things are hidden inside these measures and asked if we could look at measures by race as well. For instance, if you look at hypertension outcomes, diabetes outcomes, amputations, etc. by race, you have an entirely different set of measures.
  - **Comment:** Ms. Garber agreed that this is definitely something we can build into our dashboards and will continue to look at the different aspects as we move forward. We are still going to have the plans do the previous measures as well, although they won't be tied to the withhold, but allow us to track and monitor them so that we can still have conversations if any corrective action, etc. is necessary. This will also enable us to have much more oversight capabilities moving forward. Ms. Garber encouraged everyone to send her any questions they might have about the performance withhold model. We will also provide a copy of the HEDIS measures to the committee members.
  - **Comment:** Mr. Richardson, said that the model was built on seeing growth in the plan and where Missouri fall in comparison with the rest of the country.
  - **Comment:** Ms. Garber advised that the next contract period for the full plan will be in the July 1 amendment. We will have basic information in the February amendment to say it was in effect January 1. This has already been communicated to the plans.

### **Budget Update**

- Tony Brite, Deputy Director of Finance, presented the budget update. ***The PowerPoint presentation is available online.***

**Public Comment** – There were no public comments.

### **Legislative Update**

- Caitlin Whaley gave an update on legislation that the MHD is working on and/or following this Session. These include the following:
  - Working on sunset extension for the “Ticket to Work” program.
  - There are a number of bills that look at restoring ability to provide coverage for non-dual participants who were part of the MORx program, which was changed in 2017 resulting in their losing assisted prescription coverage. This is subject to appropriations.
  - Representative Woods is sponsoring a bill that allows structured family care giving as a covered service under MO HealthNet, subject to the approval of federal waivers.
  - There are a number of bills that would require MO HealthNet participants to comply with work and community engagement requirements. The Senate version is SB 76 and is sponsored by Senator Sater.
  - Another important bill that we are monitoring pertain to post-partum screens for all mothers, sponsored by Senator Jill Schupp.

### **Family Support Division Update**

- Patrick Luebbering, Director of the Family Support Division (FSD), presented the division update. **The presentation is available on line.**
- Mr. Luebbering also gave an update on the annual review process which hasn’t been done since 2014. The system generates a report that lists the participants that are set to be reviewed that month. The overall process for the system is 65 days, which is usually extended 90 days for recertification issues. Mr. Luebbering also explained the notification process, timelines and the adverse action that could occur for participants that do not auto renew. In total they have approximately 144 days in which to recertify and not lose coverage. In addition to the reminders sent via postcards, social media and robo calls, the managed care companies are provided information and can notify these individuals as well.
  - **Comment:** Dr. McBride asked how many letters are sent out.
  - **Comment:** Mr. Luebbering advised that 10,000-16,000 letters are sent out a month for the annual review process.  
**Comment:** Dr. McCandless said that the website has a lot of information about how to enroll; however, there is nothing that addresses how to stay enrolled that is easily accessible to the general public. She feels this should be at the top of the list and not so hard to find. She also feels robo calls are a waste of time; people don’t pick those up.
  - **Action Item:** Bridgett also asked that continuous eligibility, especially for children, be addressed at a future meeting.

There was a lengthy discussion regard the drop in caseload, the notification process and hurdles that participants face as well as having good contact information on file. News Blast, Social Media and other forms of communication are used to inform the public of what they need to do to keep their benefits. Managed care companies notify us as they received updated information from the participants.

- **Comment:** Senator Jill Schupp stressed the importance of being clear upfront and education of the participants of what they need to do to avoid losing their benefits. Human communication is really important.
- **Comment:** Margaret Benz, Vice Chair, said that another avenue to get updated information would be through the pharmacies. Most of her clients don’t have access to the internet and phones only have a set amount of minutes they can use each month. This is just another example where updated contact information is so important.
- **Comments:** Mr. Luebbering said FSD has regional offices that also can be as a resource to update information.
- **Comment:** Dr. Randall Williams suggested forming a focus group to focus on people who have dropped off enrollment and find out the reasons why. Would need to reach out to 500+ people.
- **Comment:** Ms. Garber said it could be done but we would run into the same issues of people not responding, answering the phones, etc.
- **Comment:** Gerhard Grimaldi asked if there was a written summary or a flow chart of the process.
- **Comment:** Pat said they’d did that in the past and are putting something together but not available yet.

- **Action item:** Dr. McBride requested to have a copy of the notification letter sent to participants be provided to the committee.

### **Medicaid 101**

- Todd Richards presented the Medicaid 101 presentation. ***This presentation is available on line.***
- Dr. Corsi reminded the committee that MMIS is comprised of 60 systems. It's not going to be an easy fix.
- **Action Item:** Dr. McCandless referred back to the slide on Per Member Per Month Cost of Care and asked about the sizeable jump in cost of care for custodial parents and children. Todd didn't have the information with him but advised he would follow up with her with an answer.

### **NEXT MEETING**

**APRIL 15, 2019**

MO Coalition for Community Behavioral Healthcare  
221 Metro Drive  
Jefferson City, MO