

MO HEALTHNET OVERSIGHT COMMITTEE
MEETING MINUTES

July 23 2019
221 Metro Drive
Jefferson City, MO

ATTENDANCE

Committee Members:

Todd Richardson, MHD Director
Representative Cora Faith Walker
Gerard Grimaldi
Dr. Bridget McCandless
Jennifer Tidball., Acting DSS Director
Donna Siebeneck for Mark Stringer
Dr. Randall Williams, DHSS Director
Senator Jill Schupp
Joe Pierle
Kaylyn Lambert
Sarah Oerther
Nick Pfannenstiel

Members Absent:

Representative Jonathan Patterson
Dr. Ingrid Taylor
Mark Sanford
Mark Stringer, DMH Director
Carmen Parker-Bradshaw
Senator David Sater

DSS Staff:

Jessie Dresner, MHD
Caitlin Whaley, DSS
Gail Luecke, MHD
Leann Hager, MHD
Tony Brite, MHD
Bobbi Jo Garber, MHD

Mark Roasoau, MHD
Teresa Wortmann
Ashley Wilson, MHD
Nanci Nikodym, MHD
Paul Stuve, MHD
Jamie Purnell, MHD
Tisha McGowan, MHD
Kirk Mathews, MHD
Caleb Neeley, DSS
Patrick Luebbering, FSD
Kim Evans, FSD
Stephen Tomlinson, FSD

Guests:

Alex Rankin, Mo Foundation for Health
Brian Colby, Mo Budget Project
Kathie Reichard, MPCA
Casey Hanson, Kids Win Missouri
Jim Moody, HB Strategies
Joe Miller, CHC Strategies
Paula Littleton, MU Health Care
Mike Blair, MU Health Care
Vince Cooper, MU Health Care
Emily Wright, Gibbons/Darkman
Carol Hudspeth, MAHA
Amy Schwartz, MHA
Daniel Landon, MHA
Michaela Newell, MPA

Emily Kalmer, ACSCAN
Anita Mosley, Wipro
Heidi Sutherland, Mo State Medical Assoc.
Mandy Hagseth, Mo Family Health Council
Jackie Schmitz, Senator Schupp Ofc.
Megan Huffman, Rep. Walker Ofc.
Madeline Friedmann, Rep Walker Ofc.
Leanne Peace, DCI
Henrio Thelemaque, Mo Pharmacy Assoc.
Abigail Barker, Washington Univ.
Alisa Gordon, Milliman
Michael Lasend, Abbvie
Dana Peters, NW Health Services
Tina Cook, NW Health Services
Susan Zalenski, Johnson & Johnson
Russ Oppenborn, Mo Care
Chris Moody, Husch Blackwell Strategies
Brian Kinkade, MHA
Jim Brighton, Legal Aid-Western Mo
Josh Moore, Conduent
Luke Boehmer, Conduent
Geoffrey Oliver, Legal Services-East Mo
Jacqueline Wood, Governmental Services
Zachery Brunnert, Flotron & McIntosh, LLC
Divya Arulsakumar, Berry Dunn/MHD
Michelle Unterschutz, Berry Dunn/MHD

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

AGENDA

Welcome/Introduction/Minutes/Director's Update

- Todd Richardson, MO HealthNet Director, called the meeting to order at approximately 12:03 p.m.
- Mr. Richardson introduced the new committee members: Dr. Nick Pfannenstiel, Kaylyn Lambert, and Sarah Oerther, RN.
 - **Action Item:** Mr. Richardson also advised that due to the new appointments to the committee, a new chair and co-chair will need to be determined at the next meeting.
- Mr. Richardson introduced Kirk Mathews, MO HealthNet Division's (MHD) new Director of Transformation. Mr. Mathews and his team will focus and work through each of the initiatives identified in the McKinsey Report.
- Minutes of the April 15, 2019 meeting were reviewed and approved.

- **Comment:** Senator Schupp stated that the minutes indicated the committee would review the McKinsey Report in a step-by-step process and answer any questions and comments committee members would have.
- **Comment:** Mr. Richardson plans to have a more expansive transformation presentation at the next meeting outlining the steps for the next 12-18 months. He also stated that if the committee preferred to go through each section as previously discussed, we could do that. The members will be informed ahead of time which topic of the McKinsey Report would be reviewed at upcoming meetings, thus allowing time to review and present any questions they would have.
- Mr. Richardson advised that the Department and MHD are working together on the suite of operational initiatives contained in the McKinsey Report. DSS plans to focus on areas where they interact with participants, whether it be with MHD, Family Support Division (FSD), DHSS, etc. They reviewed a good case study out of the state of Michigan that took a look at eligibility, enrollment and program processes. As we move forward to be a “best-in-class” program, our hope is to see what the program looks like, not only through eyes of medical providers and DSS, but also our participants. We are very hopeful this will be the first major project that Mr. Mathew will lead out of the transformation office. Although not all of the details have been worked out yet, we hope to have a very robust external review of our processes.
- Angela Wilson and Mark Roaseau presented a Grandfathering Process Overview. ***The presentation is available on line.***
- Dr. Mark Roaseau explained the Prior Authorization (PA) process. He also explained the role that the different Advisory Groups play in making decision regarding drugs on the Preferred Drug List (PDL) and grandfathering process.
 - **Comment:** Senator Schupp commented that it is important that others have a chance to give input when making decisions about which drugs are affected by the grandfathering process.
 - **Comment:** Mr. Richardson said we want the process to be transparent. We publish the drugs to be reviewed in advance and there are opportunities for public comment, including at both the Drug Prior Authorization and Drug Utilization Review Board committees. We want to get the decisions right and the more input we have from clinicians and patient advocacy groups, the better job we are going to do to use the clinical expertise.
- Dr. Roaseau reviewed the Benzodiazepines Clinical Edit. ***This is available on line.***
- Jamie Purnell, MHD Hospital Program Manager, reported that the last hospital quarterly committee meeting was held on May 30 at Truman Medical Center in Kansas City. The next meeting is scheduled for September 19 at UMC in Columbia.

Ms. Purnell gave an update on the ER Workgroup Subcommittee, which last met on June 3. Their next meeting is scheduled for September 9.

Teresa Wortmann, RN at MHD, gave an update on the Maternal Fetal Health Workgroup Subcommittee, which last met in May.

- Mr. Richardson updated the group on the Simplified Fee Schedule. Currently, most of our outpatient services are reimbursed on a percentage of charges methodology. Last year the department started moving the 50 most common surgical procedures to an outpatient fee schedule and are now working towards moving the rest of the outpatient services to a fee schedule as well. This is a very large undertaking and are working with Conduent to accomplish this.
- Tisha McGowan, MHD MMIS, gave a presentation on Technology and Systems. ***This presentation is available on line.***

Public Comment

- Jim Brightman, Legal Aid of Western Missouri, reported that at the April 15 meeting their director Alicia Johnson talked about their concerns with the drop from 85% to 15% favorable decision in Fair Hearing decisions. They submitted a Sunshine Request to FSD requesting data to see if they could determine the reason for the drop and found there was no reason for it. In 2017, approximately 54% resulted in a favorable

decision. In 2019, by end of April, the odds of getting a favorable decision was about 19%. These percentages are for all types of issue (eligibility, spenddown, etc.). The majority of their cases are disability issues and their suspicion is this percentage is most likely far worse. They are in process of requesting more detailed hearing information from FSD to see if they can get a better idea of what is taking place. Based on information from their cases, they are seeing a misinterpretation of the law. For instance, they are seeing cases where a woman with mental illness, already on Medicaid, approached them after an unfavorable hearing decision. Before a decision was written, she was hospitalized and the psychologist wrote a letter stating she needed to stay on disability and her medication; however, because it was after the hearing, they refused to recognize it and found her ineligible. She has not been able to get her medications/treatment. They have appealed to the Circuit Court, however, it is taking over a year to get on the calendar. There has been no change in law since 2017 so why have these changes occurred. Their greatest concern is that these individuals are going with interruption of their regimen, medications, and are very vulnerable.

- Geoffrey Oliver, Legal Aid of Eastern Missouri, spoke to the group on two issues. The first issue was in regards to the continued decline in children's enrollment. At the February meeting the department said they didn't foresee a continued decline; however, last month an additional 9,039 kids lost CHIP coverage. Mr. Oliver said that in February, their group brought to the Department's attention about the 10% loss being the largest drop in the country, five times the national average. By the end of March, the decline was at 12%. He said the continued decline seems to coincide with the annual renewal process in the MEDES system. The department is required by federal law to provide electronic verification sources as part of the renewal process and does not require families to provide information the department already has. Also, Missouri is still not using the information for food stamp renewals as it is required to do. There are other resources the State could be utilizing. He also stated that the average wait time in the call centers is 35 minutes.

The second issue that was commented on was the elimination of grandfathered drugs not on the PDL. Legal Aid of Western Missouri represents individuals who use medications on this list. They were pleased to learn that grandfathering will be allowed for drugs for oncology, hemophilia, HIV and antipsychotic drugs. However, they are still concerned with the non-transparent approach to this policy change. The comment period ended and the bulletin published the next day without any consideration to the comments they submitted. They then asked the Department how they planned to implement the new policy and received no response. They followed up with a Sunshine Request and were told by the agency's legal counsel that they would have to pay for this basic information. This information is very important for use to assist their clients who use these medications. They request that the Department be more transparent as it moves forward with implementing initiatives in the transformation project going forward. Their opinion is that such changes must be subject to formal rulemaking rather than just publishing it in an informal policy bulletin.

Legislative Update

- Caitlin Whaley, DSS Legislative Liaison, gave a update on legislation that has been signed by the Governor and affects the MHD:
 - Federal Reimbursement Allowance (FRA) renewal was extended for one year for the five provisions that deal with various reimbursement allowances for hospitals, nursing facilities, RFDs, skilled nursing, and ambulance. There is one more; however, it is not presently utilized.
 - Legislation pertaining to the extension of benefits for foster youth was passed that would bring Missouri into compliance to cover youths up to age 26, regardless if they aged out in our state or not.
 - Ticket to Work program was extended.
 - Provision passed relating to the opportunity for nursing homes to rebate their rates in response to capital improvements made at their facilities.
 - Eligibility change to the MORx program - the prohibition on non-dual Medicare/Medicaid eligible individuals that can access that program was removed from statute. Ms. Whaley pointed out that this was not funded in the budget.
 - Legislation was passed allowing the Department to apply for a structured family caregiving waiver for family members with Alzheimer. This creates an opportunity for family members to receive reimbursement for services for taking care of relatives with Alzheimer.
 - Extension of benefits for individuals who are in a correctional facility. Their benefits will be suspended until they leave the facility. They will need to go through a redetermination process but they will have coverage while they are going through this process.

Miscellaneous Update

- Jennifer Tidball, Acting Director of DSS, announced that Patrick Luebbering has been appointed as the Chief Financial Officer of the Division of Financial Administration System (DFAS). Reggie MeElhannon will serve as the interim Director of the FSD until a replacement is hired.

Family Support Division Update

- Patrick Luebbering, DFAS Director, presented the FSD update. ***The presentation is available on line.***
- Mr. Luebbering reported that pended applications are currently at 10,000, which is below average. This number also includes a lot of change in circumstances issues. Over the past year, they have worked with program administrators, especially on the Medicaid Review Team process, to get the applications processed quicker. Mr. Luebbering said they are doing a deeper dive on the people who are dropping off. They found that a portion of these individuals were not using their Medicaid benefit.
- Mr. Luebbering gave a brief review of the annual renewal process and the timeline that individuals are given to respond, whether or not they wish to have Medicaid. They have up to approximately 144 days in which to do so. Reminders are sent out via email, U.S. mail, postcards, text messages, etc.
- Mr. Luebbering addressed the issue with the long wait times with the call centers, which currently averages 30 minutes per call. The majority of these calls deal with SNAP (food stamps). They are staffing and training the calls centers as quickly as possible, have brought in a vendor call center to handle the family Medicaid MAGI calls, and brought on three processing offices to help answer calls in high peak times.
 - **Comment:** Senator Schupp stated that if we are paying people to be trained before we need them, wouldn't that money be better spent to give to the people we have hired to do better or maybe people aren't put in the right places within the call centers. She also commented that one the reasons we are losing participants is because of their inability to get through to someone and they are getting frustrated because of the long wait times, etc. What are we going to do about the issue(s)?
 - **Comment:** Mr. Richardson replied that everyone is concerned about the issue and need to fix the processes we currently have in place. For instance, currently there are three or four places to call if a participant is trying to reach MHD and several places if they are trying to reach FSD. The department has looked at what our performance measures are. We need to change the structure of the WIPRO contract. We need to streamline the application process. We are taking a holistic approach and working together as a State, not just MHD or FSD, to get the answers to these questions. We want a process that when someone calls, we get an answer to their question whatever it may be.
 - **Comment:** Senator Schupp asked "What is the timeline, if somebody that calls that needs food stamps. When they call, will they be able to getting assistance with other safety net programs at the same time?"
 - **Comment/Action Item:** Mr. Richardson said that we have to be very cautious when trying to integrate two systems such as Medicaid and FSD. There are still a lot of questions that need to be answered. As far as timeline, Mr. Richardson hopes to have something to present to the committee at the next meeting.
 - **Comment:** Representative Walker asked if there has been any coordination with the Managed Care Organizations (MCO) in informing their participants regarding the annual renewals, etc.
 - **Comment:** Mr. Richardson advised that they have had conversations with the MCOs. They are very interested in assisting and have a process in place to alert their members about the annual renewal process. All three plan logos are also included on the renewal notifications forms.
 - **Comment:** Representative Walker asked about notifications being sent out to schools.
 - **Comment:** Ms. Whaley said that she would provide a copy of a report that Department of Elementary and Secondary Education sends out that includes reminders about immunizations, etc.
 - **Action Item:** Mr. Richardson said an update on the School Based Claims Program would be presented at the next committee meeting.
 - **Comment:** Dr. Pfannenstiel suggested that if eMOMED knew when a patient needs to renew, then he as a provider, could also remind his patients of renewal deadlines.

NEXT MEETING

NOVEMBER 5, 2019

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