

MO HEALTHNET OVERSIGHT COMMITTEE
MEETING MINUTES

November 5, 2019
221 Metro Drive
Jefferson City, MO

ATTENDANCE

Committee Members:

Todd Richardson, MHD Director
Representative Tracy McCreery
Gerard Grimaldi
Dr. Bridget McCandless
Jennifer Tidball., Acting DSS Director
Donna Siebeneck for Mark Stringer
Dr. Randall Williams, DHSS Director
Senator Jill Schupp (via phone)
Representative Jonathan Patterson
Kaylyn Lambert
Sarah Oerther
Nick Pfannenstiel
Mark Sanford
Senator David Sater

Members Absent:

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

DSS Staff:

Jessie Dresner, MHD

Caleb Neeley, DSS
Gail Luecke, MHD
Leann Hager, MHD
Tony Brite, MHD
Kirk Mathews, MHD
Leann Hager, MHD
Patrick Luebbering, FSD
Glenda Kremer, MHD
Darin Hackman, MHD

Guests:

Tim McBride, Washington Univ.
Margaret Benz, SLU
Abigail Barker, Washington Univ.
Zachary Brunnert, Flotron & McIntosh
Emily Wright, Gibbons Workman
Erin Elliott, Mo Family Health Council
Alisha Gordon, Milliman
Sebastian Martinez, KBIA
Paul Andrews, WIPRO
Ashish Kumar, WIPRO
Katie Reichard, MPCA
Crystal Thomas, KC Star

Chris Moody, Husch Blackwell Strategies
Mike Lafend
Joe Miller, CHC Strategies
Brian Kinkade, MHA
Nate Dugal, Blessing Health System
Michelle Unterschut, Berry Dunn
Jim Moody, Husch Blackwell Strategies
Casey Hanson, Kids Win Mo
Russ Oppenborn, Mo Care
Lyndsey Cavender, MFH
Luke Boehmer, Conduent
Cameron Taylor, Conduent
Amy Schwartz, MHA
Jackie Schmitz, Senate Staff
Megan Price, Senate Staff
Jacqueline Wood, J Wood Political Strategies
Ron Fitzwater, Mo Pharmacy Assoc.
Jeff Howell, Medical Association
Henrio Thelemaque, Mo Pharmacy Assoc.
Brie Wagner, MCCA Finish Line
Alyssa Wiles, MO Senate Appropriations
Helen Jaco

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 12:01 p.m. The minutes from the July 23 meeting were approved.
- Mr. Richardson recognized the committee's former chairman and co-chairman Dr. Tim McBride and Margaret Benz for their many years of service on the committee.

Dr. Nick Pfannenstiel was elected as the new chairman and Dr. Bridget McCandless as co-chairman.

Representative Tracy McCreery has also been appointed to the committee replacing Representative Cora Faith Walker, who resigned her legislative seat.

- Mr. Richardson presented the Director's Update presentation. ***This presentation is available on line.***

The Acute Care Services portion of the McKinsey Report was reviewed. Two initiatives outlined in the report that the MO HealthNet Division (MHD) is currently working on are (1) shifting outpatient hospital reimbursement to fee schedules, and (2) reviewing the prior authorization for outpatient procedures. Other initiatives that were touched on briefly included value-based payments, adjusting Managed Care Organizations hospital payments and improving physician and behavioral health reimbursement.

- **Comment:** Sarah Oerther, RN, noticed that, in regards to the vulnerable populations, children and adults were lumped together on some of the slides and asked if a breakdown of the percentages between them was available (i.e. medical cost for diagnosis).
 - **Comment:** Mr. Richardson said a breakdown by group could be provided.
 - **Comment:** Gerard Grimaldi commented that MedPAC reports that Medicare margins are negative for most hospitals.
- Kirk Mathews, MHD Transformation Director, gave an update on improving the customer experience in regards to enrollment and other processes as they relate to the transformation initiatives. He reported that the MHD has contracted with a group called Civilla, who previously worked with the state of Michigan on their Medicaid program. They were able to reduce Michigan's application from 64 pages to 16. To streamline it further, the pages are color coded for the different programs (food stamps, ticket to work, Medicaid, etc.). Missouri's application is currently 63 page and we are excited to be working with Civilla and the prospect of doing the same with ours. Civilla has started the case study process by visiting several areas throughout the state (urban, suburban, and rural field offices). We hope to have a report in the February-March timeframe.
 - **Comment:** Dr. McCandless asked what the timeframe would be to expect the end result.
 - **Comment:** Mr. Mathews said it's too early to put a timeline on that. It took Michigan up to a couple years to put the suggestions in place and could be about the same for Missouri.
 - **Comment:** Ms. Oerther asked how this would affect wait times on the phone.
 - **Comment:** Mr. Mathews said that this process will include review of the call centers. Mr. Richardson said not to look at this as a solution to what is going on in the call centers now. We are not taking a position to wait to resolve the wait time issue until after this case study. We are looking at this issue now and researching what is driving the high call volumes in the call centers.
 - **Comment:** Senator Jill Schupp asked if data was still being collected and if MHD was comfortable with it.
 - **Comment:** Mr. Richardson confirmed the data was being collected on the high call volumes; however, we are not satisfied. We want to get to the root of the problem of what is driving the calls to the centers.
 - **Comments:** Senator Schupp asked if we would be looking for ways to link application info to more than one program (SNAP, Medicaid, Ticket to Work, etc.). In other word, when filling out a form for another program, the participants' information would automatically populate on the form.
 - **Comment:** Mr. Richardson advised that the idea is to find the most efficient way to streamline the application process to improve the participant experience.

School-Based Services

- Glenda Kremer, MHD Social Services Manager, gave a presentation on School-Based Services. ***The presentation is available on line.***

Ms. Kremer explained the three types of school-based services programs: School District Administrative Claiming (SDAC); School-Based Individualized Education Plan (IEP) Direct Services; and School-Based Specialized Medical Transportation.

SDAC: There are currently 453 out of the 520 school districts participating in the SDAC program. This program reimburses school districts for Medicaid-related administrative activities and promotes access to health care for at-risk students to help prevent long term or costly health problems. School districts are reimbursed federal matching funds minus administrative fee to pay the contractor.

School-Based IEP Direct Services: Reimburses school districts for certain MHD covered services included in a child's IEP through federal matching funds. Services that would be includes in this program include audiology, behavioral health, physical, speech & occupational therapy, personal care and private duty nursing services.

- **Comment:** Dr. McCandless asked about behavioral health services numbers.
- **Comment:** Mr. Richardson said that we could provide those numbers to her.

School-Based IEP Specialized Transportation: This program provides 50% reimbursement (federal matching funds) to school districts for costs incurred to transport MHD participants for school-based IEP direct services. Not many school districts utilize this service due to the extensive paperwork that is involved. THE MHD is looking at ways to make this program better.

Budget Update

- Tony Brite presented the budget update. ***This presentation is available on line.***
 - **Comment:** Ms. Oerther asked how long the Maternal Opioid Misuse (MOM) extends. Mr. Richardson explained that this was a grant.
 - **Action Item:** Jessie Dresner, MHD Chief Operations Officer, said this could be something we could bring back to a future committee meeting.

Public Comment – None

Family Support Division Update

- Patrick Luebbering, DFAS Director, presented the FSD update. ***The presentation is available on line.***

NEXT MEETING

FEBRUARY 13, 2019

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