

**MO HEALTHNET OVERSIGHT COMMITTEE MEETING  
DECEMBER 4, 2007**

**205 JEFFERSON ST.  
JEFFERSON CITY, MO 65101**

**Members in Attendance**

Stephen Bradford  
Gwendolyn Crimm  
Frederick DeFeo, MD  
Craig Frazier  
Shawn Griffin, MD  
Steven Lipstein  
Debra McCaul, MD  
Heidi Miller, MD  
Laura Neal  
Joseph Pierle  
William Thousand, DDS  
The Honorable Joan Bray  
The Honorable Rob Schaaf  
The Honorable Charlie Shields  
The Honorable Mike Talboy  
Nancie McAnaug, DHSS (alternate)  
Joe Parks, MD, DMH (by phone)  
Deborah E. Scott, DSS

**Also in Attendance**

Dwight L. Fine, MO Hospital Association  
William Pankey, MD, Swope Health Services  
Lindsey McCarrol, LR Budget  
Alyson Raletz, St. Joseph News-Press  
Carol Kemna , MPTA  
Jim Moody, Moody and Associates  
Richard McIntosh, MAOPS  
Carly Robertson, Missouri Digital News  
Ann Whittle, Armstrong Teasdale LLP  
Carly Robertson, Missouri Digital News  
Ruth Ehresman, MO Budget Project  
Kathi Harness, ALACS  
Theresa Myers, RAIL  
Susan Webb, DRA  
Pat Dougherty, Catholic Charities  
D. Scott Penman, Penman and Winton  
Jody Larison, Governor's Office

**MHD Staff in Attendance**

Ian McCaslin, MD  
George L. Oestreich, PharmD  
Judith Muck  
Billie Waite  
Sandra Levels  
Rhonda Driver, RPh  
Donna Siebeneck  
Debbie Kolb  
Andrew Haslag  
Amy Woods  
Lisa Clements, PhD  
Jayne Zemmer  
Karen Lewis  
Beth McQuaide

**DSS Staff in Attendance**

Brian Kinkade  
Janel Luck  
Jennifer Tidball  
Charles Bentley

Misty Snodgrass, MO Senate  
Ann Stock, MO Senate  
Missy Wardman, Legal Services  
Tom Holloway, MSMA  
Virginia Young, Post Dispatch  
Lana Baker, Lobbyist  
David Lieb, AP  
Sarah Madden, AGO  
Kirsten Dunham, Paraquad  
Shawn Dabrea, Paraquad  
Karen Enlow, Office of Administration  
Brian Colby, MASW  
Jean Calhoun, RAIL  
Bonnie Powles, MAOPS  
Judy Reichard, SRFB Law Firm  
Jodi Stefanick, Governor's Office

**Welcome/Introductions/Remarks-** Ian McCaslin, M.D., Director-MO HealthNet Division called the meeting to order at approximately 12:00 p.m. Dr. McCaslin welcomed the Committee and thanked the Members for their valued support, expertise and input. Dr. McCaslin provided a brief synopsis of his background and his goals for the MO HealthNet Program. Dr. McCaslin summarized his hopes for the Committee to be as productive as possible and called for the members to respect each other's opinions and demonstrate a willingness to listen to others. The Honorable Rob Schaaf requested copies of a letter to the Governor he had prepared be shared with the Committee. Copies of the letter were distributed to each member in attendance. A brief discussion over the composition and role of the Committee was held.

Brian Kinkade, Deputy Director Department of Social Services (DSS) was introduced. It was noted that Deborah E. Scott, Director DSS would be joining the group later in the day as she was returning from a prior commitment on behalf of the Governor. Janel Luck, Director Family Support Division (FSD) was introduced to the group. Ms. Luck introduced FSD Deputy Director Charles Bentley. Dr. McCaslin also introduced Billie Waite, MO HealthNet Division (MHD) Legal Counsel, Judith Muck, Deputy Director MHD - Program Operations and George L. Oestreich, PharmD, MPA, Deputy Director MHD-Clinical Services. Ms. Muck provided the introductions for managerial staff working in her unit. Debbie Kolb, Information Systems, Donna Siebeneck, Budget and Finance and Sandra Levels, Program Management were greeted by the Committee. Clinical Services Unit managers in attendance, Rhonda Driver, RPh, Clinical Pharmacist, Amy Woods, Deputy Director Pharmacy and Clinical Services, Andrew Haslag, Fiscal Manager, Jayne Zemmer, Program Manager, and Lisa Clements, PhD, Clinical Director, Psychology Program were introduced by Dr. Oestreich. Short biographies of these MHD staff members were included in the meeting packet. Dr. McCaslin introduced Karen Lewis and Beth McQuaide who serve the Division as Senior Administrative Support Staff and acknowledged their contribution to the organization and support of the meeting.

A Power Point presentation was used by Dr. McCaslin to demonstrate national and regional perspectives on the Medicaid program. He outlined challenges and opportunities for MO HealthNet in demonstrating the value of the health care home concept and improving health status indicators of Missourians. Dr. McCaslin spoke on the health status consequences of the uninsured and touched on Insure Missouri as one part of many solutions to address this issue. Dr. McCaslin expressed hope that these issues would be included in future agendas of the Oversight Committee.

**MO HealthNet Progress Report-**A copy of the "Status of Senate Bill 577 Major Provisions Report" was provided in the meeting packet and to all in attendance. Provisions relating to eligibility, including SCHIP Affordability, SCHIP Pre-Existing Conditions, SCHIP Exceeding Annual Limits, Ticket to Work, Long Term Care Partnership, Breast and Cervical Cancer and Income Disregard for Persons with Disabilities Employed by Sheltered Workshop, were summarized by Ms. Luck, who addressed questions from the Committee. Discussion ensued regarding appropriation. Ms. Muck reported on the completion of providing coverage of foster children up to age 21 and physician rate increases. Ms. Muck responded to questions regarding the rate increase and managed care health plans. Dr. Oestreich addressed the remaining provisions providing background and status. These provisions included Durable Medical Equipment, Women's

Health Package, Dental and Optical for Adults, Pay for Performance, Health Care Home, Health Risk Appraisals and Technology.

**Leadership-**A biography of each member of the Committee was provided in the meeting packet and to all attending. Members were invited to introduce themselves and provide comment on their vision for the group. After introductions, candidates were nominated and seconded for Committee Chair. Gwendolyn Crimm and Steven Lipstein were elected as Co-Chairs by acclamation.

**Managed Care-**Ms. Muck provided an overview of the Managed Care Program providing insight into how managed care vs. fee for service eligibility is determined. A Power Point presentation highlighted legal authority to establish managed care, three primary populations enrolled in managed care and state regions offering managed care plans, as well as planned expansion. Ms. Muck summarized each region's enrollment and noted the plans available in each region. Benefits all plans are required to offer were summarized. Quality provisions, including service accessibility standards, performance standards and performance improvement projects monitored by MHD were presented. Ms. Muck addressed questions regarding these measures and complaint rates. Members expressed an interest in the profit versus not-for-profit status of the contracted Managed Care Health Plans in the state. MHD will provide this information.

William Pankey, M.D., Chairman of the MC+ Quality Assurance and Improvement Advisory Group (QA&I) spoke to the Committee regarding the quality of the managed care products, highlighting the benefits of managed care to the participant as well as to the state. He discussed utilization measures vs. outcomes measures. Dr. Pankey summarized the MO HealthNet Managed Care Program contractual requirement to participate in quality management programs based on the State Quality Strategy and Centers for Medicare and Medicaid Services (CMS) Performance Improvement Project (PIP) protocols. Dr. Pankey spoke to the requirement for all managed care plans to generate national quality data for Health Employer Data Information Sets (HEDIS) and how MHD and the Department of Health and Senior Services (DHSS) interpret this data to perform comparative analysis of the Plans to national Medicaid performance, inter-region performance, inter-plan performance and MO HealthNet Managed Care to State commercial results. These results are published by DHSS in a consumer guide. Members requested a paper copy of the "Medicaid Managed Care Consumer Guide" and MHD will provide copies. This data is also used to target state-wide quality performance improvement projects. Adolescent well care was targeted for 2007. Dr. Pankey described a member survey tool used to evaluate members' perception of and satisfaction with MO HealthNet Managed Care health plan services and provider networks. These nationally standardized Consumer Assessment of HealthCare Providers and Systems (CAHPS) satisfaction surveys must be conducted annually by each MO HealthNet Managed Care Health Plan. Providers are also surveyed annually for satisfaction. Questions regarding survey design were addressed during the presentation and information on CAHPS response rates requested. Clarification on the type of providers Health Plans survey was requested. The Committee requested additional information regarding the HEDIS and the measures MO HealthNet Managed Care health plans are required to collect. This information will be provided to each member by MHD.

**MO HealthNet Technology-**A demonstration of CyberAccess<sup>SM</sup> was provided by Jennifer Cornelius PharmD, ACS Health Management Systems. CyberAccess<sup>SM</sup> is a web-based HIPAA-compliant tool providing health care providers with access to Medicaid patient data. It is the first step toward a comprehensive electronic health record for MO HealthNet participants and allows access to medical, procedural and pharmacy paid claims data for participants for the past two years. In addition to the participant health information, a health care provider with prescribing privileges can submit an electronic prescription and access the clinical rules engine to request precertification of medical procedures and prior authorization for prescription drugs when needed. CyberAccess<sup>SM</sup> allows providers to view the MO HealthNet participant's claim history from all providers to determine the most appropriate course of treatment. Expansions to integrate lab data, imaging, home monitoring, EPSDT Forms, an immunization registry, behavioral health data from Department of Mental Health, dental and condensed discharge summaries are being finalized. At present 2150 sites, 7450 fee-for-service prescribers, and a total of 20,000 users at the registered sites have access to this tool. Managed Care Organizations have expressed an interest in obtaining access as well.

Dr. Cornelius discussed additional tools available through CyberAccess<sup>SM</sup> however, did not demonstrate due to time constraints. Direct Care Pro<sup>SM</sup> teams the pharmacist provider with the physician to complete available interventions for patient care. A patient-centric version of CyberAccess<sup>SM</sup>, Direct Inform<sup>SM</sup>, will allow patients to have access to their medical information at an appropriate technical level similar to the provider. These tools could be demonstrated at a future meeting should the Committee desire.

Members requested more detail regarding the CyberAccess<sup>SM</sup> tool and would like to review utilization statistics. MHD staff will forward this information. The Committee concurred that the tool provided vital information and additionally noted the need for interoperability with local and regional systems.

**MO HealthNet Rollout/Healthcare Home-** Dr. Oestreich presented Power Point slides entitled "MO HealthNet-Beginning the Rollout". Dr. Oestreich discussed projected spending through 2025, and the tenets of MO HealthNet were summarized. Dr. Oestreich presented slides comparing disease prevalence in MO HealthNet Managed Care and fee- for-service to the private sector. Dr. Oestreich discussed the use of technology to drive the change in service delivery, using clinical and claims data to build a web access health portal to data. Proposed plans for State Fiscal Years (SFY) 2008-2013 were presented. Slides summarizing the Disease Management Program outcomes for SFY 2002-2008 were presented. Dr. Oestreich discussed the Chronic Care Improvement Program (CCIP), including enrollment, per-member, per-month expenses and outcomes reports. Expansion plans for CCIP into several regions of the state were detailed. A slide illustrating MO HealthNet roll out plans with current Managed Care regions, expanded managed care regions, CCIP Administrative Service Organization (ASO)/Coordinated Fee-for-Service regions and contracted ASO regions was presented. The Committee by consensus approved both the planned roll out and the Divisional plan to submit a Request for Proposal to establish an Administrative Service Organization in the Northwest region of the state surrounding the St. Joseph area and the Southwest region of the state surrounding the Springfield area. The remainder of Dr. Oestreich's presentation was devoted to characterizing important features of the healthcare home, including tenets, goals, characteristics, vision, function and expectations. Following this

presentation the Committee determined that a glossary of terms and acronyms would be helpful. MHD will develop and provide to the membership.

**Questions/Adjourn-**Tentative quarterly meeting dates were provided in the meeting packet. Members determined that meeting between the hours of 12:00 p.m. and 4:00 p.m. for the February and April meetings was most convenient. Meeting times will be reevaluated for the remainder of the 2008 schedule.

Members expressed interest in having information on enrollment, eligibility, MO HealthNet performance and improvement, technology updates, best practices, budget and perhaps an open comment period for guests on the agenda for future meetings.

At the Committee's request all members' e-mail addresses will be forwarded to the membership. A recommended general Medicaid reading list will also be provided.

Department of Social Services Director Deborah Scott provided Closing Remarks and thanked the Committee members again for their time and commitment. The meeting adjourned at 4:15 p.m. Copies of meeting materials and slides are available on request.