

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE**

**MCAC BENEFICIARY ENGAGEMENT SUBCOMMITTEE MEETING
August 31, 2018**

McBryde Bldg., Ave. 820 Boylan, Conference Room 444, Raleigh, NC 27603

DIAL-IN: 888-204-5984/8532608

The (MCAC) Beneficiary Engagement Subcommittee met on Friday, August 31, 2018, from 10:30 am – 12:30 pm.

ATTENDEES

The following people were in attendance: April Morgan, Marilyn Pearson (Co-Chair), Jenny Hobbs (Co-Chair), Willona Stallings, Mary Hooper, Ames Simmons, Brendan Riley, Debra Farrington, Sharon McDougal, Sharlene Mallette

The following people participated via the phone: Bonnie Foster, Sarah Potter, Carla Obiol, Jean Andersen, Sarah Pfau

CALL TO ORDER

Sharon McDougal opened the meeting with introductions.

Debra Farrington announced that subcommittee member David Richardson offered his resignation from the subcommittee.

Meeting Agenda Items

- Approval of Past Meeting Minutes
- Transformation Update
 - Procurements
 - Managed Care Timeline
- Beneficiary and Stakeholder Communications
 - Approach and Timeline
 - Suggested Topics
 - Beneficiary Fact Sheet
- Draft Report to MCAC

Approval of Meeting Minutes

Sharon McDougal reviewed meeting minutes for April, May and June 2018

Discussion

- April minutes were approved
- May minutes were approved pending a correction to note that Jenny Hobbs attended in person
- June minutes were approved

- Subcommittee members noted that the format for the three months of meeting minutes were all different, and agreed that the April format should be used going forward

Medicaid Transformation update:

Debra Farrington provided an update on Medicaid managed care as outlined below:

- Conflict of Interest for subcommittee members was revisited. As DHHS is in the procurement for PHPs and other managed care vendors, subcommittee members were reminded of the need to openly disclose real or potential conflicts and recuse themselves if necessary from discussions or votes if necessary.
- Enrollment Broker awarded to Maximus on 8/2/18
- PHP RFP issued 8/9/18
- Ombudsman – DHHS intends to issue an RFP, however the timeline is being finalized
- Resource Platform - The Foundation for Health Leadership & Innovation issued and awarded an RFP toNCCARE360, a partnership with:
 - United Way of North Carolina and its NC 2-1-1 information and referral system;
 - Unite Us, the nation’s leading care coordination platform integrating healthcare and social services;
 - Expound Decision Systems, a leader in business intelligence, system integrations, and data repositories;
 - Benefits Data Trust, a national nonprofit that provides streamlined benefits enrollment assistance
 - The resource platform is robust statewide resource database that will include a call center, and will serve as a referral platform for providers, social workers, care coordinators and others to connect patients directly to community resources
 - The platform will be open to all providers, payers, community-based organizations, agencies and residents across North Carolina and will make it easier for providers, insurers and community-based organizations to connect people to the resources they need

Beneficiary Engagement and Communications

Sharon McDougal and Debra Farrington presented the information below on Beneficiary and Stakeholder Communications:

- Communications Approach
- Associated Timelines
- Suggested Topics
- Department approval on approach and templates

Discussion:

Subcommittee members provided the following feedback:

- Do a random sample to get consumer input

- Ensure PHPs use same language that we use, i.e. PHP, health plan
- Have managed care information available in a public format
- Many people don't know what type of Medicaid they have
- Put a lot of information in a document with different sections – point them to what is applicable to their situation
- Add a link to tool kit in the document; have a toolkit online
- Everybody needs to be informed but maybe not the same message at the same time
- Everyone needs to know who is in and who is out
- Include State CFAC members in decisions making
- PHP RFP has requirement on a member advisory committee that each PHP must have – a percentage has to be Medicaid beneficiaries
- Member Advisory Committee may need to be a different body than this subcommittee – perhaps a consumer body as the focus of professional advocates (effectuating changes in system processes) may differ from the focus of a consumer body (the beneficiary experience in managed care). A consumer body may provide the opportunity to hear things regarding the PHPs that we may not hear within our subcommittee
- People will have questions about what will happen to those on the waiver list

Draft Status Report to MCAC

Debra Farrington reviewed the proposed MCAC Status report for the subcommittee.

Discussion:

- Subcommittee feels the draft report doesn't fully capture all of the recommendations or concerns voiced.
 - Draft will be updated and sent out again for review.

One person expressed concern that beneficiary input was sought about transformation. This same person described multiple attempts to be added the MCAC committee.

Parking Lot: No items identified

Recommendations from the Subcommittee:

Ensure PHPs use same language that we use, i.e. PHP, health plan
 Have managed care information available in a public format

Next Steps

Doodle Poll will be sent to determine next meeting date

Public Comment – None Offered

Adjournment

The meeting adjourned at: 12:22 PM

Minutes submitted by: Sharon McDougal/Debra Farrington

Minutes approved by: Subcommittee

DRAFT