

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

**MCAC PROVIDER ENGAGEMENT AND OUTREACH KICKOFF
October 24, 2018**

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

Dial-In: Long Distance: +1 (510) 365-3331 / Access Code: 523-172-412

The (MCAC) Provider Engagement and Outreach Kickoff met on Wednesday, October 24, 2018, from 10:30 pm – 12:30 pm.

ATTENDEES

The following people were in attendance: Sam Clark (Chair), Jeff Horton, Lauren Smith, Lauren Lowery, C. Thomas Johnson (Chair), David Tayloe, Debra Farrington, Elizabeth Hudgins, Gregory Griggs, Kristen Spaduzzi, Lee Dobson, Sara Wilson, Eugene Chalwe (for Heather Miranda)

The following people participated via the phone: LaRhonda Cain, Linda Miller, Melanie Whitener, Ted Goins, Jill Hinton, Gladys Lundy-Lamm, Ellen Sweeney (Manatt) Alisha Reginal (Manatt)

CALL TO ORDER

Lynne Testa opened the meeting with introductions.

Sharlene Mallette did a roll call for phone participants

Sam Clark (Chair) Gave opening remarks

C. Thomas Johnson (Chair) Gave opening remarks

Meeting Agenda Items

- Subcommittee Charter
- Meeting Schedule and Work Plan
- Logistics and Member Participation
- Medicaid Managed Care Key Milestones
- Provider Engagement and Outreach Overview
- Next Steps

Lynne Testa reviewed the purpose of the Provider Engagement and Outreach committee

- Charter
 - Identify Provider engagement needs during the transition period.
 - Allow the committee to participate in evaluating the engagement strategy and the methods we utilize to support Providers through Medicaid Managed Care Transition
 - Advise on the roles and responsibility for the Provider Engagement Outreach committee.
 - Working to provide communication channels for offering feedback.
 - Providing real time feedback on implementation efforts to refine the engagement strategy

- Meeting Schedule
 - December 6 or December 13
 - Discuss the meeting frequency after December
- Logistics and Member Participation
 - Subcommittee members should be actively participating in meetings.
 - Meeting will be available in person, by webinar or teleconference
 - Meetings are open to the public
 - Public comments will be taken at end of meetings or can be sent to the Medicaid.transformation@dhhs.nc.gov email portal.
 - Debra spoke about potential conflict of interest which is covered in the welcome letter.
 - The subcommittee chairs may request members to review and provide feedback regarding meetings.

Lynne Testa read a portion of the disclaimer and the silent period now to the end of award of the PHP contracts.

- Cannot discuss the PHP RFP in any way
- Questions about the PHP RFP, there is other email portal (Medicaid.procurement@dhhs.nc.gov) to direct those questions
- The Department is bound by only information provided in the RFP
- The RFP takes precedence over anything that is said today
- Statements and materials discussed are informational only are not binding and do not replace reviewing and complying with the RFP
- If you are an offeror or a subcontractor of an offeror, please do not communicate about the offer of the offeror qualifications
- Any questions or issues regarding any term, condition or instruction in the RFP should be directed to Medicaid.procurement@dhhs.nc.gov

Lynne Testa reviewed North Carolina's vision for Medicaid Managed Care

Lynne Teste provided 3 goals for the Medicaid Managed Care

- Measurably improve health
 - Incentives will be used to encourage Providers to come into the program
- Maximize value to ensure program sustainability
- Increase access to care

Lynne Testa reviewed North Carolina's move to Managed Care

- Moving from predominantly fee-for service to a Managed Care system
- 1.6 million beneficiaries will be transitioned
- Phased rollout
 - Phase 1: November 2019
 - Phase 2: February 2020 (Debra stated this is the timing for the standard plans)
- PHP's
 - PHP RFP released August 9, 2018
 - Responses returned last Friday October 19, 2019
 - Contracts will be awarded 4 statewide commercial plans an up to 12 Provider-led entities in 6 regions
- PHP's must include all willing providers in their networks, limited exceptions apply
- Reviewed what the excluded services will be at launch

Lynne Testa provided an update on the Medicaid Transformation Status

- November 2017 through this summer
 - Policy Papers publish
 - Enrollment broker RFP and awarded Ombudsman RFI released
 - Passage of Key Legislation
 - House bill 403 and House B 16
 - RFP released for the Provider Data Contractor
 - Bids have come in and have been opened and the work to look at what has been submitted is underway
 - PHP RFP released
 - Bids have been returned and are being evaluated
 - Debra stated there will be additional Policy papers on Behavioral Health and Tailored Plans. The designed work has started, and the committee will be asked to provide feedback

Lynne Testa provides details on the Key Milestones and Upcoming Milestones

- Behavioral Health Integration
- PHP Licensure
- 1115 Waiver Approval by CMS anticipated an approval very soon
- Medicaid Managed Care goes live 2019
- Rolling out a Care Management Initiatives with the local health departments
 - Training dates
- Advanced Medical Home Attestation
- Provider Date Management Award

Lynne Testa reviewed details regarding the House Bill 403

- **House Bill 403**
 - Debra Farrington advised on modifications to individuals in the Tailored Plan. The population carveouts are expanded beyond what has been shared today. There is also a question of what will happen with children in foster care.
- **House Bill 156**
 - There were some changes Legislation amended several Statues
 - Changes to Chapter 58
 - Chapter 108A
 - SL 2015-245
 - New Sections
 - PHP Premium Taxes (Section 8)
 - Hospital Provider Assessment Act (Section 9)
 - PHP Request for Proposal Release Timeline (Section 10)

Lynne Testa presented information on Provider Engagement and Outreach

- Definition
- Types of Activities
 - Information dissemination
 - Feedback opportunities
 - Training
 - Practice-level technical assistance

- Provider Education and Engagement Activities to-date
 - Conducted webcasts on Managed Care design
 - Regional Forums
 - Identified and engaged associations, foundations and organizations
- Provider Role
- Other Initiatives requiring Provider education and engagement
- Provider education and engagement areas of immediate focus
 - Advanced Medical Homes (AMH)
 - Local Health Departments (LHD)
- Lynne reviewed some key questions
 - What should the State's role be in provider engagement and outreach
 - How does that intersect with the PHP's role?
 - What are the priority initiatives of focus? What can and should be available immediately?
 - What next steps should the State undertake to ensure it has the necessary infrastructure, resources and funding to launch provider engagement and outreach?

Melanie Whitener shared information on AMH training

- Additional webinars for AMH
 - Roles and responsibilities of CIN and other partner provider partners (Nov 1)
 - Patient Identification, assignment and tracking
 - Care Management
 - Care Planning
 - IT needs and data sharing capabilities

Parking Lot

Subcommittee Concerns

How will the members for the IDD/BH subcommittee will be selected?

How will payment and reimbursement will work with each of the PHP's

Recommendations from the Subcommittee:

- Rural/independent private practitioners may need enhanced support as delivery system transitions to managed care.
- Commitment to provider satisfaction with engagement efforts over the long term is necessary for successful program.
- Achieving uniformity across PHPs (e.g., contract language, prior authorization) to minimize provider administrative burden will be essential.
- A leading concern for clinicians is being informed on how payment and reimbursement will work with each of the PHPs.
- There is general desire for proactive communication with associations to ensure providers are well informed

Due to member concerns about rural providers transitioning to managed care, the subcommittee co-chairs agreed to extend invitation to Maggie Sauer, Director for the Office of Rural Health. Ms. Sauer has agreed to participate on the subcommittee.

Next Steps

Next meeting to be announced Dec 6 or Dec 13

Public Comment – None Offered

Adjournment

The meeting adjourned at 12:30 PM

Minutes submitted by: Sharlene Mallette

Minutes approved by:

DRAFT