

Regional Advisory Committee (RAC) Meeting Minutes	
<b>Date:</b>	3/19/09
<b>Region:</b>	NW_X__ NC__ NE__ SC__
<b>Head Count</b>	37
<b>Committee Member Attendees:</b>	Kirksey, Janet McClintic, Emily Rice, Kelly Sonnenberg, William, MD
<b>Access Plus Attendees:</b>	Bailey, Mary Clayberger, LeeAnne Cruz, Ricardo Fuller, Lonnie Gaydos, Colleen Howe, Donna (phone) Karns, Rhonda McWhirter, Mandy Renninger, Barbara Ruffa, Dan Swain, Carrie Weiser, Amy
<b>DPW Attendees:</b>	Alberico, Carl Asbury-Tate, Dawn Bardole, Barbara Dudenhoefer, Cathy Passerotti, Susan Sheehan, Michael Sperry, Renee Zimmerman, Carol (phone)
<b>Community Attendees:</b>	Bennett, Marilyn Brennan, Kathleen Bross, Joseph Cosic, Janna Fedor, Judy Gresick, Joy Horne, Karen

	Juskewycz, Barbara Kobielski, Gayle Phillips, Peggy Proctor, Curt Snyder, Lisa
<b>Facilitator:</b>	Dr. Lonnie Fuller Medical Director, ACCESS Plus
<b>Secretary:</b>	Amy Weiser, POC ACCESS Plus
<b>Introduction:</b>	Dr. Fuller
<b>Issues Log</b>	<p>New Consumer Issues:</p> <p>1. Reference to enclosure from last meeting: Member states that the list of dentists shows there are dentists who accept ACCESS Plus. However there are no dentists in Clarion County that do. Member states no dentists in her area accept Access Plus. The list is misleading to the member, who must go to Punxsutawney for dental care. Dr. Fuller explained that enrollees must call hotline to get referred to a dentist. Dr. Fuller explained the list simply showed that dentists submitted claims to ACCESS Plus in the previous year.</p> <p>No other consumer issues brought forth at this time.</p>
<b>New Business:</b>	<p>I. Childhood obesity, Carol Zimmerman, by phone: Program began in November 2007 and provides assessment and counseling to consumers. New flyer being developed to get the word out to everyone, which explains how they can access services and what will occur at each visit.</p> <p>Questions from audience: Are these services covered by MCO's? (Carol Zimmerman to find out)</p> <p>Additional questions related to the screening: Can be done with EPSDT - yes Can be for underweight - yes Can be at nutritionist's office also For more information please see draft language at <a href="http://www.accessplus.org">www.accessplus.org</a>.</p> <p>II. Review of minutes: Approved without revision</p> <p>III. Reintroductions completed</p> <p>IV. Update on EPSDTs. Presentation by Barb Bardole from DPW and Mary Bailey of AHS. DPW MA Bulletin included in handouts: most of changes seen on pages 2 and 3; fee updates on page 4; periodicity schedule.</p> <p>Mary Bailey from AHS explained outreach efforts related to the changes. Completed initial provider education on new EPSDT requirements and periodicity schedule. Focused on developmental and</p>

autism screening updated the age specific well child forms developed; tip sheets on dental vision hearing checks and implemented dental appointment scheduling assistance. Updated panel rosters, displays PROMISe EPSDT data and reflects the new EPSDT visit logic. Added a new indicator for overdue visits summarizes EPSDT compliance by practice site, utilizes a new EPSDT summary format (up to date, optional, due, overdue). Info included in fall newsletter, updated website to view forms, download, etc.

Provider support include onsite field visits, help with scheduling EPSDT and dental appointments, access to specialists and allied agencies Link provider concerns with DPW, and disseminate timely MA program and policy updates.

For enrollees EPSDT appointment reminders, and help with transportation issues focused outreach to 3-6 years and adolescents also and support to address enrollee barriers to care. Birthday mailings to promote the EPSDT services and call center staff.

(see slides at [www.accessplus.org](http://www.accessplus.org) for more information

V. DPW announcement by Barb Bardole: ACCESS Plus RFP withdrawn and reissued on March 13<sup>th</sup>. Timeline to award and implementation is not determined yet. Will depend on whether new proposals are submitted.

VI. Disease Management update by Dr. Fuller. ACCESS Plus provides DM for five diseases Asthma diabetes, COPD Cad and CHF DM is designed to intervene to assist patients between doctor visits. DM helps with symptom management, increase the proactive self management skills support the provider patient relationship, optimize medical management, reduce ED visits and inpatient care.

Telephonic Nurses and Community Based Nurses outreach to members, risk stratification used. Action plans used for prevention, education, screening and testing, medication reminders warning signs and symptoms.

Physician communications include mailings, clinical guidelines, alerts sent to office or phone call to provider for clinical issues  
Three levels of care coordination; General care coordination, DM related care coordination and Intense Medical Case Management through DPW for members with transplants, burns, traumatic brain injury, ventilators, etc.

Telephone triage for DM Enrollees Toll free number if sick, hurt or have health questions.

Program effectiveness: Saved state \$27 million year one; \$35 million in year 2.

For data see slides at [www.accessplus.org](http://www.accessplus.org)

Questions: From PA Health Law Project:

Has McKesson gotten bonuses and are they based on number of people participating or dollars saved? Dr. Fuller addressed and stated that we met the guarantees but we did not get a bonus. Bonus is based overall how McKesson does, not by number of members.

VII. Presentation from Pat Stromberg with MAXIMUS, new enrollment broker taking over April 1<sup>st</sup>. Enrollment broker is to help consumers new to MA to choose the health plan of their choice and PCP selection. If Enrollees do not choose PCP, they are auto assigned. MAXIMUS mission is “helping government serve the people.” Most of their projects are in the field of health and human services. Service and support is provided to 14 million Medicaid members across the country. Phone line from current vendor will be transferred to MAXIMUS – same toll free number. Web address is also unchanged.

For more information please see slides at [www.accessplus.org](http://www.accessplus.org).

Question from audience related to children in substitute care: There is a special mailbox for enrolling children who are in substitute care.

VIII. RAC Issues log:

- i. Representative from DOH wants to continue discussion related to special kids network with Dr. Fuller.
- ii. Question from audience related to new budget and PDL and state. The state considered having one PDL for fee for service and Managed Care organizations.
- iii. Complaint from consumer about PDL and not getting coverage for certain medications. Dr. Fuller will talk to DPW about difficulties consumers face with PDL. PDL updated twice a year.
- iv. Issue: changes for EPSDTs have to be in certain order to get all reimbursement? Dr. Fuller said this is correct.
- v. A practice indicated that an Enrollee had just behavioral health card no medical insurance through DPW. MRX category only covers mental health. Barb Bardole stated office can bill patient for visit.
- vi. Prior authorization for Lyrica; update would not allow for renewal. Barb Bardole, asked for information to follow up.
- vii. Disease Management real time referral for lists of patients who may need services? Follow up by Amy Weiser, POC.
- viii. PROMISE system not always up to date and providers cannot get access to CIS file. Would like read-only access to CIS. Dr. Fuller to follow up with DPW.
- ix. Is there a central file that shows when child had last EPSDTs?

	No database for all payers that is known, Mary Bailey will follow up x. First day of newborn inpatient care, do they need to use the EP modifier? DPW follow up.
<b>Next meeting:</b>	June 25, 2009 Avalon Inn Conference Center, Erie, PA
<b>Conclusion:</b>	By Dr. Fuller