Advanced Medical Home (AMH)
Technical Advisory Group (TAG)
Data Subcommittee

September 5, 2023 Meeting

Agenda

- **Welcome** — 5 min

- **PHP-AMH Data Transmission Timing Standardization** — 20 min

- **PHP-AMH Care Management Payments Tracking** — 20 min

- **Progress on Data Issues** — 7 min
  - CIN-AMH Relationship Tracking
  - Risk Stratification Guidance

- **Public Comments** — 5 min

- **Next Steps** — 3 min

AMH TAG Data Subcommittee Roll Call

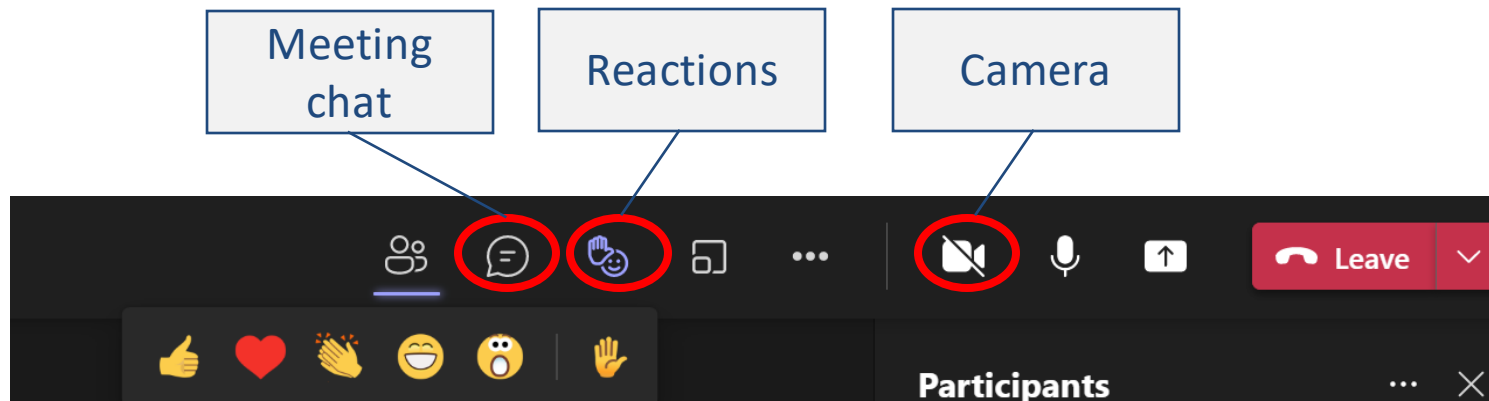| Entity	Organization	Representative(s)
Health Plan	AmeriHealth Caritas North Carolina	Hazen Weber
Health Plan	Blue Cross Blue Shield of North Carolina (Healthy Blue NC)	Carla Slack
Health Plan	Carolina Complete Health	Matt Lastrina
Health Plan	UnitedHealthcare Community Plan of North Carolina	Atha Gurganus
Health Plan	WellCare of North Carolina	Keith Caldwell
Provider (CIN)	Atrium Health Wake Forest Baptist	Misty Hoffman
Provider (CIN)	North Carolina Community Health Center Association (NCCHA) [Carolina Medical Home Network]	Sanga Krupakar
Provider (CIN)	Community Care Physician Network (CCPN)	Carlos Jackson
Provider (CIN)	Duke Health [Duke Connected Care]	Mary Schilder
Provider (CIN)	ECU Health [Access East]	Debra Roper
Provider (CIN)	Emtiro Health	Alexander Lindsay
Provider (CIN)	Mission Health Partners	Cynthia Reese
Provider (CIN)	UNC Health [UNC Health Alliance]	Shaun McDonald
Provider (Ind.)	Children First of NC	Deb Aldridge
Provider (Ind.)	Sandhills Pediatrics/CCPN	Christoph Diasio
Provider (Ind.)	Blue Ridge Pediatrics/CCPN	Gregory Adams
Tribal Option	Cherokee Indian Hospital Authority	Sarah Wachacha

DHHS and Advisors

DHHS

- **Kristen Dubay**, Chief Population Health Officer, DHB
- **Loul Alvarez,** Associate Director, Population Health, DHB
- **Chameka Jackson**, Senior Program Manager, Population Health, DHB
- **Evelin Lazaro**, AMH Program Specialist, Population Health, DHB

Advisors

- **Vik Gupta,** Medicaid Transformation Project Executive, Quality & Population Health, Accenture
- **Sachin Chintawar,** Medicaid Transformation Project Manager, Quality & Population Health, Accenture
- **Gigi Cloney**, Medicaid Transformation Project Management Lead, Quality & Population Health, Accenture
- **Lammot du Pont,** Senior Advisor, Manatt Health Strategies

Meeting Engagement

We encourage subcommittee members to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.

PHP-AMH Data Transmission Timing Standardization

PHP-AMH Data Transmission Timing Standardization

Issue Description and Root Causes

PHPs have different schedules for sharing the Department's standard data interfaces between them and CIN/AMHs. Receiving data on differing schedules impacts CIN/AMHs' ability to:

- Efficiently execute downstream processes to provide more complete, accurate, and timely data to their care managers; and

- Provide timely updates to their care management systems, creating a data lag in what is getting reported back to the PHPs.

PHPs have previously raised concerns that their systems are standardized to generate and share data across multiple state Medicaid systems. Tailoring schedules may impact overall system processes already in place.

Proposed Solution and Next Steps

The Department is **working with PHPs** to identify a potential solution for standardizing the AMH interfaces data transmission timing.

The Department will share additional updates with the Data Subcommittee once the Department and PHPs have aligned on a potential solution that considers all AMH partners' feedback.

For Discussion: The Department would like to standardize **file delivery timing** across all PHPs for AMH data interfaces. Do PHPs and AMH/CINs have any questions or concerns with this proposal?

PHP-AMH Care Management Payments Tracking

PHP-AMH Care Management Payments Tracking

Issue Description and Root Causes

Providers have reported challenges with reconciling their care management payments based on payment data shared with them by Standard Plans.

Payment reconciliation issues span across multiple care management programs: AMH, CMARC/CMHRP, InCK, and the Healthy Opportunities Pilots.

Proposed Solution and Next Steps

To address payment reconciliation challenges, the Department is considering a **standard template for Standard Plans to report payment details** to providers. A version of the report template has been used by Standard Plans for Novant.

The Department also requires care management payment details be reported by Standard Plans through the **Encounter Processing System** (EPS).

For Discussion: Do AMH TAG Data Subcommittee Members have feedback on the current state of care management payments data, including pain points and potential improvements?

Data Subcommittee Members may also submit responses via email by Tue, 9/19 to:
- Anna Wadhwani (Anna.Wadhwani@dhhs.nc.gov)
- Ani Caballero (Ani.Caballero_ACN@dhhs.nc.gov).

Review of Data Topics

Data Topics

Today, we will provide brief updates on progress to address two previously identified data topics.

Data Topics
★ **Tracking CIN-AMH Relationships**
★ **Patient Risk List / Risk Stratification**
Beneficiary Assignment
Quality Measures
Claims Files
PHP & AMH Data Transmission Timing
Care Needs Screening

Progress Update on Data Topics
Tracking CIN-AMH Relationships

Issue Description

There is no standard system across PHPs to process CIN-AMH delegation changes.

Delayed information about delegation changes can impact the timeliness of data getting to an AMH to support member care.

Potential Solution

Create a **single source of truth** for CIN-AMH relationships and create a **standardized process** to document, maintain, and update CIN-AMH relationships.

Current Status

The Department is developing a new **Provider Data Management/ Credentialing Verification Organization (PDM/CVO) modular system** to replace certain functions of NCTracks. The PDM/CVO module is targeted to be implemented in late 2024.

DHB has **developed internal business requirements** to incorporate CIN-AMH relationship tracking functionalities into the PDM/CVO module.

Progress Update on Data Topics
Patient Risk List / Risk Stratification

Issue Description

PHPs and AMH/CINs reported difficulty interpreting and using risk stratification information they receive due to:

1. Variability in risk categorization (e.g., differing approaches for what qualifies as "high risk")

2. Lack of information on how to interpret the risk categorization

Potential Solution

The AMH TAG Data Subcommittee recommended the Department: (1) **improve the interpretation** of key terms and (2) **improve communication** of risk stratification approaches.

Current Status

The Department is developing **Risk Stratification Guidance** to require PHPs to share descriptions of their risk stratification approaches with AMH Tier 3 practices and CINs in a standard format and manner.

The AMH TAG Data Subcommittee provided feedback on **draft Risk Stratification Guidance** earlier this year.

The Department is in the process of finalizing the Guidance. The Department will share an **implementation timeline** with the AMH TAG Data Subcommittee and other partners prior to release and enforcement of the Guidance requirements.

Public Comments

Next Steps

Next Steps

Subcommittee Members will:

1. Provide feedback on PHP-AMH Care Management Payments Tracking by 9/19 to:
   Anna Wadhwani (Anna.Wadhwani@dhhs.nc.gov)
   Ani Caballero (Ani.Caballero_ACN@dhhs.nc.gov).
2. Provide additional feedback on today's other discussion topics to:
   Evelin Lazaro (evelin.lazaro@dhhs.nc.gov)
   Gigi Cloney (giovanna.cloney_acn@dhhs.nc.gov)

DHHS will:

1. Post today's presentation and a summary of today's meeting on the DHHS website.

**Future AMH TAG Data Subcommittee meetings will occur on a quarterly cadence.
The next meeting is scheduled for December 5, 2023.**