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

*December 5, 2023 Meeting*

# AMH TAG Data Subcommittee Roll Call

| Entity | Organization Name |
|---|---|
| **Health Plans** | AmeriHealth |
| | Carolina Complete Health |
| | Healthy Blue |
| | United Healthcare |
| | WellCare |
| **Provider (CINs)** | Atrium Health Wake Forest Baptist |
| | Duke Health / Duke Connected Care |
| | ECU Health / Access East |
| | Emtiro |
| | Mission Health Partners |
| | NCCHA / Carolina Medical Home Network |
| | UNC Health / UNC Health Alliance |

| Entity | Organization Name |
|---|---|
| **Provider (Ind.)** | Children First of NC |
| | Sandhills Pediatrics/CCPN |
| | Blue Ridge Pediatrics/CCPN |
| **Others** | Tribal Option |

# Agenda

**Welcome** 3 min

**Progress on Data Issues**
- Risk Stratification Guidance
- PHP-AMH Data Transmission Timing Standardization    25 min
- Claims Interfaces
- Beneficiary Assignment

**AMH Data Topics Prioritization** 10 min

**Public Comments** 5 min

**Next Steps** 2 min
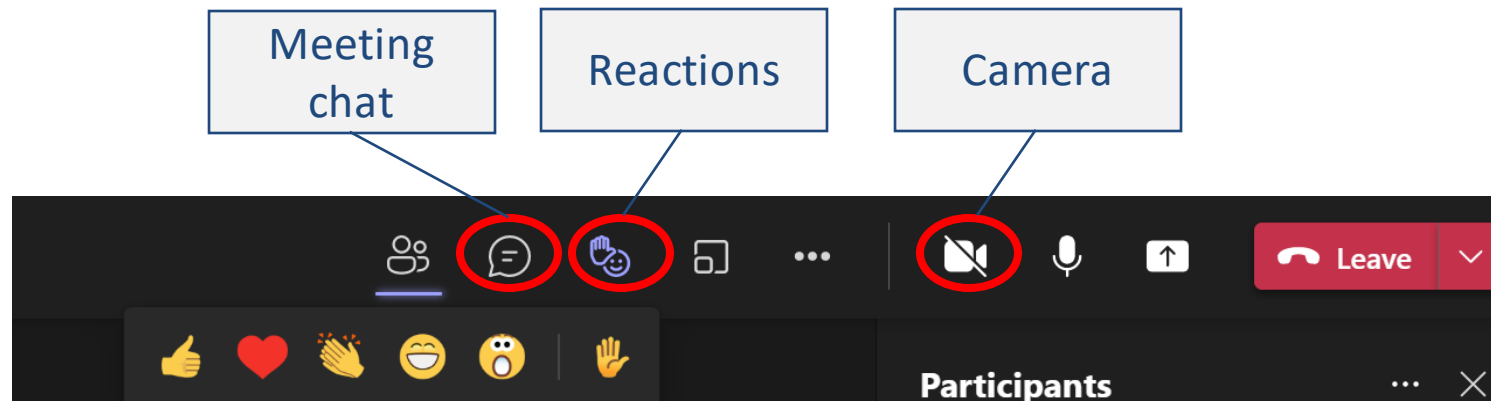
# DHHS and Advisors

## DHHS

- **Kristen Dubay**, Chief Population Health Officer, DHB
- **Loul Alvarez,** Associate Director, Population Health, DHB
- **Chameka Jackson**, Senior Program Manager, Population Health, DHB
- **Saheedat Olatinwo**, AMH Program Lead, 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.

# Progress on Data Issues

# Data Topics

Today, we will provide updates on progress to address the following data topics.

| Data Topics for Discussion |
| --- |
| 1. Risk Stratification Guidance |
| 2. PHP-AMH Data Transmission Timing Standardization |
| 3. Claims Interfaces |
| 4. Beneficiary Assignment |

# Data Topics

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# Risk Stratification
## Issue Description, Root Causes, and Resolution Approach

### Issue Description

**Standard Plans and AMH/CINs reported difficulty interpreting and using risk stratification data 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

### Resolution Approach

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 has developed Risk Stratification Guidance to require PHPs to share descriptions of their risk stratification approaches with AMH/CINs in a standard format and manner.**

The AMH TAG Data Subcommittee provided feedback on a draft version of the Risk Stratification Guidance earlier this year.

**The Department will publish the Guidance once the winter PHP contract amendment becomes effective on January 1, 2024.** Upon publication, Standard Plans will be required to transmit a description of their risk stratification approach with AMH/CINs by June 30, 2024 and annually thereafter.

# Risk Stratification
## Recap: Risk Stratification Guidance Requirements

**New Requirements**

**Under the proposed Risk Stratification Guidance, Standard Plans will be required to develop and share descriptions of their risk stratification approaches.** Standard Plans would:

✓ Provide their descriptions to AMH/CINs (a) on an annual basis and (b) in a standard format and manner.

✓ As part of their descriptions:

- Provide information on data inputs, sources, and methodology for risk stratification;

- Explain differences in risk stratification by sub-population; and

- Provide sufficient detail to inform AMH/CINs interpretation of risk stratification data.

× NOT be required to standardize how they conduct risk stratification.

× NOT be required to share proprietary or confidential information.

**AMH/CINs are encouraged but not required to share descriptions of their risk stratification approaches with Standard Plans, using the same format.**

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# PHP-AMH Data Transmission Timing Standardization
## Issue Description, Root Causes, and Resolution Approach

## Issue Description and Root Causes

**Standard Plans have different schedules for sharing standard AMH data interfaces between them, AMHs and/or their CINs/Data Partners.**

Receiving data on differing schedules impacts AMH/CINs' ability to:

- Efficiently execute downstream processes (e.g., automated ETL) 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 Standard Plans.

## Resolution Approach

**The Department plans to update the AMH Data Specifications to provide descriptive guidance for standardized file generation and data delivery transfers between Standard Plans and AMH/CINs.**

The updated data specifications will:

- Implement a long-term, structural solution to resolve core data reporting issues raised by AMH/CINs;

- Streamline when data moves from Standard Plans and AMH/CINs, improving data timeliness; and

- Align data interface exchange timelines across care management programs (AMH/Standard Plans, Tailored Care Management/Tailored Plans)

# PHP-AMH Data Transmission Timing Standardization
## Next Steps: AMH Interface Timeline Standardization Workgroup

**To inform implementation activities, the Department will convene an "AMH Interface Timeline Standardization Workgroup" to understand concerns and identify solutions around resource constraints, costs, and technological challenges related to implementation.**

| | |
|---|---|
| **Objectives** | The Workgroup will:<br>• Review current data interface transmission schedules;<br>• Identify key considerations and challenges with implementation of a standard data interface transmission schedule; and<br>• Develop recommendations to address identified challenges. |
| **Members** | The Workgroup will consist of the following AMH partners:<br>• All Standard Plans<br>• AMH Tier 3 practices (not associated with a CIN)<br>• CINs/Data Partners of various sizes by members served |
| **Timeline** | December 2023 – March 2024 |

**The Department welcomes additional feedback from Data Subcommittee Members via email: Medicaid.AdvancedMedicalHome@dhhs.nc.gov**

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# Claims Interfaces
## Issue Description, Root Causes, and Resolution Approach

### Issue Description

**AMH/CINs have raised data quality and completeness concerns for claims files transmitted by Standard Plans, including:**

- Inconsistency in populated fields across Standard Plans;
- Mismatched information between header and line files; and
- Incomplete or missing data.

### Root Causes

**The Department has identified the following root causes for this data issue:**

1. Ambiguity in requirements to populate fields shared across AMH partners
2. Varying data completeness definitions for claims and identifying information across header and line files

### Resolution Approach and Next Steps

**The Department plans to update the AMH claims interfaces data specifications to:**
- Provide **standardized guidance** on required, optional, and situational data elements; and
- Create a **"single source of truth" checklist** for the claims interface that provides consistency across all partners

These data specifications updates will apply to <u>all</u> claims interfaces and are expected to:
- Remove ambiguity for required and optional data elements;
- Define standardized specifications to streamline data consumption; and
- Improve data completeness across all Standard Plans.

# Data Topics

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# Beneficiary Assignment
## Issue Description, Root Causes, and Resolution Approach

### Issue Description and Root Causes

**AMH/CINs have reported that PHPs have assigned members to providers:**

1. who **do not serve the member population type** (e.g., an adult assigned to a pediatric practice); and

2. who **are not accepting new patients** (e.g., assignment exceeds the provider's panel size limits).

Many of these misassignments may be due to **errors in Standard Plans' auto-assignment algorithms**.

### Resolution Approach and Next Steps

The Department will **conduct an end-to-end audit of Beneficiary Assignment processes** to monitor the accuracy of Standard Plans' auto-assignment algorithms and validate complete and timely transmission of the Beneficiary Assignment file.

In the meantime, the Department continues to work with Standard Plans to address known errors in their auto-assignment algorithms.

# AMH Data Topics Prioritization
*AMH Data Topics Survey Refresh*

# Data Topics Prioritization
## *Prior Data Topics Survey*

**In Spring 2022, Data Subcommittee members provided feedback for seven data issues.**

| Data Issues |
| --- |
| 1. PHP & AMH Data Transmission Timing |
| 2. Tracking CIN-AMH Relationships |
| 3. Beneficiary Assignment |
| 4. Patient Risk List |
| 5. Care Needs Screening |
| 6. Claims Files |
| 7. Quality Measures |

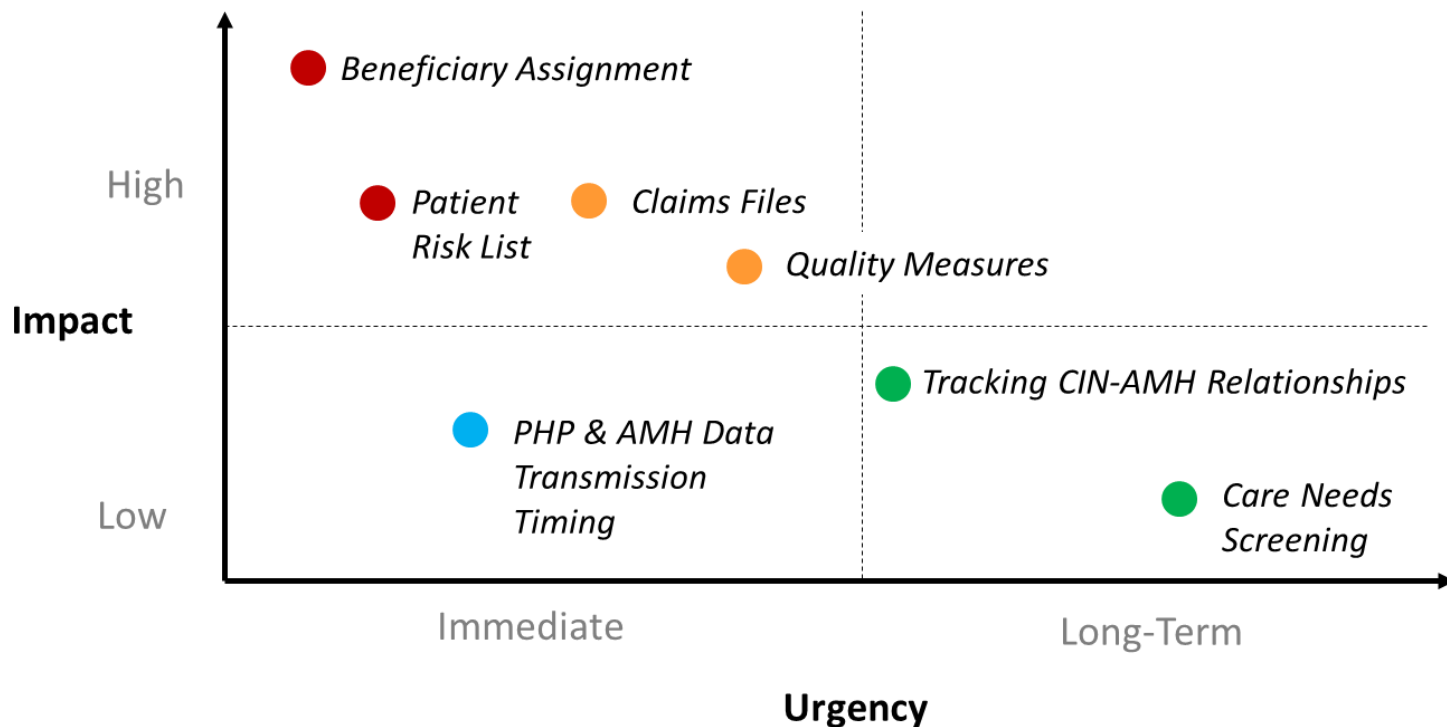| Requested Feedback |
| --- |
| • Comments on the **nature and root causes** of the issue<br><br>• Ratings on the issue's **impact** on operations<br>    - High (*significant impact*)<br>    - Medium (*moderate impact*)<br>    - Low (*minimal impact*)<br><br>• Ratings on the **urgency** for resolution<br>    - Immediate (*within next 6 months)*<br>    - Near term (*between 6-9 months*)<br>    - Long term (*after 9 months*) |

*Prior Survey Results*

DHB plotted the feedback received by the AMH TAG DSC across two axis:
the __impact__ on operations and the __urgency__ for resolution.

# Data Topics Prioritization
## *Progress on High-Priority Data Topics*

**Since the initial survey was conducted, the Department has worked closely with AMH partners to develop and implement solutions to address high-priority data issues.**

| Data Topic | Selected Key Milestones (since Spring 2022) |
|---|---|
| **1. Beneficiary Assignment** | ✓ Completed initial end-to-end audit to assess beneficiary assignment file transmission<br>✓ Ongoing engagement with PHPs to address additional issues with auto-assignment processes |
| **2. Patient Risk List (PRL) / Risk Stratification** | ✓ Published PRL Companion Guide and PRL FAQs to address formatting and completeness issues<br>✓ Upcoming publication of Risk Stratification Guidance to improve interpretation of risk stratification categories |
| **3. Claims Files** | ✓ Few reported issues related to claims data interfaces (institutional, dental, pharmacy)<br>✓ Ongoing efforts to update data specifications to reflect stakeholder feedback |
| **4. Quality Measures** | ✓ Developed workaround for addressing month-to-month eligibility extensions on the 834 file<br>✓ Regular stakeholder meetings to address issues related with quality and performance data |
| **5. PHP & AMH Data Transmission Timing** | ✓ Published PHPs' current schedule of data transfers<br>✓ Ongoing efforts to standardize data exchange across all PHPs |
| **6. Tracking CIN-AMH Relationships** | ✓ Ongoing internal efforts to align on approach to enroll CINs in NCTracks and monitor CIN-AMH relationships |
| **7. Care Needs Screening** | ✓ Ongoing efforts to leverage NC HealthConnex to facilitate exchange of care management data, including Care Needs Screening data |

# Data Topics Prioritization
*Data Topics Survey Refresh*

In early 2024, the Department will refresh the AMH Data Topics Survey to collect feedback on an updated set of data topics and their relative prioritization.

| Data Issues for 2024 Survey | |
|---|---|
| **Historical Topics** | **Emerging Topics** |
| 1. Risk Stratification (PRL) | 1. Medicaid Expansion Implementation |
| 2. PHP & AMH Data Transmission Timing | 2. Tailored Plan Launch |
| 3. Claims Files | 3. Care Management Activities (PRL, BCM051) |
| 4. Beneficiary Assignment | |
| 5. Tracking CIN-AMH Relationships | |
| 6. Quality Measures | |
| 7. Care Needs Screening | |

**?** **Are there any other emerging issues that the Department should collect feedback on?**

# Public Comments

# Next Steps

# Next Steps

## Subcommittee Members will:

1. Provide feedback on today's other discussion topics to: medicaid.advancedmedicalhome@dhhs.nc.gov

## DHHS will:

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

**AMH TAG Data Subcommittee meetings occur on a quarterly cadence. The next meeting is scheduled for March 5, 2024.**