



## **Advanced Medical Home (AMH) Technical Advisory Group (TAG)**

### ***Meeting #15:***

- **Recap Feedback Received in October Meeting**
- **Revisit Priority Issues for AMH TAG**

***November 16, 2021***

# Agenda

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- 1 Welcome and Roll Call (5 minutes)**
- 2 Recap Feedback Received in October Meeting (20 minutes)**
- 3 Revisit Priority Issues for AMH TAG (30 minutes)**
- 4 Wrap-Up and Next Steps (5 minutes)**

# AMH TAG Member Welcome and Roll Call

Name	Organization	Stakeholder
<b>C. Marston Crawford, MD, MBA</b>	Pediatrician Coastal Children's Clinic – New Bern, Coastal Children's	Provider (Independent)
<b>David Rinehart, MD</b>	President-Elect of NC Family Physicians North Carolina Academy of Family Physicians	Provider (Independent)
<b>Rick Bunio, MD</b>	Executive Clinical Director, Cherokee Indian Hospital	Provider
<b>Gregory Adams, MD</b>	Member of CCPN Board of Managers Community Care Physician Network (CCPN)	Provider (CIN)
<b>Jennifer Houlihan, MSP, MA</b>	Vice President Value-Based Care & Population Health Atrium Health Wake Forest Baptist	Provider (CIN)
<b>Amy Russell, MD</b>	Medical Director Mission Health Partners	Provider (CIN)
<b>Kristen Dubay, MPP</b>	Director Carolina Medical Home Network	Provider (CIN)
<b>Joy Key, MBA</b>	Director of Provider Services Emtiro Health	Provider (CIN)
<b>Tara Kinard, RN, MSN, MBA, CCM, CENP</b>	Associate Chief Nursing Officer Duke Population Health Management Office	Provider (CIN)
<b>George Cheely, MD, MBA</b>	Chief Medical Officer AmeriHealth Caritas North Carolina, Inc.	Health Plan
<b>Michael Ogden, MD</b>	Chief Medical Officer Blue Cross and Blue Shield of North Carolina	Health Plan
<b>Michelle Bucknor, MD, MBA</b>	Chief Medical Officer UnitedHealthcare of North Carolina, Inc.	Health Plan
<b>Eugenie Komives, MD</b>	Chief Medical Officer WellCare of North Carolina, Inc.	Health Plan
<b>William Lawrence, MD</b>	Chief Medical Officer Carolina Complete Health, Inc.	Health Plan
<b>Jason Foltz, DO</b>	Medical Director, ECU Physicians MCAC Quality Committee Member	MCAC Quality Committee Member
<b>Keith McCoy, MD</b>	Deputy CMO for Behavioral Health and I/DD Community Systems, Chief Medical Office for Behavioral Health and I/DD	DHHS

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# October 12th AMH TAG Meeting Discussion

At the last meeting, the TAG reflected on key priorities identified at the creation of AMH TAG in 2019.



# Certification and Contracting Process



## Key Member Feedback Received and Discussion on 10/12:

- Several members of the TAG would like to see more standardization of auditing and monitoring of AMHs across the plans.
- DHHS recognizes that NCQA plan-to-CIN/provider delegation standards for care management do not currently align completely with AMH Tier 3 model and is interested in the TAG helping to think through how to streamline auditing and monitoring.
  - Several members of the TAG gave the feedback that taking the route of requiring NCQA accreditation at the CIN or provider level adds too much cost and administrative burden.

# Data Sharing



## Key Member Feedback Received on 10/12:

- AMH Tier 3 data sharing has been varied and inconsistent so far; hoping to see better fidelity to existing data specifications.
- Access to cost data is critical to solve for, especially as higher levels of VBP contemplated. Almost no AMHs/CINs are getting access to cost data.
- “We need a better pathway to the HIE.”

How should the Department and/or PHPs further address the need for cost data?

How should DHHS work with the TAG to develop HIE priorities for quality & pop health?

# Quality



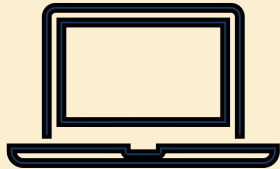
## Key Member Feedback Received on 10/12:

- “Limiting contracting to the AMH measure set was immensely helpful for aligning measures across PHPs”.
- Quality performance data is not yet consistently flowing to AMH Tier 3 practices.
- Not clear about PHP incentive programs—how we will get rates; what targets/benchmarks are.
- Alignment on using race and ethnicity data for stratification and identification of disparities.

How can DHHS better highlight race/ethnicity data use in BA file/Quality tech specs?



# Upcoming Data and Quality Resources



## Quality & Population Health Webinar

December 9, 5:30-6:30pm

[Registration link](#)

*Advanced Medical Homes: SP Incentives Programs  
& HIE Data for Quality Measures*

# DHHS Program Oversight and Evaluation



## Key Member Feedback Received and Discussion on 10/12:

- Identified that care management reporting data in outbound risk files to plans needs to be representative of what is happening and request it goes beyond the comprehensive assessment and development of the care plan.

Is DHHS capturing the most helpful information on the Patient Risk List (PRL)?

Would the TAG like to give input on the AMH evaluation?



# Program Design

## Key Member Feedback Received and Discussion on 10/12:

- AMH TAG members are seeking some stability in the AMH program.
- “Please minimize the number of program design changes in the short term.”
- Practices are concerned about staffing shortages and burnout.
- How do we leverage what we built; strengthen those investments?

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# Program Design



## Key Questions for 2021-2022

- For AMH Tier 3 practices working with CINs, how are the roles and responsibilities for care management working? Should the Department consider providing additional guidance/opportunities for CINs?
- How have workforce patterns and services changed with Managed Care (plan level, practice level, CIN level staff); how should the AMH model respond to that?
- How can DHHS ramp up VBP incentives for practice level population health, quality, and awareness of total cost of care?
- How could DHHS consider aligning its VBP strategy with other NC payers?
- Can we do more to promote Health Equity and Integrated Care?
- How does ongoing work on Healthy Opportunities Pilots and InCK help shape iteration of the entire AMH Program?

# For Discussion:

## Discussion Questions

What should be the highest priority issues for the TAG:

- In the short-term (next 1-3 months)?
- In the medium-term (between now and end of first year of Managed Care in July 2022)?

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