

**North Carolina Department of Health and Human Services (DHHS)**

Advanced Medical Home Technical Advisory Group (AMH TAG) Meeting #33 (Conducted Virtually)

November 14, 2023, 4:00 PM ET

**AMH TAG Attendees:**

- North Carolina Academy of Family Physicians
- Cherokee Indian Hospital
- Mission Health Partners
- Carolina Medical Home Network
- Emtiro Health
- Duke Population Health Management Office
- AmeriHealth Caritas North Carolina, Inc.
- Blue Cross and Blue Shield of North Carolina
- North Carolina Area Health Education Centers (AHEC)
- WellCare of North Carolina, Inc.
- CCH
- United Healthcare
- MCAC Quality Committee Member
- Coastal Children’s Clinic
- Community Care Physician Network
- Atrium Health
- Dr. Keith McCoy, DHHS Division of Mental Health, Developmental Disabilities and Substance Use Services

<b>NC DHHS Staff and Speakers Name</b>	<b>Title</b>
Arianna Keil	Chief of Quality
Kristen Dubay	Chief of Population Health
Katie Horneffer	Monitoring and Evaluation Lead
Madison Shaffer	Quality Measurement Evaluator
Loul Alvarez	Associate Director, Population Health

**Agenda**

- Welcome and Roll Call (3 minutes)
- Improving Panel Management (10 minutes)
- LME-MCO Consolidation (10 minutes)
- Total Cost of Care Dashboard: Provider Access (10 minutes)
- Medicaid Expansion Updates (5 minutes)
- Update on the Health-Related Resource Needs Measure (5 minutes)
- Technical Specifications Measure ID Options (5 minutes)
- Standardization of AMH Interfaces Update (5 minutes)
- Discussion (5 minutes)
- Wrap-up and Next Steps (2 minutes)

## Improving Panel Management

- DHB shared data and information on assignment and attribution to inform activities to improve both of these processes.
  - DHB shared the percentage of members that were age or gender misassigned, broken out by whether the member is enrolled in a Standard Plan (SP) or Medicaid Direct, and shared the results of an audit of one SP's assignment and reassignment data.
- DHB shared they are completing the analysis of misassignments by age and gender, complete the audit of one SP, launching a project to improve assignment, and will conduct an environmental scan of the current state of attribution.
- SPs will begin submitting reports to the state on elements of the assignment process.
- DHB asks that providers update their panel limitations by gender and age in NC Tracks in the end of 2023 or early 2024.
- An AMH TAG member asked if DHB has stratified the Medicaid Direct age mis-assignments by Tailored Plan-eligible or former foster youth.
  - DHB has not stratified the data in this way yet.
- An AMH TAG member suggested sharing the audit results with providers and practice managers in the future, as there is a perception among practice managers that the percent of misassignments and reassignments are higher.
- An AMH TAG member shared that a practice manager frequently requests the ability to have misassigned patients reassigned easily and in a standardized way across health plans.

## LME-MCO Consolidation

- DHB shared information on the Secretary's November 1<sup>st</sup> directive to consolidate the number of LME-MCOs from 6 to 4 and shared an email address where community partners can submit questions or concerns: [Medicaid.TailoredCareMgmt@dhhs.nc.gov](mailto:Medicaid.TailoredCareMgmt@dhhs.nc.gov)
- An AMH TAG member asked what the reason for the consolidation was.
  - DHB highlighted the guiding principles of the consolidation were to do what was best for members and providers in order to get Tailored Plans launched quickly. Whole person care and streamlining/simplification were also priorities.

## Total Cost of Care Dashboard: Provider Access

- DHB and Health Services Advisory Group shared information on the Total Cost of Care (TCOC) dashboard, which will allow providers and PHPs to see data on their entity's total cost and resource use. The goal is for the dashboard to be an informative tool for providers as they consider entering into VBP arrangements with PHPs.
- Each AMH must identify 2 dashboard administrators that will be permissioned to see the data and manage user access. DHB will send a survey to AMHs to collect information on who their dashboard administrators will be.
- In the future, DHB will walk through how providers can sign up for and use the dashboard and will have a series of demos and other technical assistance.
- An AMH TAG member asked if CINs will have access to the dashboard at the CIN level.
  - DHB responded that CINs will not have access in the first phase but hope to incorporate CINs in a future phase.

## Medicaid Expansion Updates

- DHB shared that 260,000 family planning members are enrolled and set to be part of the Expansion group beginning December 1.
- DHB suggested members visit Medicaid Expansion website for information.
- Medicaid expansion members are identified on 834 files and beneficiary assignment files, but PCP enrollee reports won't yet reflect expansion members (but will be available before launch).
- An AMH TAG member confirmed they are starting to see expansion members on their beneficiary assignment file.

## Update on the Health-Related Resource Needs Measure

- The new HRRN measure is called Screening for Health-Related Resource Needs (HRRN).
  - Screening for this measure (including plan-level withholds) will be based only on screenings done by plans.
  - DHB will conduct additional work in the future to ensure consistent mapping of provider-level screening information.
- DHB provided a summary of the measure.

## Technical Specifications Measure ID Options

- DHB requested that AMH TAG members complete a survey by 11/21 on whether CMIT or CBE numbers to identify measures in the technical specifications are more practical to their organization.

## Standardization of AMH Interfaces Update

- To address the issue that PHPs have different schedules for sharing data through AMH interfaces, DHB will update the AMH Data Specifications to provide descriptive guidance for file generation and data delivery transfers between PHPs and AMHs/CINs.
  - DHB is postponing implementation of a standard timing of data transfers through AMH interfaces.
- DHB plans to create a workgroup including PHPs, AMHs, and CINs to inform the implementation of a standardized timeline for the submission of AMH interfaces.
  - DHB hopes to kick-off the workgroup in December and are asking PHPs to population a template providing information on current transmission timings for various AMH interfaces.
- AHEC offered to help identify AMH practices that are not part of a CIN for the workgroup.

## Discussion & Questions

- DHB will send members a poll about a return to in-person AMH TAG meetings.

For any questions, email [Medicaid.AdvancedMedicalHome@dhhs.nc.gov](mailto:Medicaid.AdvancedMedicalHome@dhhs.nc.gov).