

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

Meeting #19:

- **Preview DSC Focus Areas**
- **Community Health Worker Integration into NC Medicaid Managed Care: Discussion on CHWs' Critical Role in Advancing Health**

June 14, 2022

Agenda

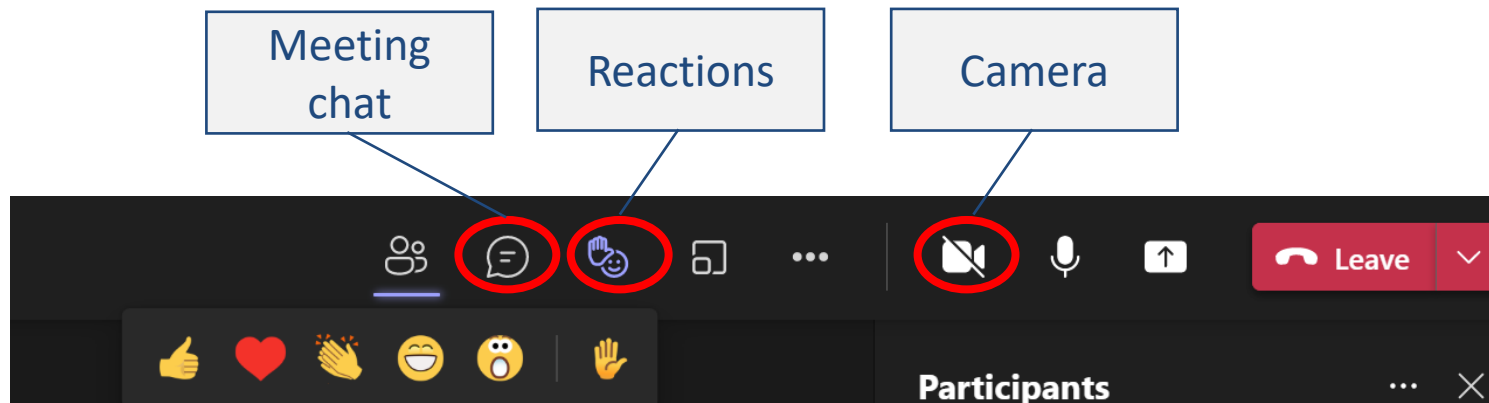
- 1 Welcome and Roll Call (5 minutes)**
- 2 Preview DSC Focus Areas (5 minutes)**
- 3 Community Health Worker Integration into NC Medicaid Managed Care: Discussion on CHWs' Critical Role in Advancing Health (45 minutes)**
- 4 Wrap-Up and Next Steps (5 minutes)**

AMH TAG Member Welcome and Roll Call

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

Meeting Engagement

We encourage those who are able to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



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AMH TAG Data Subcommittee Meeting Status Update

The Department is working with the Data Subcommittee to define root causes as well as identify and develop potential solutions for key data issues identified from a survey of Subcommittee members.

No	Data Issue	Current Status				
		Issue Described	Root Cause Identified	Potential Solutions Identified	Solutions Developed	Solutions Implemented
1	Beneficiary Assignment	✓	○	○		
2	Tracking CIN-AMH Relationships	✓	✓	✓	○	
3	Patient Risk List	✓	○	○		
4	PHP & AMH Data Transmission Timing	✓	✓	✓	○	
5	Claims Files	✓	○			
6	Quality Measures	✓	○			
7	Care Needs Screening	✓	○			

Completed
 In Progress
 For Discussion During Next Meeting

Next AMH TAG Data Subcommittee Meeting (6/17)

The upcoming AMH TAG Data Subcommittee meeting review issues, causes, and potential solutions for three data issues: (1) beneficiary assignments, (2) CIN-AMH relationship tracking, and (3) the Patient Risk List.

Data Issue	Description
1. Beneficiary Assignments	<p>PHPs and AMHs/CINs report issues with respect to accuracy, timing and completeness.</p> <ul style="list-style-type: none">• Accuracy: Inaccurate beneficiary assignments• Timing: PHPs' transmission timing varies, which impacts AMHs/CINs that work with multiple PHPs• Completeness: Incomplete and/or missing data in the Beneficiary Assignment file
2. CIN-AMH Relationship Tracking	<p>PHPs' understanding of CIN-AMH assignment is not always reflective of the latest CIN-AMH contracting relationships. Outdated CIN-AMH relationship information can result in member data being shared between PHPs and CINs that does not reflect presently assigned populations.</p>
3. Patient Risk List	<p>PHPs and AMH/CINs have reported several issues with Patient Risk List files.</p> <ul style="list-style-type: none">• Interpretation of Risk Level Categories: PHPs, CINs, and AMH Tier 3 practices report challenges interpreting differing definitions of risk stratification categories (i.e., "high", "medium", and "low").• Data Format and Completeness:<ul style="list-style-type: none">• Several PHPs report rejecting Patient Risk List (PRL) files because: (1) they do not follow NC DHHS's guidelines or (2) they are missing important data elements including header tabs, Risk Score Category, duplicate members, Care Management entity NPI number, full panel list, etc.• AMH practices/CINs report that there are variations in PHPs' interpretations of file specifications.

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What is a Community Health Worker?

Community Health Workers (CHWs) are trusted frontline public health workers with a close understanding of the community they serve.



CHWs perform activities that include but are not limited to:

- *Promoting wellness and prevention;*
- *Driving attention to upstream populations and services outside of care coordination;*
- *Serving as a trusted partner and engaging and educating members who struggle to navigate the complex healthcare system;*
- *Advocating for the member and supporting the member in receiving culturally and linguistically appropriate care.*

Background on CHWs in NC

In 2018, the Department developed [recommendations](#) on supporting a statewide, coordinated infrastructure for CHWs and has recently used CDC grants to fund COVID-19 activities.

- Federal COVID grants made in 2020 [established](#) a statewide system that supported the direct deployment of CHWs across North Carolina.
 - Since then, this workforce has grown to hundreds of CHWs working to support vulnerable individuals through vaccine education, testing and vaccination sites, and connections to social services.
 - Recognizing that the PHE will end in the future, the Department is considering how this vital workforce can be further leveraged to support Medicaid members.

CHWs serve as important, trusted connectors to the community and propel equitable health outcomes. NC Medicaid has long held a vision that CHWs, and other extenders, can play important roles in improving population health.

Emphasizing CHWs in Medicaid

As the CHW workforce grows in North Carolina, the Department seeks to emphasize the ways CHWs can be leveraged to improve health outcomes for individuals enrolled in Medicaid.

NC Medicaid is developing a bulletin to provide important overarching information on CHWs to encourage broader use of CHWs in Medicaid. The bulletin:



- Summarizes some of the background of CHWs' important and evolving role in the state



- Offers examples for how CHWs can serve Medicaid members, and



- Provides information on current CHW training and certification opportunities in North Carolina.

The Department intends to release managed care guidance later this year describing the Department's strategy to further integrate CHWs into NC Medicaid.

Input Requested on Role of CHWs in Medicaid

Today's TAG Discussion

- ✓ To inform the bulletin and the forthcoming guidance, we are looking for TAG member input across two areas:
 1. How you are leveraging CHWs today and what are ideas for future deployment
 2. How CHWs can maintain the local connection with the AMH program

How CHWs Can Serve Medicaid Members Today

Activities and Examples

- Conduct outreach and engage members in care management programs (as part of care team);
- Assist with cross-enrollment in existing benefit programs, including WIC and SNAP;
- Connect members to needed medical visits and follow up on referrals;
- Conduct outreach to members to close gaps in care (e.g., informal care plan counseling, address health goals);
- Assist members who may qualify for Healthy Opportunities to engage with a care manager to complete the required screening;
- Accompany members to appointments if desired, and following up on next steps or follow up from appointments; and
- Connect member to preventive services, including well-child visits and screening appointments.

For Discussion

- What other ways are CHWs serving Medicaid members?
- How did you identify the specific populations/groups that CHWs serve?
- How could CHWs be further leveraged?

Maintaining Core Strengths of CHWs

- A hallmark of a CHW is their ability to leverage lived experience and to have a deep understanding of the community in order to build trust and successfully engage members.
- CHWs will continue to have the most impact if they can maintain their connections to and presence in the local community. This can maximize their lived experience and help them meet Medicaid members where they are.

For Discussion

- Based on your experience, how is this local connection preserved in the work CHWs do as a part of your organization?
- What are suggestions or ideas you have for emphasizing the local connection within the AMH program structure?

Next Steps

- Share with the Department any additional feedback or ideas on how CHWs could be further maximized in Medicaid.
- Review the CHW bulletin when distributed.
- Be on the look out for additional guidance to be released later this year describing the Department's strategy to further integrate CHWs into NC Medicaid.
- Participate in future TAG discussions on this topic.

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AMH TAG Meeting Cadence

AMH TAG meetings will generally take place the second Tuesday of each month from 4-5 PM.

Upcoming 2022 Meetings

Tuesday, July 12, 2022
4:00-5:00 PM

Tuesday, August 9, 2022
4:00-5:00 PM

Tuesday September 13, 2022
4:00-5:00 PM

Potential Upcoming AMH TAG Topics

- Assignment Issues, including: Panel Changes, Increase in Number of New Patients, Adults Assigned to Pediatric Practices
- State Transformation Collaboratives (STCs)
- Evolving the AMH TAG to advance future strategic priorities and planning (potential survey to come!)
- Strategies to advance health equity
- Strategies to address SDOH
- Standardization of monitoring protocols/delegation protocols
- PHP Accreditation timeline and timing of AMH delegation audits

Next Steps

AMH TAG Members

- Share further feedback on today's CHW topic with DHB
leonard.a.croom@dhhs.nc.gov
- Share recommendations for future AMH TAG meetings with DHB
loul.alvarez@dhhs.nc.gov; lauren.burroughs@dhhs.nc.gov

Department

- Review feedback from today's discussion and share with Department leadership
- Consider feedback from today's discussion in future updates
- Prepare for July 12 AMH TAG session