

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

Advanced Medical Home Technical Advisory Group (AMH TAG) Meeting #27 (Conducted Virtually)

May 9, 2023, 4:00 PM ET

Attendees:

<b>Name</b>	<b>Organization</b>
<b>C. Marston Crawford, MD, MBA</b>	Pediatrician Coastal Children's Clinic – New Bern, Coastal Children's
<b>David Rinehart, MD</b>	President-Elect of NC Family Physicians North Carolina Academy of Family Physicians
<b>Rick Bunio, MD</b>	Executive Clinical Director, Cherokee Indian Hospital
<b>Gregory Adams, MD</b>	Member of CCPN Board of Managers Community Care Physician Network (CCPN)
<b>Christopher Prouty (for Jennifer Houlihan, MSP, MA)</b>	Vice President Value-Based Care & Population Health Atrium Health Wake Forest Baptist
<b>Amy Russell, MD</b>	Medical Director Mission Health Partners
<b>Lauren Lowery, MPH</b>	Director of Operations Carolina Medical Home Network
<b>Joy Key, MBA</b>	Director of Provider Services Entiro Health
<b>Larry Greenblatt (for Tara Kinard, RN, MSN, MBA, CCM, CENP)</b>	Associate Chief Nursing Officer Duke Population Health Management Office
<b>George Cheely, MD, MBA</b>	Chief Medical Officer AmeriHealth Caritas North Carolina, Inc.
<b>Michael Ogden, MD</b>	Chief Medical Officer Blue Cross and Blue Shield of North Carolina
<b>Carol Stanley, MS, CPHQ</b>	Director, Center for Quality Improvement and Practice Support
<b>Eugenie Komives, MD, Keith Caldwell, and Zach Mathew</b>	WellCare of North Carolina, Inc.
<b>William Lawrence, MD</b>	Chief Medical Officer Carolina Complete Health, Inc.

<b>Robert Rich, MD, and Atha Gurganus</b>	United
<b>Jason Foltz, DO</b>	Medical Director, ECU Physicians MCAC Quality Committee Member
<b>Chris Magryta, MD</b>	Chairman Children First of North Carolina
<b>NCDHHS Staff and Speakers</b>	<b>Title</b>
Hannah Fletcher, MPH, CHES	Survey Analyst
Jess Kuhn, MPH	Quality Measurement Lead
Sam Thompson, MSW	Deputy Director – Program Evaluation

### Agenda

- Welcome and Roll Call
- 2021 Health Plan Report Card Discussion
- Wrap-Up and Next Steps

### 2021 Health Plan Report Card Discussion

- The goal of the health plan report card is to evaluate performance of the five Standard Plans (SPs) and present the results in a consumer-friendly way. It serves as a tool to assist members in choosing a health plan that meets needs based on specific assessment criteria.
- The 2021 report card was developed by the external quality review organization (EQRO), the Health Services Advisory Group, Inc. (HSAG), based on guidance from the National Committee for Quality Assurance (NCQA).
- 2021 performance is not an accurate representation of health plan performance. The measurement year was interrupted by the COVID-19 pandemic and managed care launch. SPs were only involved for the second-half of the measurement year. Therefore, the 2021 health plan report card has been redacted and will remain private.
- Future health plan report cards will be published for public consumption to align with DHB’s commitment to transparency and public-reporting of health plan performance.
- The 2021 report card evaluates health plan performance across six categories, comprised of 26 Healthcare Effectiveness Data and Information Set (HEDIS) and 15 Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures. The six categories are: Overall Rating, Doctors’ Communication, Getting Care, Keeping Kids Healthy, Living with Illness, and Women’s Health.
- *Discussion on Health Plan Report Card*
  - AMH TAG members provided feedback on the selected measures for the report card:
    - Suggesting the Department add evaluation of complaints/grievances with ombudsman.

- Suggesting the Department incorporate administrative measures (e.g. timely claims payment, payment denials).
      - AMH TAG members noted that lack of timely claims payment from PHPs can lead to smaller practices dropping out, which impacts provider access/continuity of care for beneficiaries.
      - AMH TAG members shared that the current version of the report card will provide a better picture of PHPs than actual beneficiary and provider perception.
    - Noting that doctor communication is not a metric related to the plans.
    - Noting that much of the metrics reflect provider-level activities and suggesting adding metrics that reflect the health plan-specific services, such as value-added services or response time of calls.
      - DHHS noted that the plans are able to incentivize providers for measures in the report card that are a part of the AMH measure set, such as childhood immunization. This is one mechanism that the health plans can use to impact care.
  - AMH TAG members provided feedback on the overall use of the report card:
    - Suggestion for a de-centralized, practice/CIN-level report card on plans that providers can show to their specific patients provide information (e.g., on subspecialist availability by plan).
    - Suggestion for a CIN report card as well.
  - An AMH TAG member recommended the Department streamline the text on the report card.
  - An AMH TAG member suggested including information on the NC Medicaid Ombudsman in the report card.
- Stakeholder feedback will be used to inform the next iteration of the report card. The goal is to go-live officially with a public 2022 report card.
- Please contact Jess Kuhn ([jessica.a.kuhn@dhhs.nc.gov](mailto:jessica.a.kuhn@dhhs.nc.gov)) and Hannah Fletcher ([hannah.fletcher@dhhs.nc.gov](mailto:hannah.fletcher@dhhs.nc.gov)) with any follow-up comments/questions about the health plan report card.

### Wrap-Up and Next Steps

- The next AMH TAG meeting will be on Tuesday, June 13, 2023 from 4:00-5:00 PM. The agenda for the meeting is forthcoming.
- AMH TAG Members are encouraged to send any additional feedback or suggestions for future iterations of the health plan report card to:
  - [hannah.fletcher@dhhs.nc.gov](mailto:hannah.fletcher@dhhs.nc.gov)
  - [jessica.a.kuhn@dhhs.nc.gov](mailto:jessica.a.kuhn@dhhs.nc.gov)
  - [sam.thompson@dhhs.nc.gov](mailto:sam.thompson@dhhs.nc.gov)
- The meeting adjourned shortly after 5:00 pm.