

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

Meeting #32

October 10, 2023

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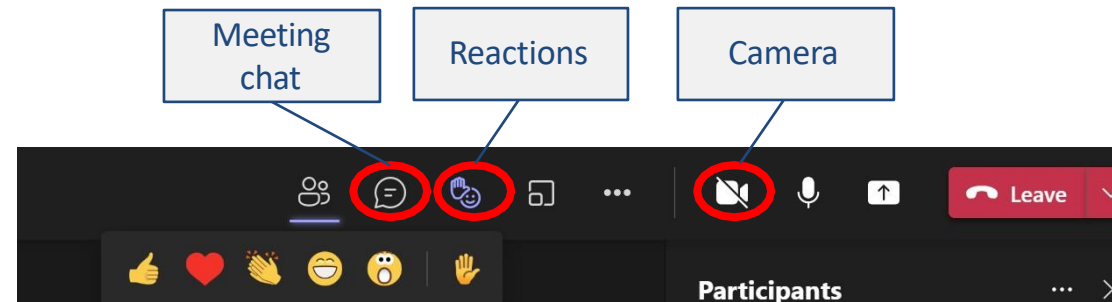
- **Welcome and Roll Call (5 mins)**
- **Medicaid Expansion (15 mins)**
- **PCP/AMH Assignment: Takeaways from September 21 Meeting (20 mins)**
- **Sunsetting of Enhanced Medical Home PMPM for TCM-Eligible Members (5 mins)**
- **Questions (10 mins)**
- **Wrap-up and Next Steps (5 mins)**

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 (MHP)	Provider (CIN)
Lauren Lowery, MPH	Director of Operations 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)
Bryan Smith, 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
Carol Stanley, MS, CPHQ	Medicaid Transformation Manager NC Area Health Education Center (NC AHEC)	AHEC
Eugenie Komives, MD, Keith Caldwell, and Zach Mathew	WellCare of North Carolina, Inc.	Health Plan
William Lawrence, MD	Chief Medical Officer Carolina Complete Health, Inc.	Health Plan
Robert Rich, MD, and Atha Gurganus	United	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
Chris Magryta, MD	Chairman Children First of North Carolina	Provider

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.



Medicaid Expansion

Medicaid Expansion

NC Medicaid Expansion Will Launch on Dec. 1, 2023

- North Carolina is expanding who can get Medicaid starting December 1, 2023.
- Adults ages 19-64 earning up to 138% of the federal poverty line (e.g., singles earning about \$20,000/year or families of three earning about \$34,000/year) may be eligible.
- The best way to apply is online through ePASS; you can also apply in-person, phone or mailed applications. The processing time for applications can be up to 45 days. Applications submitted online may be processed faster.
- The coverage will be comprehensive, including services like primary care, hospital stays, maternity care, vision and hearing, and more.
- Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more – at little or no cost to you.
- Current beneficiaries with full Medicaid coverage won't see any changes.

Medicaid Expansion Outreach

Medicaid has launched a new [website](#) with a bilingual toolkit that includes resources for organizations to spread the word to their communities.

- Helpful links to Bilingual (English/Spanish) resources:
 - [Medicaid Expansion Flyer](#)
 - [Family Planning Medicaid Flyer](#)
 - [Medicaid Essentials PowerPoint](#)
 - [Video: Navigating ePass/Guide to Providing Application Assistance](#)
 - [Social Media Toolkit](#)
 - [Newsletter Template](#)
- For NC Medicaid updates complete the [sign-up form](#).

PCP/AMH Assignment: 9/21 Discussion with Dr. Dowler

PCP/AMH Assignment: Buckets of Concerns

- PCP Initial Assignment
 - Errors such as men assigned to women's health providers
- PCP Change from Existing/Initial Assignment
 - Current process rule challenges
 - PHP failure to complete submissions
- Provider Determined Member Re-assignment
 - Unengaged members
 - Engaged members but with *other* medical homes
- Limitations of NCTracks
- Inconsistent processes and responsiveness across Plans

PCP/AMH Assignment: Potential Strategies for Resolution

- PCP initial assignment errors
 - Basic blocking and tackling (correct age and gender assignments; data sent for unaffiliated NPIs)
 - Create a manual override process allowing clinicians to continue to serve established members even when their panel is closed to new members.
- PCP Change from existing/initial assignment
 - Find a way to harness technology for members to change (consider electronic submission as another option in addition to faxing paper change request form)
 - Standardized Bulk Removal form across PHPs
 - Reassignment strategy for when practice cancels a Plan contract
- Provider Determined Member Re-assignment
 - Allow panels to open for patients with historical relationship

PCP/AMH Assignment: Potential Strategies for Resolution

- Limitations of NCTracks
 - NC Tracks sensitivity and more customizable
 - PCP Taxonomy to differentiate from other specialties at multispecialty locations (if not in Tracks, then on 834)
 - TIN able to remove practitioners from organization unilaterally
- Inconsistent processes and responsiveness across Plans
 - Standardize administrative process across PHPs for changing member assignment
 - Standardize Panel information in the same format

PCP/AMH Assignment: Department Strategies

1. The Department will collect a new report from PHPs showing reassignment requests received from providers and beneficiaries.
 1. DHB will use these data to monitor whether PHPs are taking all required steps to address these requests.
 2. DHB is targeting November for first report submission.
2. A Help Center ticket is being submitted to address the issues providers raised about some plans' reassignment process. The Department will conduct an audit on a sample of recent assignments to determine the extent to which reassignments:
 1. Do not adhere to DHB-approved auto-assignment algorithms and
 2. Adhere to DHB-approved requirements, but may be resulting in provider abrasion nonetheless
3. The Department is reviewing the process by which Medicaid Direct member PCP change requests are monitored.

Sunseting of Enhanced Medical Home PMPM for TCM-Eligible Members

Sunsetting of Enhanced Medical Home PMPM for TCM-Eligible Members

- Effective Oct. 1, 2023, the medical home PMPM rates paid to AMHs for **TCM-eligible** ABD (Aged, Blind and Disabled) and Non-ABD beneficiaries will return to their original levels, as follows:
 - **ABD Beneficiaries:** \$5.00 PMPM
 - **Non-ABD Beneficiaries:** \$2.50 PMPM

[Public Notice](#)

- This update is based on various factors, including a reassessment of Medicaid's funding structure

Questions

Wrap-Up

AMH TAG Wrap Up and Future Topics

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

Upcoming 2023 Meetings

Tuesday, November 14, 2023
4:00-5:00 PM

Tuesday, December 12, 2023
4:00-5:00 PM

Potential Upcoming AMH TAG Topics

- NC Medicaid alignment with CMMI's Making Care Primary (MCP) Model
- Additional Medicaid expansion preparation
- PHP/TP Guidance for Provider Patient Termination