

North Carolina Department of Health and Human Services (DHHS)

Advanced Medical Home Technical Advisory Group (AMH TAG) Meeting #30 (Conducted Virtually) September 12, 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.
- United Healthcare
- MCAC Quality Committee Member
- Coastal Children’s Clinic
- Community Care Physician Network
- Atrium Health
- Carolina Complete Health
- DHHS Division of Mental Health, Developmental Disabilities and Substance Use Services
- Children First of North Carolina

NC DHHS Staff and Speakers

NC DHHS Staff and Speakers Name	Title
Elizabeth Kasper, MSPH	Acting Deputy Director, Population Health
Eleanor Wertman	Director of Care Integration, North Carolina Integrated Care for Kids (NC InCK)

Agenda

- Welcome and Roll Call (5 mins)
- Care Management Rates (5 mins)
- NC InCK: Food Strategy (15 mins)
- Medicaid Expansion (30 mins)
- Wrap Up and Future Meeting Topics (2 min)

Care Management Rate Assumptions Update

- DHB released a [memo](#) on August 31st on NC managed care capitation rate assumptions for 2023-24 to provide additional information on the calculations underlying the care management component of capitation payments to Standard Plans.
- The assumed cost of delivering care management is \$10.17 PMPM. This reflects the assumption of average cost built into plan capitation rates and is not a required rate that PHPs must use in their contracts.
- DHB intends to release care management rate assumptions on an annual basis ahead of each state fiscal year (~June).

NC InCK: Food Strategy

- The Department discussed NC InCK's efforts to address food insecurity for children and families enrolled in the program. NC InCK is testing several approaches to reduce food insecurity, including screening at the clinic and PHP level, training care managers to address food insecurity needs including making referrals to federal benefit programs and local organizations, creating quality measures for screening and follow-up, and testing new billing codes to pay for food insecurity screening and referral.
- The Department highlighted NC InCK's training on food resources and food integrated care rounds that are open to the public, not just care managers in the program.
- The Department shared information on the Nutrition Insecurity Cross Enrollment (NICE) Pilot that DHHS and NC InCK will be partnering with Duke Health on to increase enrollment in SNAP and WIC programs.
- The Department directed future questions on NC InCK's food strategy to Eleanor Wertman: eleanor.wertman@unchealth.unc.edu

Medicaid Expansion

- The Department provided an update on the delay of Medicaid expansion, due to the General Assembly's delay in passing a budget, and confirmed a new launch date will be announced following legislative action.
- AMH TAG members provided feedback on how their organizations are preparing to serve new expansion members, what risks they face in preparing for expansion, and how the Department can support them. Some concerns and requests for support included:
 - Risk of exacerbating existing assignment accuracy issues and request for continued Department support in fixing these issues
 - Challenge in contacting new members when contact information is incorrect or out of date and request for support in new member education and outreach
 - Requesting an adjustment of quality measure benchmarks in 2024 to account for the new expansion population and risk that some members will not be engaged in care when they become eligible for Medicaid
 - An AMH TAG member recommended using a QR code or digital signature to replace a physical card that tracks member information

- Several AMH TAG members argued that flu vaccine quality measures are very difficult to meet. Another AMH TAG member disagreed on changing the flu vaccine from a pediatrics perspective, arguing it is a high benchmark, but something providers should strive towards.
- AMH TAG members noted that other measures such as cervical cancer screenings could be challenging to meet with the expansion population due to lack of claims history for an individual who has not had a regular source of care.
 - An AMH TAG member clarified that the expansion population will not be included in HEDIS scores until they meet continuous enrollment criteria, giving PHPs some time to better understand how the population is performing against these measures.
- An AMH TAG member requested an update on the new system that will replace NC Tracks, and the Department shared it is aiming for late 2024, but will have more updates in the future.
- The Department shared that if Medicaid expansion is implemented before the end of 2023, the expansion population will not be included in the 2023 annual quality measurement, though PHPs could choose to include expansion members in gap reports to AMHs if they wish.
 - An AMH TAG member requested further conversation around gap reports, noting plans would not be able to include expansion members in gap reports until continuous enrollment criteria is met because of how the system is set up.
- The Department described efforts to resolve auto-assignment issues, including evaluation of the existing process, aligning contracts with assignment expectations, and engaging with providers to ensure accurate panel limits. The auto-assignment algorithm will stay the same for Medicaid expansion members.
 - An AMH TAG member asked for an expected timeline for sharing the findings from the Beneficiary Data Exchange review that CINs and PHPs participated in earlier this year.
 - The Department clarified that issues such as members over 18 years old being assigned to pediatrics practices are not due to the algorithm and that the Department is looking to troubleshoot these issues.
- The Department shared some FAQs on expansion, clarifying that:
 - The launch date is not yet announced
 - The Department continues to develop communications and outreach strategies to promote Medicaid Expansion
 - The 834 File will have a code to flag expansion members
 - Expansion members will receive their coverage through an SP, TP, Medicaid Direct, or Tribal Option based on their individual needs, just like existing members

- The Department is working with CMS on how the expansion population will interact with the Marketplace
- The Provider's Enrollee Report will show when a member is first enrolled in Medicaid
- The Department does not have specific county-level estimates for how many people are expected to gain coverage through expansion, but expect rural areas with more adults at or below 138% FPL will be a large part of the expansion population
- An AMH TAG member asked how the Department can help make sure there is alternative contact information for members, as they have heard providers frustrated by inability to engage a member due to inaccurate contact information. The Department has noted this feedback for further discussion.

Wrap-up and Next Steps

- The next AMH TAG meeting will take place on Tuesday, October 10, 2023 from 4:00-5:00 PM.
- Potential upcoming AMH TAG topics:
 - Potential NC Medicaid alignment with CMMI's Making Care Primary (MCP) Model
 - Additional Medicaid expansion preparation
 - PHP/TP Guidance for Provider Patient Termination
 - Standardization of monitoring protocols/delegation