

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

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

April 11, 2023, 4:00 PM ET

Attendees:

<b>Name</b>	<b>Organization</b>
<b>Amy Russell, MD</b>	Medical Director Mission Health Partners
<b>Gregory Adams, MD</b>	Member of CCPN Board of Managers Community Care Physician Network (CCPN)
<b>C. Marston Crawford, MD, MBA</b>	Pediatrician Coastal Children's Clinic – New Bern, Coastal Children's
<b>Carol Stanley, MS, CPHQ</b>	Medicaid Transformation Manager NC AHEC
<b>Jennifer Houlihan, MSP, MA</b>	Associate Vice President Value-Based Care Operations Atrium Health Wake Forest Baptist
<b>David Rinehart, MD</b>	President-Elect of NC Family Physicians North Carolina Academy of Family Physicians
<b>George Cheely, MD, MBA</b>	Chief Medical Officer AmeriHealth Caritas North Carolina, Inc.
<b>Jason Foltz, DO</b>	Medical Director, ECU Physicians MCAC Quality Committee Member
<b>Joy Key, MBA Alexander Lindsay, MS</b>	Director of Provider Services Manager of Platform Analytics Emtiro Health
<b>Mary Gallupi, BA</b>	Associate Director C&S Healthplan
<b>Michael Ogden, MD</b>	Chief Medical Officer Blue Cross and Blue Shield of North Carolina
<b>Rick Bunio, MD</b>	Executive Clinical Director, Cherokee Indian Hospital
<b>Dr. Samar Muzzafar, MD, MPH, FACPM</b>	Chief Medical Officer United Healthcare
<b>Tara Kinard, RN, MSN, MBA, CCM, CENP</b>	Associate Chief Nursing Officer Duke Population Health Management Office
<b>Zach Mathew</b>	Wellcare of North Carolina

<b>Keith McCoy, MD</b>	Deputy CMO for Behavioral Health and I/DD Community Systems, Chief Medical Office for Behavioral Health and I/DD
<b>Chris Magryta, MD</b>	Chairman Children First NC
<b>NCDHHS Staff and Speakers</b>	<b>Title</b>
Katie Horneffer, MPH	Monitoring & Evaluation Lead
Jess Kuhn, MPH	Quality Measurement Lead
Sam Thompson, MSW	Deputy Director – Program Evaluation

**Agenda**

- Welcome and Roll Call
- Improving Digital Reporting of Hybrid Measures
- Wrap-Up and Next Steps

**Digital Reporting of Hybrid Measures**

- The Department is looking for ways to improve the reporting of quality measures that currently require hybrid data through digital reporting.
- The objective is to accurately and meaningfully understand the quality of care that is being provided to beneficiaries, without adding to provider burden.
- The Department facilitated a discussion on provider experiences using the Health Information Exchange (HIE):
  - *Live poll results*
    - 80% of members were connected to NC HealthConnex at their practice
    - Only 19% of members reported that the data found in NC HealthConnex is a good representation of services provided at their practice
    - 68% of members reported a medium level of understanding on how their EHR data is mapped and shared with the HIE
    - 41% of members noted staff capacity as a barrier to their practice submitting and/or using data from NC HealthConnex
  - *Discussion*
    - AMH TAG members noted privacy and security concerns as major barriers to submitting and/or using data from NC HealthConnex. Members noted that assurances around secondary uses and contractual legal terms regarding restricted or sensitive data would be helpful.
    - Members noted that they have used HIE data to inform care gap closures.
    - Members noted that their practice standardizes documentation in the EHR through use of EPIC workflows.

- Members noted that the Department could support them in submitting or utilizing NC HealthConnex through provider incentives. Members also noted that the Department could assist HIEA in reducing lag time in onboarding applicants without adding more administrative burden onto practices.
- The Department introduced the plan for provider workgroups:
  - The Department is launching a series of provider workgroups to identify issues and challenges to digital reporting, generate recommendations to reduce burden, and pilot quality reporting approaches.
  - AMH TAG members highlighted the importance of testing with small, independent, lower-volume practices and involving these providers before the solution development and testing phase.
  - A member asked whether CINs could independently engage in the digital quality reporting activity, or whether CINs would have to work with a practice.
  - A few members indicated interest in participating in the workgroups. For members who are interested and want to stay updated on workgroup activities/have further questions, please reach out to [kathryn.horneffer@dhhs.nc.gov](mailto:kathryn.horneffer@dhhs.nc.gov) or [jessica.a.kuhn@dhhs.nc.gov](mailto:jessica.a.kuhn@dhhs.nc.gov).
  - For providers who do not have the bandwidth to participate in the workgroup, there will be opportunities to provide input by completing the HIE user survey or participating in forums such as the AMH TAG. The Department will provide a report of findings from the workgroup and engage stakeholders in possible solutions.

### Wrap-Up and Next Steps

- The next AMH TAG meeting will be on Tuesday, May 9, 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 to:
  - [sam.thompson@dhhs.nc.gov](mailto:sam.thompson@dhhs.nc.gov)
  - [kathryn.horneffer@dhhs.nc.gov](mailto:kathryn.horneffer@dhhs.nc.gov)
  - [jessica.a.kuhn@dhhs.nc.gov](mailto:jessica.a.kuhn@dhhs.nc.gov)
- The meeting adjourned shortly after 5:00 pm.