



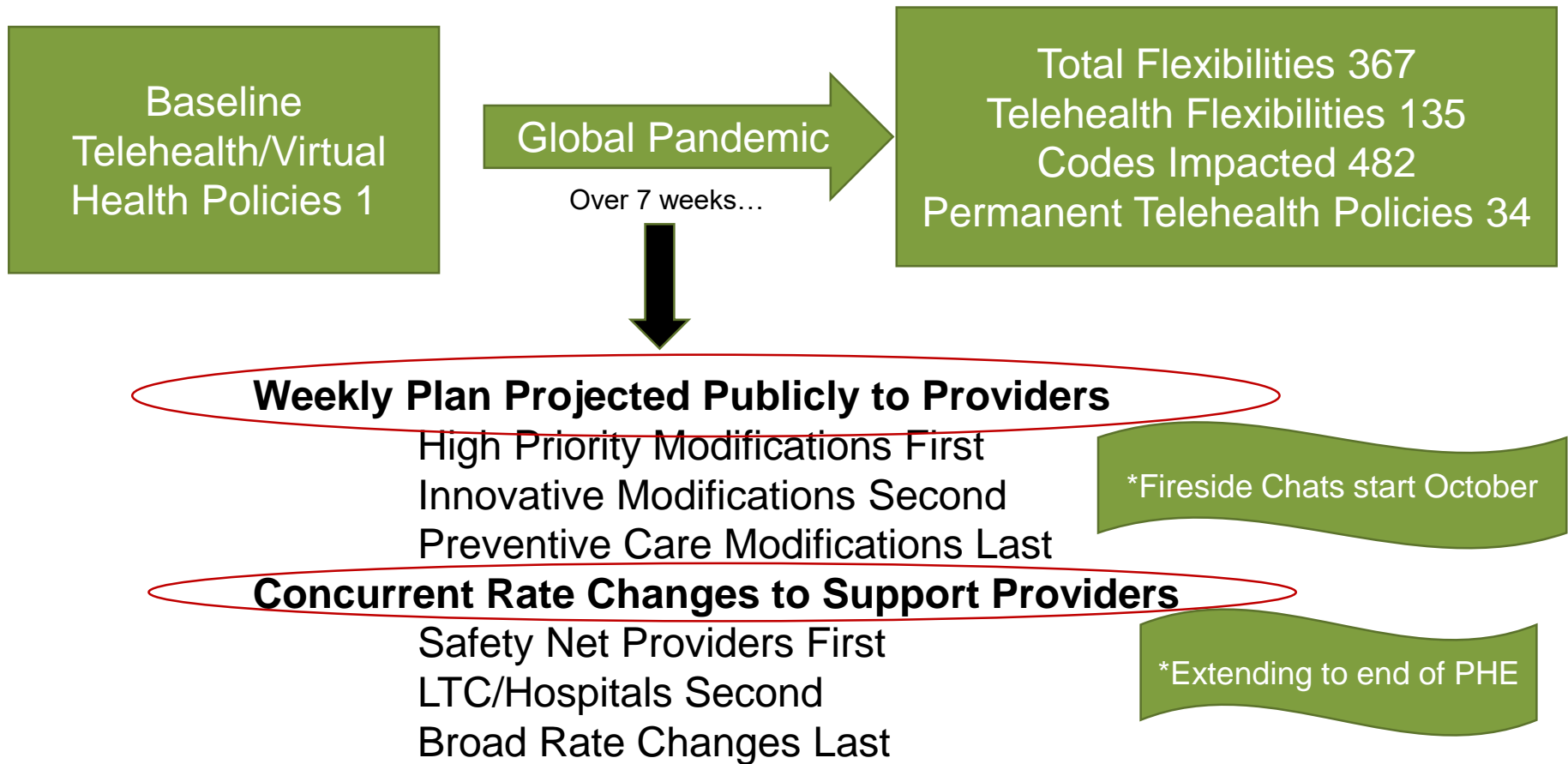
NC Department of Health and Human Services

CHIEF MEDICAL OFFICER (CMO) UPDATE

Shannon Dowler, MD
Chief Medical Officer, NC Medicaid

Medical Care Advisory Committee (MCAC) Meeting
September 18, 2020

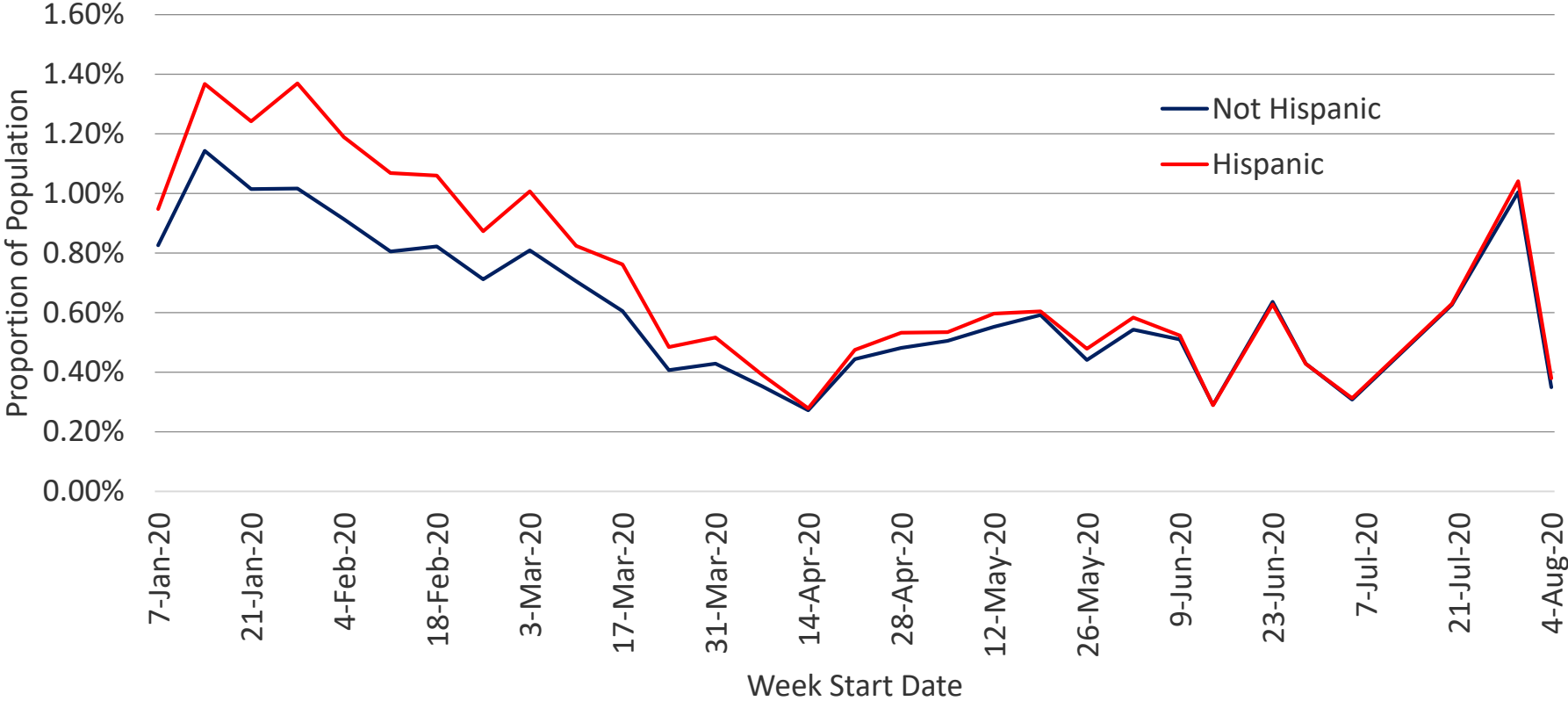
Telehealth Before the Pandemic: In the beginning, there was 1.



Hybrid Visit: Home Health/Telehealth

- **Provides coordination of the telehealth visit through a simultaneous home visit**
- **Enhances physical exam with:**
 - Vital sign components
 - Focused exam exploration and documentation
 - Additional testing modalities(spirometry, NST, etc...)
- **Allows for survey of home environment**
- **Can include:**
 - Labs(POC and serology)
 - Immunizations
 - Medication Administration

Weekly Proportion of Population¹ Receiving Childhood Immunizations* by Ethnicity



*Keeping Kids Well Initiative

¹A higher value is favorable

HOTSPOTTING TELEHEALTH DESERTS: Provider Outreach

Primary Care Providers - Patient Risk for COVID-19

Pick County Yancey

All providers

ROBERT DALE CLARK
137 NOTALEE ST NEWLAND, 28657
828-528-3009

COVID-19 High Risk Pop.: 7.39%
Minority Pop.: 10.11%
Access to Care: Adequate
High Speed Internet: Yes
AMH: Yes

JOSEPH D BARKER
2139 LINVILLE FALLS
HWY LINVILLE, 28646
828-733-0270

COVID-19 High Risk Pop.: 7.39%
Minority Pop.: 10.63%
Access to Care: Adequate
High Speed Internet: Yes
AMH: No

LEVERNE SMITH FOX JR
2139 LINVILLE FALLS
HWY LINVILLE, 28646
877-287-3643

COVID-19 High Risk Pop.: 7.39%
Minority Pop.: 10.63%
Access to Care: Adequate
High Speed Internet: Yes
AMH: No

LEESA ANNE SAMPSON
360 BEECH ST NEWLAND, 28657
828-733-5889

COVID-19 High Risk Pop.: 7.39%

Results sorted by COVID-19 Risk

Zoom to Pan 1 of 11

LYNDSAY DANIELLE JENSEN

Address 116 SEVEN MILE RIDGE RD
BURNSVILLE, NC 28714

Phone # 828-675-4116

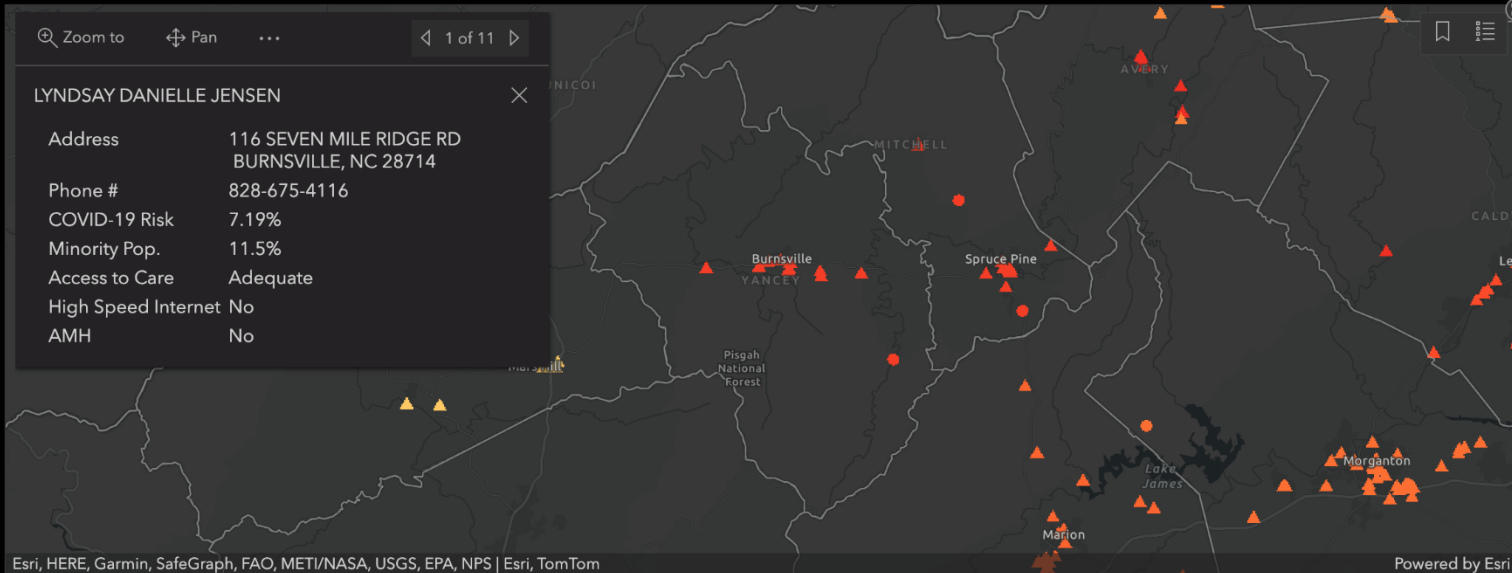
COVID-19 Risk 7.19%

Minority Pop. 11.5%

Access to Care Adequate

High Speed Internet No

AMH No



Esri, HERE, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS | Esri, TomTom

Powered by Esri

Poor Access to Care (<3 providers)

JESSICA LINIECE STORER
436 HOSPITAL DR NEWLAND, 28657
828-737-7711

COVID-19 High Risk Pop.: 7.39%
Minority Pop.: 10.44%
Access to Care: Underserved
High Speed Internet: Yes
AMH: No

STEPHEN WILLIAM NORTH
11 N MITCHELL AVE BAKERSVILLE, 28705
828-467-8815

Results sorted by COVID-19 Risk

High Speed Internet Access

ROBERT DALE CLARK
137 NOTALEE ST NEWLAND, 28657
828-528-3009

COVID-19 High Risk Pop.: 7.39%
Minority Pop.: 10.11%
Access to Care: Adequate
High Speed Internet: Yes
AMH: Yes

JOSEPH D BARKER
2139 LINVILLE FALLS HWY LINVILLE, 28646
828-733-0270

Results sorted by COVID-19 Risk

No High Speed Internet Access

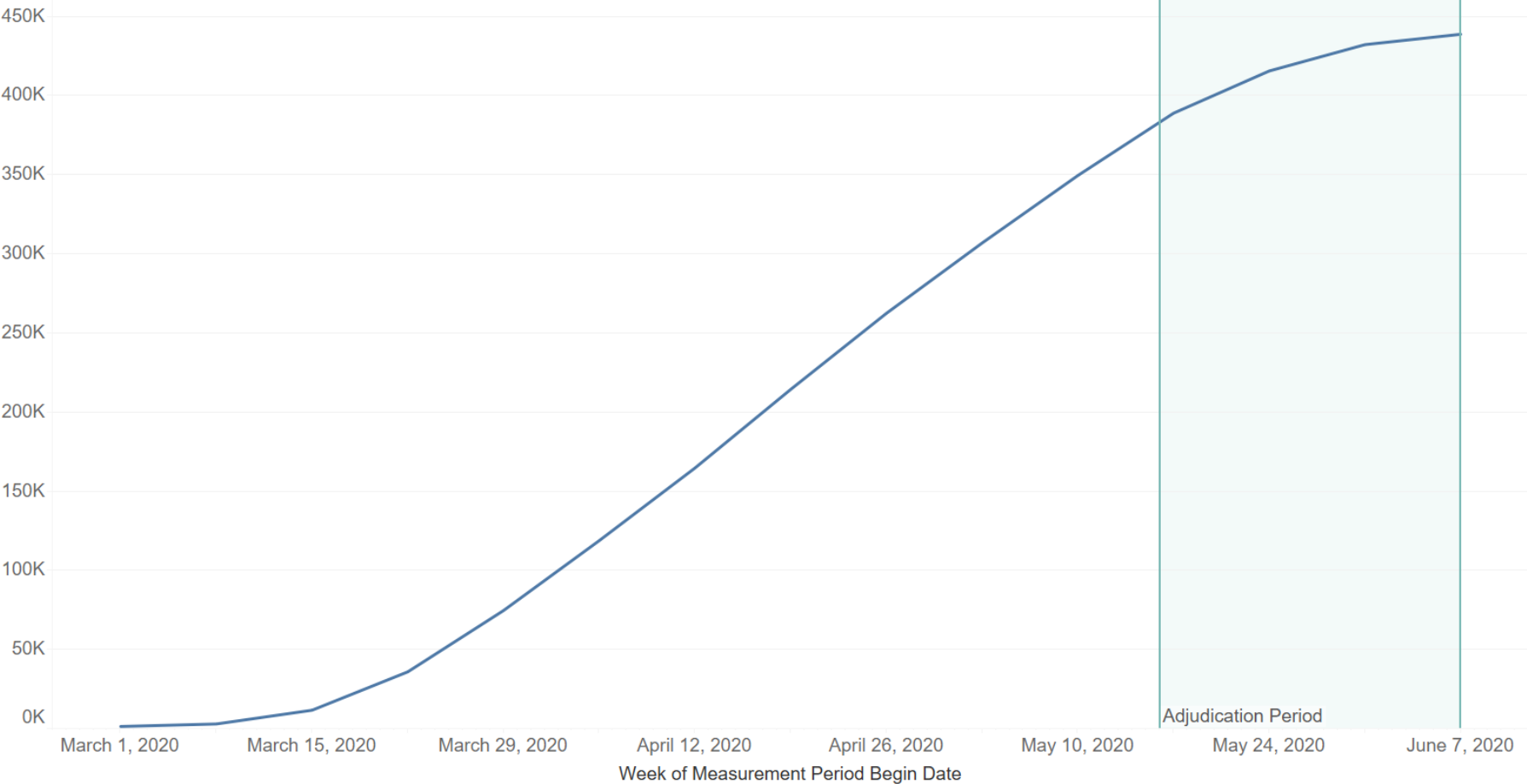
KIRSTIN JAMES RULE
116 SEVEN MILE RIDGE RD BURNSVILLE, 28714
828-675-4116

COVID-19 High Risk Pop.: 7.19%
Minority Pop.: 11.5%
Access to Care: Adequate
High Speed Internet: No
AMH: No

ELIZABETH MORRIS PEVERALL
116 SEVEN MILE RIDGE RD BURNSVILLE, 28714
828-675-4116

Results sorted by COVID-19 Risk

Count of Beneficiaries Using Teleservices | 03/01/2020 – 06/07/2020

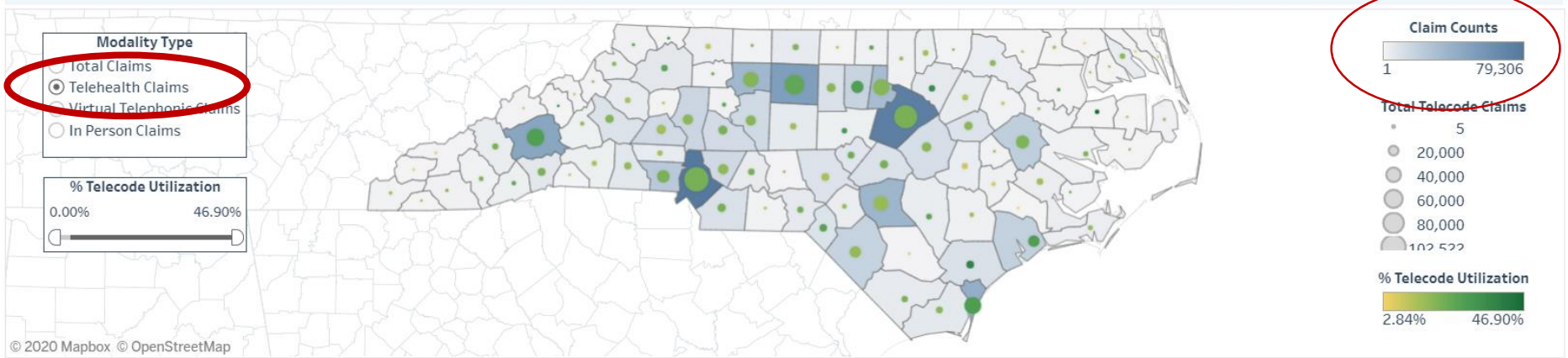


Telehealth Claims –COVID Flexibilities Utilization



NC Medicaid COVID-19
Telecode Utilization by Mo

Telehealth Claims per Service Provider County

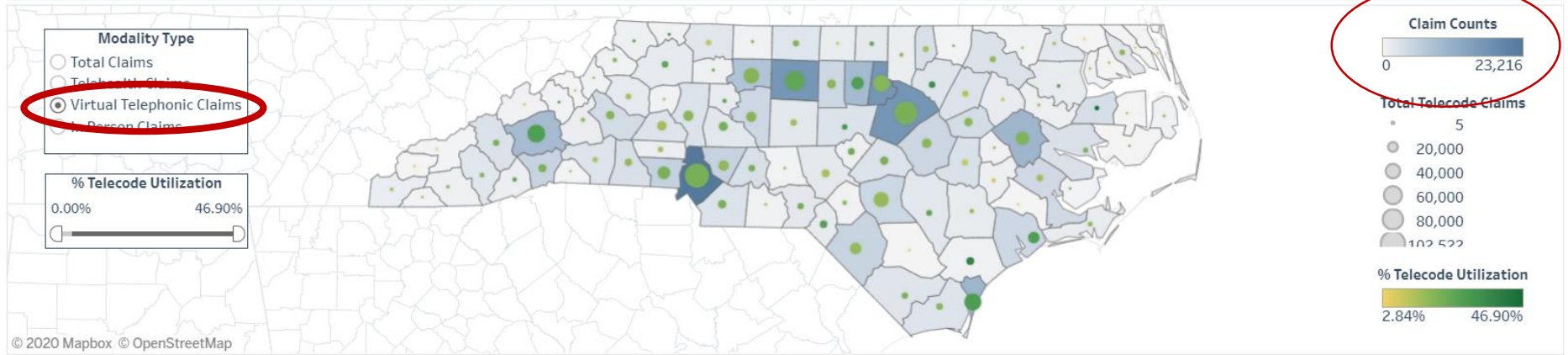


Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

Telephonic Claims – COVID Flexibilities Utilization

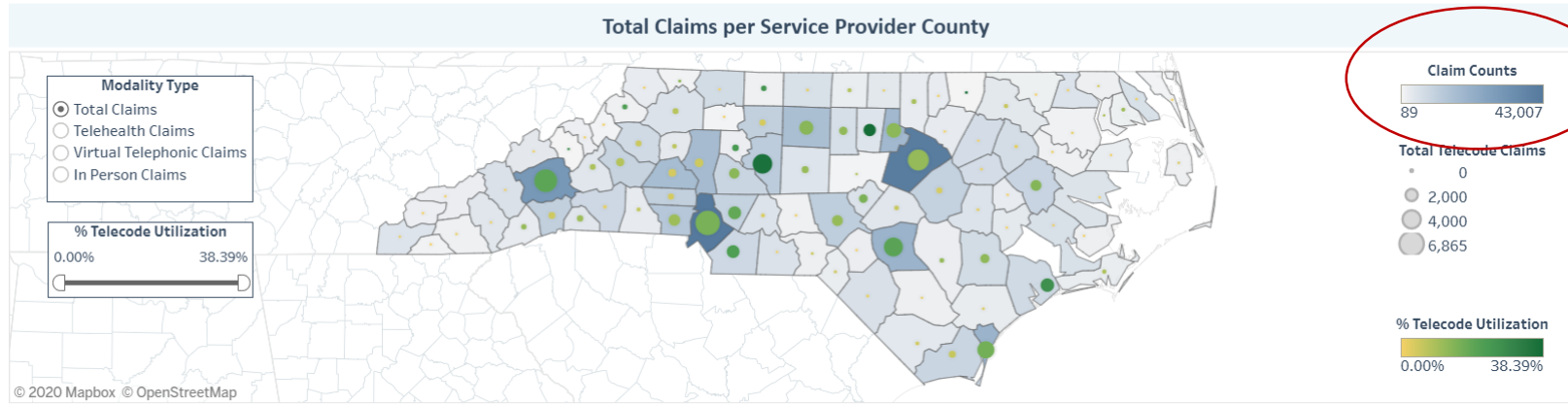


Virtual Telephonic Claims per Service Provider County



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

All Claims – COVID Flexibilities PT/OT



Record Type

- (All)
- FFS Claims
- LME-MCO Encounters

Service Category

PT & OT Evaluation and Ther...

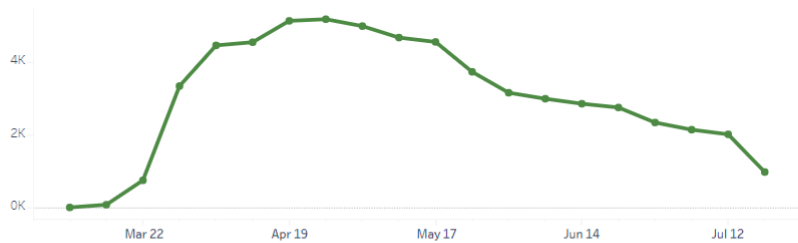
Claims by Service Provider County

Total Claims

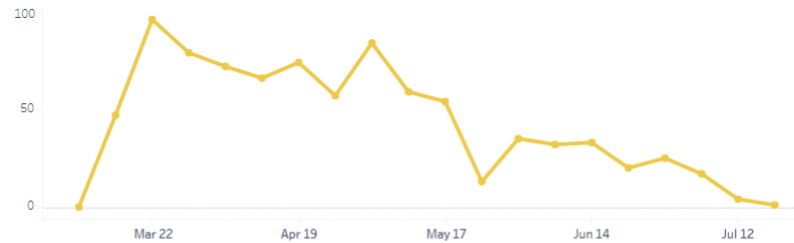
ALAMANCE	6,230
ALEXANDER	3,062
ALLEGHANY	691
ANSON	5,205
ASHE	2,370
AVERY	441
BEAUFORT	4,834
BERTIE	1,201
BLADEN	1,489
BORDER COUNTI..	238
BRUNSWICK	9,004
BUNCOMBE	#####
BURKE	9,644
CABARRUS	#####
CALDWELL	7,483
CARTERET	2,275
CASWELL	2,164
CATAWBA	#####
CHATHAM	434
CHEROKEE	4,422
CHOWAN	638

NC Medicaid Telecode Utilization

60,822
Telehealth Claims

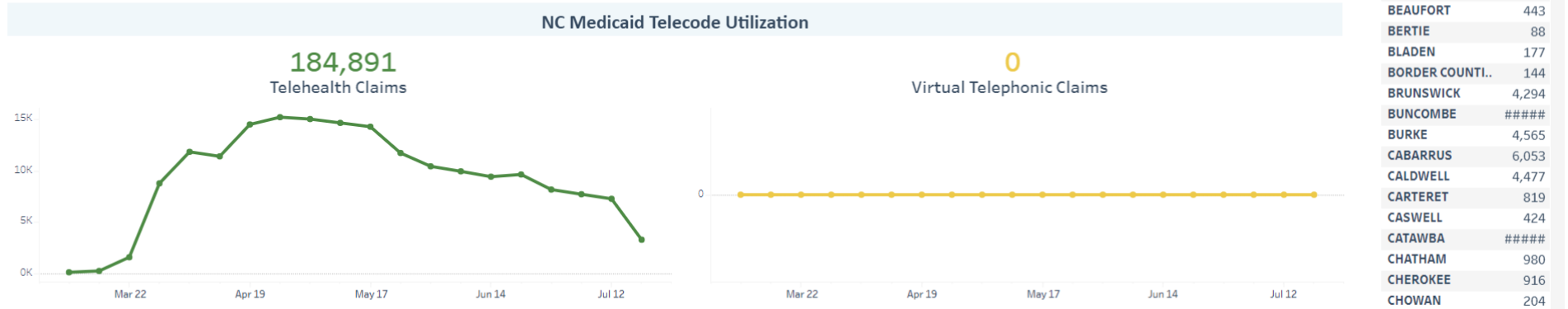
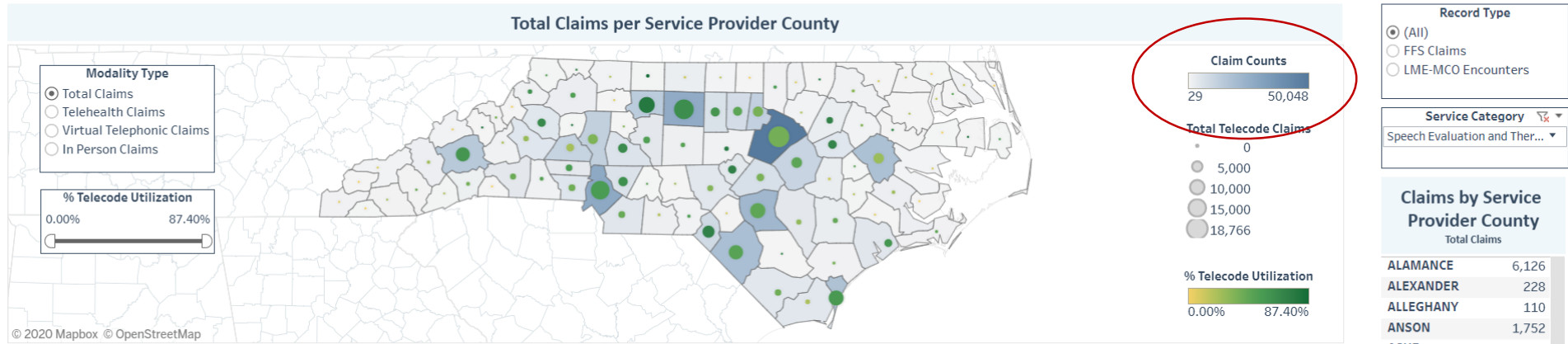


868
Virtual Telephonic Claims



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

All Claims – COVID Flexibilities Speech

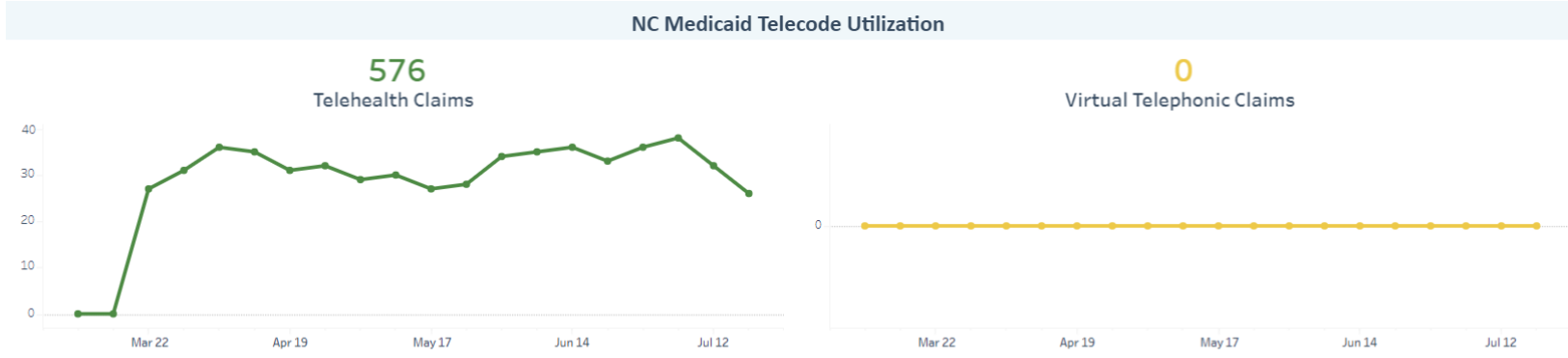
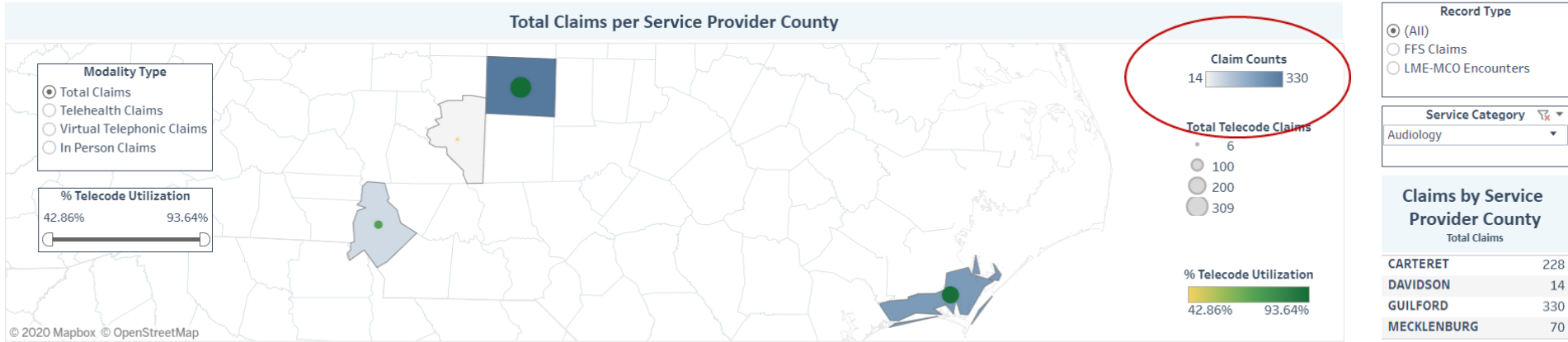


Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

All Claims – COVID Flexibilities Audiology

NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Provider County

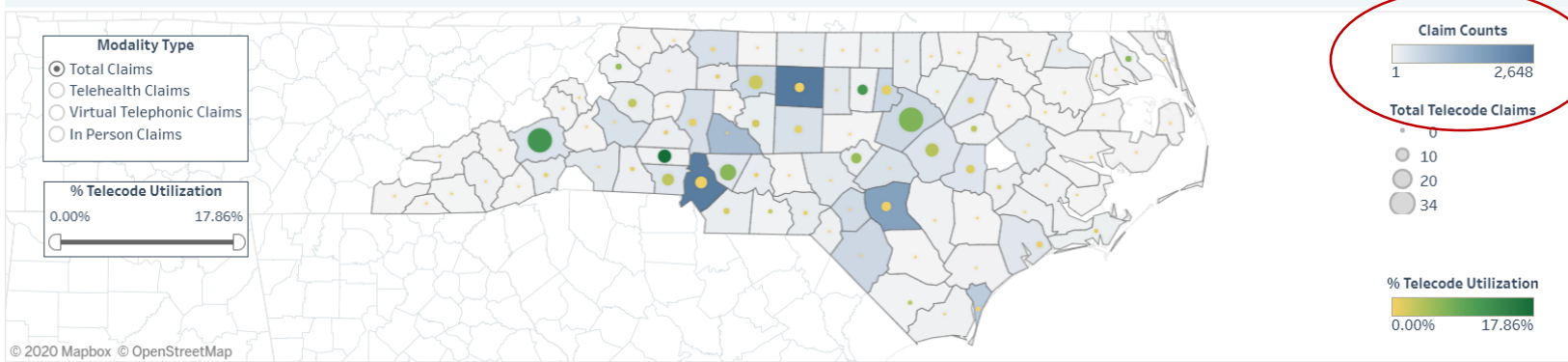


Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

All Claims – COVID Flexibilities Smoking and Tobacco Cessation



Total Claims per Service Provider County



Record Type

- (All)
- FFS Claims
- LME-MCO Encounters

Service Category

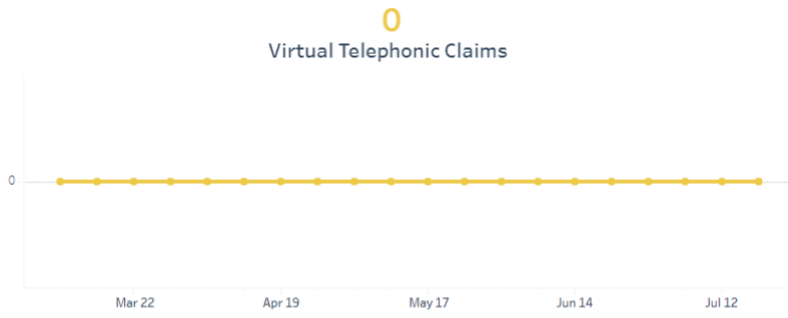
Smoking and Tobacco Cessa...

Claims by Service Provider County

Total Claims

ALAMANCE	216
ALEXANDER	1
ALLEGHANY	4
ANSON	38
ASHE	8
BEAUFORT	4
BERTIE	8
BLADEN	2
BORDER COUNTI..	18
BRUNSWICK	76
BUNCOMBE	284
BURKE	332
CABARRUS	233
CALDWELL	133
CARTERET	84
CASWELL	24
CATAWBA	117
CHATHAM	7
CHEROKEE	4
CHOWAN	7
CLAY	7

NC Medicaid Telecode Utilization

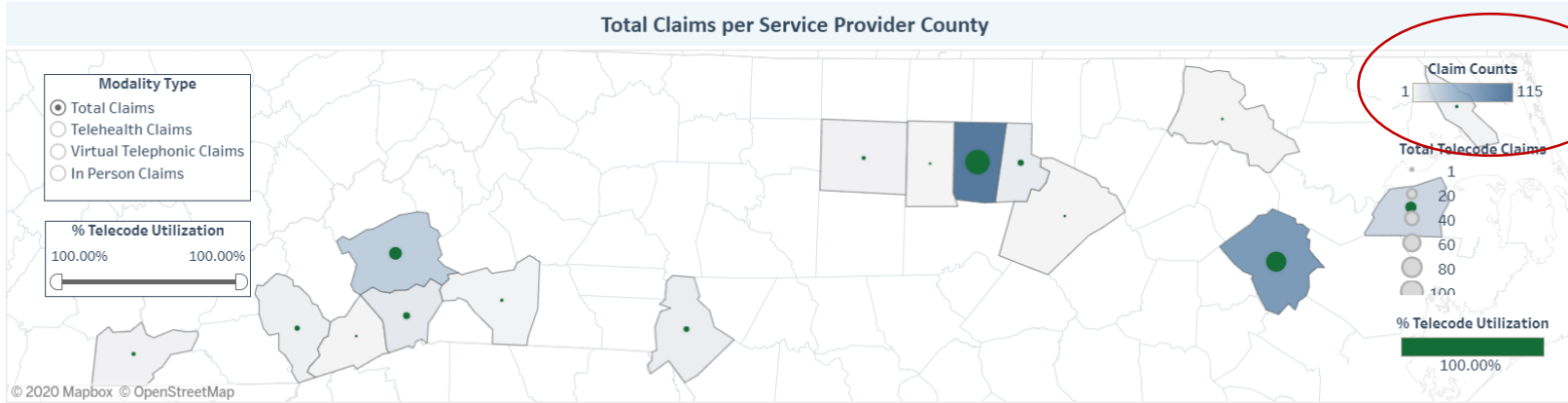


Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

All Claims – COVID Flexibilities Interprofessional Consult



Total Claims per Service Provider County



Record Type

- (All)
- FFS Claims
- LME-MCO Encounters

Service Category

Interprofessional Consultat...

Claims by Service Provider County

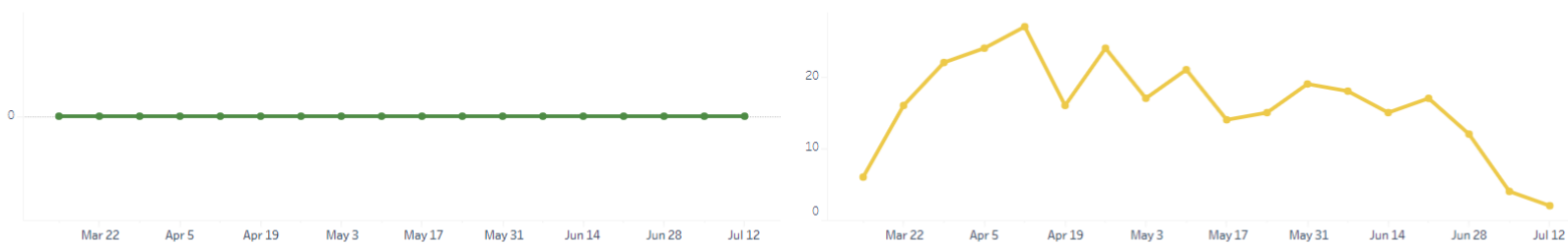
Total Claims

ALAMANCE	1
BUNCOMBE	31
CHEROKEE	3
DURHAM	7
GUILFORD	3
HALIFAX	1
HENDERSON	9
JACKSON	5
MECKLENBURG	6
ORANGE	115
PASQUOTANK	2
PITT	78
RUTHERFORD	2
TRANSYLVANIA	1
WAKE	1
WASHINGTON	24

NC Medicaid Telecode Utilization

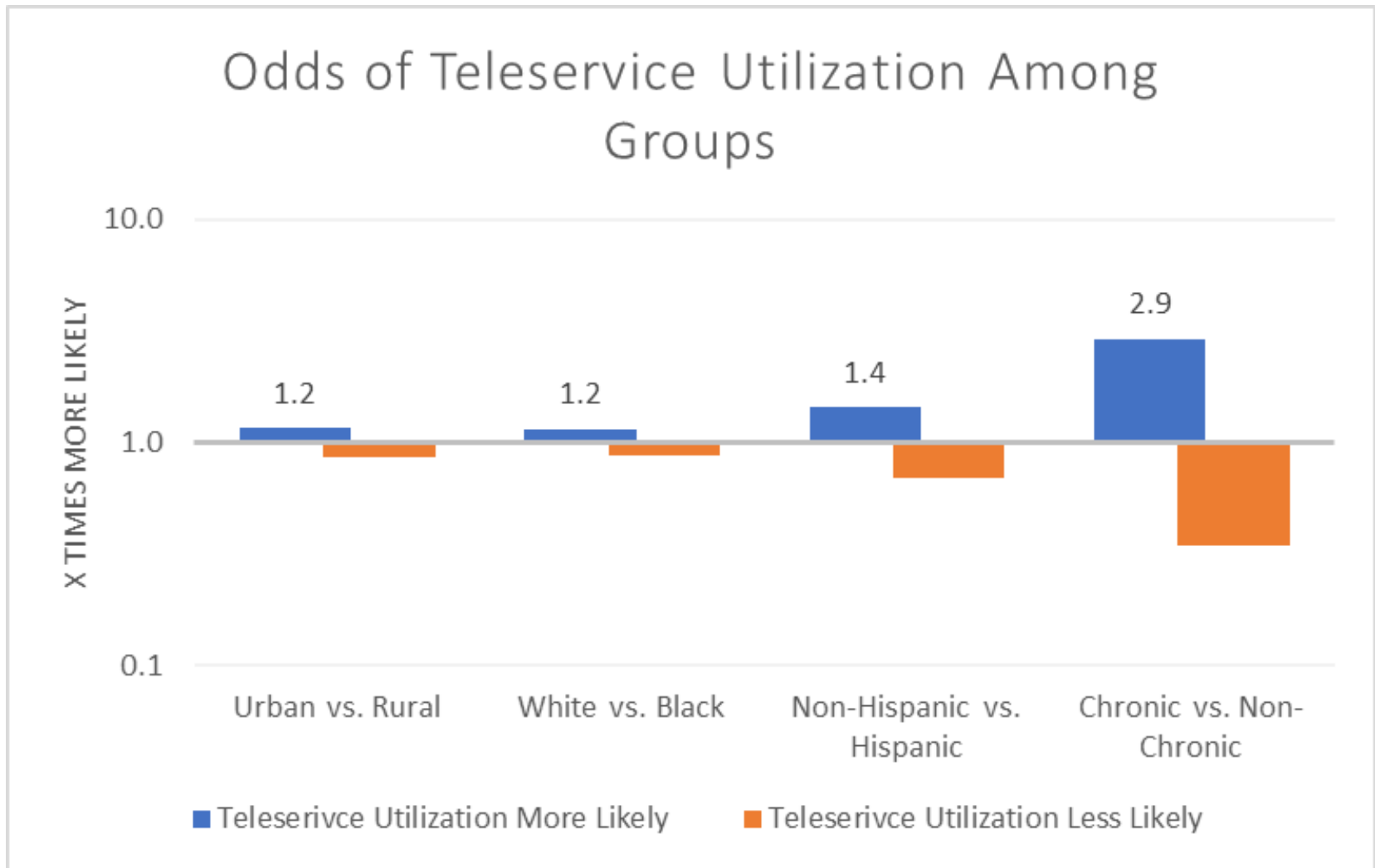
0
Telehealth Claims

289
Virtual Telephonic Claims

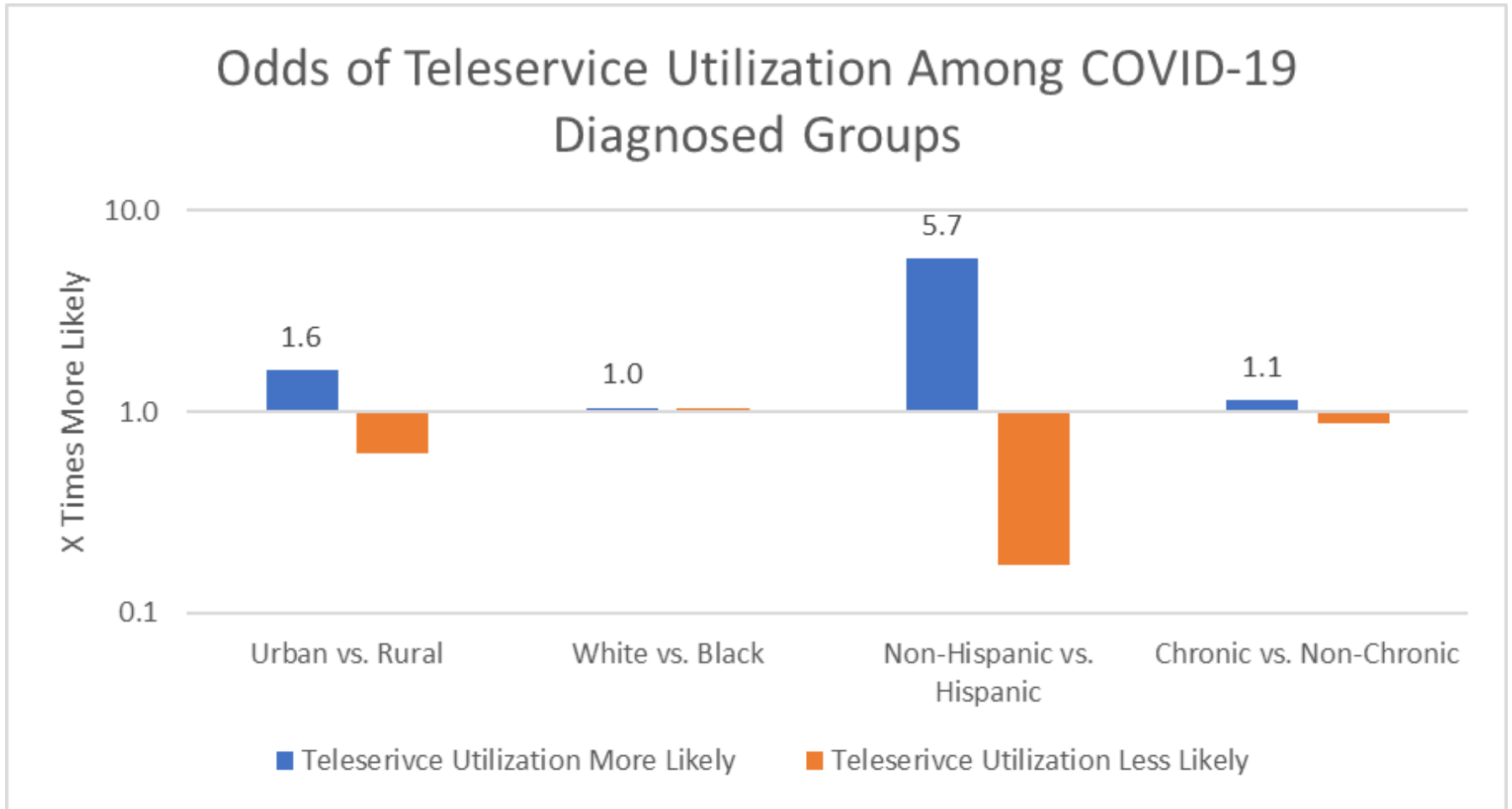


Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

Teleservice Utilization Odds by Geography, Race and Disease Type



Teleservice Utilization Odds by COVID-19 Diagnosed Groups

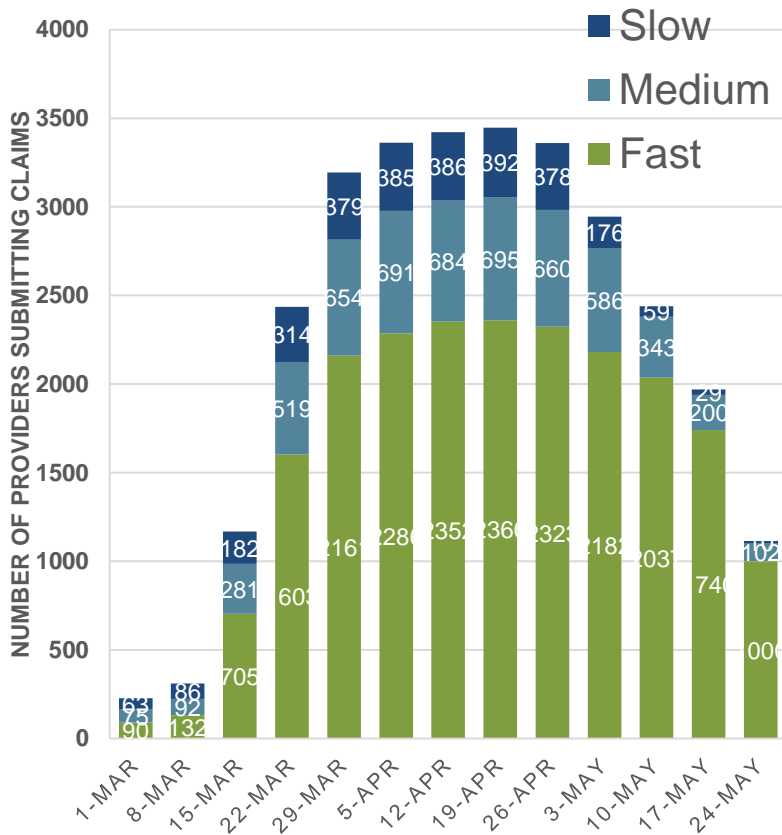


Rates of Telehealth Among ABD Beneficiaries

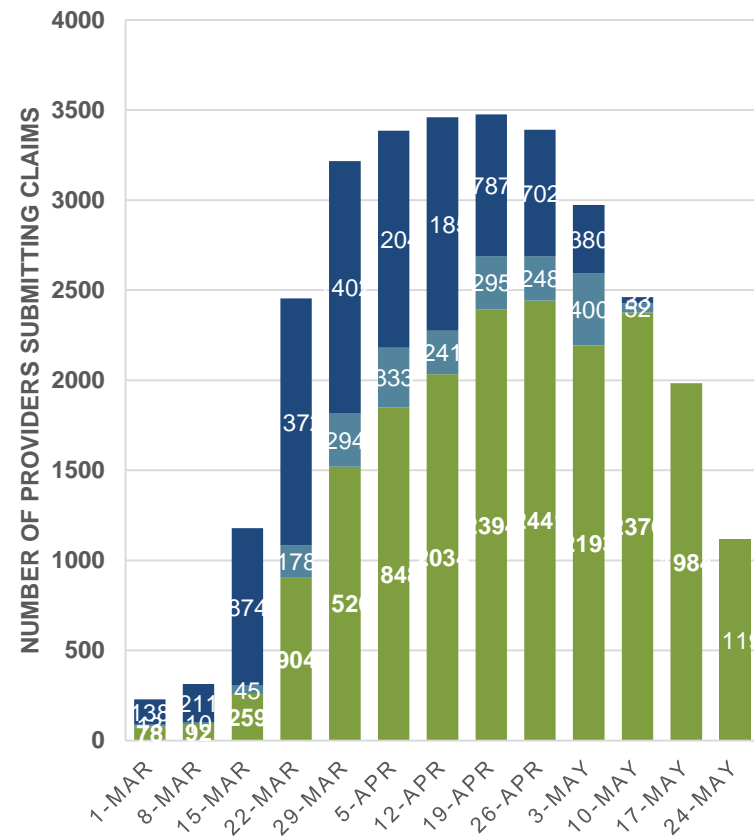
Total Patients	Total Telehealth	Client ABD Status	Percent Telehealth
21,124	2,797	NULL	13.24%
410,777	86,848	No	21.14%
114,680	31,745	Yes	27.68%

Providers engaged in teleservices were slower to bill


Lookback Period (Sept.-Dec. 2019)



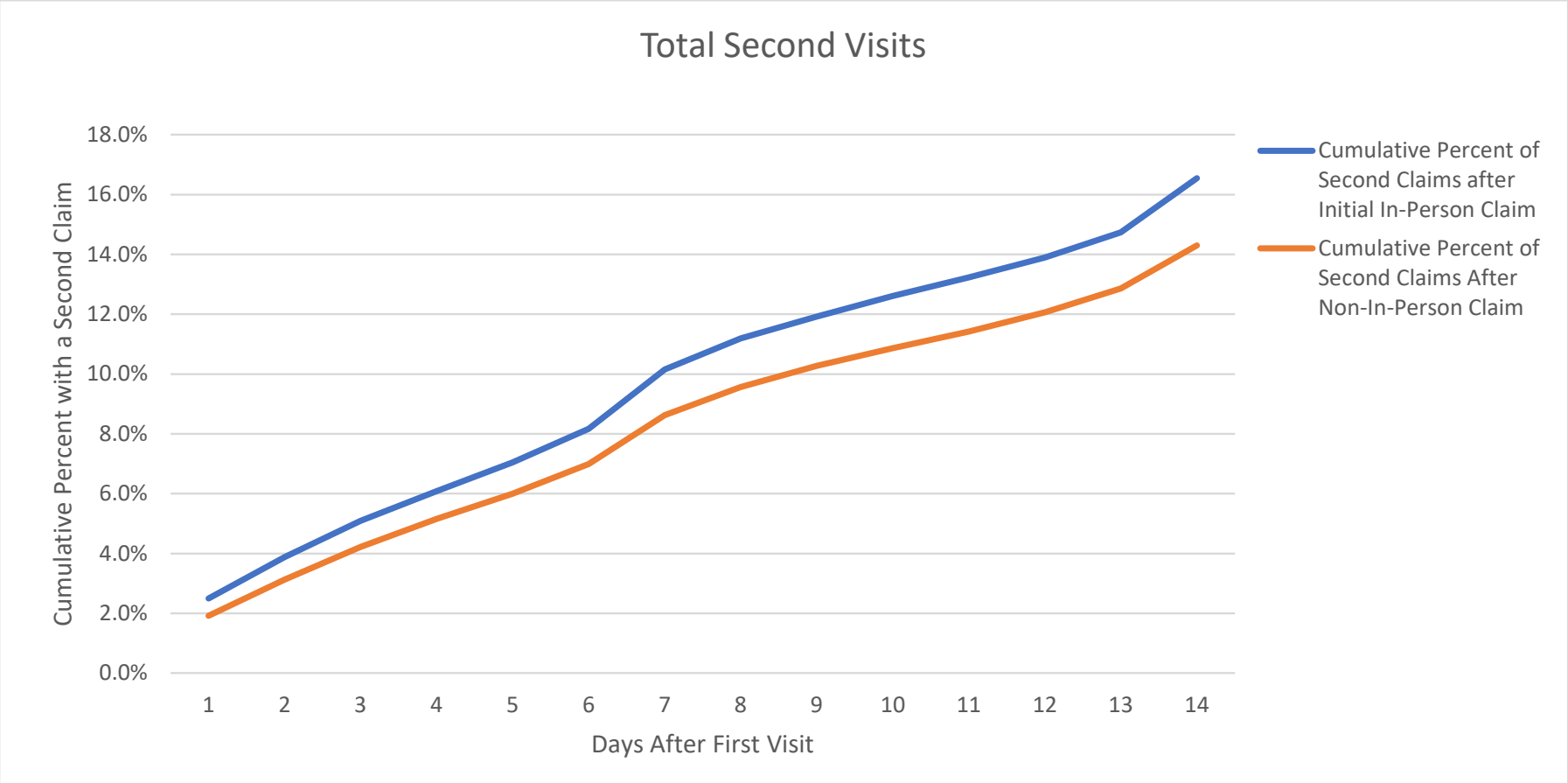
COVID-19 Period (March-May 2020)



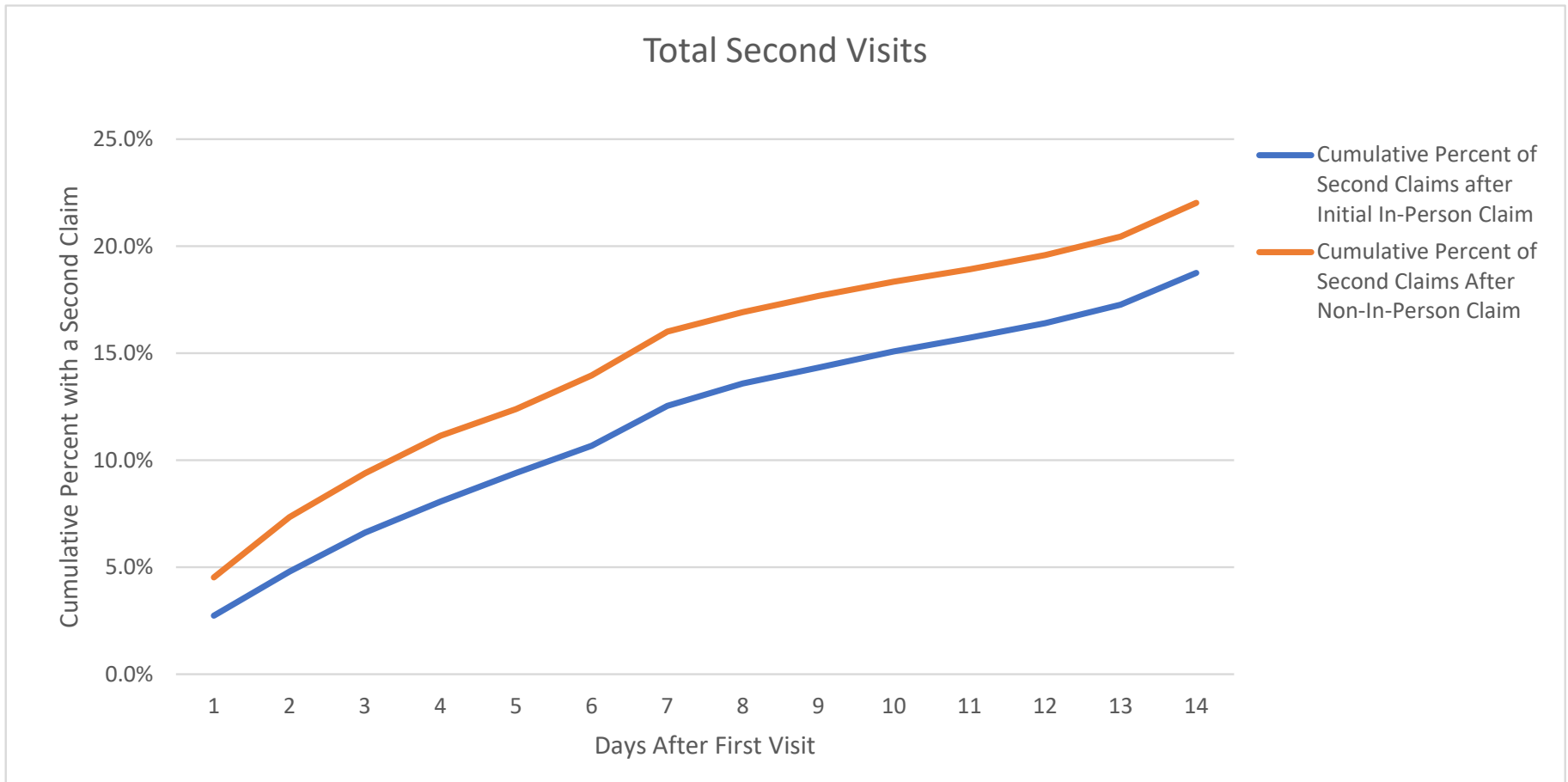
Using Teleservices to Close Care Gaps: Primary Care

Primary care practices' level of teleservice claims through May 2020	# of Practices	# of Patients Receiving Primary Care	Est. % of Panel Accessing Practice
HIGH (100+)	91	111493	 32%
MED (20-99)	357	87059	22%
LOW (1-19)	586	60922	20%
NONE	586	64829	16%
Grand Total	1620	324303	22%

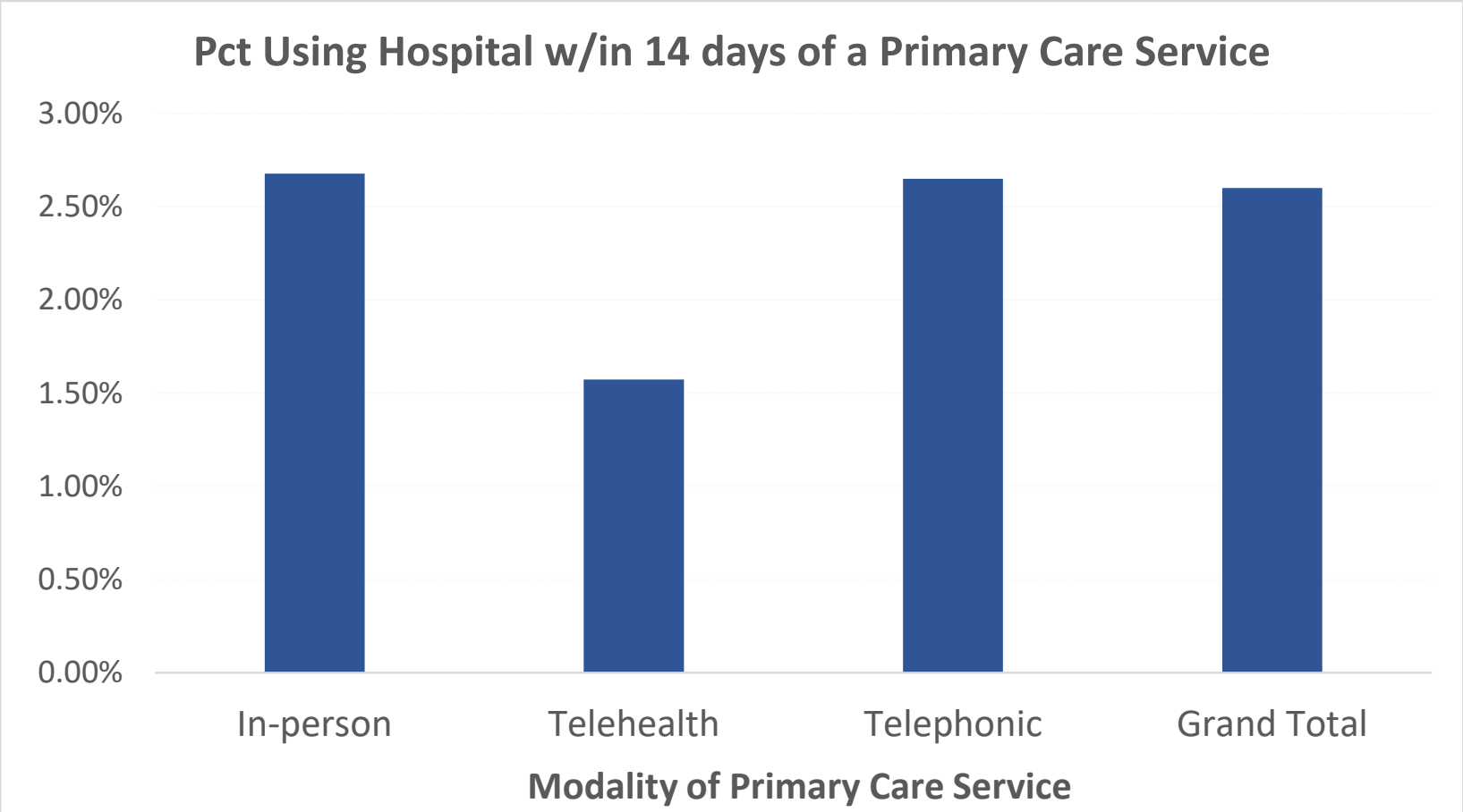
A Second Visit Was Less Likely After Teleservices



A Second Visit Was MORE Likely After Teleservices for ILI Symptoms

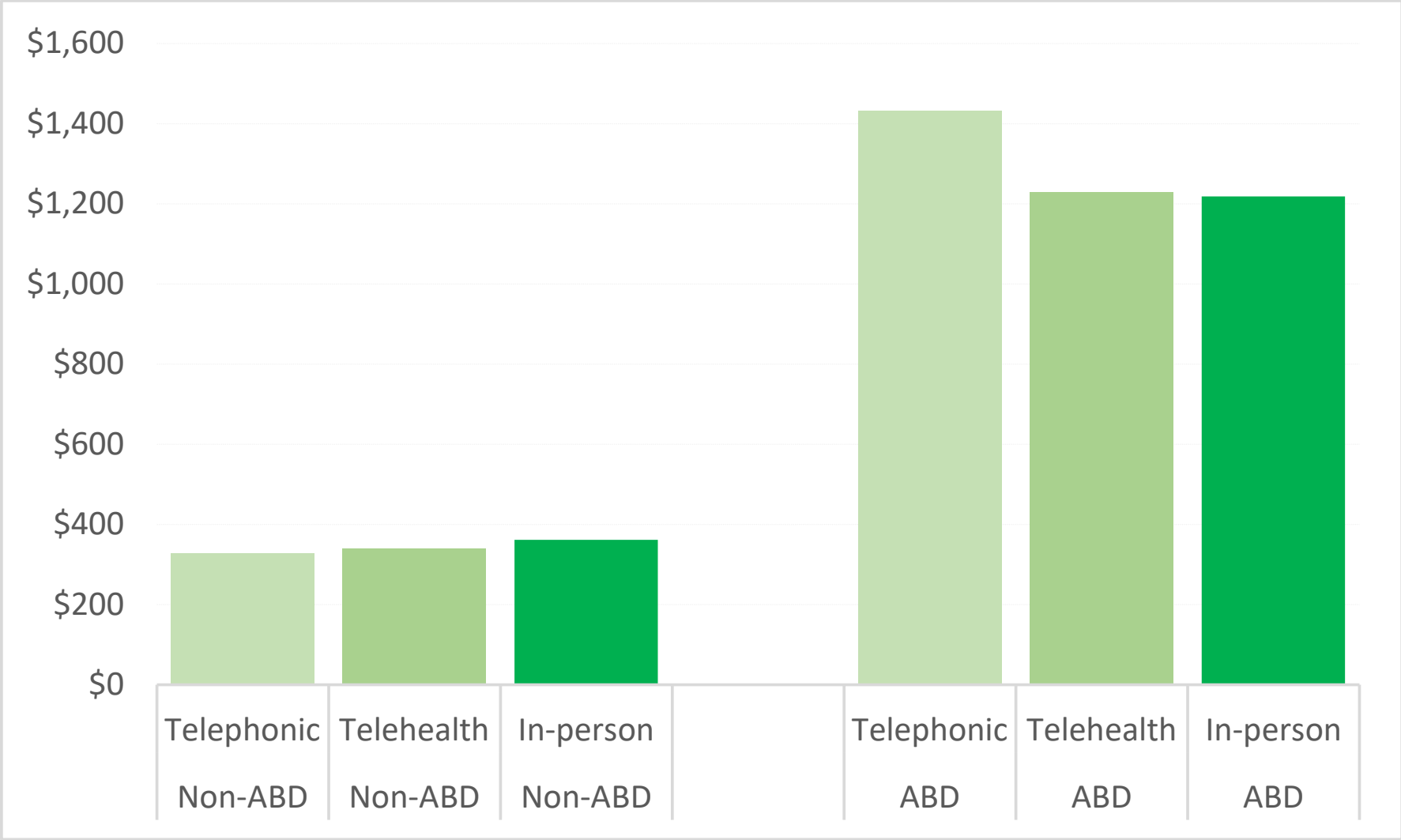


Hospitalization Following Primary Care Visit



*Chi-square table calculations indicated the relationship between teleservice utilization and a decrease/increase in ED/INPT visits among frequent flier populations was not statistically significant.

Impact on Total Cost of Care

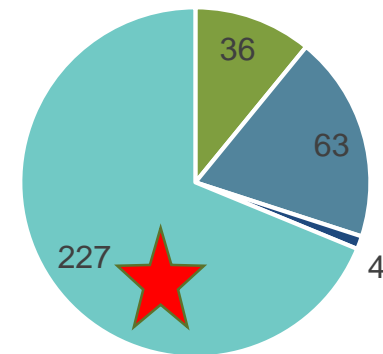


Moving Past the Pandemic: Policy Permanence

Circuit Breaker Recommendations	#	%
Recommended Keep	43	11.7%
Recommend keep with changes	68	18.5%
Consider Keep	4	1.1%
Recommend to not keep	252	68.7%
Grand Total	367	100.0%

Workstream Recommendations	#	%
Benefits	121	33.0%
Recommended Keep	14	3.8%
Recommend keep with changes	39	10.6%
Consider Keep	3	0.8%
Recommend to not keep	65	17.7%
Finance and Rate Setting	20	5.4%
Recommended Keep	6	1.6%
Recommend keep with changes	3	0.8%
Recommend to not keep	11	3.0%
LME-MCO	200	54.5%
Recommended Keep	19	5.2%
Recommend keep with changes	24	6.5%
Consider Keep	1	0.3%
Recommend to not keep	156	42.5%
Member Services	8	2.2%
Recommend to not keep	8	2.2%
Pharmacy	9	2.5%
Recommended Keep	3	0.8%
Recommend to not keep	6	1.6%
Provider Operations	6	1.6%
Recommend to not keep	6	1.6%
Command Center	2	0.5%
Recommend keep with changes	2	0.5%
Contact Center	1	0.3%
Recommended Keep	1	0.3%
Grand Total	367	100.0%

Clinical Provisions N=332



- Recommend Keep
- Keep with Changes
- Consider
- DO NOT KEEP

Pandemic Clinical Policy

- **Dependent on Federal Public Health Emergency**

Waiver Document	Expiration	Implementation Requirement (e.g., State <u>may</u> vs. State <u>must</u> implement)	Authority to End Early (e.g., State may end early vs. must remain through end of Waiver period)
1115 Waiver	Expires at end of PHE + 60 days (evaluation due 1 year after end of demonstration completion)	State may implement granted flexibilities	State may end early
1135 Waiver	Expires at end of PHE	State may implement granted flexibilities	State may end early
Medicaid Disaster SPAs	Expires at end of PHE	State <u>must</u> implement granted flexibilities	State may end early
CHIP Disaster SPA	Expires at end of PHE or state-declared emergency	State <u>must</u> implement granted flexibilities	State may end early
CMS Blanket Waivers	Expires at the end of the PHE	State <u>must</u> implement granted flexibilities for Medicare*	Flexibilities remain through PHE**
Concurrence Letter	Expires at the end of the PHE	State may implement granted flexibilities	State may end early
Appendix Ks	Expires on March 12, 2021	State <u>must</u> implement granted flexibilities	State may end early

- **Open Comment on 1-H: Closed Initial Public Comment, Up for additional 2 weeks**

- SPA Required

- **Open Comment on Permanent Changes closing soon**

- SPA Required

- **Coverage of Antigen Testing**

- **Rate Extensions**

SHOULD IT STAY OR SHOULD IT GO?

Using Data to Inform Policy Change

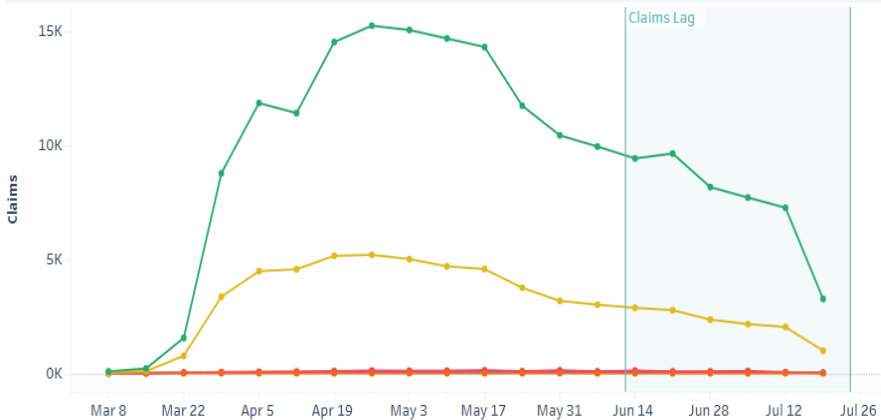
Challenging Assumptions & Getting Past the Noise



Modality Type: Service Category:

Service Provider County: Record Type:

Telehealth Claims by Service Category Trend



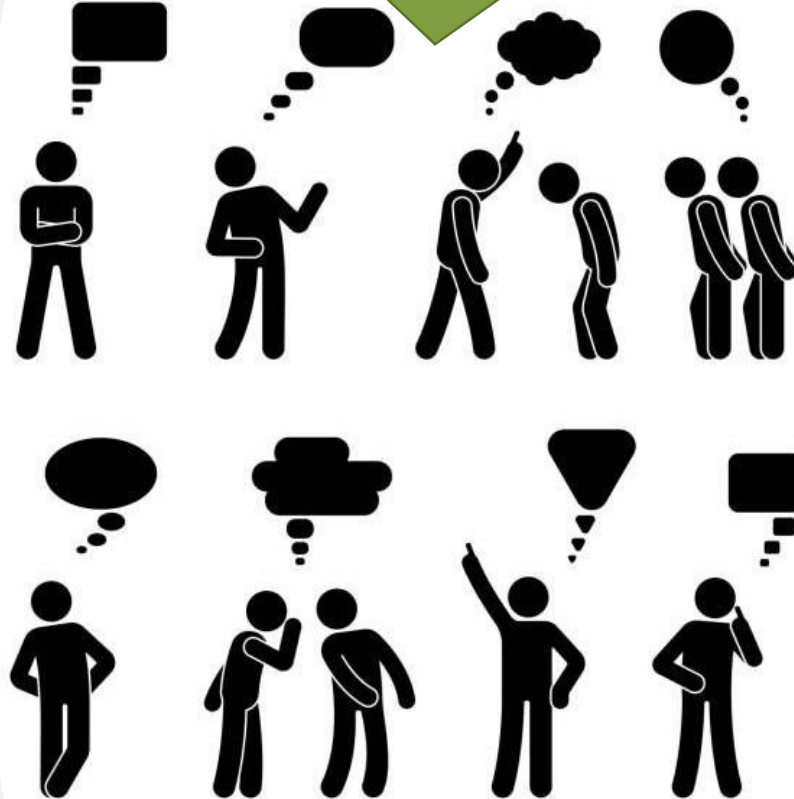
Telehealth Claims by Service Category Counts

	March 2020	April 2020	May 2020	June 2020	July 2020
Speech Evaluation and Therapy	4,948	56,937	57,357	43,360	22,289
PT & OT Evaluation and Therapy	2,026	20,779	18,726	12,885	6,406
Nutrition/Dietary Eval and Counseling	36	359	438	435	188
Audiology	40	147	119	152	118
Outpatient Respiratory Therapy	1	2	6	2	0

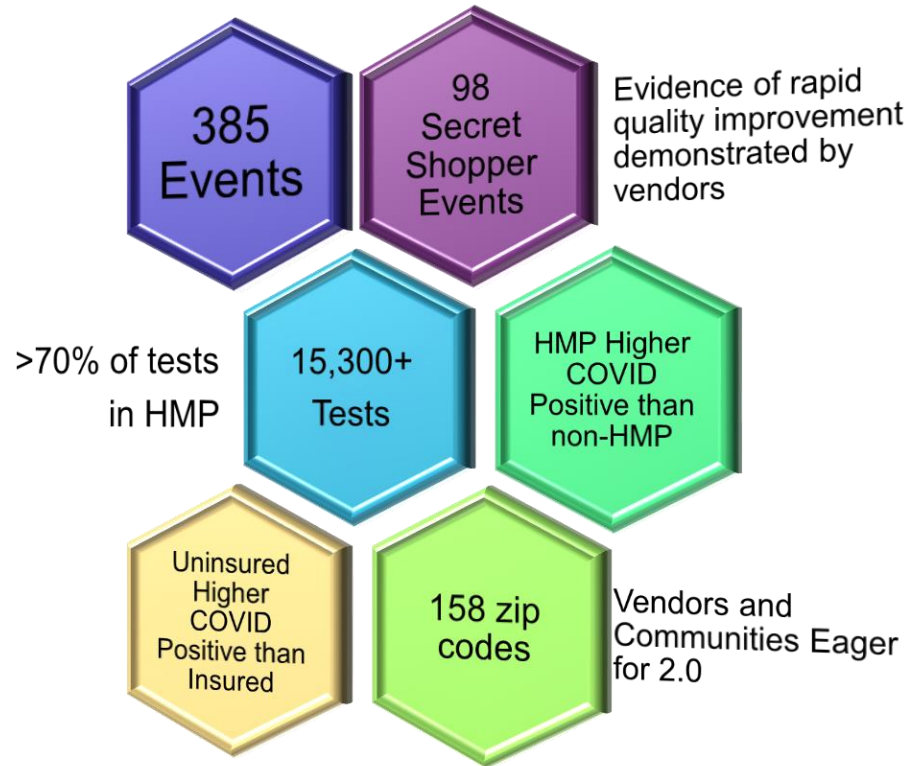
Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

Equity Lens in Clinical Policy

Where and when does Medicaid policy and/or process inadvertently contribute to health inequities?



Point of Personal Privilege: CHAMP 1.0 Preliminary Highlights



Final Data Analysis Anticipated 9/15/20