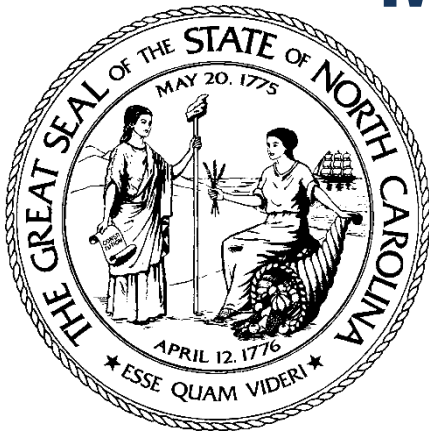


Medicaid Transformation Update



Jay Ludlam

Assistant Secretary for Medicaid Transformation

Debra C. Farrington

Senior Program Manager

Department of Health and Human Services

August 17, 2018

Agenda

- **DHHS Silent Period Parameters**
- **Medicaid Transformation Status Report**
- **Additional Key Milestones**
- **Subcommittee Status Report**
 - **Provider Engagement Subcommittee**
 - **Survey Results**

DHHS Silent Period In Effect

- **Session Law 2018-249** directs the Department of Health and Human Services to issue a request for proposal (RFP) for Medicaid Managed Care Prepaid Health Plans (PHPs) by **August 21, 2018**. Therefore, DHHS is in a silent period through the award of the PHP contracts.
- During the silent period, please note that Department employees may not discuss the PHP RFP. However, discussions on other topics may continue to be held as part of the normal course of business. This includes discussions related to issues of interest to DHHS and other health care stakeholders (e.g., the opioid crisis or promoting childhood vaccination), even if those topics may be in some way reflected in the RFP, provided that the discussions do not address the PHP RFP in any way.
- Please direct procurement related inquiries regarding the PHP RFP or Medicaid Managed Care PHPs to **Kimberly Kilpatrick, Contract and Compliance Specialist**.

Thank you for helping DHHS ensure all respondents have a fair and equitable opportunity to submit a proposal to be part of Medicaid Managed Care in North Carolina.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

“DHHS Awards Contract for Medicaid Managed Care Enrollment Broker Services to Maximus Inc.”

- **Awarded 8-2-18**
- **Major milestone in transformation process**
 - **1st contract award**
- **For additional information on Maximus**

<https://www.maximus.com/>

NC Medicaid Transformation Status

PHP RFP released 8-9-18

Ombudsman RFP – Sept '18

**AMH Attestation/Training
(Aug.-Oct. '18)**

Next

AMH Training Plan

Webinars

AMH 101, Introduction to AMH
Aug. 23, 2018

**AMH 102, Transitioning Carolina
ACCESS**
August 28, 2018

**AMH Certification (Attestation)
Process TBD**

Regional Trainings

- August 30: Wilmington, times TBD
- September 17: Greensboro, 10am–12pm and 2pm–4pm
- September 19: Greenville, 10am–12pm
- September 24: Asheville, 10am–12pm
- September 25: Huntersville, 10am–12pm
- October 4: Raleigh, 10am–12pm

NC Medicaid Update (cont.)

- Released additional policy papers
 - <https://www.ncdhhs.gov/policy-papers>
- Medicaid Program milestones
- Medicaid Managed Care Webinar- NCACC and DHHS
- Other procurement activities



Provider Engagement Subcommittee Status Report

Highlights

- MCAC Co-Chair Planning Call
 - Charter
 - Meeting Details
 - Date
 - Agenda
 - Topics
- Member invites/Save the Date

Next Steps

- Meetings
 - Sept 12, 2018
 - October 24, 2018

Subcommittee Status Report- Participant Surveys

Highlights

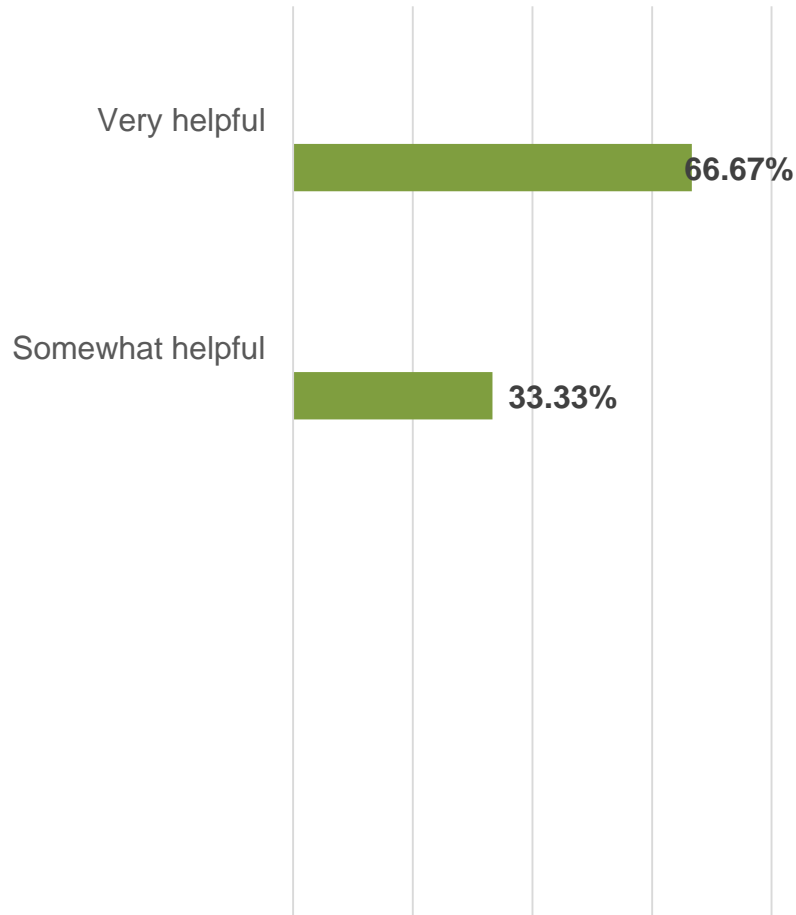
- Sent to Network Adequacy and Credentialing subcommittee members and attendees
- SurveyMonkey tool
- 2 week response time (July 24th -Aug. 10th)
- Standard Questions
 - How valuable was the content presented to the subcommittee in making recommendations?
 - Do you feel your input was valued by MCAC subcommittee members?
 - How likely are you to participate in additional network adequacy/credentialing subcommittee meetings if scheduled?
 - Did the MCAC subcommittee final report accurately reflect recommendations by participants?
 - Where there sufficient DHHS staff resources to support the subcommittee work initiative?
 - How can the MCAC subcommittee be improved?

Results

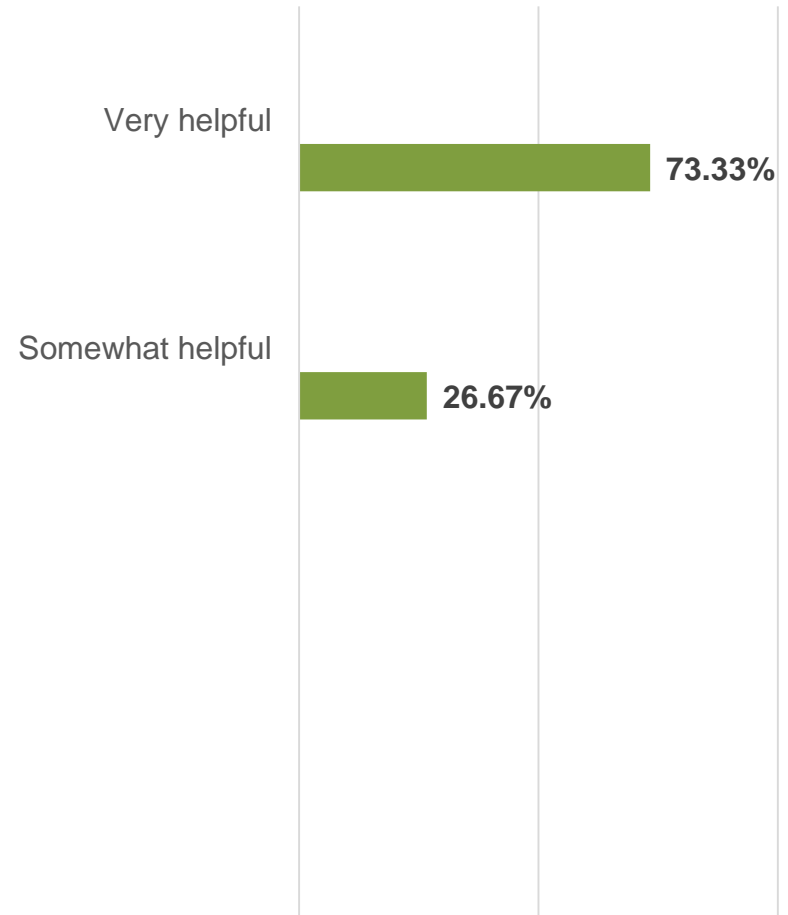
- Total # surveyed/responses
 - Network Adequacy – 41% response rate (9/22)
 - Credentialing –68% response rate (15/21)
- Feedback
 - Content was valuable
 - Staff were helpful
 - Staff resources adequate
 - Participants willing to continue involvement
 - Accurate final report to MCAC
 - Participant felt input was valued slightly (44%-60%)
- Areas of improvement
 - Logistics
 - Technology
 - Meeting days/times

How valuable was the content presented to the subcommittee?

Network Adequacy



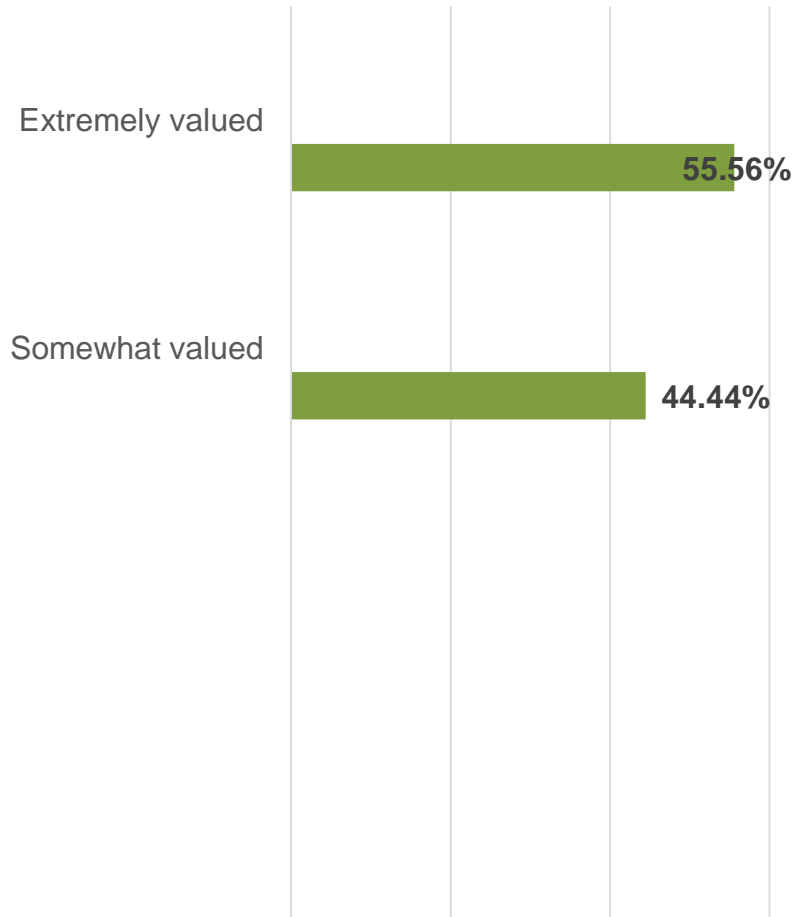
Credentialing



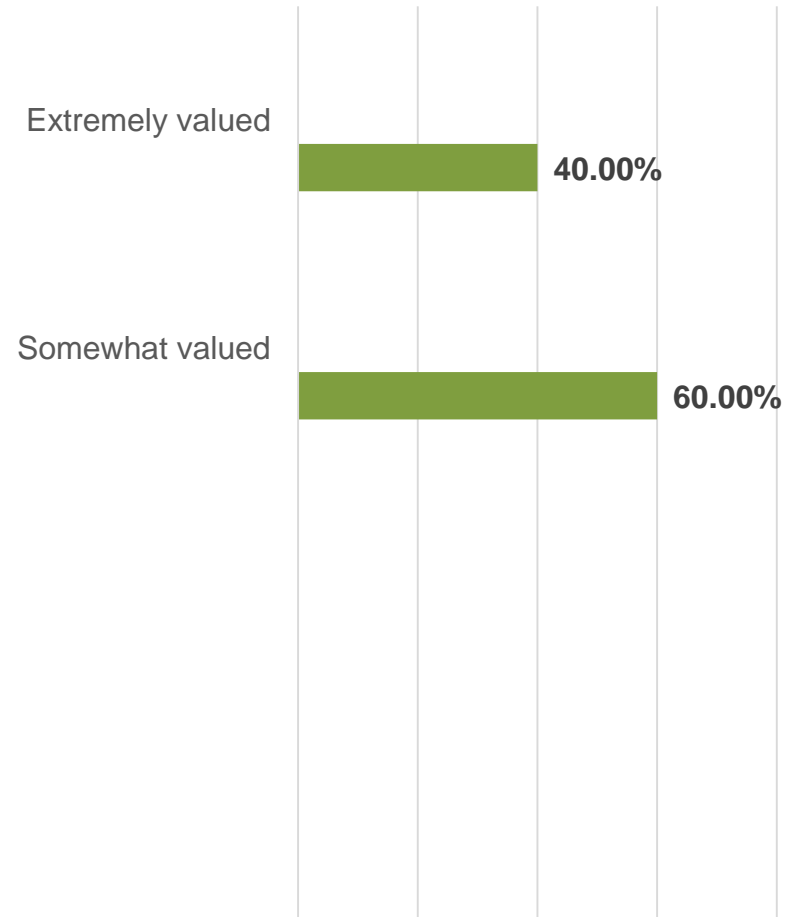
Response options : Very helpful to Not helpful

Do you feel your input was valued by MCAC subcommittee members?

Network Adequacy



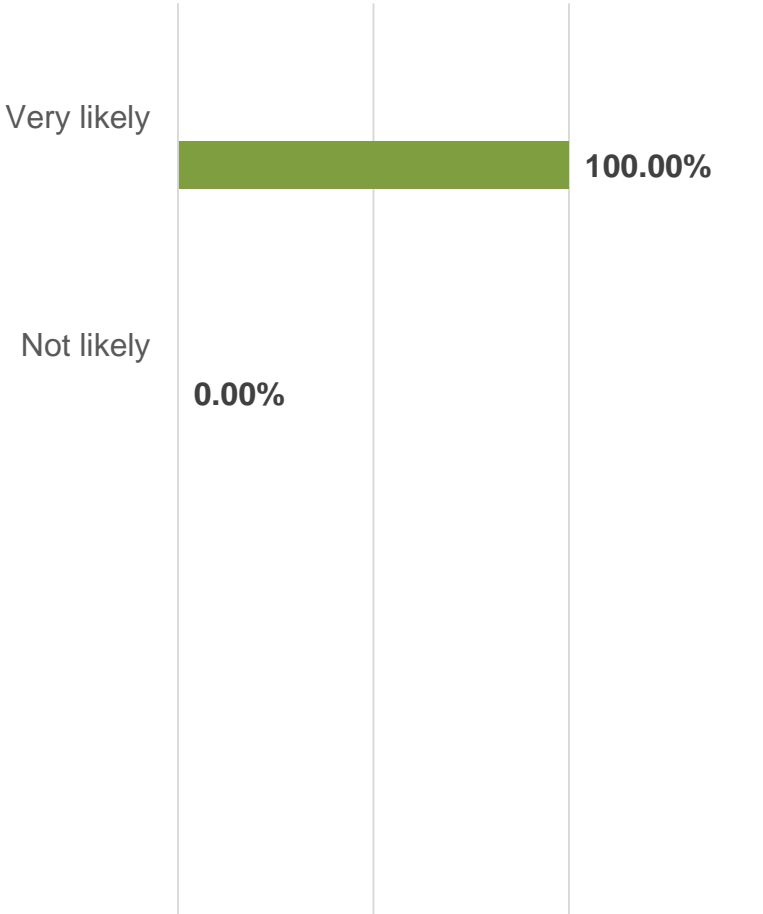
Credentialing



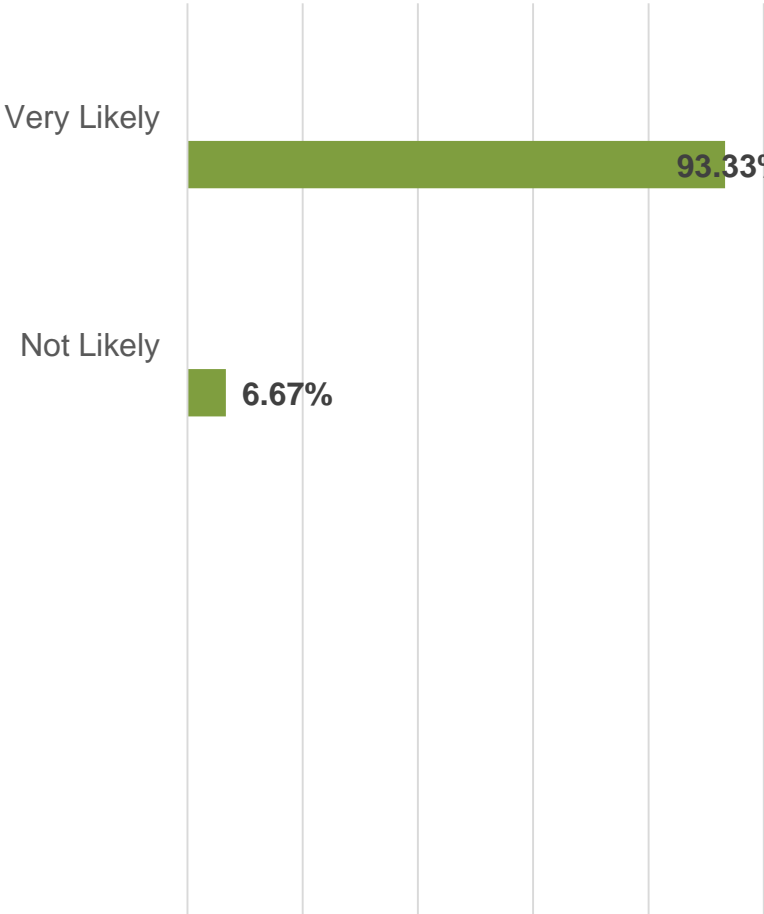
Response options: Extremely valued to Not valued

How likely are you to participate in additional network adequacy/credentialing subcommittee meetings if scheduled?

Network Adequacy



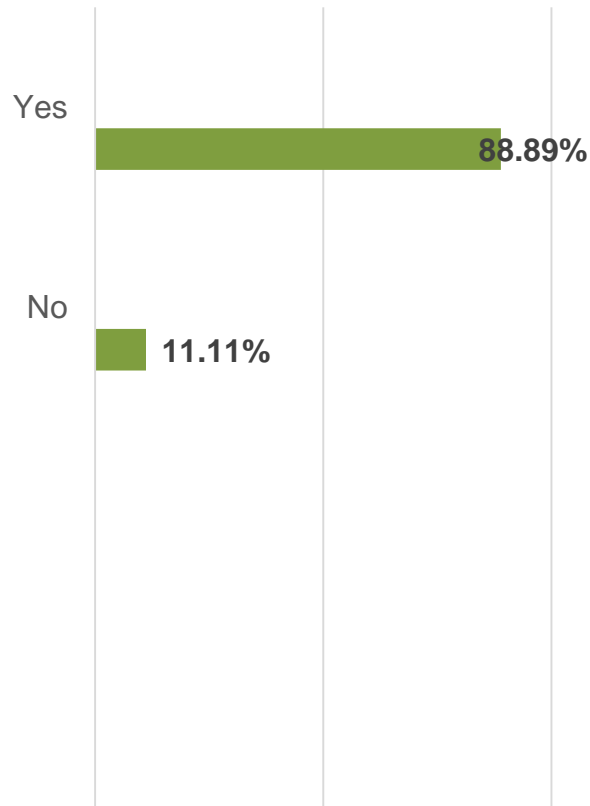
Credentialing



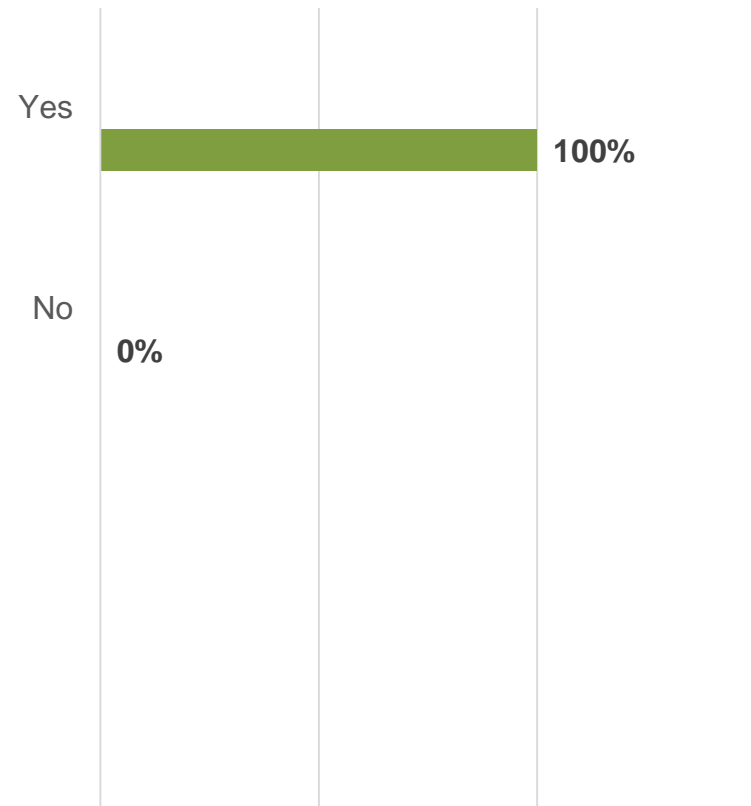
Response options : Very likely to Not likely

Did the MCAC subcommittee final report accurately reflect recommendations by participants?

Network Adequacy



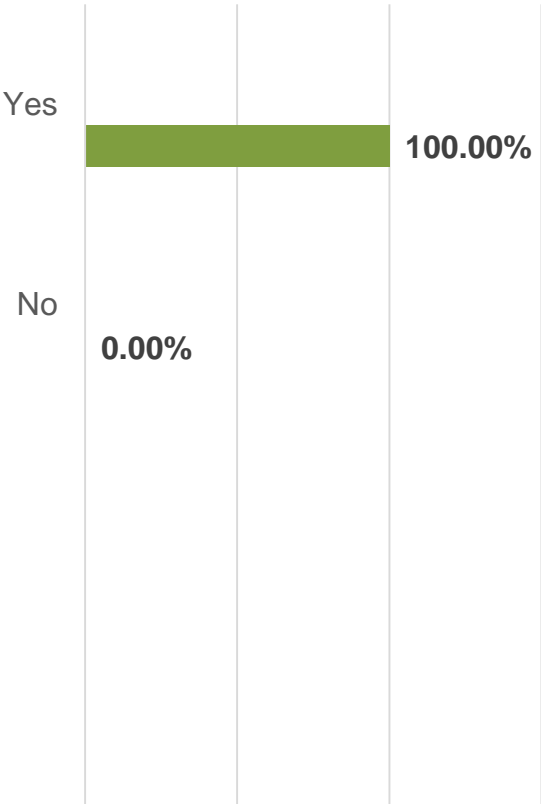
Credentialing



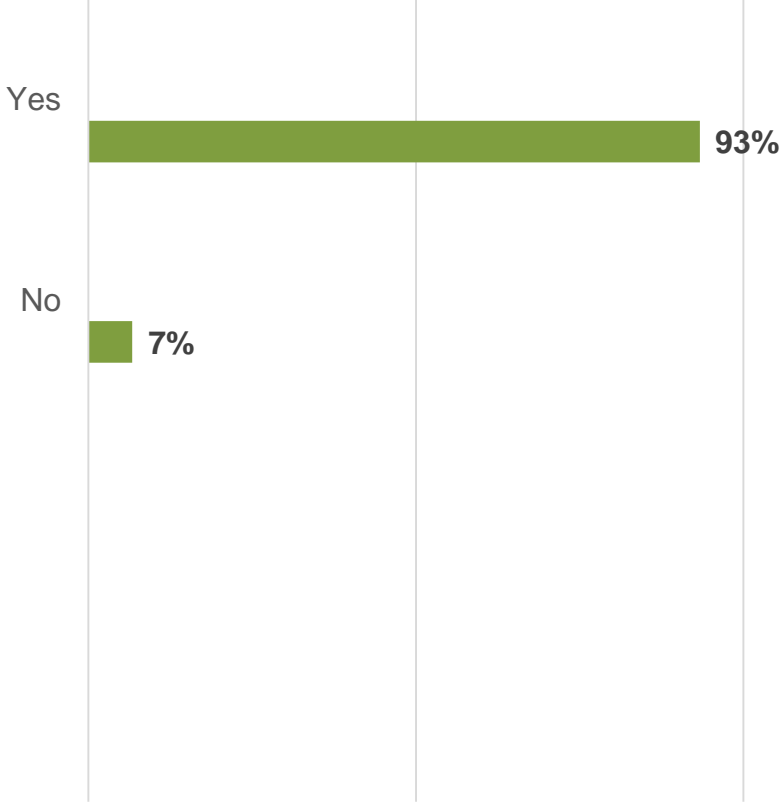
Response options : Yes, No

Where there sufficient DHHS staff resources to support the subcommittee work initiative?

Network Adequacy



Credentialing



Response options : Yes, No

Comments- Network Adequacy

- **Generally positive**
 - DHHS staff did an terrific job
 - Managing differing viewpoints
 - Overall collective input of the group was well received
- **Concerns**
 - Better remote access
 - Listing out ideas versus collaborative decision making
- **Suggestions**
 - Clarity about final report

Comments- Credentialing

- **Generally positive**
 - good focus on the critical issues
 - DHHS staff did an excellent job supporting this committee
 - communications were generally good and helpful
- **Concerns**
 - Improve technology to enable more input from across the state
 - One person participated via call and had no input
 - forward out relevant white papers for committee members to read to the extent the papers themselves are relevant for up-coming discussions.
- **Suggestions**
 - More notice of meetings.
 - Poll the group to find best time

OPEN DISCUSSION

**NC Medicaid Transformation website:
www.ncdhhs.gov/medicaid-transformation**