

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE**

**MCAC BENEFICIARY ENGAGEMENT SUBCOMMITTEE MEETING
July 23, 2018**

McBryde Bldg., Ave. 820 Boylan, Conference Room 444, Raleigh, NC 27603

WEBINAR DIAL-IN: 510-365-3231/290-251-268

The (MCAC) Beneficiary Engagement Subcommittee met on Monday July 23, 2018 from 1:00 pm – 3:00 pm.

ATTENDEES

The following people were in attendance: April Morgan, Carla Obiol, Brendan Riley, Ames Simmons, Marilyn Pearson (Co-Chair), Jenny Hobbs (Co-Chair), Mary Hooper, Lori Brigman, Debra Farrington, Sharlene Mallette, Sharon McDougal

The following people participated via the phone/Webinar: Danielle Cole, Bob Crayton, Chris Dobbins, Christina Dupuch, Ruth Zyry, Sarah Potter, Sarah Pfau, Willona Stallings, Sheila Platts

CALL TO ORDER

Marilyn Pearson opened the meeting with an introduction of new member Ruth Zyry.

Meeting Agenda Items

- Follow-up on items from last meeting
 - Past Engagement Activities
- Transformation Update
- Beneficiary Engagement and Communication Strategy

Follow up on items from previous meeting

Sharon McDougal reviewed past engagement activities with beneficiaries as outlined below:

- In-person CAP/C, CAP/DA, and PACE activities
- Quarterly round table meetings
- Monthly Lunch and Learn Webinars
- Listening Sessions
- DMA Call Center serves as an information resource

Discussion:

- Suggestion made that:
 - DHHS should consider
 - engaging the media in some way incl. public service announcements
 - community specific engagement and targeted to small groups
- One member noted that CAP case managers cannot update NC Fast, so the beneficiary has to notify CAP and the DSS of changes

Medicaid Transformation Update:

Debra Farrington provided an update on the Medicaid managed care transition as outlined below:

- BH integration was achieved with the passage of legislation from the short session
- In HB 403, LME/MCOs were added in the definition of a Prepaid Health Plan
- DHHS remains in negotiations with CMS re: the 1115 waiver approval which is anticipated soon
- The number of Statewide Plans increased from three to four
- Debra will attend a County Manager Webinar jointly sponsored by DHHS/NC Association of County Commissioners. The focus is on managed care components incl. timeline, key milestones, impacts on county DSSs and the Local Health Departments. The webinar was originally scheduled for July 20 but rescheduled to August.
- DHHS is hosting AMH training regionally and by webinar across the State beginning in August
 - The AMH model is the primary vehicle for delivering care management as the State transitions to managed care

Discussion:

- County Commissioners especially those who did not attend the webinar, need a copy of the web presentation, so they can respond to calls they are receiving.
- Attendee want to be a part of what's going on with the County Commissioners and county DSSs.
- Attendees requested the dates of the AMH trainings to share with the health centers.

Beneficiary Engagement and Communication:

Debra Farrington and Sharon McDougal reviewed key items related to beneficiary engagement and communication including:

- Sandy Terrell is DHHS lead for Beneficiary Engagement
- A Member Operations Functional team is working on changes needed for NC Fast
 - Notices for managed care which will come out of NC Fast
- Key Focus of engagement efforts
 - Need for beneficiaries to keep their demographic information in NC Fast updated
 - Targeted engagement to reach all beneficiaries
 - Opportunities for beneficiaries to weigh in on departmental priorities
 - Departmental requirement for the EB, PHPs, and Ombudsman Program to coordinate engagement and communication efforts

Discussion

- Subcommittee requested Sandy Terrell to attend meetings when possible.
- Utilize the one-pager format previously used.
- Consider possible communications with Walgreen's and CVS to inform them of managed care implementation as many beneficiaries utilize on of these stores
- LME/MCOs have 24/7 call centers that can answer questions for clients.
- SHIP takes a lot of calls about Medicaid even though they handle Medicare Part D.
 - May have some sites are in DSS Offices.
- Attendee raised questions about the statewide Resource Platform.

- We need IDD/BH and CFAC representation. Member will provide a recommendation to Debra and Pam Beatty.

Recommendations from the Subcommittee:

- Everyone reaching out to beneficiaries need to utilize the same language – coordinate communication efforts with the field
- Engage the media in outreach efforts, PSA's.
- Engagement should be community specific and target small groups.
- Engage Walgreen's and CVS know as many of our beneficiaries utilize them
- Continue regular meeting even during DHHS Silent Periods
- Reach out to Council of Church's which has a new director and represents 17 denominations
- We need BH/IDD TP and CFAC representation.
 - Recommendation to be sent to Debra F. and Pam Beatty.
- Distribute communication to beneficiaries in the fall – a one-pager type
- Reach out to the Council of Church's – new director Jennifer Copeland and represents 17 denominations. She will put Debra in touch.

Next Steps

Use Doodle Poll to determine date for next meeting and regular meeting time

Public Comments – None offered.

Adjournment

The meeting adjourned at: 2:50PM

Minutes submitted by: Sharon McDougal/Debra Farrington

Minutes approved by: Subcommittee