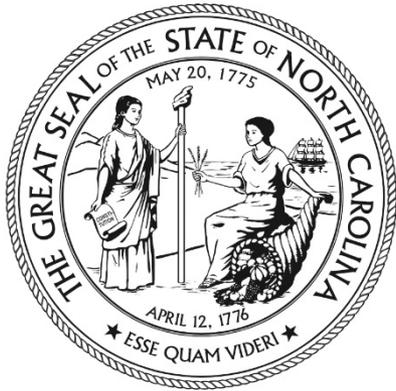


**NC Department of Health and Human Services  
Division of Health Benefits**



# **NC MEDICAID CHIEF MEDICAL OFFICER UPDATE**

**Shannon Dowler, MD, FAAFP, CPE  
Chief Medical Officer, NC Medicaid**

**Medical Care Advisory Committee (MCAC) Meeting  
March 17, 2023**

## 1. Clinical Hot Topics

Sickle Cell Workgroup  
HIV Prevention  
Congenital Syphilis  
Postpartum Primary Care

## 2. Integrating PH and BH

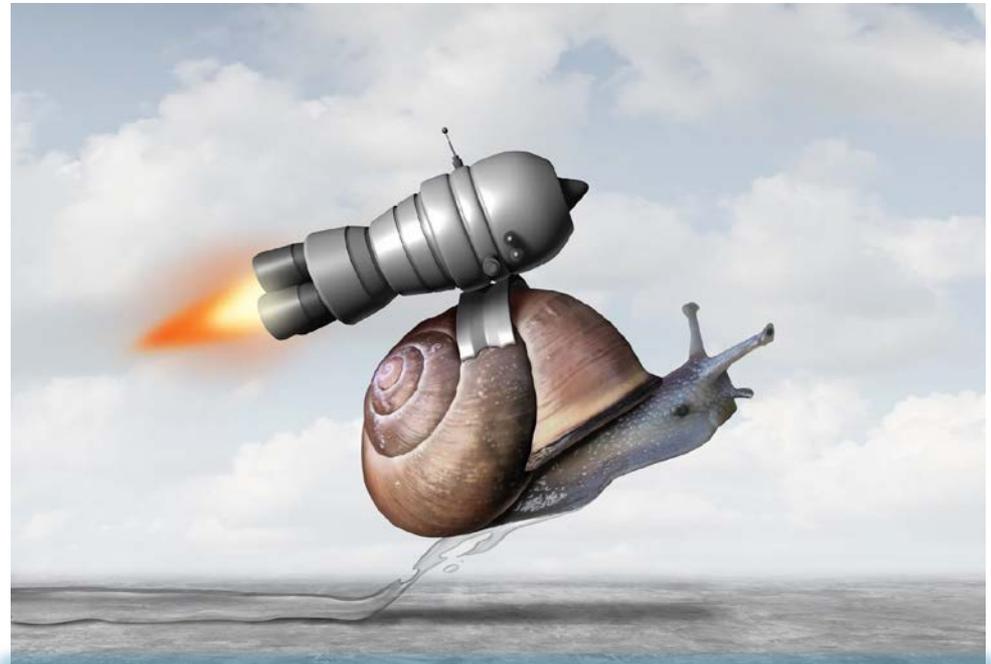
Collaborative Care  
Integrated Care Dashboard  
Tailored Care Management

## 3. Physician Engagement

Physician Leaders in DHB  
Physician Touchpoints with DHB

## 4. Experience

CAHPS Overview  
Value Added Services  
Provider Survey



# CMO Updates

# Sickle Cell Disease Workgroup Accomplishments

Review clinical policy to verify that there are no barriers for providers providing care to SCD patients, and ensure no barriers to receiving care for members with SCD			
Goals	Completed	Ongoing	On Deck
Conduct internal review to identify any restrictive policies	x		
Schedule external shareholder feedback session to confirm no policy restrictions	x		
Take necessary steps to address policy restrictions including policy revision, provider training, and additional policy supplemental guidance		x	
Identify and remove utilization management barriers			
Review pharmacy PA requirements for SCD drugs	x		
Confirm that PA requirements for SCD drugs have been removed	x		
Review PA requirements for Transcranial Doppler imaging for SCD patients	x		
Dr. Dowler to confirm that PA for Medicaid Direct or any PHP was implemented in 2021		x	
Review medication clinical criteria			
Validate there is not a reset to PA on 1/1		x	
Create an exclusion to lock in program for SCD		x	
Validate that hydroxyurea is not required for escalation in SCD treatment			x
Validate that there is no PA on any SCD drug	x		
Plan for next wave of high-cost drugs in SCD		x	
Review medication clinical criteria			
Working group to meet monthly starting 7/27/2022	x		
Implement recommendations from multidisciplinary working group		x	
Dr. Mariam Kayle to share our participation on the Sickle Cell Work group for SCD as an example of our collaboration with NC Medicaid to improve SCD care in the state during the Aug 9, 2022 NHLBI Annual Sickle Cell Disease Research Meeting	x		
Schedule feedback session with SCD specialists, PHP CMO's, and Governor's Sickle Cell Council	x		
Dr. White/Dr. Dowler to join the monthly Medical Research Committee meetings	x		
Improve accuracy of criteria of identifying SCD population			
Close Transcranial Doppler Ultrasound Screening gap and to deploy initiative to PCPs		x	
One initiative: Sickle Stroke Screening communications to providers and members			x
Second initiative: Sickle Cell Trait Sudden Death (different data pull) not-started (communication)			x
Meet with Dr. Mariam Kayle to refine criteria for identifying SCD population using claims data	x		
Elliott Krause to re-pull data with changes based on Dr. Mariam Kayle's feedback and report out by 8/24	x		
Continue to gather data from SE and as a block initiate a quality improvement initiative across all states simultaneously		x	

# Focusing on Men's Health



## Family Planning Medicaid helps men take charge of their reproductive health.

Reproductive health is an important aspect of men's overall health and wellness. Taking care of your reproductive health helps to ensure that you are able to take part in healthy relationships and can maintain a healthy lifestyle. By paying attention to your reproductive health, you can reduce your risk of serious problems such as erectile dysfunction, infertility, and even certain types of cancers. Taking time to learn about your reproductive health and talking to your doctor about any questions or concerns you have is an important step towards maintaining your health.

### SCREENING/TESTING

- STIs
- High Blood Pressure
- Obesity
- Hepatitis B and C
- HIV/AIDS
- PrEP

### VACCINES

- Influenza (Flu)
- Human Papilloma Virus (HPV)

### REFERRALS

- Ready, Set, PrEP!
- HIV/AIDS treatment
- Additional follow-up needs that come up during your visit

### TRANSPORTATION

- To and from visits

### EDUCATION/COUNSELING

- Reproductive Life Planning
- STI prevention and management
- Pregnancy prevention

**What does Family Planning Medicaid cover for men?**

### DOCTOR'S VISITS

- Annual Physical Exam
- 6 follow-up visits

### STI TREATMENT

- For most common sexually transmitted infections (STIs), including gonorrhea, chlamydia, and herpes

### STERILIZATION

- Vasectomy (must be 21+)



## Men's Health Spotlight: PrEP

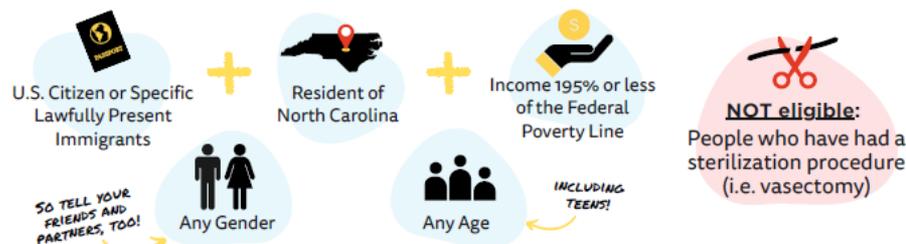
Pre-exposure prophylaxis, or PrEP, is a safe and effective medication that can reduce your risk of getting HIV.

PrEP may be a good option if you don't have HIV, and:

- You have a sexual partner living with HIV, or
- You don't consistently use condoms, or
- You have been diagnosed with an STD recently, or
- You inject drugs and share needles/equipment with other people, or
- You've used PEP (post-exposure prophylaxis) in the past

Family Planning Medicaid covers screening and referral for PrEP, as well as the follow-up visits and testing needed while taking PrEP. Your provider can also help you enroll in the Ready, Set, PrEP program, which covers the cost of your PrEP medication.

## Who is Eligible for Family Planning Medicaid?

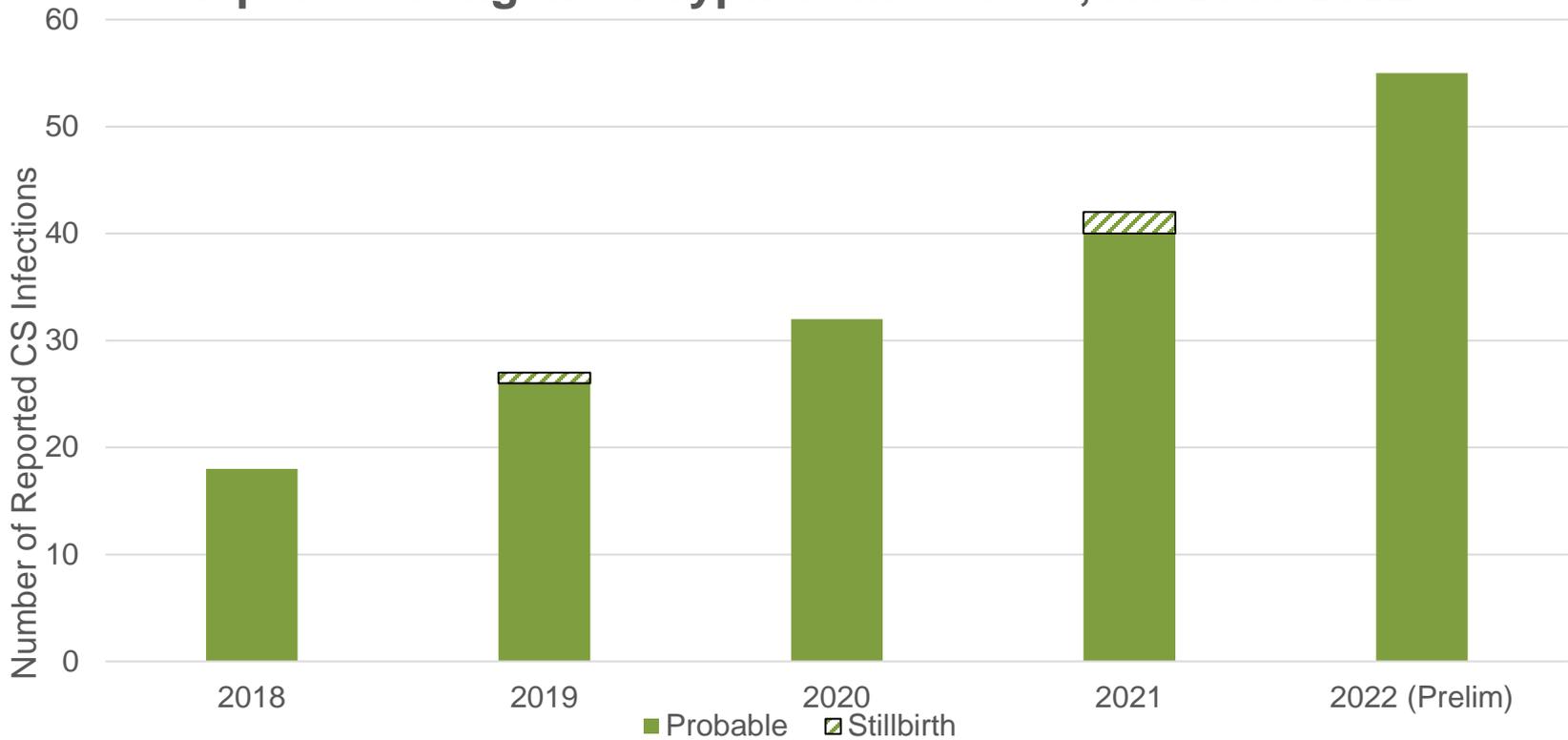


Apply today online at [nc.ePASS.gov](https://nc.ePASS.gov) or in person at your local Department of Social Services!

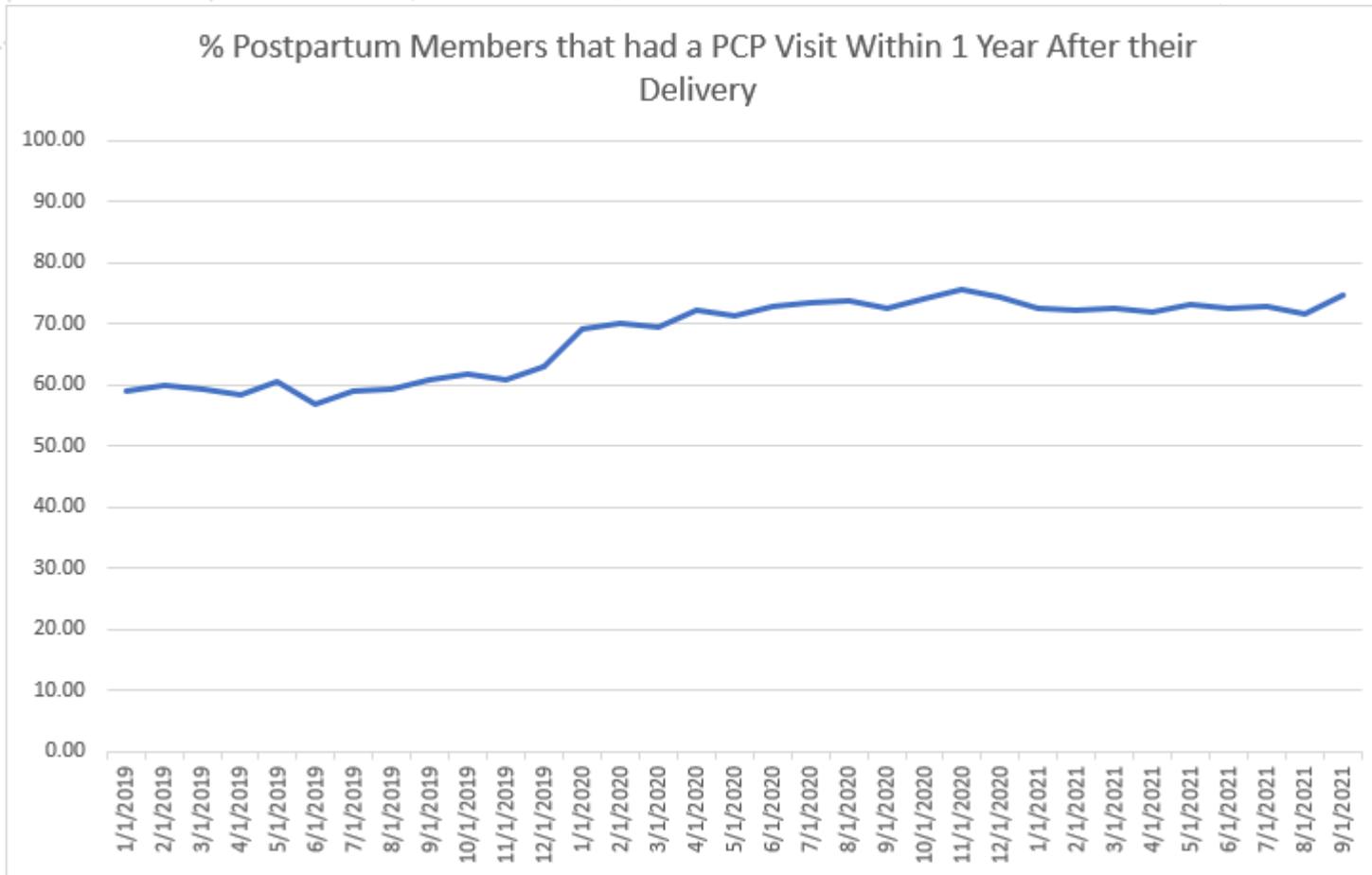


In a review of NC Medicaid claim history, the total cost of care for a baby born with or living with the sequelae of congenital syphilis costs 4-10x more than children without that diagnosis.

### Reported Congenital Syphilis Infections, NC 2018-2022



# Getting Excited About 12 Month Post Partum Extension Impact



Our Scorecard ranks every state's health care system based on how well it provides high-quality, accessible, and equitable health care. Read the report to see how your state ranks.

AREA OF FOCUS  
Improving Health Care Quality →

BLOG  
NOVEMBER 28, 2022

# Expanding Collaborative Care in Medicaid Can Combat the Country's Youth Mental Health Crisis

## PSYCHIATRIC NEWS



DEPARTMENTS ▾

PN in ADVANCE

Clinical & Research

Professional

Government & Legal

Community

Education & Training

APA & Meetings

Members

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PROFESSIONAL

## Collaborative Care Model Gaining Traction in North Carolina

MARK MORAN

Published Online: 1 Mar 2023 | <https://doi.org/10.1176/appi.pn.2023.04.4.14>



# Collaborative Care Consortium

**DHHS Strategic BH Priorities** include advancement of the model

**DMHDDSAS** Coordination with NCPAL, Supporting Work Groups, Advising Consortium

**NC Medicaid** Alignment of clinical coverage policies  
Enhancing reimbursement to 120% of Medicare (prior to 12/22 70% of Medicare)

**NC AHEC Learning Collaborative** (supported with Medicaid funding):

- Practice Support: coaches with expertise in primary care and behavioral health work w/practices to implement the model w/best practice standards.
- Educational Courses: important Collaborative Care topics are provided online to any provider or practice; continuing education credits offered.
- Virtual Peer Collaboratives: provide both a learning and networking opportunity with Subject Matter Experts presenting and facilitating.

**CCNC** Hosting Custom, State-of-the-Art Registry for all Medicaid Enrolled Providers (supported with Medicaid funding)



**Opportunity for ACO/CINs** to build hub and spoke models to engage more medical homes in this model.

**Opportunity** to develop financial incentives in value based care.

**Provider Associations (Family Medicine, Pediatrics, Psychiatry)** creating "matches" between PCPs and Psychiatrists  
Hosting Kick Off and Training at Annual Meetings  
Promoting CME and Best Practice Models

Medicaid PHP CMOs and BH Directors supporting workgroups and coverage.

Commercial Payers aligning coverage  
BCBS NC Announced Coverage Effective 7/22

**Opportunity** for Private Funders potential to develop Capacity Building incentive for practices to adopt model

# Key Performance Indicators for Integrated Care, NC Medicaid

Updated 7/25/22

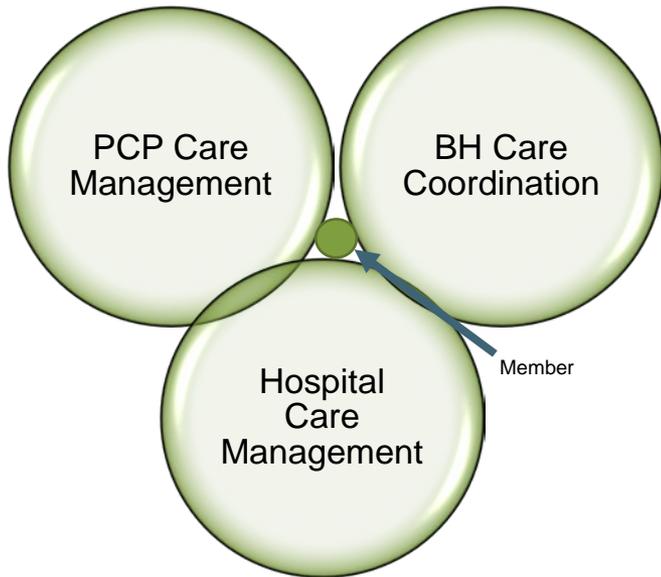


KPI	Group <sup>6</sup>	Past	Current <sup>1</sup>	County Disparities <sup>2</sup>	Race/Ethnicity <sup>3,5</sup>
		Quarterly Jan-Mar '22	Apr-Jun '22	Apr-Jun 2022	Apr-Jun 2022
1 Primary care visit within 12 months	TP	68.1%	83.0%		
	SP	62.6%	82.8%		
2 Maternal depression screen rate	TP	1.4%	1.2%		
	SP	1.1%	1.0%		
3 Behavioral health emergency department use (per 1K)	TP	9.08	10.52		
	SP	1.03	1.12		
4 Use of psychosocial services in 1st year of medication-assisted treatment for SUD	TP	41.6%	42.3%		
	SP	24.1%	27.8%		
5 Community-based SUD visits that had a PCP visit in the 30 days after	TP	39.4%	39.1%		
	SP	66.7%	69.5%		
Annual		Jan '20 – Jun '21	Jul '21 – Dec '22	2021	2021
6 Beneficiaries Receiving Collaborative Care (per 1k) <sup>4</sup>	TP	28.9	30.6		
	SP	4.7	6.4		
Annual		2020	2021	2021	2021
7 Metabolic testing for children and adolescents on antipsychotics	TP	36.2%	37.13%		
	SP	19.9%	19.9%		
8 Behavioral health service usage in a PCP setting	TP	*	48.6%		
	SP	*	13.0%		

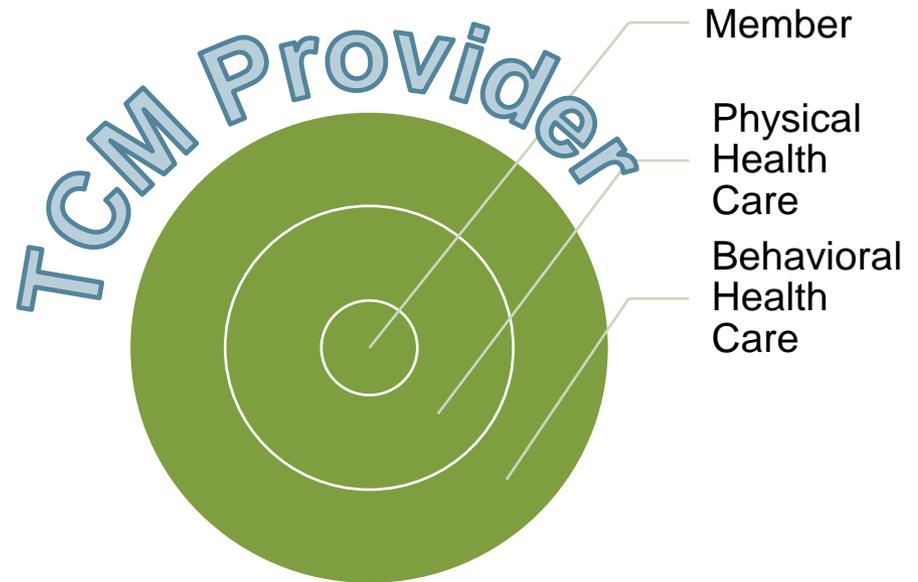
- Notes:
- Current rates:
    - = improving (>10% difference from previous month)
    - = steady
    - = worsening (>10% difference from previous month)
  - Maps gradients demonstrate if counties are better (blue) or worse (orange) than the median. Numerators smaller than 11 are suppressed and no data is shown for those counties.
  - Not all race/ethnicity categories shown; groups where data is unavailable indicated with asterisk (\*).
  - NHPI = Native Hawaiian and Other Pacific Islander
  - AI/AN = American Indian and Alaska Native
  - Haw./PI = Hawaiian and Pacific Islander
  - Multi-R = Multi-Racial
  - TP rates are for TP eligible populations.
  - \* = Data Unavailable

# Integrating Physical Health and Behavioral Health

Traditional Care for TP Eligible Member



Tailored Care Management for TP Eligible Member



# Your Go-To Medicaid Medical Team

Assistant Secretary  
Health Access,  
DHHS  
Chief Medical  
Officer, DHB  
Shannon Dowler



Behavioral Health  
Associate Medical  
Director  
~16 hours/week  
Keith McCoy



You might see him:

- Consult on clinical policies focused on behavioral health
- Consult on quality and population health focused on behavioral health
- Content expert on Tailored Plans
- Liaison for: DMH, NC Psych, NC PAL, DSOHF, etc...

Women's Health  
Associate Medical  
Director  
~8 hours/week  
Velma Taormina

You might see her:

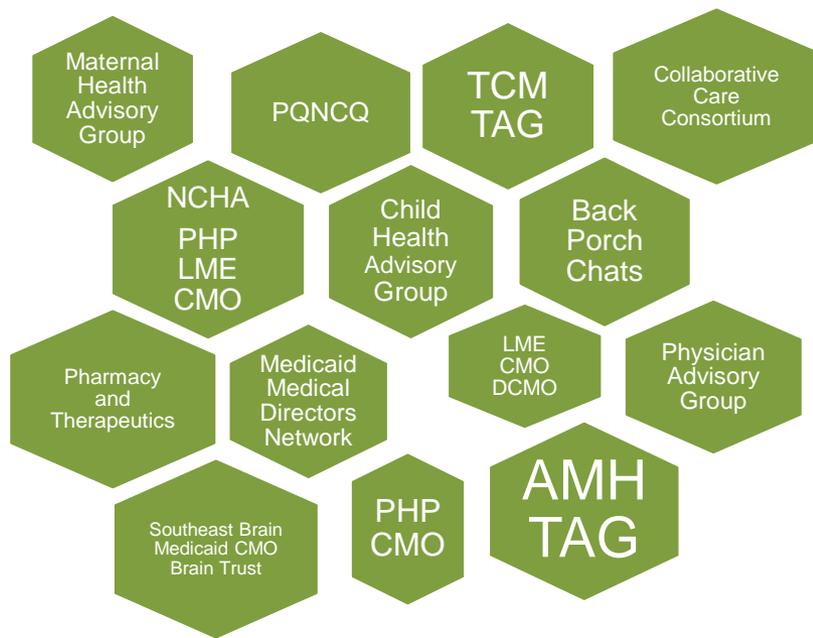
- Consult on clinical policies focused on pregnancy, family planning and women's services
- Lead Women's Health (OB Champions) in Managed Care
- Liaison for: DPH, DMH, OB Champions, IOM, CMHARP, etc...

Children's Health  
Associate Medical  
Director  
~12 hours/week  
Janelle White

You might see her:

- Consult on clinical policies focused on children
- Formal reviewer for PDN, PCS, EPSDT, OOS, etc... for Medicaid Direct
- Health Equity Focus
- Foster Care Plan
- Liaison for: DPH, DMH, NCPeds, NCAFP, IOM, etc...





## Physician Engagement: It Takes a Village

Transparent Access to make recommendations to NC Medicaid for clinical coverage:

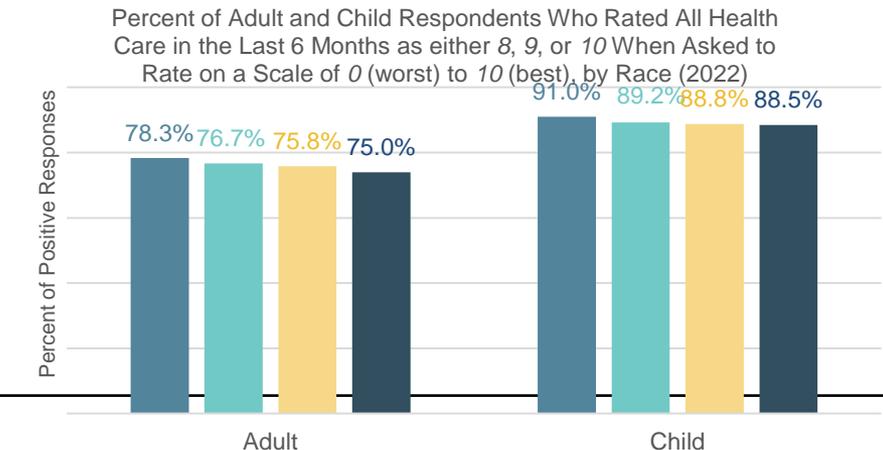
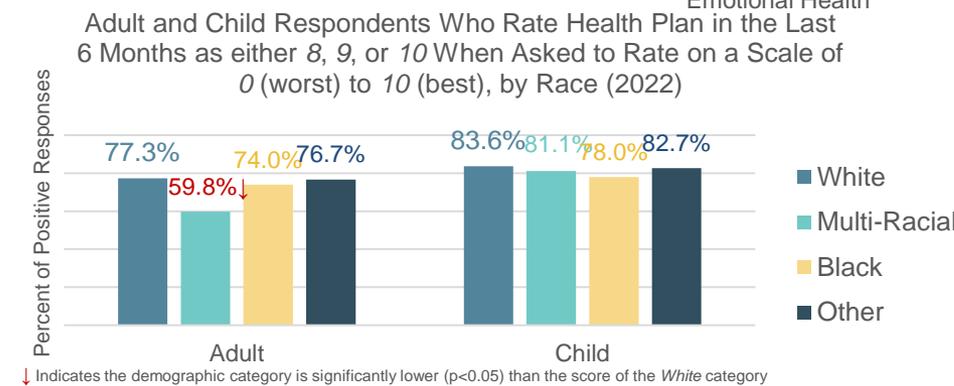
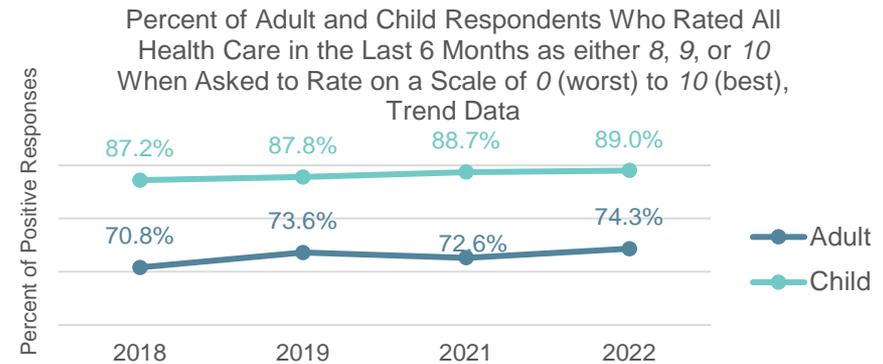
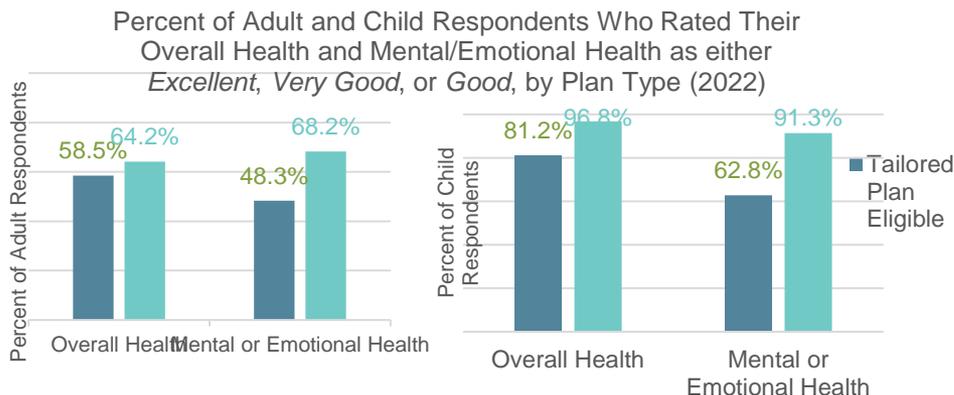
<https://medicaid.ncdhhs.gov/providers/forms/providerstakeholder-request-coverage-form>

# Quality, Population Health, and Evaluation

## Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

- Developed by AHRQ, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) 5.1 Health Plan Surveys are a set of standardized surveys that assess patient perspectives on care with goals of advancing understanding and improving patients' experiences. Adult Medicaid members and parents or caretakers of child Medicaid members completed the surveys from June to October 2022. Respondents provided feedback on experiences with care and services over the last six months. The survey includes a set of measures that can be classified as: 1) global ratings (rating experience on a scale of 0 to 10), 2) composite measures (groups of related questions combining to form a composite), and 3) individual measures (based on a single question).
- All trend data before 2022 were collected prior to the implementation of Prepaid Health Plans.

## 2022 CAHPS Adult and Child Results



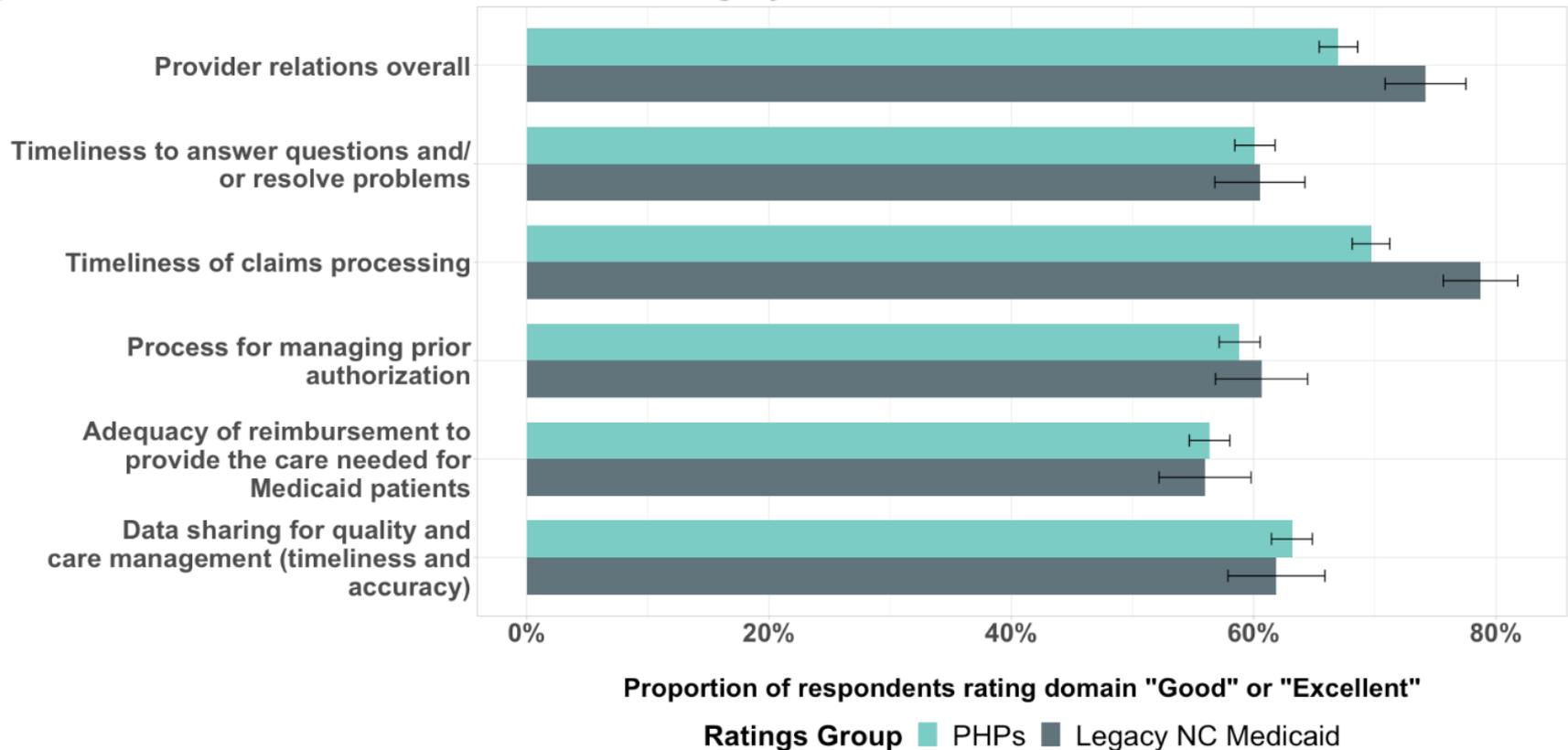
# Help Members to Optimize All the Resources

Use this guide to view **added services** each health plan offers. **Some services may only be available for members who qualify.** For questions, call **1-833-870-5500** (TTY: 1-833-870-5558).

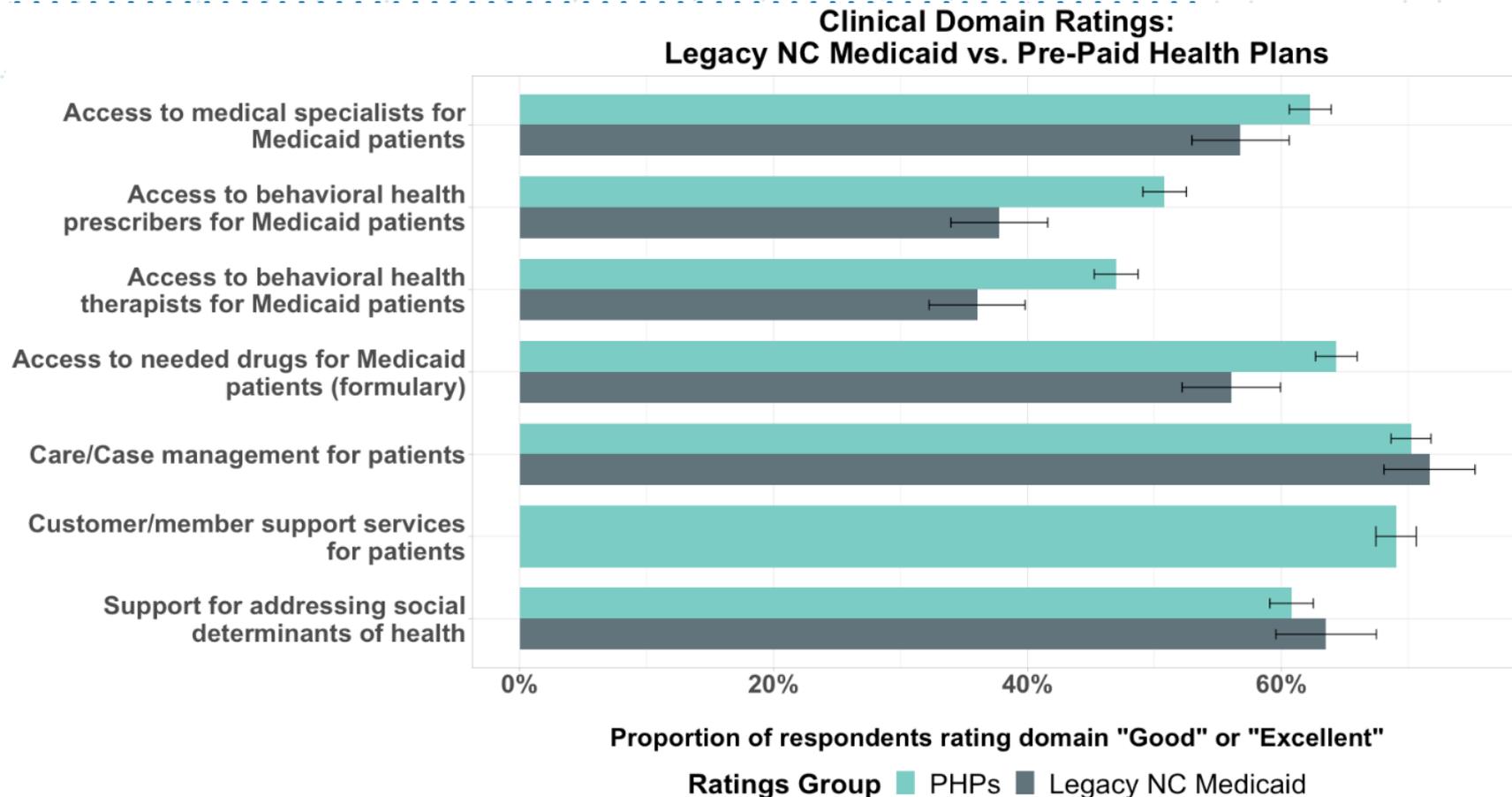
 EBCI TRIBAL OPTION	 WellCare Beyond Healthcare. A Better You.	 UnitedHealthcare Community Plan	 HealthyBlue	 AmeriHealth Caritas North Carolina	 carolina complete health
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>Up to \$250 General Educational Development (GED) exam voucher, materials and life skills training</li> <li>Up to \$750 voucher for Associate Degree tuition and materials</li> <li>Up to \$250 voucher for a computer if accepted and enrolled full time in an institution of higher education</li> </ul> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>Up to \$75 in gift cards if go to prenatal appointments</li> </ul> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>Offers of nutrition, cooking, and exercise classes</li> </ul> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>1 pair sport shoes per calendar year</li> <li>Car safety seat with installation and use education</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Cherokee Language classes and supplemental learning materials</li> <li>Transportation for job training and other activities to implement person's care plan</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>\$120 GED voucher, including GED testing, tutoring, and reading scholarships</li> </ul> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>Up to \$450 in rewards for baby products; stroller, playpen, car seat, or diapers</li> </ul> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>\$75/year rewards gift cards</li> <li>20% CVS discount card</li> <li>24-week voucher for Weight Watchers®</li> </ul> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>Boy Scouts, Girl Scouts and 4-H Club membership</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Hearing aid (up to \$300)</li> <li>Up to \$120 yearly for over-the-counter drugs</li> <li>Cell phone with 350 monthly minutes, free texts, 3 GB data</li> <li>Rides to covered services for Health Choice members and rides to classes and events for all members</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>Up to \$160 GED exam voucher, materials, and life skills training</li> </ul> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>Free electronic breast pump</li> <li>Up to \$100 in rewards for baby products</li> </ul> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>\$75/year rewards gift cards</li> <li>13-week voucher for Weight Watchers®</li> </ul> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>\$75 yearly for membership at Boys and Girls Club or YMCA</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>\$100 yearly value in alternative healing, acupuncture, massage therapy</li> <li>Up to \$150 for hypoallergenic mattress cover and pillowcase for asthma</li> <li>Cell phone with 350 monthly minutes, free texts</li> <li>Free meal delivery up to 14 days after hospital stay, if qualify</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>\$50 annual gift card for school supplies</li> <li>GED exam voucher (up to \$160 value)</li> <li>24 hours of online tutoring for eligible members ages 6-18, if qualify</li> </ul> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>Up to \$75 yearly rewards for doctor visits</li> <li>13-week voucher for WW® (formerly Weight Watchers)</li> <li>3 months of fresh fruits and veggies for qualifying members</li> </ul> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>\$75 yearly for membership like Boys and Girls Club, Boy Scouts, or Girl Scouts</li> <li>Up to \$150 for after school activities</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Cell phone with monthly data, minutes and bonus minutes</li> <li>\$20 Uber gift card for college students for grocery stores, local events</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>GED program with free practice and regular tests</li> </ul> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>High-risk pregnancy home educational visits</li> </ul> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>\$75/year rewards gift cards</li> <li>Weight Watchers® membership for qualifying members</li> </ul> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>Boys &amp; Girls Club membership, ages 18 and younger</li> <li>Home visits, supplies for children with asthma, ages 2-18</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Pain management education and support</li> <li>Extra pair of glasses and eye exam every 2 years, ages 21-64</li> <li>2 meals per day for up to 7 days after hospital stay</li> <li>Smart phone with 1,000 minutes, unlimited texts, &amp; 1 GB data per month</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>GED exam voucher, study materials</li> <li>\$75/year value school supplies, online tutoring, members grades PreK-12 before GED</li> </ul> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>Up to \$100 per year for new mothers; car seat, diapers, diaper bag, breast pump, high-risk pregnancy visits</li> </ul> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>\$75 per year rewards card</li> <li>\$120/year for approved healthy foods at Walmart®</li> <li>Up to 14 weeks of Weight Watchers® and online tools</li> </ul> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>\$75 per year value after school sports/activities/youth club membership, ages 6-18</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>\$125/year for glasses, contacts for members ages 21 &amp; up</li> <li>\$120/year per household for over-the-counter products</li> <li>Cell phone with 250 monthly minutes, free calls, texts</li> </ul>

# Administrative domain ratings for PHPs compared to Legacy NC Medicaid

Administrative Domain Ratings:  
Legacy NC Medicaid vs. Pre-Paid Health Plans



# Clinical domain ratings for PHPs compared to Legacy NC Medicaid



**What do you want/need?**