

MCAC MEDICAID MANAGED CARE UPDATE

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Medicaid Managed Care Go Live

- **Managed Care is still slated to go live Feb. 1st 2020**
- **Currently in statewide Open Enrollment**
- **Engaged in PHP Onsite Readiness Activities**
- **Testing Auto Enrollment**

To successfully implement managed care

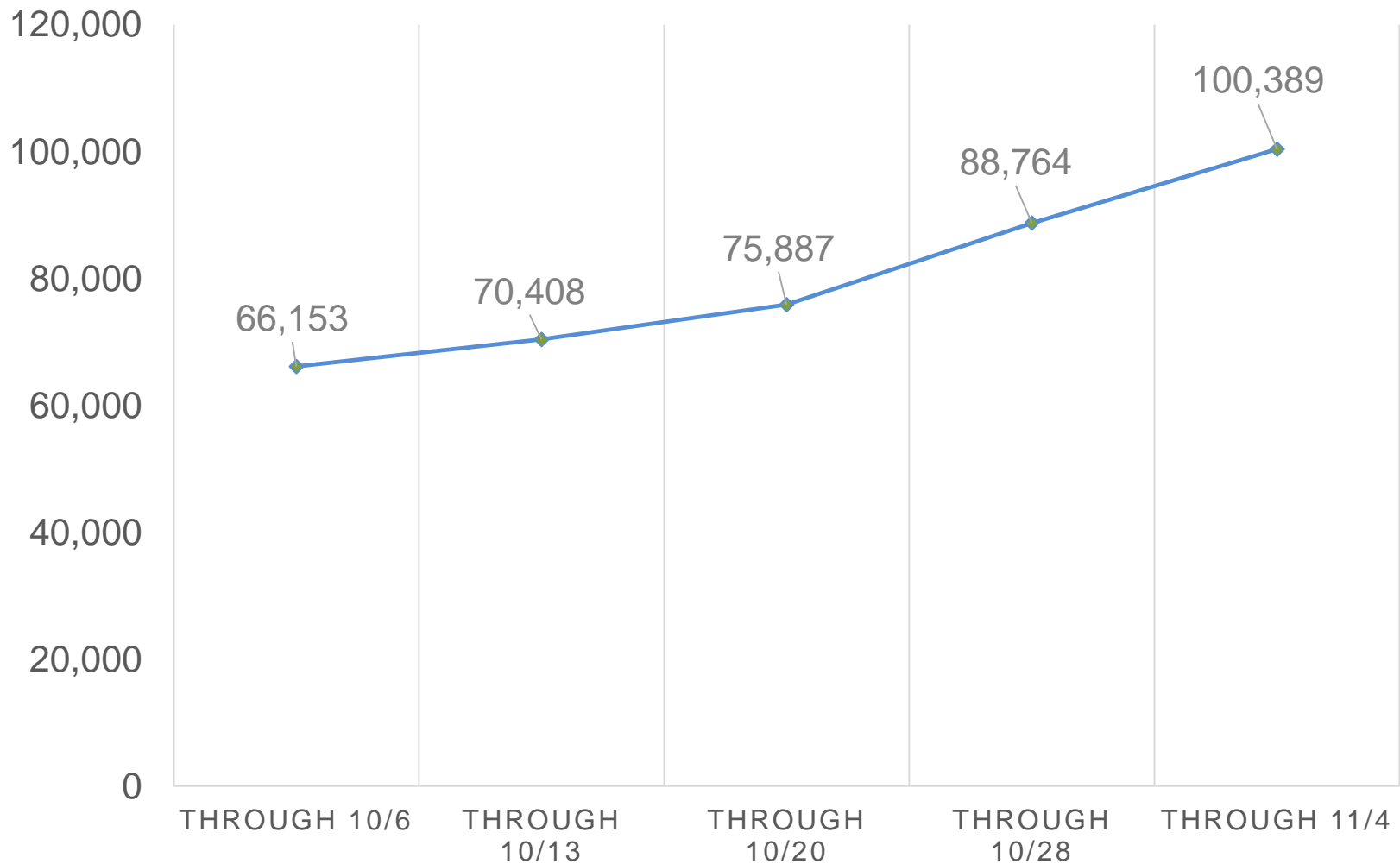
**We need
the
right budget
at the
right time.**

Managed Care Status Report

Notices for Final Open Enrollment Period

- Postcard mailings completed
- Postcard Types
 - Information cards to individuals in Region 4 re: addition of CCH
 - Reminder cards to individuals in all regions who have not selected a PHP
 - **Mailings began Monday 11/4/19**
 - **Number to date 265,190**

Medicaid Managed Care **OPEN ENROLLMENT**



Overview

The slides that follow presents a **summary progress report and trends** of the PHPs based on critical areas identified by DHHS:

- **Inbound Deliverables**: These are contractual deliverables that DHHS is required to review and/or approve as part of Managed Care oversight activities. Examples of these deliverables include: PHP operating plan, marketing materials, clinical coverage policies, and annual compliance plans.
- **Readiness Review**: The open items were a result of the Phase 1 onsite review, which assessed the PHPs' ability and capacity to operationalize the Managed Care design within their 4 walls across the CMS-defined Readiness Review Areas.
- **Network Adequacy**¹: The data represented illustrates the adequacy of the PHP's provider networks in the specialties of: Hospital, OB/GYN, Adult/Child Primary Care, Pharmacy, and OP BH.
- **Testing**: The metrics are specific to Auto Assignment and Managed Care Launch execution status by path start dates, % complete, and status. Includes End to End defect counts and defect aging per PHP as well as, project specific SIT status.
- **Technology Operations & Command Center**²: This data includes count of late file submissions and any issues affecting operations, and/or technology related incident and defects that have not been resolved by the expected timeframe driven by priority classification.

This information is not intended to provide the full assessment of the PHPs' ability to go live, and should not be used for any go/no-go decision.

¹ Network adequacy analysis 9/30 to 10/7 was generated by PHPs internally using "Distance" only. Data analysis for 10/14 to present was generated by DHHS internally using "Time or Distance".

² Tech Ops risk rating for 10/7 was based on # of Late Weekly File Submissions, # of Defects, and # of Incidents with 33.3% weight for each. Analysis for 10/14 is # of Open (Critical or High) Incidents or Defects, Average Age of Open Defects, and # of Failed Files Outbound Within Last 7 Days, at 45/40/15% weighting, respectively.

PHP Risk Rating Criteria

Risk Rating	Inbound Deliverables	Readiness	Network Adequacy ¹	E2E Testing	Tech Ops
Elevated 0	0-30% No Issues Identified	25+ Issues Identified, <u>or</u> 8+ Open Items that are past Need Closed By Date, <u>or</u> 81+ active Open Items	0 - 25% of total counties have met network adequacy standards ¹	>15 open defects <u>or</u> >9 avg days defect aging <u>or</u> test execution planned vs executed is >16%	5+ High or Critical open incidents or defects; or open defects aged greater than 7 days; <u>or</u> 3+ failed files (outbound) within 7 days
Moderate 1	31-60% No Issues Identified	Between 16 and 24 Issues Identified, <u>or</u> between 4 and 7 Open Items that are past Need Closed By Date, <u>or</u> between 51 and 80 active Open Items	26 - 50% of total counties have met network adequacy standards ¹	11 to 15 open defects <u>or</u> 6 to 8 avg days defect aging <u>or</u> test execution planned vs executed is 11 to 16%	4 High or Critical open incidents or defects; or open defects aged greater than 5 days; <u>or</u> 2 failed files (outbound) within 7 days
Mild 2	61-85% No Issues Identified	Between 6 and 15 Issues Identified, <u>or</u> between 1 and 3 Open Items that are past Need Closed By Date, <u>or</u> between 21 and 50 active Open Items	51 - 75% of total counties have met network adequacy standards ¹	6 to 10 open defects <u>or</u> 4 to 5 avg days defect aging <u>or</u> test execution of planned vs executed is 6 to 11%	3 High or Critical open incidents or defects; or open defects aged greater than 3 days; <u>or</u> 1 failed file (outbound) within 7 days
On-Target 3	86-100% No Issues Identified	5 or fewer Issues Identified, <u>and</u> no active Open Items that are past Need Closed By Date, <u>and</u> 20 or fewer active Open Items	76 - 100% of total counties have met network adequacy standards ¹	5 or fewer open defects <u>or</u> <=3 avg days defect aging <u>or</u> test execution planned vs executed is <6%	<3 High or Critical open incidents or defects; or open defects aged on average less than 2 days, <u>or</u> 0 failed files (outbound) within 7 days

¹ Network adequacy standards are focused on the specialties of OB/GYN, Pharmacy, Hospitals, Outpatient Behavioral Health, and Primary Care

Executive Summary

Key Metric →	Plan Z						Plan Y						Plan X						Plan W						Plan V					
	I	II	III	IV	V	VI	I	II	III	IV	V	VI	I	II	III	IV	V	VI	I	II	III	IV	V	VI	I	II	III	IV	V	VI
09/30	2	2	2	3		2.4	3	2	2	3		2.5	3	2	1	3		2.2	2	2	2	3		2.4	2	2	3	3		2.7
10/07	3	1	2	3	3	2.4	3	1	2	3	2	2.3	3	1	1	3	2	2.0	2	1	2	3	3	2.3	2	1	3	3	3	2.7
10/14	3	1	2	3	3	2.4	3	2	2	3	0	2.2	3	1	2	3	2	2.3	2	1	2	3	3	2.3	2	2	2	3	3	2.4
10/21	3	2	2	2	2	2.1	3	2	2	3	0	2.2	3	1	2	2	3	2.1	2	1	2	3	3	2.3	2	2	2	3	3	2.4
10/28	3	2	2	3	3	2.5	3	2	3	3	0	2.6	3	1	2	1	3	1.7	2	2	2	1	3	1.7	2	2	2	2	2	2.0
11/04	3	2	2	3	3	2.5	3	1	3	3	2	2.7	3	2	2	3	2	2.4	2	1	2	3	3	2.3	2	2	2	3	3	2.4
11/11																														
11/18																														
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12/09																														
12/16																														
12/23																														
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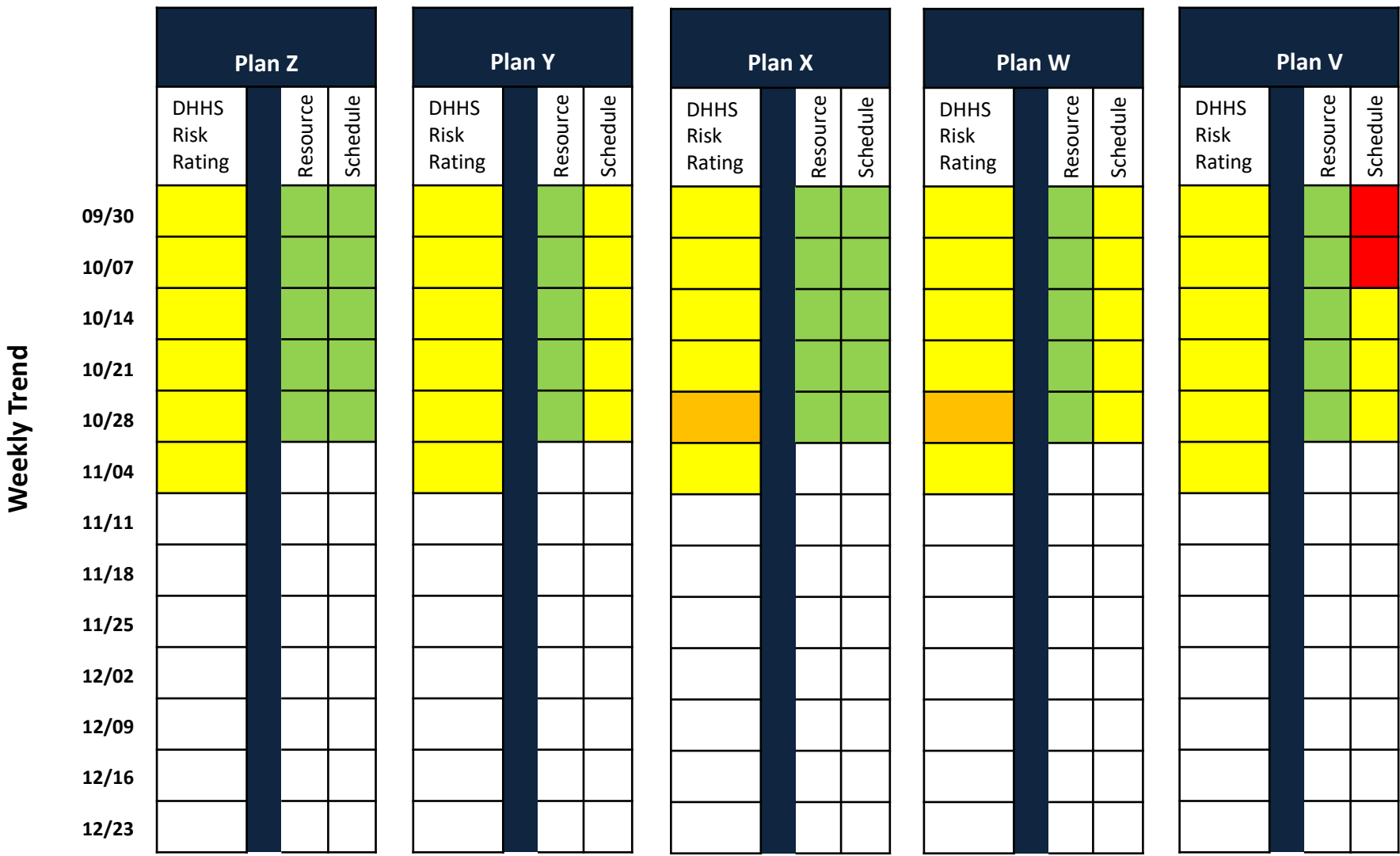
Weekly Trend

	I	II	III	IV	V	VI
Key Metric	Inbound Deliverables	Readiness	Network Adequacy	Testing (AA & MCL)	Tech Ops	Consolidated Weighted Score
Weight	10%	10%	35%	35%	10%	100%

Actual Number w/o Rounding

PHP Risk Rating			
Elevated	Moderate	Mild	On-Target
0	1	2	3

PHP Self-Reported Weekly Progress



Weekly resource and schedule ratings are pulled from the PHP weekly status reports-data reported a week behind

PHP Readiness – Deeper Dive into Network Adequacy

- Measure every few ~ 3weeks
- Monitoring
 - PCPs, hospitals, OB-GYN, behavioral health, pharmacy
- Technical Network Adequacy but 11/15/19 date crucial
- Measure after end of OE, prior to auto enrollment
- Provider Contracting #s & the Nov 15th milestone

PHP Phase 2 Onsite Reviews

- Completed 10/25/19 – 11/8/19
- Visited Call Centers, Primary and Security Offices
- Meetings with all levels of staff
 - Local Care Management
 - Appeals and Grievances

What's to come

- More Information on Auto Assignment
 - Auto Assignment/Enrollment Fact Sheet
 - Auto Assignment/Enrollment Webinar
- Information on School-based services
- Information on NEMT

Questions/Discussion