

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

**MCAC PROVIDER ENGAGEMENT AND OUTREACH KICKOFF
December 6, 2018**

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

Dial-In: 1-888-557-8511 Access: 8373741

The (MCAC) Provider Engagement and Outreach Kickoff met on Thursday December 6, 2018, from 10:30 pm – 12:30 pm.

ATTENDEES

The following people were in attendance: Sam Clark (Chair), C. Thomas Johnson (Chair), Jay Ludlam, Elizabeth Hudgins, Gregory Griggs, Kristen Spaduzzi, Sara Wilson, Linwood Jones, Kimberly Carter, Maggie Sauer, Lynne Testa, (Manatt) Alisha Regional, Ellen Sweeney, Sharon Woda,

The following people participated via the phone: Ted Goins, Jill Hinton, Gladys Lundy-Lamm, David Tayloe, Debra Farrington, Heather Miranda, Jill Hinton,

CALL TO ORDER

Lynne Testa opened the meeting with introductions.

Sharlene Mallette did a roll call for phone participants

C. Thomas Johnson (Chair) Gave opening remarks

Meeting Agenda Items

- Welcome and introductions
- Review of Minutes and Key Recommendations
- Homework – Planning Discussion Questions
- Engagement Strategy and Methods
- Review Preliminary Assessment of Provider Engagement needs
- Public Comment
- Next Steps

Review of Meeting minutes and Key recommendations

Lynne Testa reviewed the meeting minutes and clarified the recommendations

- Meeting minutes
 - Update to attendees:
- Recommendations
 - Add all recommendations.
 - Recommendation to extend this committee beyond the original time span where denied.

- Lynne explained this more of a time limited committee and if it is needed the committee may be reconvened.
 - Jay also explained in detail.
 - Debra stated that there are other committees that can also be considered.
- Lynne introduced Maggie Sauer (representative for Rural independent practitioners).
- Meeting minutes approved with recommended changes.

Homework

Lynne Testa reviewed slides and turned meeting over to the Manatt team.

Engagement Strategy and Methods

Sharon Woda did a high-level presentation about the Engagement Strategy and Methods. Reviewing the slide deck detailing the efforts that will take place through Go-Live.

- Transitioning Standard plans into Managed Care
- Pilots for social determinants for healthcare
- Definition of Provider Education and Engagement
 - Information tools and resources that can enable the providers to be used to encourage the Provider to continue to participate in and engage in and provide feedback on the state's Medicaid transformation.
- Key Decision from Previous Discussion
 - State will take a leading role in Provider education in Managed Care up to launch
 - PHP's will play a leading role once the launch happens
 - State will continue to take an active role in the education an engagement beyond the launch
 - Assessment of the budget and resources the state will need to take this role
- Provider Education and Engagement Objectives
 - Raise awareness of NC Medicaid transformation and its various components
 - Help ensure strong provider participation
 - All Providers need to understand there needs to be extra emphasis on essential rural and small practices
 - Acknowledge that there will be unique targeted programs around care management activities and the transition that must be supported
 - Secure buy-in from key stakeholders and partners
 - Relay on associations and foundations societies to understand what needs to be done and have a real partnership with the state to understand the key takeaways
 - Train the trainer model
 - Developing a plan on how to engage stakeholders

Discussion

- Will there be outreach to all providers or just the current participating providers?
 - Communication channels are open to everyone, but a lot of the communication comes through traditional Medicaid channels (Sharon Woda)
- Have there been any visits to rural and independent practices to find out the needs to be successful during the change to Managed Care?
 - Managed Care coordinators in the western region have has worked diligently with some of the rural health providers

Timeframe

- While building out a training plan the focus has been what needs to come out between now and February. This period will close and the focus changes to what needs to start coming out in January through program launch that the state must do.

5 Main Content Areas for Provider Outreach

- Managed Care Transition
- Care Management has launched somewhat, however still a lot to do
 - Assisting Medical Homes that have targeted providers serving them and operating around them, focus on the care management info structure
- Quality and Value will get much bigger
- Behavioral Health
- Healthy Opportunities
- Types of Activities
 - Information dissemination
 - Potential Approaches
 - FAQs
 - Whitepapers
 - Manuals
 - Videos
 - What are the smaller things that providers can engage in
 - Feed back
 - How to have a webinar at the state and have provider give feedback
 - How to have real time opportunities that clarify what is being talked about
 - Training
 - Focusing on a specific group
 - Some webinars but more training
 - Tools, forms a process flow
 - The state will only be able to do some of it
 - Who will be best positioned to do the type of training that is needed
 - Who does it now and who will be the best to engage to do it in the future
- Practice level technical assistance
 - Where is this specific support needed?
- What does the state need to provide that is sort of foundational for everything?
 - Web based resources
 - For each of the bigger training areas there be a dedicated webpage
 - for the up and coming trainings, trainings already there and recorded versions, fact sheets and FAQs
 - Webinars
 - Virtual office hours
 - 2-hour blocks for questions and answers

Discussion

- Rural areas may not have access to the webinars

- How will providers get the information if they don't have proper access
- Should at least to general sessions
- 12-5 or 5-7 for the virtual office hours for Q&As
- Real time accounting of the questions
- PHP met and Greetings
 - Day in each Region for all the Providers and the PHPs together to get to know one another.
 - State will lead a bigger training forum in Raleigh
 - Make it virtual for travel reasons
 - The trainings should be stratified

Review Preliminary Assessment of Provider Engagement Needs for managed Care Transitions

Ellen Sweeney presented on the deeper details of the Proposed Content Areas for Provider Outreach.

- Focusing on the Managed Care Transition
- Ellen did a quick overview of slides 20-24
- Webinar Series
 - General Webinars
 - Topical Webinar Series
 - Webinars for LTSS Providers
 - Providers associations
- Webinar series
 - General Webinars Managed Care 101
 - Behavioral health services
 - Topical Webinar Series Managed Care 102

Parking Lot

Subcommittee Concerns

The trainings are not at a level that tells a practice what they need to do to prepare.

Recommendations from the Subcommittee:

- Resources should be put on the website and made more accessible for the Provider
- If there can be assurance that the guidelines provided to the PHP's be as narrow as possible
- Consider having the train the trainer supports for the Provider association to reinforce the trainings
- Ensure the FAQs are searchable on the website

Next Steps

Next meeting February 28, 2019

Public Comment – None Offered

Adjournment

The meeting adjourned at 12:30 PM

Minutes submitted by: Sharlene Mallette

Minutes approved by:

DRAFT