Welcome & Roll Call

AMH Data & HIT Overview

Objectives & Role of the AMH TAG Data Subcommittee

Known Data Concerns and Recent Resolution Activities

Data Topics for Discussion
  • PHP & AMH Interface Timing Standardization
  • PHP & CIN Data Quality

Public Comments

Next Steps
# AMH TAG Data Subcommittee Member Roll Call

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Organization</th>
<th>Representative(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Plan</td>
<td>AmeriHealth Caritas North Carolina, Inc.</td>
<td>Hazen Weber</td>
</tr>
<tr>
<td>Health Plan</td>
<td>Blue Cross and Blue Shield of North Carolina</td>
<td>Ebony Gilbert, Seth Morris, Carla Slack</td>
</tr>
<tr>
<td>Health Plan</td>
<td>Carolina Complete Health, Inc.</td>
<td>Sharon Greer, Matthew Lastrina</td>
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<tr>
<td>Health Plan</td>
<td>UnitedHealthcare of North Carolina, Inc.</td>
<td>Russ Graham, Atha C Gurganus</td>
</tr>
<tr>
<td>Health Plan</td>
<td>WellCare of North Carolina, Inc.</td>
<td>Nathan Barbur</td>
</tr>
<tr>
<td>Provider (CIN)</td>
<td>Atrium Health Wake Forest Baptist</td>
<td>Misty Hoffman</td>
</tr>
<tr>
<td>Provider (CIN)</td>
<td>Carolina Medical Home Network</td>
<td>Chris Scarboro</td>
</tr>
<tr>
<td>Provider (CIN)</td>
<td>Community Care Physician Network (CCPN)</td>
<td>Gregory Adams, Anna Boone, Carlos Jackson, Trista Pfeiffenberger</td>
</tr>
<tr>
<td>Provider (CIN)</td>
<td>Emtiro Health</td>
<td>Brad Horling, Alexander Lindsay</td>
</tr>
<tr>
<td>Provider (CIN)</td>
<td>Duke University Health System</td>
<td>Mary Schilder</td>
</tr>
<tr>
<td>Provider (CIN)</td>
<td>Mission Health Partners</td>
<td>Cynthia Reese</td>
</tr>
<tr>
<td>Provider (CIN)</td>
<td>UNC Health System</td>
<td>Shaun McDonald</td>
</tr>
<tr>
<td>Provider (Independent)</td>
<td>Sandhills Pediatrics/CCPN</td>
<td>Christoph Diasio</td>
</tr>
<tr>
<td>Provider (Independent)</td>
<td>Blue Ridge Pediatrics/CCPN</td>
<td>Gregory Adams</td>
</tr>
<tr>
<td>Tribal Option Representative</td>
<td>Cherokee Indian Hospital Authority</td>
<td>Sarah Wachacha</td>
</tr>
<tr>
<td>MCAC Quality Committee Member</td>
<td>ECU Physicians / Vidant Health Authority</td>
<td>Debra Roper</td>
</tr>
</tbody>
</table>

The name of each organization’s lead representative is in **bold**.
DHHS and Advisors

DHHS

- Kelly Crosbie, Chief Quality Officer, DHHS
- Jahaziel Zavaleta, Senior Program Manager, DHHS

Advisors

- Vik Gupta, Medicaid Transformation Project Executive, Quality & Population Health, Accenture
- Sachin Chintawar, Medicaid Transformation Project Manager, Quality & Population Health Accenture
- Lammot du Pont, Senior Advisor, Manatt Health Strategies
AMH Data & HIT Overview
Standard Plan Data Landscape

The Standard Plan data ecosystem includes exchanges among DHHS, health plans (PHPs), AMHs and their CINs/data partners.

This visualization as depicted in the AMH Provider Manual and is intended for illustrative purposes only.
During AMH TAG Data Subcommittee launch in June 2019, DHB shared the following AMH Data Strategy principles.

1. Ensure AMH professionals have timely access to relevant information
2. Equip AMH Tier 3 practices to seamlessly manage care across their PHP populations
3. Minimize administrative and cost burdens on AMHs and PHPs wherever possible
4. Engage beneficiaries in their own health and health care decisions
AMH Data Strategy Resources

The PHP Contract, AMH Provider Manual, and AMH Data Specification Guidance documents provide key data and HIT requirements for PHPs and AMHs.

AMH Data Strategy Forums

DHHS continues to engage stakeholders in several forums in support of data and HIT design and implementation.

<table>
<thead>
<tr>
<th>Meeting Title</th>
<th>Frequency</th>
<th>Topic(s)</th>
<th>Stakeholder(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCMT Population Health All-PHP Meetings (Primarily Program Focus)</td>
<td>Weekly</td>
<td>• Defined in collaboration with the respective PHPs</td>
<td>PHPs</td>
</tr>
<tr>
<td>NCMT Population Health PHP 1:1 Meetings (Primarily Program Focus)</td>
<td>Monthly</td>
<td>• All Population Health Programs Topics including topics related to AMH program operational support</td>
<td>PHPs</td>
</tr>
<tr>
<td>Daily Help Center &amp; Technology Operations Status Calls (Data Focus)</td>
<td>Daily</td>
<td>• Track &amp; Review Medical Managed Care Program Operational Issues</td>
<td>PHPs and other State Partners and Technology Vendors</td>
</tr>
<tr>
<td>AMH Technical Advisory Group (AMH TAG) (Primarily Program Focus)</td>
<td>Monthly</td>
<td>• Both process and technology challenges</td>
<td>PHPs</td>
</tr>
</tbody>
</table>

Materials from 2019 AMH TAG Data Subcommittee meetings are available here.
Objectives & Role of the AMH TAG Data Subcommittee
DHHS gathers feedback and recommendations on key topics from the AMH TAG and the TAG Data Subcommittee.

**North Carolina DHHS**

**AMH TAG**

**Members**
- Clinical Leaders

**Role**
- Advise DHHS on key aspects of the design and evolution of the AMH program
- Identify key AMH-related data priorities and concerns; charge Data Subcommittee DSC with providing feedback and developing recommendations on priorities and concerns

**AMH TAG Data Subcommittee**

**Members**
- Data and information system SMEs

**Role**
- Identify and consider critical AMH-related data, data exchange, and HIT priorities and concerns; identify opportunities for data system efficiencies and alignment
- Serve as ambassadors to their networks, sharing and collecting input on data issues
Data Subcommittee meetings will focus on high-priority data topics.

- The Data Subcommittee provides **subject-specific counsel to the AMH TAG and DHHS**. The Subcommittee is **not** a decision-making body.
- The Data Subcommittee may **propose recommendations through consensus**, as needed.
- Data Subcommittee **meetings will occur approximately bi-monthly**.
- Meeting agendas will be organized around DHHS, TAG, and Data Subcommittee priorities.
- Agendas and materials will be transmitted to Data Subcommittee members in advance of each meeting. Materials and meeting summaries will be **publicly posted after each meeting**.
Expectations of Data Subcommittee Members

Members are expected to actively engage in Data Subcommittee discussions.

Member Expectations

Data Subcommittee members have been selected by TAG representatives for their expertise and will serve in an important advisory role to DHHS and the TAG on data matters and policy.

Subcommittee members will be expected to:

- Consistently attend subcommittee meetings;
- Review shared materials in advance of each meeting;
- Elevate key data, data exchange, and HIT concerns and opportunities for alignment for DHHS consideration;
- Keep statements respectful, constructive, relevant, and brief;
- Be solutions-oriented in deliberations and comments; and
- Serve as ambassadors to their networks, sharing and collecting input on topics and promoting dialogue and communication with stakeholders.
Known Data Concerns and Recent Resolution Activities
DHHS will solicit additional feedback on data topics after the meeting.

Data Issues: Selection and Prioritization

Discussion Questions

DHHS seeks feedback on the data issues that are most urgent to address. Known data exchange concerns are listed on the next slide. We are seeking your input on:

1. **Completeness**: Are any issues missing?
2. **Prioritization**: In what order should the issues be addressed?
## Known Data Concerns and Recent Resolution Activities

<table>
<thead>
<tr>
<th>Data Topic</th>
<th>Description of Key Issues</th>
<th>Activities to Address Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beneficiary Assignment</strong></td>
<td>Data quality and completeness</td>
<td>• Tech Ops Activities to address issues w/each PHP <em>(ongoing)</em></td>
</tr>
<tr>
<td><strong>Patient Risk List</strong></td>
<td>Inconsistencies between files Additional guidance on file transfer schedule</td>
<td>• Tech Ops Activities to address issues w/each PHP • Review with PHPs and AMHs to gather additional inputs and present to AMH TAG Data Subcommittee for discussion.</td>
</tr>
<tr>
<td><strong>Care Needs Screening</strong></td>
<td>Lack of standardized file format</td>
<td>• Design longer term solution to increase standardization • Recommend discussing issue and solutions at future AMH TAG Data Subcommittee meeting</td>
</tr>
<tr>
<td><strong>Claim Files</strong> <em>(Pharmacy, Dental, Institutional)</em></td>
<td>Data completeness</td>
<td>• Tech Ops Activities to address issues w/each PHP <em>(ongoing)</em></td>
</tr>
<tr>
<td><strong>PHP and AMH Interface Timing</strong></td>
<td>Data interfaces between PHPs and AMHs vary by PHPs</td>
<td>• Recommend discussing issue and solutions at future AMH TAG Data Subcommittee meeting</td>
</tr>
</tbody>
</table>
PHP & AMH Interface Timing Standardization
PHP and AMH Interface Timing

Issue Description

PHPs have different schedules for sharing data through the standard interfaces that the Department has defined for data sharing between them and CINs/AMHs.

Issue Implications to CINs/AMHs

- CINs/AMHs have processes which they are expected to execute after receiving data from PHPs. Receiving data on differing schedules impacts CINs’/AMHs’ ability to:
  - Efficiently executing their downstream processes to provide more complete, accurate, and timely data available to their care managers; and
  - Provide timely updates to their care management systems, creating a data lag in what is getting reported back to the PHPs through the patient risk file from the CINs/AMHs.
- Potentially impacts the reconciliation of PHP's care management and health home payments to CINs/AMHs.
DHHS was not prescriptive in originally requiring a standardized reporting cadence. However, many stakeholders have requested DHHS reconsider setting a standard for PHP and CIN/AMH implementation.

[Presentation of current schedule shared by the PHPs for each of the standard interfaces.]
Potential Pathways for Issue Resolution

OPTION 1: Increase PHP Schedule Transparency

Publish the PHPs’ current schedule of data transfers on the Medicaid portal

Pros:
• Each AMH/CIN could utilize this schedule to support process automation.
• Low level of effort for PHPs.

Cons:
• Does not fully address the timing discrepancy issue as: (1) the files will still be delivered at different times and (2) the files still vary in the way the PHPs provide them.

OPTION 2: Ensure PHP Schedule Alignment

Update the PHP contract and Data Specification Guidance that provides descriptive guidance of data transfers between PHPs and AMHs.

Pros:
• Resolves core reporting issues raised by AMH/CINs by implementing a long-term structural solution.
• Streamlines when data moves from PHPs and AMHs potentially improving data timeliness.

Cons:
• Requires PHPs to make changes to existing scheduling report transfers.
• Implementation may not be possible until Dec 2022 or later, with the issue remaining in the short-term.
PHP and CIN Data Quality
**PHP and CIN Data Quality**

### Issue Description

#### Current Data Flow
- PHPs maintain information on the CIN and AMH relationship.

- **DHB** sends member-level data by AMH to PHPs.
- PHPs send member-level data to CINs by AMHs based on CIN–AMH association.
- CINs (CIN 1, CIN 2, CIN 3, CIN 4) send data to AMHs (AMH 1, AMH 2, AMH 3, AMH 4, AMH 5, AMH 6, AMH 7).

#### Issues
- PHPs information on the relationships between CINs and their associated AMHs is not always aligned with the information that CINs have.
- Files that are routinely shared between PHPs and CINs are incomplete and inaccurate.

#### Implications
- **Impact on PHPs**: PHPs’ systems may be missing information on AMHs and the beneficiaries in CINs’ network.
- **Impact on DHHS**: Without accurate CIN to AMH mapping details, DHHS lacks a single source of truth and must use a manual process to support reconciliation of these payments between PHPs and CINs.
- **Impact on Beneficiaries**: Potential impact on beneficiary care due to CINs having incomplete information.
### Issue Root Cause

- There are no standardized CIN identifiers that can be used to facilitate issue tracking in an automated and streamlined manner.

### Stakeholder Implications

- DHHS, PHPs and CINs spend multiple hours manually resolving this issue each cycle when CINs report missing members or payment and AMHs report incorrect payments.
- This typically involves routine code changes on PHPs to align AMHs and associated members to the right CINs and reshar share files that were missed.
## Potential Pathways for Issue Resolution

### Potential Solution

**Goal**
Create a single source of truth that provides consistency across all stakeholders.

**Advantage(s)**
- Reduces manual post-Remittance Advice solution to address discrepancies in payment.
- Increases transparency and potential relationships between CINs and PHPs.

**Disadvantage(s)**
- Manage new taxonomy for CINs.

**Potential Mechanism**
- Allow CINs to register on the Provider Portal and enable modules that support verification of AMHs/ beneficiaries in the Portal.

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DHHS seeks feedback on other potential solutions to this issue for discussion at our next meeting.
Public Comments
Next Steps
Next Steps

**Subcommittee Members will:**

1. Respond to DHHS’ data topic survey.
2. Review materials in advance of the next Subcommittee meeting.

**DHHS will:**

1. Post today’s presentation and a summary of today’s meeting on the [DHHS website](#).
2. Develop and share materials in advance of the next Subcommittee meeting.
Logistics and Questions

The bimonthly series of AMH TAG Data Subcommittee meetings is being scheduled. Our next meeting will likely occur in April.

Please submit questions or comments on AMH TAG Data Subcommittee topics or meeting logistics to Jahaziel Zavaleta (jahaziel.zavaleta@dhhs.nc.gov).

Thank you for participating!
Appendix
Options for Issue Resolution

There are three primary avenues to align stakeholders on data exchange standards.

1. Specify Requirements in the PHP Contract or AMH Provider Manual (e.g., PHPs must share Member encounter data with Tier 3 & 4 AMHs or their CINs in the same format that they share those data with DHHS)

2. Specify Requirements in Implementations Guides (e.g., the AMH TAG DSC previously developed implementation guidance for beneficiary assignments and pharmacy lock-in data)

3. Provide Informal Guidance (e.g., PHPs encouraged, but not required, to use the BCM026 template to send care needs screen to AMHs)

*See notes for citations