



Medical Care Advisory Committee

04/14/2015	Time: 2:00 p.m. – 3:00 p.m.	Location: AHCA Conference Room A
Attendees:		

	<u>Committee Members</u>		<u>Resources</u>
✓	Amy Guinan	✓	Beth Kidder
✓	Catherine Moffitt, MD	✓	David Rogers
	Surgeon General John H. Armstrong, MD	✓	Erica Floyd Thomas
	Ellen Anderson	✓	Pam Hull
	Iris Wimbush	✓	Devona Pickle
✓	Jennifer Lange	✓	Eunice Medina
✓	Justin Senior	✓	Melissa Eddleman
✓	Martha Pierce	✓	Kimberly Houston
✓	Michael Lockwood (phone)	✓	Heather Allman
✓	Richard R. Thacker, DO	✓	Katie Wetherington
✓	Robert Payne, DDS	✓	Sophia Whaley
	Sarah Sequenzia	✓	Tamara Zanders
✓	Secretary Samuel Verghese	✓	Carla Sims
✓	Stanley Whittaker, MSN	✓	Heather Morrison
✓	Tracie Inman (phone)	✓	Lauren Pigott

Meeting Summary

Member Introductions

Justin Senior

Justin Senior called the meeting to order and introductions were made. There were twelve committee members present. Since there were enough members present for a quorum, the committee was informed they would be able to vote on any decisions during this committee meeting, however, there were no decisions on the agenda that required a vote.

New Business / Brief Program Update

Justin Senior / David Rogers

Justin Senior gave a brief overview of the last meeting recapping the successful rollout of the Statewide Medicaid Managed Care program from May to August of last year and reminding the committee that members who enrolled last year are now in open enrollment. He also reminded the audience how important quality scores are to the Agency and if something isn't going right in the program, it is important to notify the Agency of the problem as quickly as possible using the Complaint and Issues Hub.



Complaint Hub Update

David Rogers

David Rogers informed the group on the status of the complaint hub, noting that at the previous meeting he had provided a walkthrough of the report and wanted to share some updates that have occurred since then. The online complaint form had been revised and updated. The new form is more detailed and requests more descriptive information on the front end which allows a better understanding of the issue right away. Previously it was difficult to see exactly what the issues were and required additional requests for information. With the new form, the goal is to capture more information at first and allow quicker resolution. David Rogers reported that the complaint software for recipient complaints has also been enhanced. Staff had been using a software application developed in 2006. Before the software could only capture one issue at a time. The new software can capture one issue that has multiple parts and then send the parts to the right units. The module has not been launched for use with providers yet.

He also reviewed with the audience the 'SMMC Managed Medical Assistance Program Issues' handout and reminded everyone that the first page is very high level and plan specific information. The second page shows a breakdown of the issues and is reported by type, and the third page lists definitions of all the categories. He then went over each page in detail giving explanations of each to the members.

Other Discussion

David Rogers

David Rogers shared that Justin Senior has been pushing for a secret shopper program to monitor for network accuracy and noted it should be launched within a couple of weeks. In addition, secret shoppers had attended marketing/outreach events and only found three issues. Primarily the issues were that marketing materials were being distributed that were not approved by the committee and the Agency.

Justin Senior announced that Simply, Better and Clear Health Alliance have been acquired by Anthem, the parent company of Amerigroup. Once details are confirmed on how it will work operationally, they will be shared with the public.

Questions

Audience

- Q. Amy Guinan asked "Does the handout provided capture people in the fair hearing process?"
- A. David Rogers advised that the information did not reflect all individuals in the fair hearing process.

- Q. Dr. Thacker asked "Is the data on the handout allowed to be shared with others?"
- A. Justin Senior advised that we have "Government in the Sunshine," so information can be shared.

- Q. Dr. Thacker asked "Can you briefly review what the next step is in the resolution of the complaints and how they will be handled going forward?"
- A. David Rogers noted that dedicated staff continue to work with individuals reporting issues to resolve their complaint. In addition, various teams of Agency staff review for trends to see if there is a need for a more in-depth monitoring or a compliance action.



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- Q. Stan Whittaker asked “Where would we find referral information on the handout? Such as a specialty referral, and how do you track that?” What is a reasonable time to get a referral and is there a qualification to do so?”
- A. David Rogers noted that these types of complaint would most likely be reflected in the category related to finding a provider. The previous complaint form, however, made it difficult to categorize complaints, so that level of detail has not been available.
- Q. Dr. Thacker asked “On these issues reported, if there is a total of 244 issues, does that mean each are individual issues or does that mean 244 calls?”
- A. David Rogers responded that this would reflect individual complaints against a plan, but would not reflect the level of the complaint. For example, if a provider submitted a complaint saying that three different plans were not paying correctly for a particular service, that would be logged as three different complaints, because each would need to be resolved separately. It would not, however, capture how many claims were not being paid correctly.

Next Meeting

David Rogers

The next Medical Care Advisory Committee meeting is tentatively scheduled for July 14, 2015.

Adjourn

David Rogers

The MCAC Meeting adjourned at 3:00 pm with the 1115 Waiver Amendment Public Meeting beginning immediately after.