



October 30, 2019

Medical Care Advisory Committee Meeting



AHCA Program Updates

Administration Priorities



Agency Goals Workgroup Meetings



Potentially Preventable Hospital Events (PPEs)

Hospital Admissions
Hospital Readmissions
Emergency Department Visits



Birth Outcomes

Primary C-sections
Preterm Births
Neonatal Abstinence Syndrome (NAS)



Monthly meetings with plans and external stakeholders

Discuss promising evidence-based interventions
Rapid cycle process improvement
Identification of key interventions to pilot with plans in specific regions



Workgroup Interventions Identified



PPEs

Hospital Admissions:
Remote Patient Monitoring
Provider Toolkit

Hospital Readmissions:
Discharge Planning Pilot

Emergency Department
Visits: ED Diversion
Program Pilot



Birth Outcomes

Primary C-sections:
Statewide educational
campaign & Payment
reform

Preterm Births: Community
and home-focused prenatal
care for hard to engage
women

Neonatal Abstinence
Syndrome: Contraceptive
access/counseling



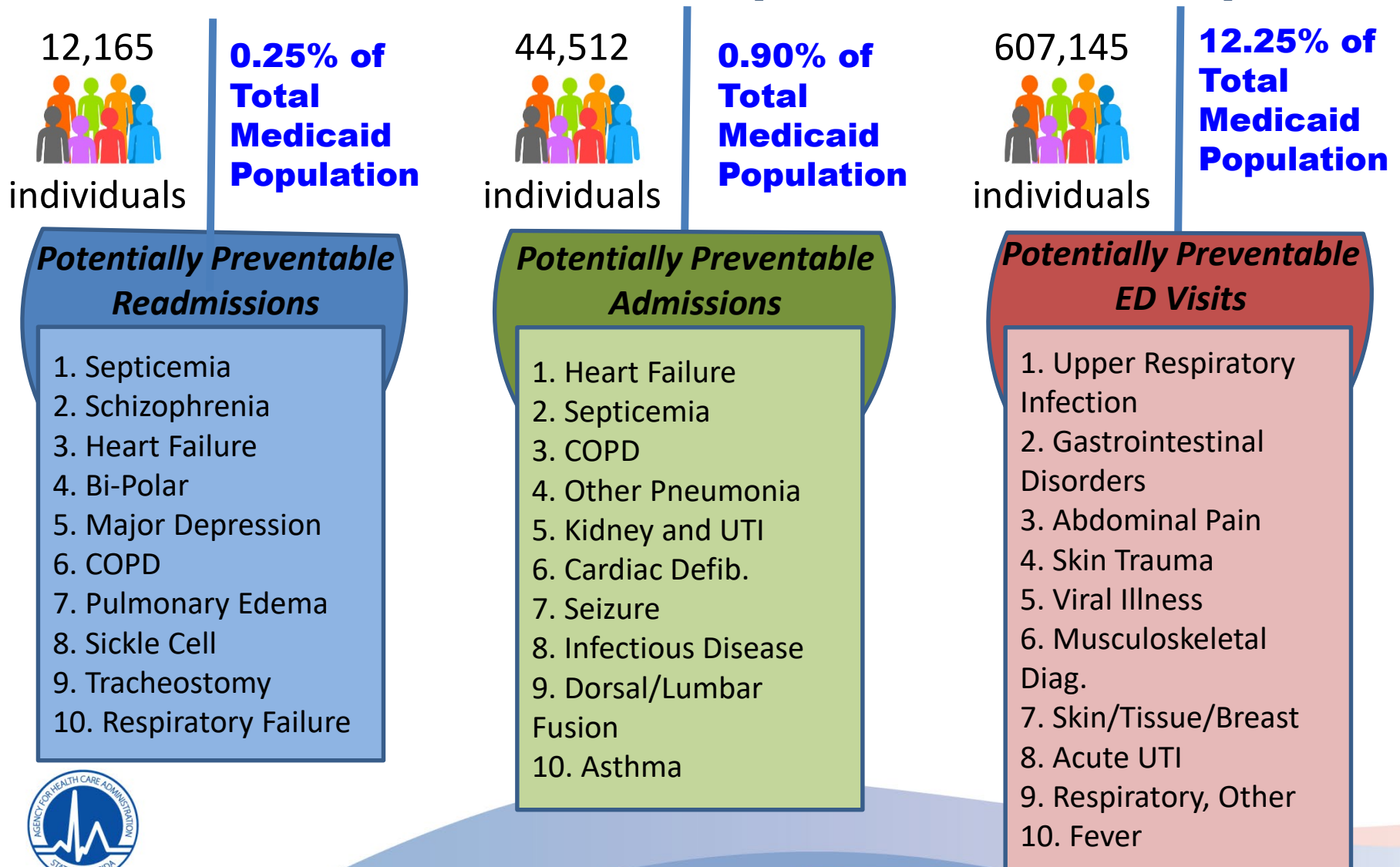
Next Steps

Working with plans to
finalize intervention details.

Plans meeting with
hospitals in pilot regions to
develop processes for the
interventions identified.



Drivers of Top 10 Diagnoses: Potentially Preventable Events (SFY 2017-2018)



Innovative Prevention Programs: Housing Assistance Pilot

- Embarking on Governor DeSantis' call-to-action to ensure people with serious mental illness and substance abuse disorders are connected to accessible and appropriate community treatment.
- Received federal approval to create a Medicaid housing assistance pilot program.
- Up to 4,000 individuals enrolled in 4 health plans with serious mental illness and/or substance use disorder who are homeless or at risk of homelessness



Innovative Prevention Programs: Housing Assistance Pilot

- Services include:
 - Transitional housing services
 - Individual housing and tenancy sustaining services
 - Mobile crisis management
 - Self-help/peer support
- Pinellas, Pasco, Seminole, Orange, Osceola, and Brevard counties.
- Target Implementation: December 2019
- Robust performance metrics such as:
 - Obtaining stable and permanent housing
 - Achieving better health outcomes such as reduced hospital admissions and emergency department visits.



Behavior Analysis

Multidisciplinary Team (MDT) & Electronic Visit Verification (EVV)

Access To Services - MDT

- Piloting multidisciplinary team model in **Regions 4 and 7 (960 recipients)** beginning July
- **5%** increased approval rate compared to non-MDT regions
- In **30%** of cases, the team identified that the child needed more than just BA services
- Each child is assigned a care coordinator
- **8,000** contacts made with caregivers to assist with care coordination
- Average hours approved: **23** per week

Guard Against Fraud/Abuse - EVV

- Piloting electronic visit verification in **Regions 9, 10, and 11** starting December
- **90%** of providers are ready



Super-utilizers Workgroup

- Who are super-utilizers?
 - Medicaid recipients who used the emergency department 12 or more times in SFY 2017-18.
- Agency is convening Collaborative Workgroups in Jacksonville and Tallahassee
- Goal is to reduce super-utilization through a focus on highest utilizers and their patterns of service use
- Workgroups will be exploring evidence-based interventions like intensive care coordination with shared communication on treatment plans, coordination of medical and social services



Super-utilizers: Drivers (SFY 2017-2018)

- Comprehensive Approach to convene health care and social service providers.
- Foster collaboration and identify and implement evidence-based strategies to provide intensive case management for superutilizers.

Super-utilizers

**0.31% of Total
Medicaid
Population**

15,206



individuals

***15,206 Super-utilizers
are 0.31% of total
population but make
up 7.92% of total ED
visits***



Medicaid Provider Enrollment Process Improvements

✓ RESULTS:

Reduced average processing time of behavior analysis applications **from 150 to 50 days** while processing 1500 new applications

✓ How did we do it?

- ✓ Eliminated obsolete specialties from enrollment wizard
- ✓ Updated BA risk assessment and site visit requirements
- ✓ Eliminated forms that duplicated info already submitted in the enrollment wizard: Electronic Funds Transfer, Group Membership Authorization, and National Provider Identifier
 - ✓ These were the #1 reason for returning applications to providers
- ✓ Processing new location code applications submitted with the initial applications.



Medicaid Provider Enrollment Process Improvements

Improvements In Process

- Update and streamline site visit tools
- Standardize all checklists
- Automate the background screening verification process
- Clarify and update change of ownership (CHOW) process
- Add more resources and training materials to provider enrollment web portal site



New Ways to Enroll & Get Information

📞 Call Us: 1-877-711-3662

📞 TDD: 1-866-467-4970

🕒 Customer Service: M-TH 8am-8pm, F 8am-7pm

🚩 [Click here to report Medicaid fraud](#)

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📖 Glossary | ✉ Contact Us

🗣 Español / Kreyòl Ayisyen



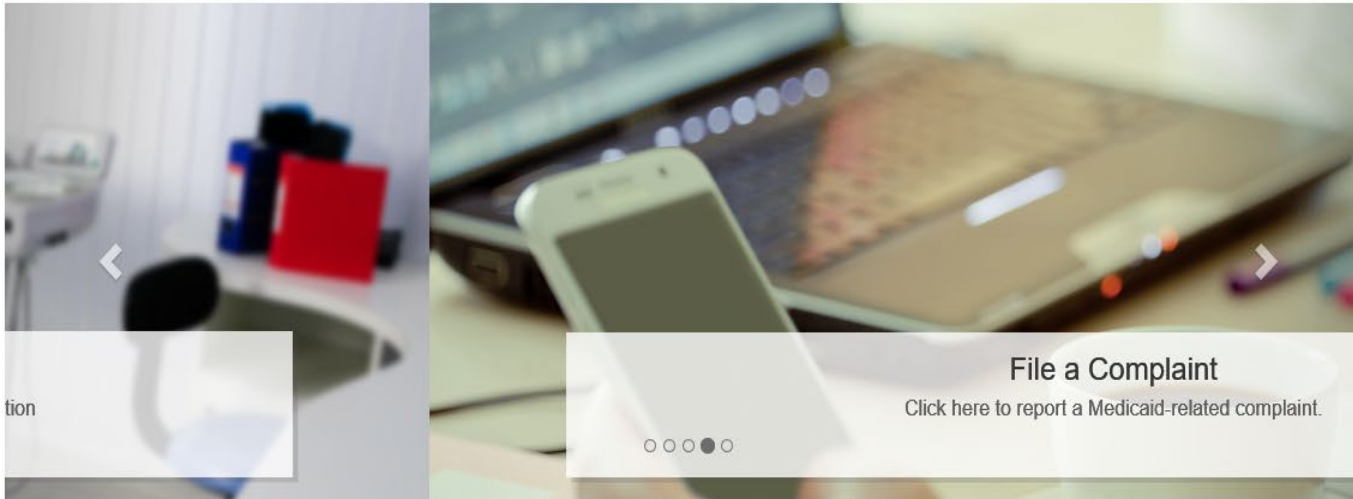
STATEWIDE MEDICAID MANAGED CARE - DRAFT PAGE

🏠 Health Plans ▾

🦷 Dental Plans ▾

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Members who choose to receive their letters electronically will no longer receive them in the mail.



File a Complaint

[Click here to report a Medicaid-related complaint.](#)



Learn About Statewide
Medicaid Managed Care



Plans Available to Me



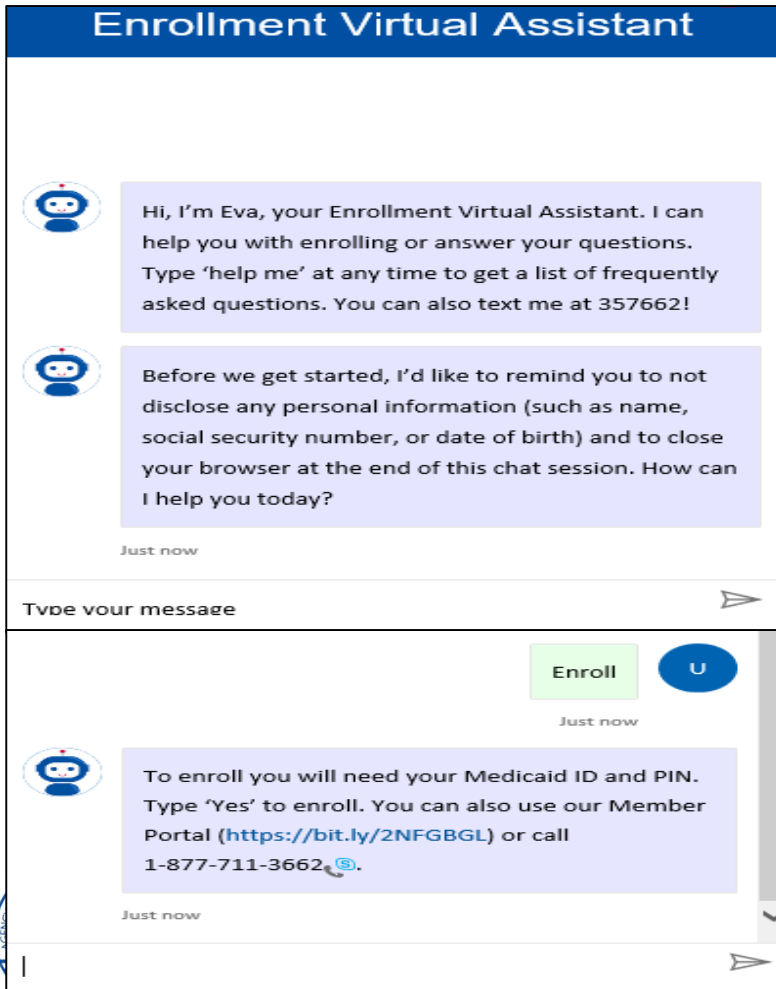
I would like to Change My
Health or Dental Plan

Feedback

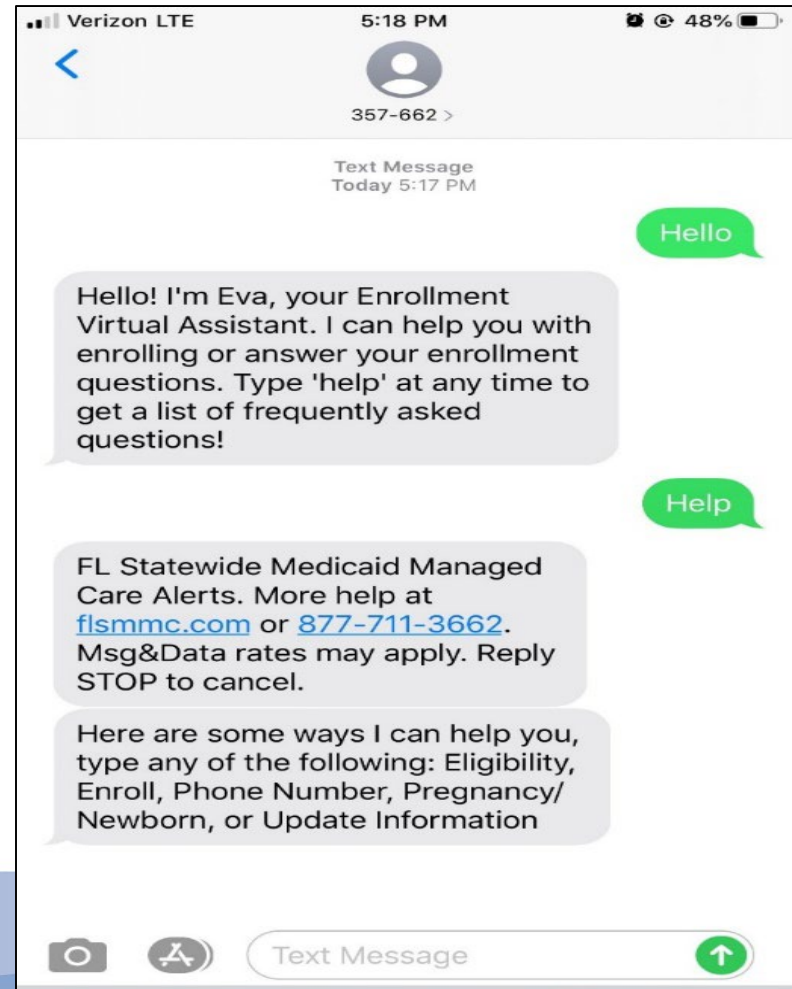
Virtual Assistant

New Ways to Enroll & Get Information

Computer View



Phone View



Tentative meeting schedule for 2020

January 15

April 15

July 15

October 21



Questions?

