

Rural Stakeholders' Group

for South Country Health Alliance seniors and people with disabilities programs

Working
Together!

Join the
Conversation!

Let Your Voice
be Heard!

Meeting Minutes

Wednesday, May 15, 2019

- I. **Welcome and Introductions:** *Kim Worrall, Director of Health Services*, facilitated the meeting from the South Country office location in Owatonna. Introductions were made by all attendees at the South Country, Brown County, Goodhue County, Kanabec County, and Morrison County meeting locations (*reference attached sign-in sheets*).
- II. **Follow-Up from October 25, 2018 Meeting:**

There were no follow-up questions from the October 25, 2018 meeting.
- III. **South Country Update:** *Presented by: Leota Lind, CEO*

2018 was an extremely challenging year for South Country. We experienced significant losses as a result of very high claims costs, the number of transplants, high cost specialty drugs, increased utilization in all products and unfortunately resulted in 3 of our member counties making the decision to leave South Country at the end of 2019. South Country has taken steps to mitigate our losses and developed a plan to begin doing things differently so that we are in a more financially stable position going forward. As we look at the 1st quarter of 2019 we are seeing that the actions we took in 2018 have had the desired effect. We are seeing reduced claims costs, reduced administrative spending, and the financial performance has improved.

We transitioned to PrimeWest as our claims administrator; if there are any issues you as a provider are experiencing, please let us know and we will work with you to get those issues resolved. We are very excited to have brought utilization management in-house which we think will be a wonderful benefit to our members as well as for our providers because very early on we will be able to identify those members to assist with getting the care they need and we will be able to access that care quickly.

South Country has been working on getting connected to the National E-Health Exchange and going through the testing process for our Health Information Exchange. We received approval on our testing and are now moving into the production phase. By getting access to the National Exchange we will now be able to obtain health information from any provider that is currently connected to the national exchange
- IV. **Utilization Management Program Update:** *Presented by: Kim Worrall, Director of Health Services*

Our Utilization Management Program went live on 1/1/2019. To date our team has reviewed over 2,000 authorization requests for services. 92 percent of the reviews we have completed have met medical necessity criteria. Now providers can submit authorization requests through the Provider Portal. Majority of the auth requests are for durable medical equipment.

The reviews are completed by referencing CMS (Centers for Medicare and Medicaid) website/ criteria; DHS (Department of Human Services) Coverage Criteria, and InterQual which is an industry standard subset of questions that walks the user thru meeting the criteria for medical necessity. If we do not find the criteria review information required; we then look at our medical policies.

One of the notable changes that we have made since January is our health plan's decision not to require prior authorization for Substance Use Disorder (SUD). As long as the member is within the state of Minnesota and receiving outpatient-inpatient medication assisted therapy, Rule 25, or comprehensive assessment, or psychological services we have taken away the review requirement.
- V. **South Country Website Updates:** *Presented by: Chris Gartner, Communications Manager*
 - Walked through the overall navigation of the website. Reviewed the Member Programs, Other Resources,

Provider Forms, Provider Directories, Authorizations, Provider Portal, and County News.

- Discussed ability to search for a provided with in the provider directory section as well as requesting a paper documents to be mailed out to members or can be printed; Shared area where if anyone notices errors in the Provider Directory, you can report for South Country to receive and review the information
- On the Rural Stakeholders page – at the bottom there is a link to the Rural Stakeholders Survey. We ask that you please take the survey; it will help us to learn what information is of value to you which will be helpful for us when we plan the stakeholder's meetings as we want the meetings to be worth your time as well.

Question: Does SCHA have any more of the brochures on Quitting Smoking? *Answer: Yes. We have recently switched from the Tobacco Quit Program to the X-Program and we do have brochures and small card that can be used as a handout available. Contact your Care Systems Manager or email Chris Gartner at cgartner@mnscha.org. Chris also welcomes suggestions for new brochures; if you find there are things that people continue to ask for, notify Chris and Communications will create something to use as a handout.*

VI. Provider Portal Functions: *Presented by: Jane Hanson, Provider Relations Rep*

A. Provider Portal Tips:

- Users must be a contracted provider or those who have completed the non-contracted provider process to be able to register for access to the portal.
- For assistance with the Provider Portal contact our **Provider Contact Center a 1-888-633-4055.**

B. Other Functions of the Provider Portal:

- Walked through overall navigation of the Provider Portal. Reviewed the Provider Forms, Health Care Provider Directory, Frequently Asked Questions, Authorization, Remittance information and Provider News and Updates.
- Providers are able to submit and view Authorizations within the Provider Portal.

As of May 10, 2019, Mayo Clinic Health Solutions will no longer accept any inbound correspondence for 2018 dates of service for claims, medical records, retro-authorizations, etc. Providers should no longer use the old Payor ID of 41154; you must use the new Payor ID of 81600. Mayo Clinic Health Solutions will only take phone calls until May 31, 2019 and their online service website will only be available until August 31, 2019.

Question: On the Authorization page of the portal – is the form used to submit an authorization the same as the written form or is it different? *Answer: Both forms contain the same questions in a slightly different format.*

Question: I do outpatient forms for the Medical Pharmacy and Radiology and am wondering if the Provider Forms within the Portal are the same? *Answer: Any service that falls under Medical Pharmacy such as getting an injection in the knee; that cannot be submitted through the portal; because for each product it needs to be reviewed by a different review team. If it is a Medicaid product; the review needs to be done by PerformRx and a paper form needs to be submitted. For Chemo drugs – you will continue to use the Medical Pharmacy Form.*

Question: How do you use the Portal for Waiver Home Care Service Authorizations? *Answer: For Home Care Services for Disability Services Waivers the Case Manager needs to be submit the authorization request using DHS 5841 form. For Elderly Waiver the Care Coordinator authorizes the services through the service agreement and provides the authorization information to the provider. If there is no waiver involved a home care provider can submit a request for additional services past the threshold through the Provider Portal or the standard paper process. Since there are so many nuisances for home care, the Care Systems*

Managers have created a grid of the actions that are needed for each type of home care service. The grid lists the code for the service, Waiver or Non-Waiver, DSD, etc. We are amending the home care section of the Provider Manual and adding this grid for home care providers to use for reference. We will also be adding the Home Care Authorization Grid to the South Country website.

Question: How does South Country encourage our members to access the tools that are available on the website? Answer: Through workgroups and committees; for example, thru the Family Healthcare Committee. We share the new online version with the public health teams so they can educate all of the families they are working with that the website is an additional resource. We also use Facebook and Member Newsletters to communicate changes to members.

VII. 2019 'Take Charge' Program Updates: Presented by: Melissa Campbell, Manager of Quality

- A. Wellness Programs** available to members include: Tobacco Cessation Assistance, 24-Hour Nurse Advice, Community Education, Embracing Life Prenatal Guide and Calendar, Early Childhood Family Education (ECE), Be Buckled program. We also have a fitness benefit for AbilityCare and SeniorCare Complete members.
- B. Be Rewarded Programs** provides Gift Cards for Pregnancy Care, Infant Well-Care Visits, Young Adult Well-Care and Dental Visits for Seniors and SNBC members.

VIII. 2018 CAHPS and HOS Survey): Presented by: Melissa Campbell, Manager of Quality

- A. CAHPS (Consumer Assessment and Health Care Providers and Systems):** Is an annual survey coordinated by DHS and is designed to rate how well health plans are meeting their member needs. The survey is mailed to a random selection of members every year to collect feedback about the services received.

SCHA Rated #1 as follows:

- Families and Children (PMAP) rated SCHA #1 among Health Plans for customer service and shared decision making.
- MSC+ rated SCHA #1 for getting the needed care, getting care quickly, how well doctors communicate, and rating of health plan.
- SNBC rated SCHA #1 for getting needed care, how well doctors communicate, customer service, shared decision making, rating of all health care, rating of personal doctor, and rating or health plan

SCHA Rated #2 as follows:

- PMAP for getting care quickly
- MinnesotaCare for getting care quickly and shared decision making.
- MSC+ for Customer Service and shared decision making.
- SNBC for specialist seen most often.

B. 2018 HOS Survey (CMS Health Outcomes): Presented by: Melissa Campbell, Manager of Quality

This survey is done on an annual basis to a random sampling of eligible SCHA members at the beginning and end of a two-year period. The survey is designed to assess a health plan's ability to maintain or improve the physical and mental health status of its members over the designated time period., The six main categories of health outcomes are used in the HOS performance measurement analysis:

- Alive and physical health is better
- Alive and physical health is the same
- Dead or physical health is worse
- Mental health is better
- Mental health is the same

- Mental health is worse

IX. Care Coordination Member Satisfaction Survey Results: *Presented by: Stephanie Bartelt, Director of Community Engagement*

Annually South Country evaluates member satisfaction with care coordination services through a member survey. The members included in the 2018 survey are enrolled in SeniorCare Complete and AbilityCare.

South Country's response rate was significantly increased for SeniorCare Complete and AbilityCare in 2018. The response rate for SeniorCare Complete was 44% in 2018 vs. 29% in 2017. For AbilityCare the response rate was 21% in 2018 vs. 24% in 2017.

Our goal for member satisfaction is 95% or higher. Overall, members responded positively with either an 'Excellent' or 'Good' rating for the care coordination services they received. Overall satisfaction with South Country Care Coordination was 98%.

We ask how we are doing with recommending preventive services; in general, an average of 90% are recommending preventive service. Care Coordinator talk to members about seeing a dentist – overall our AbilityCare is a lot higher – we have a dental project for our SNBC members to get them in to see a dentist and we are doing outreach calls to those who have not seen a dentist with the past 12 months.

We also ask their overall satisfaction with South Country members response was 58%-Excellent, 37%-Good, and 5%-Fair.

X. 2019 Rural Stakeholder Meeting Dates:

- Thursday, October 24, 2019, 1:00 p.m. to 3:00 p.m.

If you have suggestions for agenda topics for our next meeting, please email your suggestions to countyinfo@mnscha.org.