



The Department of Medical Assistance Services

Medicaid Managed Care Work Group  
*MEETING MINUTES*

*March 25, 2015*

*1 – 3 P.M*

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**Medicaid Managed Care Work Group**

**Stakeholder**

**Attendee**

VA Premier Health Plan

Jim Parrott, CEO  
Kaine Toomey, Compliance Manager  
Dana Rodwell, Compliance Officer

Anthem HealthKeepers

Gary Radtke, CEO  
MacGregor Gould, COO  
  
Lindsay Berry VP Virginia Government Relations  
Josh Kauffman, Regulatory Compliance Manager

CoventryCares of Virginia

Roger Gunter, CEO  
Ira Bloomfield MD, Medical Director  
Tanya Williams, Director Medicaid Operations  
Douglas Johnson, Compliance Lead  
Bernice McGee, Sr. Operations Liaison

INTotal Health	John Muraca, CEO Amy Gandhi JD, Director Compliance & Regulatory Affairs Ann Harbour, Government Relations Officer												
Optima Family Care	Jennifer S. Varbero, Medicaid Program Manager Amy Peak, Medicaid Contract Administrator Randy Ricker, Director of Govt Programs Operations												
Kaiser Permanente - Kaiser Foundation Health Plan of the Mid-Atlantic States Inc.	Kate Massey, VP Medicare & Medicaid												
MAXIMUS Medallion 3.0 Enrollment Broker	Aubrey G. Lucy, Project Manager												
Xerox - Cover Virginia	Government HealthCare Solutions Xerox State HealthCare LLC												
Virginia Association of Health Plans	Laura Lee Viergever, Director of Policy												
Department of Medical Assistance (DMAS)	Cheryl Roberts, Deputy Director of Programs Bryan Tomlinson, Health Care Services Director												
DMAS Staff	<table border="0"> <tr> <td>Adrienne Fegans</td> <td>Daniel Plain</td> </tr> <tr> <td>William Lessard</td> <td>Nick Merciez</td> </tr> <tr> <td>Douglas Hartman</td> <td>Craig Markva</td> </tr> <tr> <td>Tom Lawson</td> <td>Kayla Anderson</td> </tr> <tr> <td>Carol Stanley</td> <td>Latanya Hairston</td> </tr> <tr> <td>Karla Callaham</td> <td>Kimberly Ryan</td> </tr> </table>	Adrienne Fegans	Daniel Plain	William Lessard	Nick Merciez	Douglas Hartman	Craig Markva	Tom Lawson	Kayla Anderson	Carol Stanley	Latanya Hairston	Karla Callaham	Kimberly Ryan
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Carol Stanley	Latanya Hairston												
Karla Callaham	Kimberly Ryan												

DMAS Staff

Todd Clark  
Scott Cannady  
Valerie Collier  
Queen Green  
Beth Jones  
Barbara Laney

Nicole Poulin  
Bradley Marsh  
Felicia Mason  
Barbara Smith  
Patricia Taylor  
Tina Weatherford

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The Department of Medical Assistance Services and the contracted Managed Care Organizations serving the Virginia Medicaid Medallion 3.0 and FAMIS members hold a quarterly, public workgroup meeting to discuss a variety of topics inclusive of care, access, services and program quality. The Medallion 3.0 program currently serves 740,063 Medicaid members with over 100,000 providers across the state.

**Agenda**

- I. Welcome, Introductions, Opening Remarks
- II. Appeals Tracking Process
- III. Compliance Program Presentation
- IV. Medallion 3.0 Contract Amendments Update
- V. Behavioral Health Homes Update
- VI. Foster Care & HAP
- VII. Pharmacy Management of Controlled Substances
- VIII. Performance Incentives
- IX. Maternity Update

## Discussion Notes

- I. Welcome, Introductions, Opening Remarks The meeting opened with status updates on Governor McAuliffe's Healthy Virginia initiatives including Dental Services for pregnant women and Behavioral Health Homes, FAMIS Moms, Federally Qualified Health Centers (FQHCs), Veteran's access to health care, State Employee FAMIS benefit access, Opioid Taskforce, Pay-For-Success program, SIM Grant, Delivery System Reform Incentive Payment (DSRIP), Over-The-Counter Contraception, Third Party Liability, Enrollment Broker request for proposal, 2015-2016 managed care contract and the 2015 1915(b) CMS waiver submission.
- II. Appeals Tracking Process: Overview of appeals process, enhanced appeals tracking methods in development, and future training opportunities. MCO appeal reviews are being conducted in order to report on trends and suggest provider and member training opportunities.
- III. Compliance Program Presentation: Introduction of the new DMAS Health Care Services Compliance Unit aimed to enhance managed care compliance and strengthen the Department's auditing model.
  - a. The mission of the HCS Managed Care Compliance Unit is to assist DMAS in management of the delivery of a state managed care system to Medicaid members through the management of the Medallion 3.0 and FAMIS Contracts for both MCOs and DMAS.
  - b. The compliance framework of the HCS Division will include the seven (7) elements:
    - i. Implementing written policies, procedures and standards of conduct.
    - ii. Designating a compliance officer and compliance committee.
    - iii. Conducting effective training and education.
    - iv. Developing effective lines of communication with the MCOs.
    - v. Conducting internal monitoring and auditing.
    - vi. Developing standards through well-publicized guidelines.
    - vii. Responding promptly to compliance issues and seeking performance improvement.
- IV. Medallion 3.0 Contract Amendments Update: Overview of upcoming changes to the Medallion 3.0 and briefly explained upcoming changes to the FAMIS Contract for the next Contract Year (July 1 2015 – June 30, 2016). The MCO leads were informed to expect the Medallion 3.0 Contract during the first week of April, along with the accompanying summary and comment/question materials. The FAMIS contract will lag behind several weeks due to the organization of that Contract. MCOs will have approximately 3 weeks to review.

- V. Behavioral Health Homes Update: In collaboration with the Office of the Governor and in alignment with the Governor's - A Healthy Virginia plan, DMAS and the Medallion 3.0 Medicaid Managed Care managed care organizations (MCOs) are establishing behavioral health home pilot programs to coordinate care for beneficiaries who are insured through the Medallion 3.0 Medicaid program effective July 1, 2015. There are 6 unique Behavioral Health Home models. MCOs have submitted final program plans to the Department. MCOs will send DMAS a monthly enrollment roster and DMAS will send monthly claims files to the MCOs to track and measure program effectiveness.
- VI. Foster Care, Adoption Assistance Children: Completed regional reviews for Foster Care and Adoption Assistance children indicated that over 95% of the children had seen a physician within the first year post-transition. Upcoming regional reviews in Northern Virginia and Charlottesville are scheduled for April 2015. DMAS and the MCOs are examining Trauma Informed models of care for this member population where initial focus is on the treatment of past trauma. Substance abuse within this member group is being highlighted and examined through the Department and the MCOs. Health and Acute Care Program (HAP): Department is experiencing decreases in Exemption Requests.
- VII. Pharmacy Safety Program: MCOs are required to provide criteria for Pharmacy Safety Programs to DMAS.
- VIII. Performance Incentives: The 3-Year program structure overview including the three HEDIS measures and three administrative measures that will drive the incentivized platform. The program is currently in the pilot phase. Pilot results are slated to be finalized December 2015. There are no awards or penalties apply during the pilot phase of the program. The Performance Incentive Program is scheduled to go live October 2016 with award and penalty impacts December 2016. Publication of the consumer report card is scheduled for May 2017. The capitation rate at risk is (0.15%).
- IX. Maternity and Infant Improvement Programs: New contract language regarding program and related changes are being incorporated into the new contract for 2015-2016. Dental Care program for pregnant women – an initiative of the Governor's Healthy Virginia Plan – is now serving those who qualify. New maternity and infant program outreach materials are in the development process.

Next Work Group Meeting: Williamsburg, VA at the Virginia Association of Health Plans Annual Meeting

