# Health Home Assignment and Referral Subcommittee Call Minutes

**Monday July 29, 2013**

### 12:30 – 1:30 PM

**Attendees:** Andrea Swire, Danika Mills, Hyunsook Song, Jim Dolan, Joseph Todora, Julie Notaro, Kevin Muir, Lena Johnson, Matthew Bastien, Maria Payne, Neil Pessin, Peggy Leonard, Shawna Craigmile, Shari Suchoff, Anand David

**Unable to Attend:** Darcie Miller, Kenza Martin

**Recorder:** Lena Johnson

**Meeting Called to Order:** 12:34 PM

<table>
<thead>
<tr>
<th>Agenda Item</th>
<th>Discussion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval of 07/15/2013 minutes</td>
<td>The minutes were approved as presented</td>
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<tr>
<td>Request for today’s minute recorder</td>
<td>No volunteers</td>
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In an effort to maximize meeting time and group productivity, the subcommittee will spend a designated amount of time and calls on each previously identified charge.

**07/29-08/12 - Assignment and Referrals Process**

- Definitions
- Multi-level flow-chart of process

**08/13-09/02 – Eligibility and Enrollment Status**

- HCS data accuracy
- Participation in tracking process by all
- Batch look-ups
- Eligibility exclusions (Lack of HH/Plan contracts, MLTC, Family Health Plus, etc)

**09/03-09/16 - Upward enrollment**

- Pre-authorization requirements
- Challenges/Concerns

**09/17-09/30 - Volume Management**

- Coordination of assignment flow
- Strategic/planned growth
• **Definitions** – The terms assignment and referral are commonly used when discussing Health Home processes and may be interpreted differently by each party.

  i.e.:

<table>
<thead>
<tr>
<th>Term</th>
<th>Party</th>
<th>Interpretation</th>
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<tbody>
<tr>
<td>Assignment</td>
<td>MCO</td>
<td>The process by which a member is assigned to a HH contracted with the MCO. Assignments can be received by the MCO from the DOH and/or identified by the MCO and assigned to the HH.</td>
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<tr>
<td></td>
<td>HH</td>
<td>The process by which a member is received by the HH from a contracted MCO</td>
</tr>
<tr>
<td></td>
<td>CMA</td>
<td>The process by which a member is received by the CMA from a HH contracted with the CMA</td>
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</tbody>
</table>

• **Scrubbing**  
Eligibility and actual assignment process takes time. Removing all ineligible lost coverage, exclusion/exceptions that would make them ineligible for Health Home. Ensuring member isn’t already enrolled with another Health Home/Care Management.

• **Multi-level flow-chart of process**  
Subcommittee members with documented workflows may send to Kevin and will be distributed to the group prior to next meeting.

**Next Steps**  
The group expressed a need for an in-person meeting as soon as possible. The meeting has tentatively been scheduled for August 12, 2013 at Hudson Health Plan located in Tarrytown, NY. Kevin and Lena will work together to coordinate meeting details.

The meeting adjourned at 1:33 p.m.