

Health Home Assignment and Referral Subcommittee Call Minutes

Monday, August 12th, 2013

10:30– 12:30 PM

Attendees: Andrea Swire, Lisa Tackley, Laura Moretti, Hyunsook Song, Anand David, Jim Dolan, Kevin Muir, Lena Johnson, Matthew Bastien, Maria Payne, Darcie Miller, Shawna Craigmile, Neil Pessin, Peggy Leonard, Laura Moretti, Deirdre Astin, Christopher Rambo, Nicole Brewington, Robert Puccio, Kelly Haskin-Tenenini, Josefina Aquino

Unable to Attend: Danika Mills, Kenza Martin, Julie Notaro

Recorder: Kevin Muir

Meeting Called to Order: 10:41 PM

Agenda Item	Discussion
Approval of 07/29/2013 minutes	The minutes were approved as presented
Meeting Discussion	<p>It was recommended that the group continue to collect and review workflow charts from different levels encourage and guide the conversation of the group with an end goal of producing a high-level process flow chart.</p> <p><u>Reviewed the process of upward enrollment</u></p> <ul style="list-style-type: none">● Agreed to walk through the entire process with a single member to make a final recommendation● Is approval required?● Does plan conduct final approval?<ul style="list-style-type: none">➤ Is this simply a final “clearance” rather than approval?➤ When would a plan decline a member?● Once a CMA has assessed member’s eligibility, there must be a confirmation that the member is not enrolled in another health home.● Is there a difference in process for MCO upward enrollment and CMA upward enrollment?<ul style="list-style-type: none">➤ Plans do not need to upward enroll; instead they simply send through the HCS – HH Portal.➤ Upward enrollment process is only for CMA and HH, not MCOs.➤ DOH clarified that any assignment/referral from an MCO, HH or CMA made outside of the HCS portal is considered a referral not an assignment.● Need to indicate when a new assignment has been made to HH. An alert would be optimal but in the absence of an alert should include a column in assignment spreadsheet indicating new assignment.● Need to establish a schedule for notifications of assignments.● Several HH’s have a standardized referral form. Request was made to review these forms and consider making a system-wide recommendation for use of such forms.

	<p>Capacity Issues</p> <ul style="list-style-type: none"> • What is CMA’s capacity? • What are the available referrals coming from MCO’s? What is the need? • Responsiveness from varies by MCO, HH, and CMA but need to layout guidelines and recommendations for how to address capacity issues. • How can communication increase at each level to improve the process of engaging individuals in need of service? <p>Outreach and Enrollment</p> <ul style="list-style-type: none"> • Identifying high utilizers at the MCO level • Sharing claims data from MCO with HH and CMA to assist with outreach process • From CMA sharing information on difficult to outreach members with HH and MCO to solicit additional information and assistance. Members currently receive multiple communications that can be confusing and uncoordinated. Determining the best order to send letters. • Coordinating communications with members such as letters from MCO, HH and CMA. • Involving providers in outreach by sending lists of provider’s patients who are eligible for HH services to provider and asking them for assistance with engaging the patient in HH. • Educating providers about HH
<p>Next Steps</p>	<p>Next meeting is scheduled for Monday, August 26th, 2013 from 12:30 pm – 1:30 pm. Several participants recommended conducting additional in-person meetings.</p>

The meeting adjourned at 12:35 p.m.