

NJ FamilyCare Medical Assistance Advisory Council Meeting

April 22, 2021

Agenda

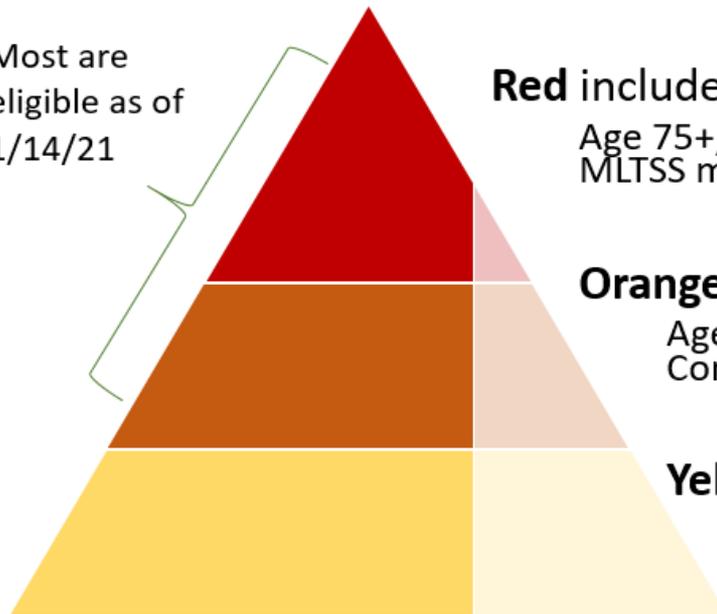
- Welcome and call to order – Dr. Deborah Spitalnik
- Approval of Minutes – MAAC Members
- COVID-19 Vaccine Distribution – Jennifer Langer Jacobs
 - Focus on equity and outcomes
- Policy Implementation – Greg Woods, Carol Grant
 - 1115 Comprehensive Medicaid Waiver Demonstration Renewal
 - Overview of Proposed SFY '22 Maternal and Child Health Budget Initiatives
 - Autism Spectrum Disorder
- Managed Care Updates – Jennifer Langer Jacobs, Carol Grant
- Other NJ FamilyCare Updates – Heidi Smith
 - Application Processing Time
 - ABD Provider Assistor Portal Pilot Update
- Discussion and Planning for the Next Meeting – Dr. Deborah Spitalnik

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COVID-19 Vaccine Distribution: Focus on Equity and Outcomes

NJ FamilyCare COVID Vaccine Outreach Strategy

Most are eligible as of 1/14/21



Red includes any of the following:

Age 75+, two or more Priority Conditions, all MLTSS members living alone

Orange includes any of the following:

Age 65+, 1 Priority Condition, 2+ Moderate Conditions, DCPP age 16+, MLTSS age 16+

Yellow includes any of the following:

All members age 16+

Priority Conditions

Cancer, CKD, COPD, Cystic Fibrosis, Down Syndrome, HIV/Steroid User, Cardiac Conditions, Immunocompromised/ Transplants, Sickle Cell, Nicotine Dependence/Vaping, Type 2 Diabetes, Pregnancy, Obese BMI 30+

Moderate Conditions

Moderate to Severe Asthma, Cerebrovascular Disease, Hypertension/High Blood Pressure, Liver Disease, Lower Respiratory Conditions, Neurologic Disorders, Overweight BMI 25-29, Thalassemia, Type 1 Diabetes



Note: Prioritized MCO outreach excludes nursing facility residents due to the vaccination program already in motion through the Federal Pharmacy Partnership

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Prioritized member outreach by MCOs

MCO	Red member count	Orange member count	Yellow member count	All eligible community members
Aetna	11,226	17,140	47,864	76,230
Amerigroup	36,931	39,714	76,073	152,718
Horizon	133,726	171,049	348,743	653,518
United	56,170	78,581	94,751	229,502
WellCare	21,299	17,216	35,797	74,312
All MCOs	259,352	323,700	603,228	1,186,280

Note: Community members 16+ only

Bilingual vaccine mailing to members

Standardized NJ MCO letter

More New Jerseyans will become eligible for the vaccine soon and more locations are becoming available. You can register any time! To protect yourself and your loved ones, please encourage your whole family to register now.

How much does it cost? You will not need to pay anything to get the vaccine. Please bring your (Health Plan Name) ID card with you to your vaccine appointment.

How do I register?

Vaccine supplies and appointments are still limited but you should register so you can be notified when an appointment is available for you. You can use the NJ Vaccine Scheduling website for a vaccine appointment. Just go to covid19.nj.gov. You can find more information on how to register directly at a specific location near you using this website: <https://covid19.nj.gov/19-vaccine-locations-for-eligible-recipients> or the websites listed on the attached flyer.

I need help! If you are not able to use these websites, New Jersey has a call center available from 8am to 8pm in 240 languages. Please call **1-855-568-0545 (TTY 711)**. If you have any questions about the vaccine, our toll-free number is **1-800-368-6868** or you can ask your pharmacist (Health Plan Name) for more information.

This information is intended to encourage you to register for the vaccine with friends and family.

NJ DOH mega-site locations

Vacunación de COVID-19 Megacentros en NJ

Atlantic City Convention Center
1 Convention Boulevard, Atlantic City
Condado de Atlantic City
Fecha de apertura: ABIERTO
Asociación de salud: AtlanticCare
<https://vacunacion.atlanticcity.org>

Rowan College of South Jersey
1400 Tappan Rd, Sewell
Condado de Gloucester
Fecha de apertura: ABIERTO
Asociación de salud: County Health
<https://rowan.edu/nj.gov/vacunacion>

NJ Convention and Exposition Center
Edison
Condado de Middlesex
Fecha de apertura: ABIERTO
Asociación de salud: RWJ/Barnabas
<http://njehs.org/covid19/vaccine>

Vaccines (shots) are one of the tools we have to fight the COVID-19 pandemic.



To stop this pandemic, we need to use all of our prevention tools. Vaccines are one of the most effective tools to protect your health and prevent disease. Vaccines work with your body's natural defenses so **your body will be ready to fight the virus**, if you are exposed (also called immunity). Other steps, like wearing a mask that covers your nose and mouth and staying at least 6 feet away from other people you don't live with, also help stop the spread of COVID-19.

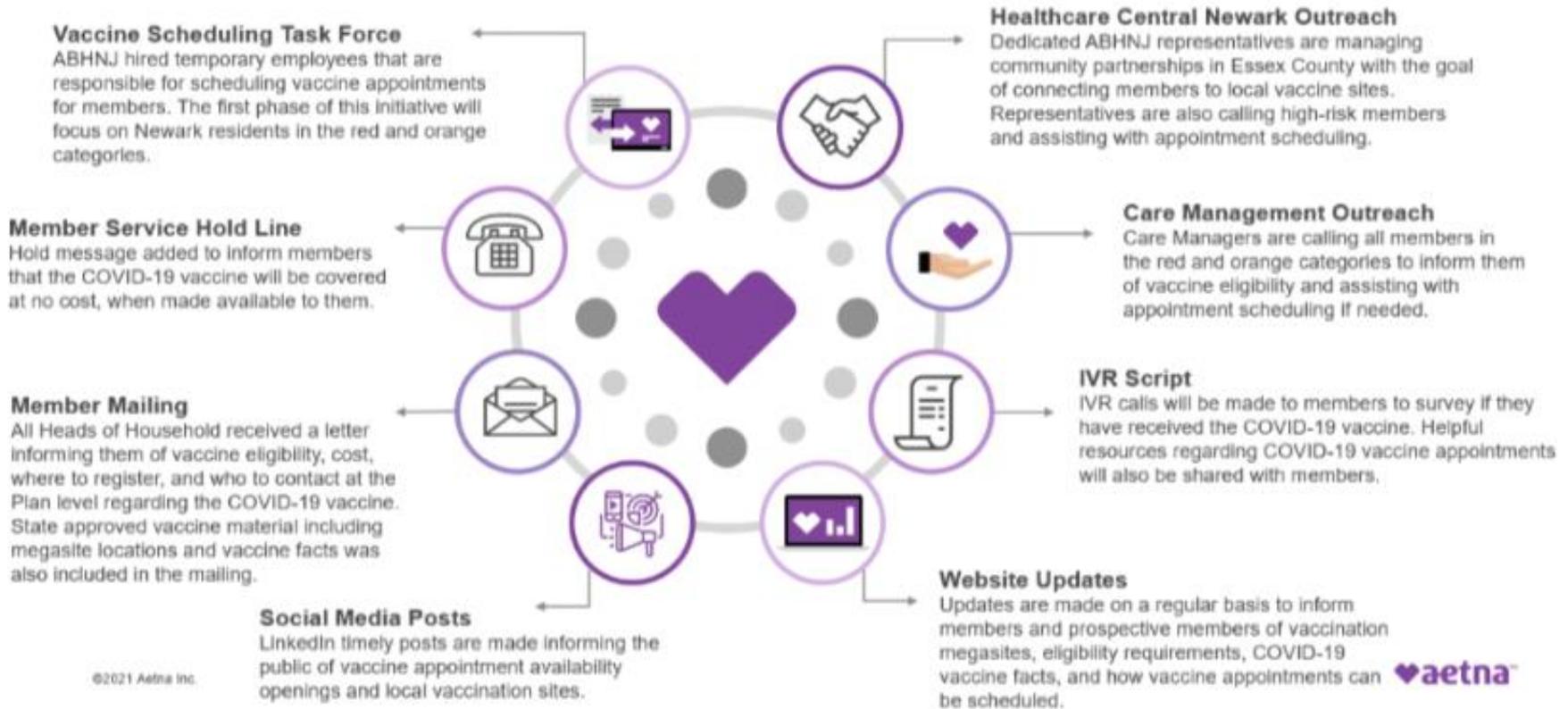
Studies show that COVID-19 vaccines are very effective at keeping you from getting COVID-19. Experts also think that getting a COVID-19 vaccine may help keep you from getting seriously ill even if you do get COVID-19. These vaccines cannot give you the disease itself.

CDC educational material

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Individual MCO outreach strategies

Aetna Better Health of New Jersey COVID-19 Vaccine Community Outreach



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Individual MCO outreach strategies

COVID/Public Health Emergency

Amerigroup Vaccine/Testing Efforts

- Identified all members by risk category and conducting vaccine focused outreach. Directing Newark members to NJIT “pop-up” site.
- Amerigroup nurses volunteering to administer vaccines. Amerigroup donating personal protective equipment for testing and vaccine sites.
- Strategic engagement with community-based partners on messaging activities to overcome vaccine hesitancy and scheduling member appointments.
- Collaborating with provider groups and community-based partners to schedule appointments for Amerigroup members, including:
 - large multi-specialty physician practice;
 - large regional hospital; and
 - working with FQHC partners.
- Partnering with hospital to administer COVID tests to homeless population as well as food, clothing and PPE



Amerigroup associates with Elizabeth Mayor Chris Bollwage at a Union County sponsored vaccination event.



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Individual MCO outreach strategies

HORIZON COVID 19 VACCINE OUTREACH

The vaccine outreach not only yields data for vaccine status but has presented opportunities to share other member health concerns as well as resources during the continued pandemic.

- **Internal collaborations** The vaccine outreach has been focused on high risk Medicaid members utilizing multiple Horizon teams including our Case Management, Member Services, Community Outreach/Education, and MLTSS Member Advocates; this collaboration across all departments is allowing outreach to extend to evening & weekend hours.
- **External collaborations** with resources such as DHS, DMAHS, DoAS/ARDC, DOH, PCP/Providers, Public Libraries, Community/Family/Faith Organizations; our Member Advocacy & Community Outreach team (aka “Street Team” with health educators, nurses and community health workers) are actively assisting members with vaccine education, health education/materials, vaccine scheduling
- **Communications** team has been diligent with managing/distributing COVID/Vaccine materials & FAQs in association with DOH materials

Recent efforts have focused on Newark membership to drive members to designated Medicaid appointment slots



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Individual MCO outreach strategies



UnitedHealthcare Community Plan of NJ COVID Vaccine Outreach & Impact

Member Outreach

- 164 care managers making member calls also supported by automated calling system
- Telephonic outreach to 135k members in Red/Orange priority groups
- Mass mailings and emails to all members with vaccine information and CDC fact sheet
- 2nd dose reminder emails and missed second dose calls being made
- Providing appointment scheduling & transportation assistance
- Vaccine hesitancy talking points utilized in member interactions

Provider & Community Support

- Supporting vaccination sites in underserved areas in multiple ways, including PPE donations and staff volunteering
- Training material to address vaccine hesitancy sent to providers and provider staff
- Donated outdoor tents for COVID vaccination events
- Sponsored vehicle wraps for Vaccine Mobile Outreach Units for Homebound Seniors in Camden to reduce vaccine hesitancy & increase vaccination awareness
- COVID vaccine printed materials distributed to community at food banks to reduce hesitancy and increase awareness (ie. CDC Facts, Mega Sites Flyers, UHC materials)

Volunteering

- UHC encouraging staff with relevant skills to participate in the vaccination efforts by volunteering at locations throughout the state, especially in underserved areas to reduce disparities
- Co-sponsoring "Pop-Up" events to increase vaccine registration, reduce hesitancy, UHC volunteers, onsite health education, giveaways, UHC tents

Individual MCO outreach strategies

COVID 19 Vaccine Community Response Examples



Community Education and Vaccine Promotion

- **Partnerships with FBOs on Community COVID Education** presented by Medical Dir and selected culturally represented providers of that community at St. Mary's church in Newark
- **Community COVID Vaccine Acceptance and Access Survey** for residents of Paterson and Passaic in partnership with Health Coalition of Passaic County and diverse group of social resource agencies



Employee Volunteerism at Vaccination Sites for all April

- **WellCare Nurses Volunteering to Administer Vaccines** throughout NJ in partnership with local municipalities such as City of Elizabeth and FBOs such as Calvary Baptist Church in Paterson. Nurses volunteering scheduled for entire month of April
- **WellCare Employees Volunteering** to distribute food/ essentials at vaccination sites for vulnerable populations, such as the homeless with RBAYMCA in Perth Amboy



Member and Provider Outreach and Assistance

- Partnership with City of Elizabeth for **vaccines at home for homebound**
- **Training, Education, and Coordinated partnership with MDCs** on vaccination outreach for unvaccinated members:
 - Princeton AMDC-99% of members vaccinated
 - Monroe AMDC-95% of members vaccinated
 - Second Home MDC- Providing transportation to vaccine appointments



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Real-time reporting of vaccination rates

- MCO biweekly reports detail progress on vaccine outreach.
 - Data from NJ immunization registry, claims, member self-reported
 - Template includes data on member priority level, race/ethnicity, and geography
- Challenges of real-time data:
 - Immunization registry data sharing is constrained by unique match limitations
 - Vaccine sites (mega sites, community organizations) are not always collecting health insurance information
 - Claims for administration of the vaccine are not submitted immediately
 - Limited visibility on vaccines received by Medicaid members who are also Medicare eligible
 - Member-reported vaccination rate has not been validated

Managed Care Organizations have been reaching out to their members by mail and phone to support vaccination efforts.

Care managers are making calls to high risk members who we believe are not yet vaccinated.

Members for whom we have no matched vaccination data often report having already received the vaccine.

Vaccine access issues

Vaccine access issues reported	Strategies deployed
<ul style="list-style-type: none">• Limited availability of vaccine/appointments• Members homebound or waiting for vaccination site closer to home• Members and family with no computer/email access• Unsure of transportation to/from appointments	<ul style="list-style-type: none">• DMAHS and MCOs partnering directly with DOH call center on appointment scheduling, including for members with no email access (e.g. Newark)• MCOs partnering with provider groups to schedule vaccine appointments• Care management teams focus on outreach to high risk members where appointment availability is known (e.g. Gloucester)• Care managers coordinate transportation for members and their caregivers via ModivCare (formerly Logisticare) and other partners

Vaccine hesitancy

Vaccine hesitancy reported	Strategies deployed
<ul style="list-style-type: none">• General fear and/or mistrust of vaccine• Waiting to see if there are long-term side effects• Prefer to wait for single dose option	<ul style="list-style-type: none">• Letter with CDC educational materials, mega-site locations, websites, phone contacts, and MCO support sent to all members by all MCOs (English/Spanish)• Talking points regarding vaccine safety provided to all staff making calls to members• Working directly with community providers and public health departments, as well as community and faith-based organizations to encourage vaccination

1115 Comprehensive Medicaid Waiver Demonstration Renewal

1115 Renewal Status

- DMAHS and sister agencies continue to work intensively on developing the 1115 renewal proposal.
- We have continued to receive valuable input from a range of stakeholders.
- Over next several months, we expect to release draft proposal for public comment.
 - 30-day formal public comment period
 - Two public hearings (including with MAAC)

Overview of Proposed SFY '22 Maternal Child Health Budget Initiatives

Cover All Kids

- Governor's Budget Initiative for SFY 2022: "Cover All Kids"
 - Provide coverage to approximately 90,000 uninsured New Jersey Children
 - \$20 million initial investment
- Phase 1 (SFY 2022)
 - Target estimated 53,000 uninsured children currently eligible for Medicaid or CHIP (~60% of currently uninsured children)
 - Eliminate CHIP premiums
 - Eliminate CHIP 90 day waiting period
 - Targeted outreach to encourage enrollment
- Phase 2
 - Provide coverage for currently ineligible children. Two target populations:
 - Income ineligible (~22% of currently uninsured children)
 - Immigration ineligible (~18% of currently uninsured children)

Post-Partum Coverage Expansion - Updates

- Currently, under federal law, Medicaid coverage of pregnant women only extends for 60 days post-partum.
 - Some (but not all) mothers can maintain coverage under other eligibility categories
- In early 2020, New Jersey requested waiver authority to extend eligibility to 6 months post-partum.
 - Request was not approved by Trump administration.
- Governor's SFY 2022 budget proposal includes funding to extend coverage to 12 months post-partum.
- Federal American Rescue Plan Act gave states option to extend coverage (without waiver) to 12 months post-partum, effective April 2022
- DMAHS is currently working with CMS on implementation, pending enactment of budget.
- Note: During COVID Public Health Emergency, mothers maintain Medicaid eligibility beyond 60 days.

Perinatal Episode of Care - Update

- Legislation enacted in 2019 requires DMAHS to test a 3-year perinatal “episode of care” pilot.
- An “episode” is a type of alternative payment model to encourage providers to improve quality and efficiency care
- Stakeholder Steering Committee: met from September 2019 – December 2020
 - Supported by New Jersey Health Care Quality Institute
 - Made recommendations on pilot design
- Key pilot design elements:
 - Voluntary model for physicians/midwives providing obstetrical care
 - Focus on improving quality and addressing disparities, while preserving fiscal sustainability
 - Providers will be held to consistent state-wide standards, independent of their specific MCO
 - Iterative program design – begin with bonuses/incentives; introduce financial risk in later program years
- Target launch: 2022

Integrated Care for Kids (InCK)

- InCK
 - Federal demonstration / grant program
 - Focused on prevention, early identification, and treatment of Medicaid/CHIP children's health, behavioral, and social needs
- New Jersey consortium awarded federal grant to test InCK model in Ocean & Monmouth counties
 - Hackensack Meridian
 - Visiting Nurse Association of Central Jersey
 - New Jersey Health Care Quality Institute
- Model includes needs assessment screening coordinated with well-child visits, and voluntary advanced case management for children who screen for high needs
- Medicaid to partner with grantees to implement payment model
 - Start date: January 2022

Autism Spectrum Disorder

ASD Updates

- Expansion of Services
 - ABA: **945** children have received services as of 12/31/2020
 - ABA services provided in all 21 counties
 - DIR: **11** providers enrolled in managed care
 - DIR application for FFS available online at www.njmmis.com
- Exploring opportunities to improve provider enrollment experience
 - Improving clarity on application process
 - MCOs utilizing different methods for credentialing and contracting
 - Oversight for fingerprinting process
- Working with providers and MCOs to improve the billing experience
 - Attending meetings with providers, MCOs, and advocates to isolate specific problems
 - Webex presentations by MCOs
 - MCOs alerted to, and working on, issues related to ambiguity of denial coding
 - Rates compare favorably to pilot program and other states
- ASD phone line and dedicated mailbox
 - Individually tracking and follow-up on all inquiries
 - MAHS.ASDinquiries@dhs.nj.gov or (609) 588-8522

Identified Provider Concerns

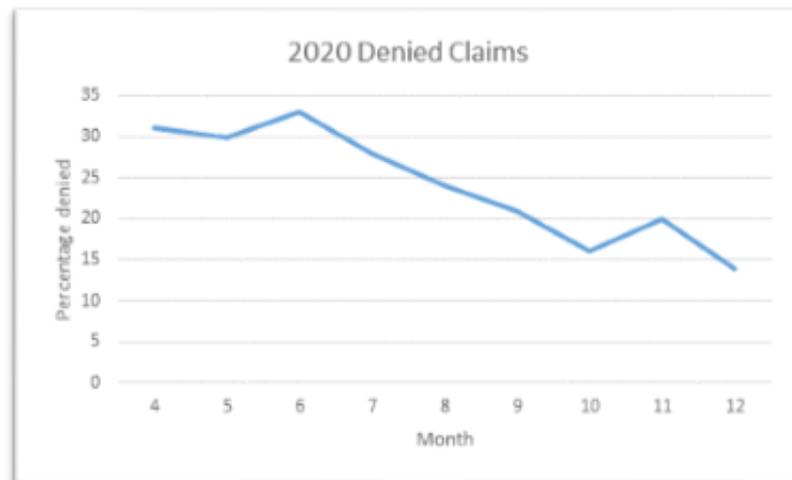
- Credentialing and contracting processes
 - MCO contracting staff working with providers
 - Process will become routine with increased experience
- Lack of clarity in denial notifications
 - Examples shared with MCOs
 - MCOs working on identifying denial codes with ambiguous definitions
- Rates
 - DMAHS compared rates between states with similar Medicaid populations and commercial coverage in NJ
 - Current rates compare favorably to previous pilot and other states

March 2021 Stakeholder Meeting

- Stakeholder Presentation by NJ DOH Early Intervention Services
 - Stakeholders want to focus on initiating services at a younger age and eliminating ethnic disparities
- Workgroup formed to finalize educational resources for families
 - Utilizing the Boggs Center
 - FAQs
 - “The ASD Benefit”
 - Description of covered services under NJ FamilyCare Medicaid
 - Additional resources
 - Offers a directory with internet addresses for non-Medicaid covered resources
- Establishing quality measures
 - Metrics
 - Network capacity
 - Wait times
 - Health-related outcomes
 - Family experience member survey

2020 ABA Claims

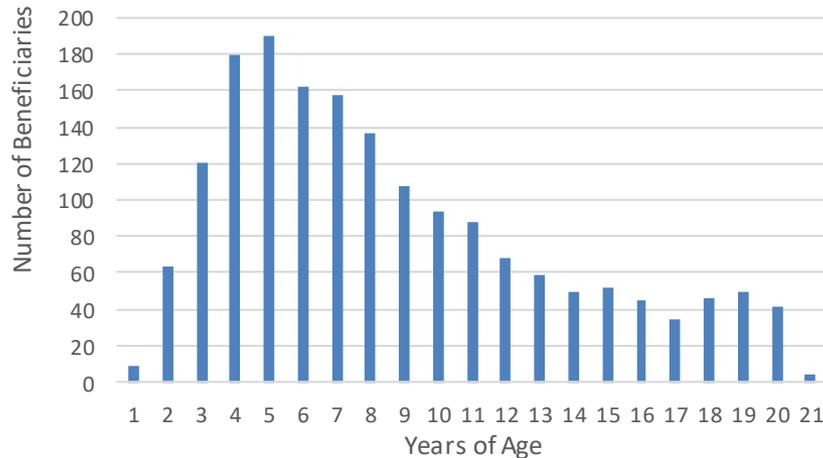
ABA monthly utilization increased throughout the year
Denied claims decreased over the same period



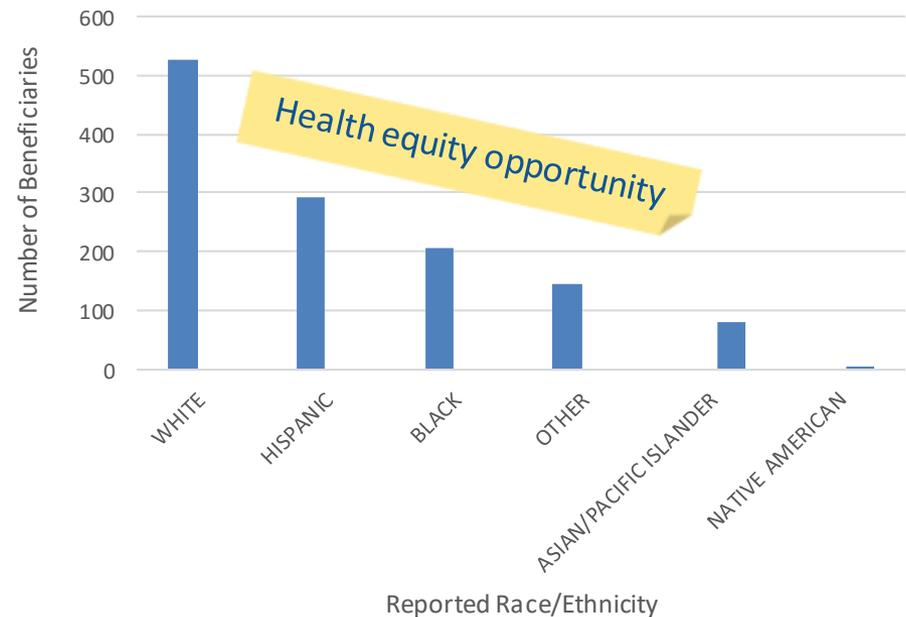
ABA by Age and Race/Ethnicity

An early look at distribution of autism services by age and race/ethnicity gives us research questions to consider about disparities in diagnosis and treatment. Health equity analysis is needed to cross-reference demographic data with diagnosis and full year utilization.

ABA by current Age



ABA Race/Ethnicity

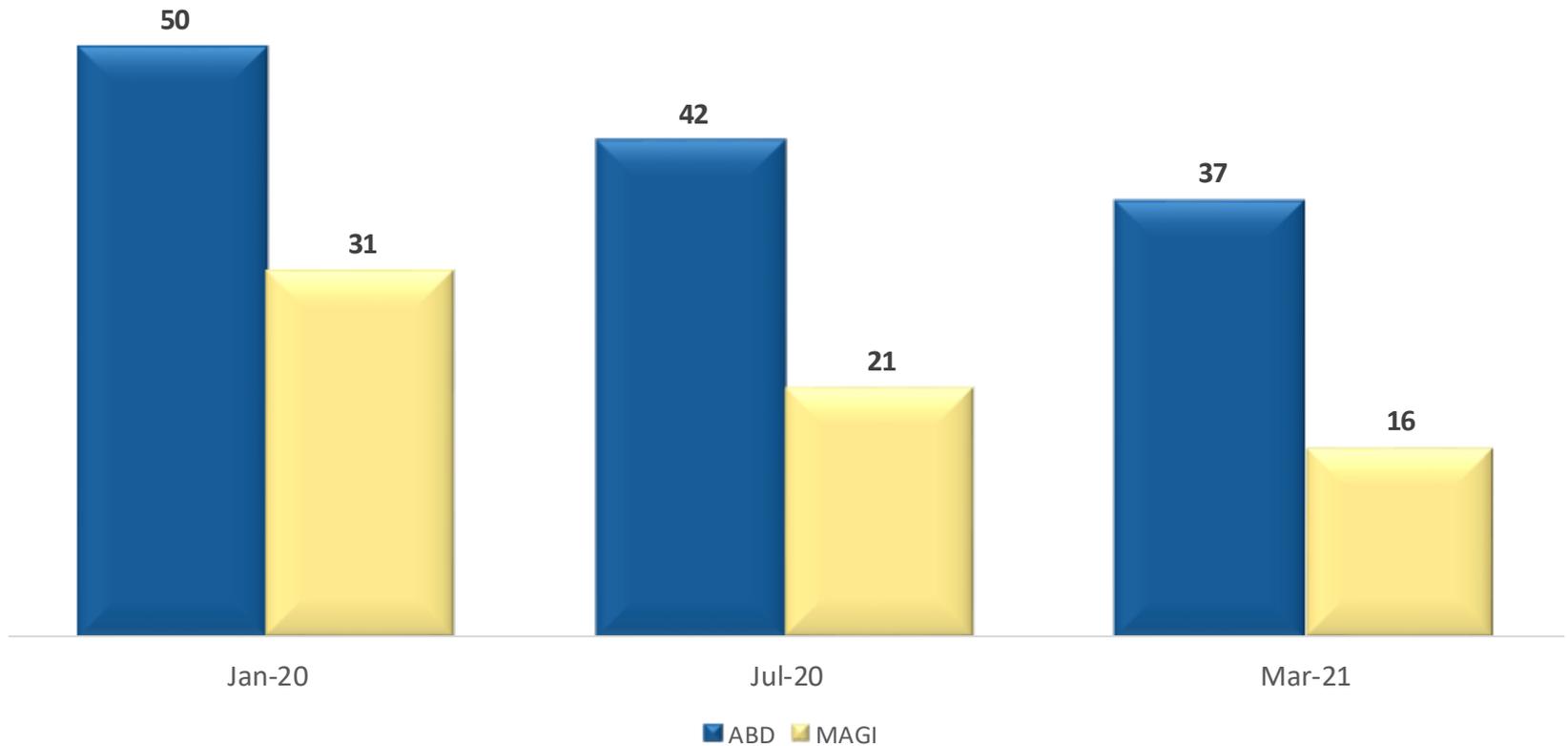


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Managed Care Updates

NJ FamilyCare Update: Application Processing Time

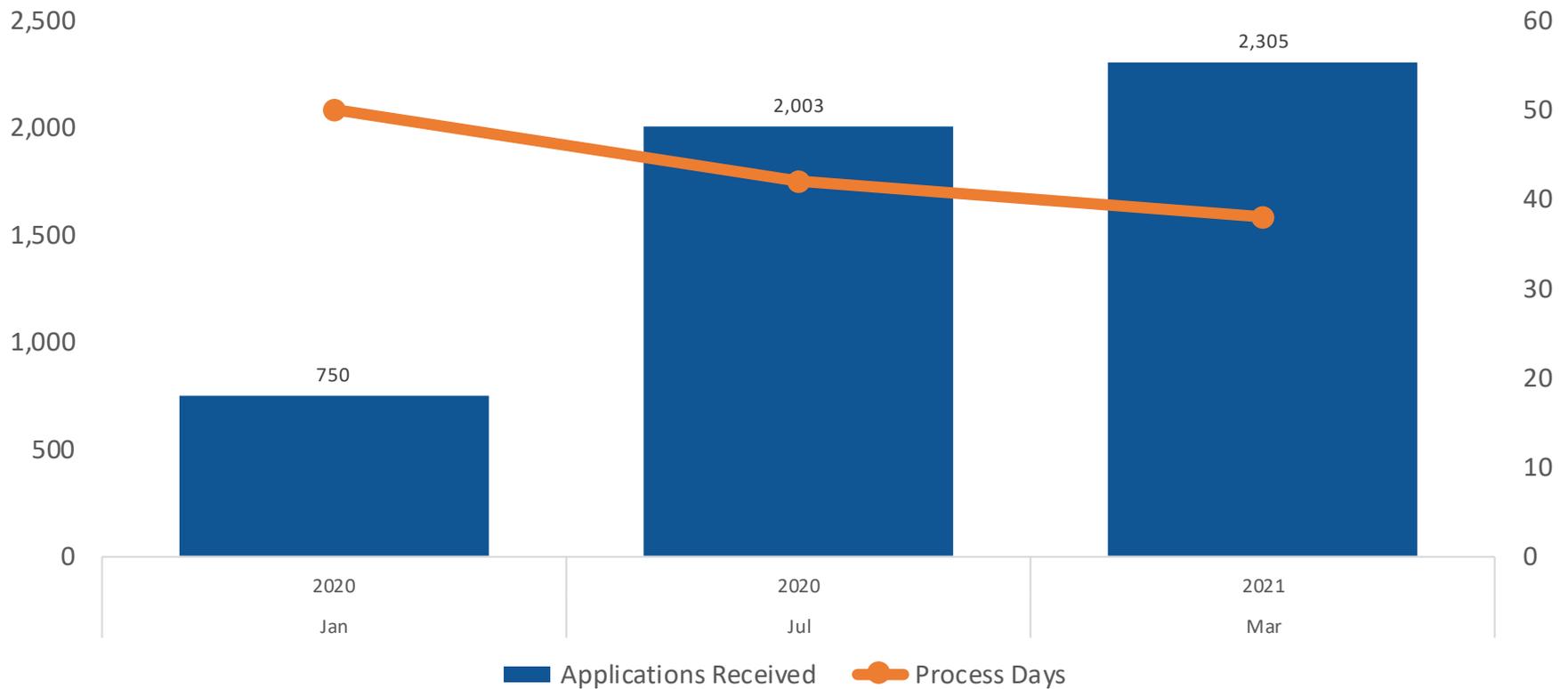
County Application Processing Days



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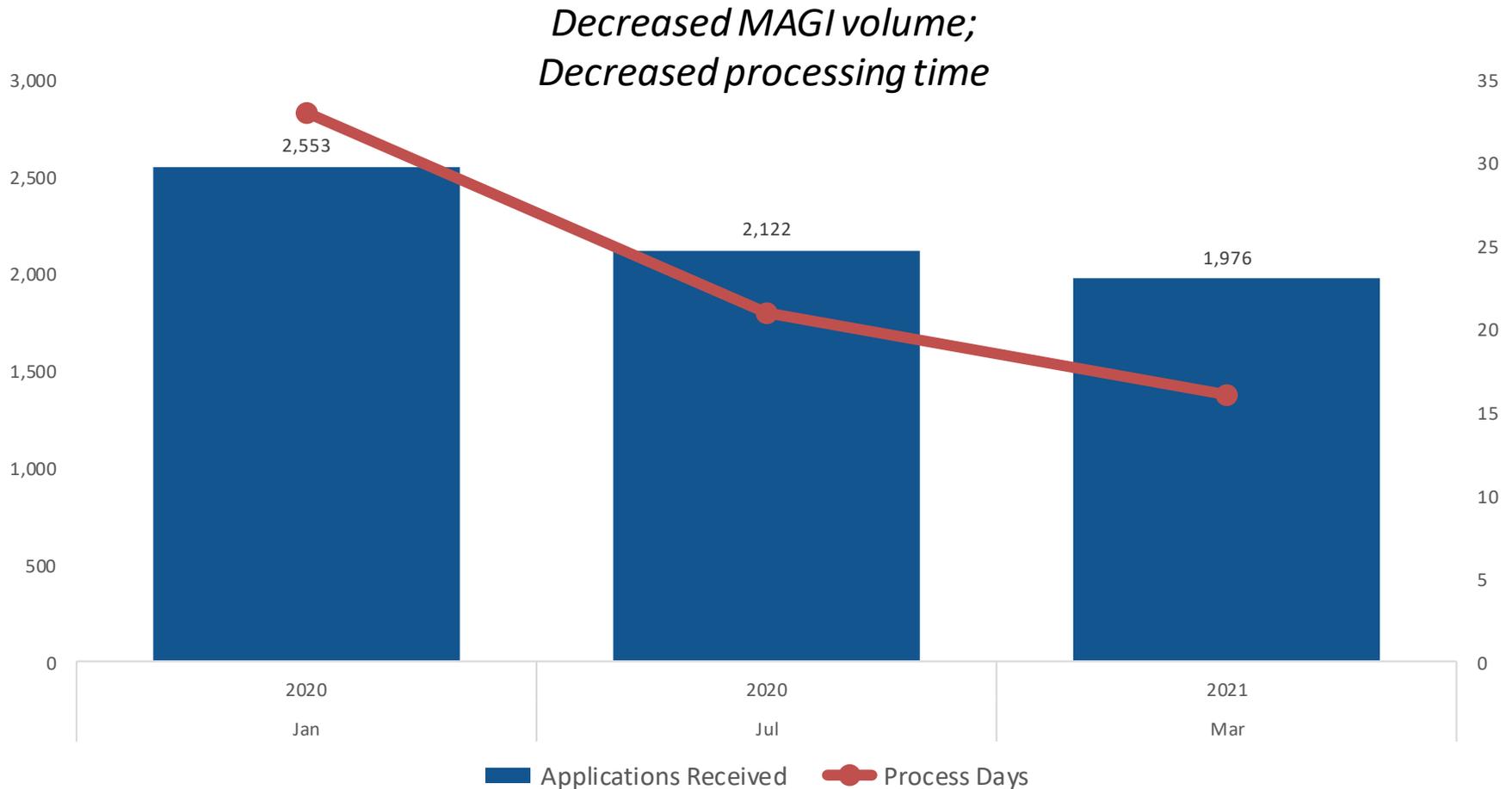
County ABD Electronic Processing

*Increased ABD volume/use of the NJ FamilyCare portal to process electronically;
Decreased processing time*



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County MAGI Electronic Processing



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NJ FamilyCare Update: ABD Provider Assistor Portal Pilot

NJ FamilyCare Integrated Eligibility System

ABD Provider Assistor Portal Review

- The ABD Provider Assistor Portal allows Medicaid long-term care facilities the ability to submit multiple ABD applications without requiring unique email addresses and phone numbers.
- Currently, an applicant using the online application must register an account using a unique email address and phone number. This has created a barrier for the use of the online system by providers who submit multiple applications.
- The Provider Assistor portal will allow those facilities to track the status of their submitted applications through a dashboard in the portal which will reduce the need to contact the CWA while waiting for a determination.

Pilot Launched During Public Health Emergency (PHE)

- Four Genesis Healthcare long-term care facilities have participated in the pilot
 - Facilities located in: Bergen, Burlington, Camden, and Cape May
 - Applications received and processed without issue
 - Application volume has been low due to the PHE
- Opportunities for other facilities to enroll will be announced through a provider Newsletter along with directions on how to register users with DMAHS

ABD Provider Assistor Portal

- Rights and Responsibilities Requirements
 - Medicaid long-term care facilities must attest to communication of Privacy Policy, Estate Recovery, and Rights and Responsibilities to the applicant
 - A hard copy of these policies must be given to the applicant or their representative
 - Application structure follows existing online ABD application with minor modifications for this attestation
- Attachments
 - If needed, the assistor can upload documents/attachments into the portal to ensure receipt by CWA and avoid mailing delays
 - The assistor may upload documents after the application is submitted if there is a request for additional information

System Access Approval Process

- All Medicaid long-term care facilities are required to designate an Information Security Representative (ISR) who is responsible to organize and verify all user information on the Access Request Forms.
 - The ISR must be a 3rd person, different from the User or Supervisor
 - The ISR ensures that the User needs the access being requested for their job duties and that the User and Supervisor both work for the provider listed on the application.
- Access Request Forms must be completed for ISRs and for each User requesting log-in credentials
- Turnaround time for registration will be 10 business days

ABD Provider Assistor Portal Dashboard Snapshot



ABD Provider - Test

Logged In as Cammy Trivellini [Logout](#)

Status: **All** Pending Complete Unfinished

Search By: Confirmation Nu [Search](#) [Clear](#)

CONFIRMATION NUMBER ↑	APPLICATION DATE ↓	APPLICANT NAME ↓	APP STATUS ↑	PROCESSING STATUS ↓	COUNTY ↑	MEMBER STATUS ↓	VIEW PDF ↓
A09000001895	06/20/2020	Testsubmittedby...	P - Pending		Hudson		View
A09000001878	06/03/2020	TestProfFN TestP...	P - Pending		Hudson		View
A11000001857	05/27/2020	Testcommunity ...	P - Pending		Mercer		View
A11000001887	06/11/2020	Testnewproffn T...	P - Pending		Mercer		View
A09000001772	05/05/2020	TestHSP TestLNH...	P - Pending		Hudson		View
A11000001760	05/12/2020	test test	P - Pending		Mercer		View
A11000001894	06/16/2020	Testfn Testiname	P - Pending		Mercer		View
A11000001885	06/10/2020	checklistFN Che...	P - Pending		Mercer		View
A11000001889	06/12/2020	Test Test	P - Pending		Mercer		View
A09000001864	05/29/2020	ABDTest TestAB...	P - Pending		Hudson		View

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Summary

- Once individuals are authorized as a user, a link will be emailed to them and they will gain access to the ABD Assistor Portal
- Once an online application is submitted, the organization can monitor its progress through the Dashboard.
- Organizations will only see applications that they have submitted.

Discussion and Planning for the Next Meeting

Thank you!



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