

**FINAL MINUTES OF THE
MEDICAL ASSISTANCE ADVISORY COUNCIL MEETING**

April 16, 2012

PRESENT MEMBERS:

Dr. Deborah Spitalnik
Mary Coogan
Valerie Powers-Smith
Beverly Roberts
Wayne Vivian
Dr. Sidney Whitman

EXCUSED MEMBERS:

Jay Jimenez

ABSENT MEMBERS:

Patricia Kleppinger

STATE REPRESENTATIVE:

Carol Grant, Chief of Operations, Division of Medical Assistance and Health Services

GUESTS:

Michael Rooney	Alkermes, Inc.
Dan Keating	Alliance for the Betterment of Citizens with Disabilities
Jennifer Langer	Amerigroup New Jersey, Inc.
Tom Grady	Brain Injury Association of New Jersey
Judy Jenkins	Bristol-Myers Squibb Company
N. Plaza	Bristol-Myers-Squibb Company
Ronald Poppel	Bristol-Myers Squibb Company
Jeanete Hoffman	Capital Impact Group
Dan Willis	Children's Specialized Hospital
Barbara Coppens	Disability Rights New Jersey
Sue Saidel	Disability Rights New Jersey
Sean Norman	Eisai
Ryan Urgo	Eli Lilly, Inc.
Lisa Knowles	Healthfirst Health Plan of New Jersey, Inc.
Dr. Philip Bonaparte	Horizon New Jersey Health
Karen Clark	Horizon New Jersey Health
Len Kudgis	Horizon New Jersey Health
Joe Manger	Horizon New Jersey Health
Bob Miller	J.A.M.E.S.
Phil Lachaga	Johnson and Johnson
Michelle Paulik	Johnson and Johnson
Josh Spielberg	Legal Services of New Jersey
Christine Fares Walley	LIFE St. Francis
Margaret Bucci	Lutheran Social Ministries of New Jersey
Megan O'Brien	Lutheran Social Ministries of New Jersey

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Dennis Lafer	Mental Association of New Jersey
Debra Wentz	New Jersey Association of Mental Health Addiction Agencies, Inc.
Deborah Polacek	New Jersey Family Planning League
Melissa Chalker	New Jersey Foundation for Aging
Ray Castro	New Jersey Policy Prospective
Selina Haq	New Jersey Primary Care Association
Beth Fitzgerald	New Jersey Spotlight
Tara Hand	Novo Nordisk
Brian Kelly	NOVARTIS
Alison Handler	Pfizer, Inc.
James Zerr	Pfizer, Inc.
Kathy Lockbaum	Salem Count Welfare Agency (representative for CWA Directors)
Barbara May	Southern New Jersey Perinatal Cooperative
Tom Leach	State Street Associates
Ron Menapace	Sunovion, Inc.
Tony Severoni	Sunovion, Inc.
Carolyn Baldacchini	Unitarian Universalist Legislative Ministry
Bill Cahill	United Healthcare Community Plan
Edie Calamia	United Healthcare Community Plan
Gail Nachbaur	United Healthcare Community Plan
Zinke McGeady	Values into Action
Theresa Beck	Visiting Nurse Association of Central Jersey
Teressa Smith	WellCare
Elizabeth Wood	WellCare
Pauline Lisciotto	Department of Health and Senior Services
Lou Ortiz	Department of Health and Senior Services
Dr. Martin Zanna	Department of Health and Senior Services
Ryan Goodwin	Department of Human Services
Freida Phillips	Department of Human Services
Brian Francz	Department of the Treasury
Maribeth Robenolt	Division of Developmental Disabilities
Karen Kasick	Division of Family Development
Mollie Greene	Division of Mental Health and Addiction Services
Karen Brodsky	Division of Medical Assistance and Health Services
Osato Chitou	Division of Medical Assistance and Health Services
Kim Hatch	Division of Medical Assistance and Health Services
Carol Grant	Division of Medical Assistance and Health Services
Dr. Clifford Green	Division of Medical Assistance and Health Services
Elena Josephick	Division of Medical Assistance and Health Services
Linda Lewis-Day	Division of Medical Assistance and Health Services
Phyllis Melendez	Division of Medical Assistance and Health Services
Louise Patterson	Division of Medical Assistance and Health Services
Robert Popkin, Esq.	Division of Medical Assistance and Health Services
Cindy Rogers	Division of Medical Assistance and Health Services
Heidi Smith	Division of Medical Assistance and Health Services
Steve Tunney	Division of Medical Assistance and Health Services

CALL TO ORDER

The meeting of the Medical Assistance Advisory Council (MAAC) was called to order by Chairperson Spitalnik at 2:10 PM. Chairperson Spitalnik welcomed the members of the MAAC and members of the public.

APPROVAL OF MINUTES

Chairperson Spitalnik and the members of the MAAC approved the Minutes for the following meetings: January 27, 2012, October 11, 2011 and June 13, 2011.

CHAIRPERSON'S COMMENTS

Chairperson Spitalnik noted that MAAC members will designate an Ad Hoc Subcommittee to review the role of the MAAC and examine the federal regulations that govern the MAAC body. Dr. Spitalnik also recognized the importance and need for the MAAC to operate at full complement of membership. Dr. Spitalnik and the Ad Hoc Subcommittee will report the outcome of its work to the MAAC, and the public, at the June 2012 meeting.

DIRECTOR'S REPORT

Accountable Care Organizations (ACO): Carol Grant, DMAHS Chief of Operations, noted that the Division of Medical Assistance and Health Services (DMAHS) is working to develop regulations pursuant to the ACO legislation. Ms. Grant commented that DMAHS will update the MAAC and the members of the public on the ACO regulations at a future MAAC meeting.

IT Update: DMAHS continues its efforts with the Division of Family Development (DFD) designing the new automated eligibility determination system – the Consolidated Assistance Support System (CASS). CASS will replace multiple data processing applications used for Medicaid eligibility of its various programs. CASS remains on schedule for implementation in fall 2013.

State Fiscal Year 2013 Budget Update

Vasyl Litkewycz provided an update on the State Fiscal Year (SFY) 2013 DMAHS budget. Highlights of the presentation included:

- Anticipated DMAHS funded benefits;
- Overview of the proposed SFY 2013 initiatives, and,
- Timeline for budget approval process.

Carolyn Baldacchini of the Unitarian Universalist Legislative Ministry inquired about the estimated budgeted amount of the Comprehensive Medicaid Waiver (CMW) in the SFY 2013 budget. Mr. Litkewycz indicated that the budget numbers for the CMW have not been finalized yet.

Comprehensive Waiver Update

Status of the Waiver Application: Carol grant provided an update on the CMW application to the Centers for Medicare and Medicaid Services (CMS). She noted that the federal review process takes time and that DMAHS is working with CMS daily.

The Chief of Operations commented that the state does not expect to get approval for everything it has asked for in the CMW application; however, DMAHS received draft Special Terms and Conditions (STCs) from CMS for review. Upon CMW approval, the STCs will be the binding terms of the Waiver between the state and the federal government. DMAHS plans to continue working with CMS on the finalization of the STCs.

Joshua Spielberg of Legal Services of New Jersey (LSNJ) inquired about whether DMAHS will be able to mandatorily enroll dual eligibles into Dual Special Needs Plans (D-SNPs) under the CMW. Linda Lewis-Day of the Office of Managed Health Care indicated that the state is not permitted to conduct dual mandatory enrollment into D-SNPs.

Ray Castro of New Jersey Policy Perspective asked if the final STCs will contain an evaluation plan for the CMW. Ms. Grant indicated that the CMW's evaluation plan will be due to CMS after the Waiver is approved.

Behavioral Health Care: Roxanne Kennedy, DMAHS Project Officer, conducted a presentation on the Administrative Services Organization (ASO) / Managed Behavioral Health Organization (MBHO) implementation. Highlights of her presentation included:

- An explanation of why a CMW is needed;
- The CMW's effect on behavioral health (BH) services in New Jersey;
- How BH services will be delivered through an ASO;
- The ASO/MBHO Steering Group;
- An implementation timeline; and,
- Useful links for more information.

Ms. Kennedy told attendees that the ASO/MBHO Steering Group expects to deliver their Report to the Commissioner in May 2012 in a meeting of the Steering Group.

Council Member Roberts requested that a report on the ASO/MBHO Steering Group recommendations be included on the June 2012 meeting agenda of the MAAC. Carol Grant agreed and indicated that the Report of the ASO/MBHO Steering Group will be posted on the Department of Human Services' (DHS) website.

Deborah Wentz of the New Jersey Association of Mental Health and Addition Agencies asked DMAHS to consider enacting a workgroup that examines rate setting. Joshua Spielberg of LSNJ wanted to know when the non-risk ASO model would transition to a risk-based MBHO model whereby Ms. Kennedy responded that there aren't any timeframes set for a risk-based model transition.

Chairperson Spitalnik acknowledged the work of DMAHS and the work of the ASO/MBHO Steering Group Chairs and co-Chairs.

Managed Long Term Services and Supports: Linda Lewis-Day, DMAHS Director of Contract Management, presented an update on the Managed Long Term Services and Supports (MLTSS) initiative. Highlights of her remarks included:

- The MLTSS Steering Committee member composition;
- Overview of the four MLTSS Steering Committee Workgroups;
- Overview of the six MLTSS state internal Workgroups; and,

- The Readiness Review for both the state and the health plans.

Ms. Day-Lewis informed attendees that individuals impacted by MLTSS will include those individuals in the existing five Home and Community Based Service waivers and those individuals residing in nursing facilities. Ms. Lewis-Day emphasized that individuals in the Community Care Waiver (CCW) will not be incorporated into MLTSS. The CCW will remain in existence outside of the CMW.

As a part of her presentation, Ms. Lewis-Day also provided an update on the D-SNP initiative. She indicated that of the approximately 35,000 dual eligible in the New Jersey Medicaid program, approximately 13,000 were enrolled in D-SNPs as of April 2012. She also indicated that the state was pleased with the rate of enrollment as it was approximately ten percent higher than other states during a similar timeframe.

Council Member Roberts raised a question about the volume of duals enrolled into D-SNPs all at once. The state commented that they are experienced with beneficiary transitions. Ms. Roberts also inquired as to whether the Workgroups and/or Steering Committee will be permitted to continue after the recommendations are submitted to DHS. The state acknowledged the request and interest.

Council Member Vivian asked how mental health consumers would access services under MLTSS. State staff responded that BH services would be carved-out under MLTSS; however, if an individual's needs change to meet a nursing facility (NF) level of care, then one would qualify for MLTSS. It was clarified that individuals in developmental centers and those in the CCW will not be carved-into MLTSS. Maribeth Robenolt of the Division of Developmental Disabilities further commented that mental health consumers and individuals with intellectual / developmental disabilities require specialized services that are not served in the NF environment.

A member of the public wanted to know how the state envisions the CMW improving the overall healthcare of Medicaid beneficiaries. Carol Grant responded that the CMW, and its system delivery changes, enables the Medicaid program to move toward a holistic and integrated approach to care and services.

Carolyn Baldacchini asked if MLTSS can be deployed as a pilot program. Council Member Coogan indicated that the MAAC would ask Ms. Lewis-Day to take Ms. Baldacchini's recommendation to the MLTSS Steering Committee.

Quality Assurance Monitoring

Overview of the 2010 Health Maintenance Organization (HMO) Performance Report: Karen Brodsky, DMAHS Chief of Managed Care Contracting, provided a presentation on the most recent HMO Performance Report. Highlights of her presentation included:

- Monitoring goals;
- DMAHS processes to monitor managed care activities;
- Health plan enrollment as of December 2010;
- The External Review Organization (EQRO) Annual Assessment and review categories;
- Key Healthcare Effectiveness Data and Information Set (HEDIS) measure comparisons by health plan; and,

- Member satisfaction and health plan best practices.

Pauline Lisciotto of the Department of Health and Senior Services inquired about how many client satisfaction surveys were mailed to beneficiaries. Chairperson Spitalnik commented on this topic indicating that in the past the MAAC had concerns about the low response rate for the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. Carol Grant, DMAHS Chief of Operations, replied that there were enough surveys mailed to create a statistically valid sample and that the consumer sample size has been increased to produce a higher yield. Karen Brodsky commented that Richard Hurd, DMAHS' Chief of Staff, may attend a future meeting of the MAAC to discuss the CAHPS® survey.

Council Member Roberts inquired about the status of the HMO provider credentialing issue. Carol Grant replied that this year's EQRO Assessment shows some improvement in the timeliness of HMO provider credentialing. Ms. Grant also commented that under the health plans' Corrective Action Plan, it may take time for the plans to show significant improvement in this area.

Council Member Whitman was interested in statistics that addressed why patients visited the Emergency Department. Joshua Spielberg commented that childhood immunization rates appeared low in 2010 compared to previous years. Chairperson Spitalnik confirmed with state staff that the next wave of data will be available at the end of the 2012 calendar year.

Joshua Spielberg requested from the MAAC comparative data between New Jersey Medicaid and the commercial markets. Council Member Coogan commented that she will explore what other data sources may be available. Dr. Philip Bonaparte of Horizon NJ Health commented that Medicaid measures are often better than commercial rates in comparison.

Ray Castro asked if the health plans conduct random sampling and telephone call for their surveys. Joseph Manger of Horizon NJ Health (Horizon) confirmed that Horizon surveys new enrollees to assess their access to services. Carol Grant indicated that the DMAHS Office of Quality Assurance (OQA) conducts provider spot checks to monitor provider activity and, in addition, the OQA conducts an extensive provider network analysis to assess member access to services. Mr. Castro acknowledged there has been a lot of effort on the part of the state; however, transparency could be improved through a systemic public approach.

Carolyn Baldacchini requested a report of the number of providers serving Medicaid beneficiaries and the hours they are required to provide services. Karen Brodsky responded that DMAHS counts a provider if they are available twenty hours per week or more for service to beneficiaries. In addition, Ms. Brodsky also noted that providers can conduct those services in more than one office. A single National Provider Identifier prevents the Medicaid program from double counting the number of providers in a health plan panel and the Managed Care Contract contains provisions for health plan panel sizes.

Complaints and Grievances: Carol Grant, DMAHS Chief of Operations, shared the framework for how Medicaid complaints and grievances are tracked at DMAHS. Highlights of her remarks included:

- The origin of complaints to DMAHS;
- The three levels of consumer appeals including fair hearings;
- Quarterly Reports; and,

- Fair Hearing and Final Agency Decision (FAD) data from the first quarter of 2011 to the fourth quarter of 2011.

Carol Grant noted that DMAHs intend to do a crosswalk between the data reported and the data DMAHS collects.

Council Member Coogan suggested that the MAAC review a comparison of the data presented to the first quarter of 2012 to see if there is a trend to be noted.

Council Member Roberts requested to have FAD data broken out by population group along with their decisions.

Phillip Lubitz of the National Alliance on Mental Illness New Jersey commented that the length of time to reach the FAD stage may show-up later than the reporting period.

Chairperson Spitalnik concurred and committed to following-up on this topic at a future meeting.

NEXT MEETING

Chairperson Spitalnik announced that the next meeting will be held on June 25, 2012 from 10:00 AM – 12:00 Noon at the New Jersey Forensic Science Technology Center, 1200 Negron Drive, Hamilton, New Jersey whereby one form of identification will be required to enter the Center.

Agenda topics for consideration for next meeting include:

- Complaints and grievances follow-up including first quarter FAD data;
- Budget update;
- Report of the Ad Hoc Subcommittee on the Role of the MAAC;
- Updates on CMW including an overview of the Evaluation Plan;
- Recommendations from the ASO/MBHO and MLTSS Steering Group and Committee;
- ACO Update;
- CAHPS® presentation;
- Uniform credentialing; and,
- Trend data for HEDIS measures with national and commercial comparisons.

ADJORNMENT

Chairperson Spitalnik thanked Council Members and members of the public for attending and participating. Chairperson Spitalnik also thanked state staff for their support and on-going efforts.

The meeting of the MAAC adjourned at 4:10 PM.