

WV Health Innovation Collaborative  
Better Care Work Group  
Meeting Notes  
April 21, 2015

Participating: Tony Leach, BPH, Division of Health Promotion  
Terri Giles, West Virginian's for Affordable Health Care  
Dan Mace, BPH  
Jim Kranz, WV Hospital Association  
Christine DeRienzo, PEIA  
Ted Cheatham, PEIA  
Laura Boone, Higher Education Policy Commission  
Perry Bryant, East End Resident  
Crystal Welch, WV Medical Institute  
Dan Christy, BPH  
Chris Zinn, Hospice Council of WV  
Amanda McCarty, BPH  
Jeff Wiseman, DHHR  
Marci Kramer, Delmarva  
Brian Cunningham, Lewin  
Phil Shimer, TSG

Participating by Phone:

Arnie Hassen, Chair, WVSOM  
Chris Clark, GOHELP  
Michelle Chappell, American Cancer Society  
Sarah Murray, WVU  
Alan Ducatman, WVU  
Karen Fitzpatrick, WVU Healthcare  
Kristena Ross, CAMC  
Barbara Wessel, UniCare  
Anne Williams, BPH  
Georgia Narsavage, WVU

Jeff Wiseman opened the meeting and introductions were made. Jeff introduced Marci Kramer, Delmarva and Brian Cunningham, Lewin who will be doing a joint presentation.

**Quality Efforts by the Medicaid Managed Care Program and Services Delmarva Provides to BMS and Asthma and ER Utilization Initiative**

- Marcia Kramer shared the corporation organization structure of Delmarva with the group. They were established in 1973 and have over 25 years of experience in evaluating state Medicaid managed care programs. They have been working with the State of WV since 1998.
- Experience in evaluation, measurement, and targeted quality improvement in all major health care settings.
- Over 17 years of experience in quality management for HCBS waiver programs serving people with intellectual and developmental disabilities.

- Delmarva was recognized as an External Quality Review contractor since 1997 with experience in:
  - Rural and Urban Populations
  - Managed Care Programs:
    - MCOs
    - Primary Care Case Management Programs
    - Long-Term Support and Services for the Elderly
    - Special Needs Plans
    - CHIP
- Major Services to BMS
  - Conduct an annual Operational Compliance Review
  - Validate Performance Improvement Projects
  - Validate Performance Measures
- Brian Cunningham shared with the group information about Lewin. Lewin is a premier national health and human services consulting firm.
- Provides managed care administration support for DHHR/BMS:
  - Fiscal and Actuarial
  - Regulatory (CMS Liaison)
  - Operations/Monitoring Policy
- Healthcare Effectiveness Data and Information Set (HEDIS) is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service
- Consists of 81 measures across 5 domains of care
- Is used to form the NCQA health plan rankings
- SFY 2015, DHHR placed each MCO at risk for five percent of the capitation payment by withholding that amount from monthly capitation paid to the MCO. MCO's may earn back the withheld capitation by meeting or exceeding the targeted benchmark for five selected HEDIS performance measures.
- Three additional measures will be added in 2016.
- Five performance measures:
  - Well-Child Visits in the 3 – 6<sup>th</sup> years of life
  - Adolescent Well-Child Visits
  - Immunization for Adolescents
  - Medication Management for People with Asthma – ages 5 to 64
  - Prenatal and Postpartum Care
- Three performance measures that will be added in 2016:
  - Annual Monitoring for Patients on Persistent Medications
  - Adult BMI Assessment
  - Medical Assistance with Smoking and Tobacco Use Cessation
- Performance Improvement Projects (PIPs) in Place
  - Mandatory Diabetes
  - Mandatory Asthma
  - Adolescent Well Care (CoventryCares)
  - Childhood Immunization Status (UniCare)
  - Member Establishment with PCP of Record (The Health Plan)
- Marcia Kramer shared some significant barriers identified by MCOs
- Notable Interventions:
  - Collaborative letter to providers
  - Provider gaps in care reports
  - Member outreach

➤One-on-One personalized contact with members

A question and answer period followed.

- How do withhold measures relate to Medicaid cost drivers?
- What measures are used by other states for chronically ill populations in managed care?
- Are there any diabetes management measures that could be used in future years for adults?
- Maternal smoking rates for pregnant women are approximately 40%, what are we doing to help curb that?
- Are there weight management services for adults that are provided by Medicaid/MCOs to help with ongoing support once the BMI is calculated?
- Are dietician services covered by Medicaid?
- Do the MCOs develop driver diagrams for cost and quality of care?
- What are the BH network standards for MCOs?

These questions were sent to the presenters and any feedback will be sent to Jeff Wiseman and he will disseminate to the appropriate folks.

Marcia reported that Delmarva has lots of data and can run and pull data for the group if needed. Delmarva – Quality Aspect and Lewin - Financial

Mr. Cunningham and Ms. Kramer were thanked for their presentation.

### **Update on Health Improvement Plan – SHIP Task Force**

Arnie Hassen introduced Amanda McCarty, BPH, who will be presented for the Task Force.

- She shared with the group the January 2015 final draft of the Health Innovation Collaborative Strategic Priorities and WV SHIP Areas of Focus. After receiving the SIM grant and doing the population piece, and the SHIP, some additions were added to the blueprint so that the same priorities will align with all activities. A revised version was shared with the Lower Cost Work Group with Mental Health added as a focus area. After discussion in that Work Group as well as earlier discussions with the Better Health and other groups focused on supportive data, it was decided to change Substance Abuse to Tobacco and adding Behavioral Health as a focus area. There was discussion and the work group members agreed upon the changes. All three Work Groups have agreed on the blueprint.
- Ms. McCarty shared a beginning draft of the WV Health Improvement Plan and next steps.
  - Develop objectives, strategies for implementation by WVHIC (partners statewide), and performance measures to monitor progress
  - Bureau for Public Health to provide input on additional objectives/strategies/measures to be implemented by the Bureau for Public Health
  - Objectives/strategies/measures for the WV Health Improvement Plan need to be identified by June 15<sup>th</sup> and also meet the SIM deadline of August 15.

**Next Meeting**

May 19, 2015  
2:00 – 4:00 p.m.  
One Davis Square, Suite 100 East  
Conference Room 134