

**Medicaid Advisory Board  
Meeting Minutes  
August 25, 2011**

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**PRESENT**

**Board:** Christina Colombe (Member), Hilde Hyde (Member), Kay Van Woert (VFN), Denis Barton (BSPCA), Wendy Davis (VDH), Trinkia Kerr (HCO), Sheila Reed (VVC), Corey Armstrong (DHMC), Mark Kaufman (VCIL), Laura Pelosi (VHCA), Madeleine Mongan (VMS), Sharon Henault (Member), Larry Goetschius (VAHHA), Peter Taylor (VSDS) and Dale Hackett (Member).

**Other Interested Parties:** Danielle Hibbard (BSPCA), David Mickenberg (COVE), Sonia Tagliento (MAXIMUS), Alexis Perkins (MAXIMUS), Cherie Bergeron (HP), Barbara Beaty (HP), Jill Guerin (KSE Partners), Lucie Garand (DRM), Terry Lee (Gilead Sciences), Anthony Otis (Chiro, Pharm and Delta Dental) and Betty Morse (VFN).

**Staff:** Lori Collins (DVHA), Greg Needle (DVHA), Peter McNichol (DVHA), Clark Eaton (DVHA) and Stacey Baker (DVHA).

**HANDOUTS**

- Agenda
- July 28, 2011 Meeting Minutes
- MAB Letter to New DVHA Commissioner (8/23/11)
- Proposed Medicaid Rule Change (AHS Bulletin No.11-13)
- Provider Member Relations Issue Tracker Form

**CONVENE**

Kay Van Woert chaired the meeting.

**Approval of Meeting Minutes**

The July 28, 2011 meeting minutes were submitted for approval and were approved unanimously.

**Deputy Commissioner's Update – Lori Collins**

The Deputy Commissioner of the Department of Vermont Health Access (DVHA), Lori Collins, announced that Mark Larson, the new Commissioner of DVHA, officially began his new role on August 17, 2011. Unfortunately, Mark is out-of-state today, but he is looking forward to meeting the board and providing an update at the September Medicaid Advisory Board (MAB) meeting.

Lori discussed DVHA's intent to have the MAB participate in the development of DVHA's and the state's new Strategic Plan. The state's draft plan now includes a vision, values and seven priorities. The MAB provided a letter to Mark Larson on August 24<sup>th</sup> that recaps the MAB's major policy principles, as well as outlining recent discussions on process principles that are vital to ongoing health care system improvement. Many of these inputs should be considered for incorporation into DVHA's Strategic Plan.

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MAB member Kristi Kistler (representing DHMC) has today forwarded her resignation from the MAB. Kristi plans to retire shortly from DHMC. For now, Corey Armstrong will fill the MAB member role for DHMC. Board members expressed their thanks to Kristi who has provided vital, productive service to the MAB over the last 12 years.

**Medicaid Rule Change (Preferred Drug List) – Greg Needle**

Greg Needle, Policy Administrator with DVHA, handed out and covered the highlights of the proposed permanent version of AHS Rule Change Bulletin No.11-13. In summary, per Vermont Act 63, DVHA was directed to reduce Medicaid spending on prescription drugs by creating and managing a preferred over-the-counter drug list, establishing lower reimbursements for specialty drugs, and requiring justification for prescribing multi-source brand-name drugs. These actions should translate to approximately \$175,000 in general fund savings annually for the State of Vermont.

A public hearing on this Rule Change is tentatively scheduled for October 14, 2011, at 10:00 AM in the DVHA conference room, 312 Hurricane Lane, Suite 201, Williston, VT. Written comments would be due within seven days following that meeting.

DVHA will send out a link to the Rule Change and the published preferred over-the-counter drug list so that all board members will have the opportunity to review this material prior to the October public hearing.

**DVHA Process Review/Problem Solving – Bill Clark**

Bill Clark, Director of Provider Member Relations (PMR) at DVHA, discussed the data/information DVHA receives related to complaints and other issues – how we are handling them now and the introduction of a new process we are in the process of implementing. The largest source of DVHA’s information (both complaints and compliments) comes through our Member Services organization. Issues are forwarded to PMR on a weekly basis. Data is compiled and rolled into quarterly reports as part of DVHA’s overall Global Commitment (GC) quarterly reporting. DVHA will provide a current GC quarterly report for review at the next meeting; members can decide if this is information they would like to access regularly.

Board members and an advocate, Betty Morse (VFN), addressed the concern that Medicaid beneficiaries who are dealing with enrollment, eligibility or other related issues sometimes don’t know who they are talking to, or may be confused about who they should be talking to concerning these matters (i.e. DVHA member services or the Department for Children and Families (DCF)?). Lori Collins stressed that beneficiaries or Providers should simply focus on our Vermont brand name, Green Mountain Care (GMC). Individually issued GMC ID cards indicate a single contact number for beneficiaries and a single contact number for providers.

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MAB requested that DVHA supply an organization chart for DVHA with an update about and list of the various points of contact within AHS (DVHA, DCF, and DAIL) when a MAB member or advocate organization wants information to assist a consumer get access to a Medicaid benefit or provide some systems level suggestions for Medicaid improvement.

Bill Clark handed out and described a new, automated PMR Issue Tracking system that is being implemented so that complaints and issues can be documented, tracked and resolved in a timely manner. The new tracking system will allow DVHA to effectively provide solutions to issues/requests that span across multiple units within DVHA or need to link to Departments outside of DVHA for effective resolution. The system is up and running and being tested with ten issues. This concept will be discussed further during the Process Review Workgroup Meeting immediately following today's formal MAB meeting.

**MAB Discussion -- MAB Membership**

Kay Van Woert reviewed the August 23<sup>rd</sup> MAB letter to Mark Larson that recaps the MAB's major policy and process principles formulated to date and asked members to scan the letter to see if there should be any other additions that would be helpful to DVHA in preparing their strategic plan.

Larry Goetschius stressed the need for an update on future plans for application of provider taxes, as well as impacts on reimbursement rates. Lori Collins noted that DVHA is preparing an RFP to hire a consultant to look at developing a better, fair approach to future provider taxes. The MAB agreed to request a presentation from DVHA on this topic.

Sharon Henault recommended that the MAB have regular updates on and input into Vermont's federal Health Care Reform activities. Kay Van Woert noted that Health Care Reform was listed in the minutes as a standing item for the Director's Report and MAB discussion each month.

**MAB Requested Data/Information**

- Provide OTC Preferred Drug List (link and copy for meeting review)
- PMPM net of premiums for Dr. Dynasaur and Pharmacy
- ADA Compliance process for AHS
- Vermont's CHIP participation
- Evaluation of cost of 12 month continuous eligibility for children
- Data on churn (get from Steve Kappel?)

**Ongoing Areas of Interest --Updates from DVHA as Timing is Appropriate**

- Progress Update on Provider Tax Strategy RFP
- Regular Health Care Reform Updates

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- Loss of PCP/PCP continuity following break in benefit-DVHA to report back
- Dual Eligibles Initiative
- Chronic Care Initiative/Blueprint
- Bridges Program
- MMIS Limitations on OT/PT
- Medicaid Home Health Initiative
- Autism Insurance
- Integrated Family Services
- Voc Rehab--Sept or October
- Clarification to advocates on how to resolve Medicaid glitches beyond HCO

**Areas for MAB Near-Term Discussion/Work**

- Health Care Reform (and how to connect disability perspective)
- Exchange Board and MAB role
- Issues with current public programs (e.g. EPSDT, Dual Eligibles, DUR/Rx, --  
Transportation, Supplies/DME)
- Workgroup on EPSDT (Sept. or Oct.?)
- Workgroup on Process Improvements (October follow-on?)
- Global Commitment report for MAB and discuss at next meeting whether to have regular presentations on it

**Next Meeting**

**September 22, 2011**

**Time: 10:00AM – 12:00PM**

**Location: DVHA, Williston, VT**

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**Notes from the 8/25/11 Medicaid Process Review Workgroup Meeting (12-1:00PM)**

**Attendees:** Trinka Kerr, Kay Van Woert, Bill Clark, Betty Morse, Christina Colombe and Clark Eaton.

The group met to discuss systemic challenges in Medicaid access related to process and/or policy, including the development of a better way to track issues within DVHA and also link across to other outside state Departments to facilitate problem solving.

Bill Clark, Director of Provider Member Relations (PMR) at DVHA, continued to describe the PMR Unit's newly developed automated Issue Tracking System that will help DVHA document and track specific issues to reach best possible solutions. Group members should think about and list the most important issues that should be added to the tracking system for evaluation. The new system will not replace grievances or appeals processes; these are still important capabilities to keep in place.

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The new Tracking System is now being tested with ten issues; the intent is to build appropriate solution templates for like issues and then move to implement more effective policies based on these solutions. Bill stressed the need to have specific issues to take on; he will update the MAB in the near future on the progress of implementing the new Issue Tracking System.