

Vermont Medicaid and Exchange Advisory Committee Meeting Agenda

1.	10:00	Call to Order	Sharon Henault & Jessa Barnard, Substitute Co-Chairs
2.	10:05	Roll Call Establish Quorum Approve Previous Minutes	Jennifer Rotblatt, Administrative Services Coordinator (Department of Vermont Health Access, "DVHA")
3.	10:10	1115 Global Commitment Waiver	Ashley Berliner, Director of Healthcare Policy & Planning (DVHA)
4.	10:35	CAHPS Survey	Sandi Hoffman, Deputy Commissioner (DVHA)
5.	11:00	Medicaid Renewal Status Update	Adaline Strumolo, Deputy Commissioner (DVHA)
6.	11:30	Commissioner's Office Update	Andrea De La Bruere, Commissioner (DVHA) Adaline Strumolo, Deputy Commissioner (DVHA)
7.	11:45	Public Comment	Sharon Henault & Jessa Barnard, Substitute Co-Chairs
8.	11:50	Final Committee Discussion	Sharon Henault & Jessa Barnard, Substitute Co-Chairs
9.	12:00	Adjourn	Sharon Henault & Jessa Barnard, Substitute Co-Chairs

**April 24, 2023
10:00-12:00pm**

Roll Call, Quorum, March 27, 2023 Meeting Minutes

Jennifer Rotblatt, Administrative Services Coordinator (DVHA)

1115 Global Commitment Waiver

Ashley Berliner, Director of Healthcare Policy & Planning (DVHA)

CAHPS Survey Results

Sandi Hoffman, Deputy Commissioner (DVHA)

CAHPS Survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS)

The Department of Vermont Health Access reports on the tool's standard composite question categories:

- Getting Care Quickly
 - Getting Needed Care
 - Customer Service
 - Overall Health Plan/Health Care Ratings
-
- As well as various specialized topics: smoking/tobacco use, telemedicine and mental health.

[2022 CAHPS Survey Results](#)

Response Rates

- AHRQ and NCQA recommend health plans return **300** completed surveys
- Reduced response rates in previous years led to efforts to increase participation in 2022. These efforts included:
 - Increasing sample size for both adult and child to 2,145 surveys
 - Provided a QR code for online survey completion

# of Reponses	2019	2020	2021	2022
Adult	430	417	324	415
Child	302	426	260	322

General Question Sets – Adult/Child

- We compare our results to the “top box” scores for the composite questions for each population submitted to the National AHPS database each year.
- Results remain steady and high for both adult and child.

Adult	2022 Target	2022 Rates
Getting Care Quickly	81%	81%
Getting Needed Care	81%	81%
Customer Service	89%	88%
Health Plan rating	87%	87%
Health Care rating	86%	83%

Child	2022 Target	2022 Results
Getting Care Quickly	86%	91%
Getting Needed Care	84%	86%
Customer Service	88%	92%
Health Plan rating	92%	96%
Health Care rating	93%	93%

Smoking/Tobacco Cessation - Adult

- Overall, smoking/tobacco cessation survey responses showed a declining trend for 2022 reporting.
 - A positive: the self-reported rate of smoking or tobacco use (every day or some days) decreased to 25.8% - the lowest rate since collecting this measure.
 - Of note - Cessation strategy discussion with providers dropped from 58.8% to 41%.

Smoking/Tobacco Improvement

- Results of the Smoking/Tobacco Cessation break out questions were shared with the Chronic Disease Prevention Chief at VDH
- Planned improvement through:
 - Spring campaign promoting 802Quits
 - Communication with providers through advisories and webinars
 - Communication with members via text messaging

Telemedicine – Adult/Child

Survey questions in telemedicine relate to telephone and video visits compared to in-person visits for both personal doctor and specialist.

- 2022 results showed a slight increase over last year for members who were as satisfied or more satisfied than in-person visits
- These rates remain around 65%

Mental Health – Adult/Child

	Adult	Child
Made an appointment within the last 6 months	22%	20%
Had difficulty scheduling any appointments	24%	37%
Appointments when needed	76%	57%
Medication as part of counseling/mental health treatment	30%	10%
Some level of difficulty getting medicine as soon as needed	20%	20%

Medicaid Renewal Status Update

Adaline Strumolo, Deputy Commissioner (DVHA)

Commissioner's Office Update

Andrea De La Bruere, Commissioner (DVHA)

Adaline Strumolo, Deputy Commissioner (DVHA)

Public Comment & Final Committee Discussion

Adjourn

Sharon Henault & Jessa Barnard, Substitute Co-Chairs