

**Heritage Health Stakeholder Forum
 Agenda**

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| Meeting Date / Time | Tuesday, May 21, 2019 1:00 pm – 2:30 pm, CT |
| Meeting Location | Nebraska State Office Building 301 Centennial Mall South Lower Level Conference Room A Lincoln, NE 68509 |
| Conference Line | (888) 820 – 1398 Access Code: 4533256# |

Agenda:

| Topics | Facilitator |
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| Welcome and Introductions | Heather Leschinsky |
| NTC Update RE: RX Advance Therapy Authorizations | NTC Representative |
| NEMT | Kris Radke |
| Status Update - Known Issues Log | Health Plan Representatives |
| Open Forum Provider Feedback | Carmen Bachle |
| Adjourn | Heather Leschinsky |

Next Meeting:

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| Meeting Date / Time | Tuesday, July 16, 2019 2:00pm – 3:30pm |
| Meeting Location | Nebraska State Office Building 301 Centennial Mall South Lower Level Conference Room A Lincoln, NE 68509 |

Heritage Health Stakeholder Forum Meeting Minutes

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| Meeting Date / Time | Tuesday, May 21, 2019; 1:00 pm – 2:30 pm |
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Summary:

| Topics | Facilitator |
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| <p>Welcome and Introductions</p> <p>Lisa Neeman, Health Services Policy Administrator welcomed everyone to the meeting.</p> | Lisa Neeman |
| <p>Roll Call:</p> <p>Lisa Neeman took roll call of the committee members: National Alliance on Mental illness; Jennifer Acierne, Leading Age Nebraska, Jean Anderson, Lancaster County Medical Society, Sheila Augustine, Nebraska Medicine;, Beth Baxter, Regional Admin. Behavioral Health Region Three; Janet Seelhoff, Ryan Beothe, Nebraska Home Care Association; Amy Behnke, Health Center of Association of Nebraska (HCAN); Carole Boye, President & CEO for Community Alliance; Margaret Brockman, DHHS, Div. of Public Health; Pat Connell, Vice President, Behavioral Health, Compliance, & Government with Boys Town; Jon Day, Executive Director of Blue Valley Behavioral Health; Annette Dubas, Executive Director, NABHO; Shannon Engler, Director, Counseling & Mental Health Services of Bryan Health; Jon Eslick, RelyCare Pharmacy; Wayne Fisher, Ph.D., Director, Center for Autism Spectrum Disorders; Ingrid Ganseboom, Region Four; Tamara Gavin, Deputy Director, Behavioral Health Services; Frannie Green, MAMES; Lori Hack, Wellcare of Nebraska; Tophier Hansen, NABHO; Corina Harrison, DHHS, Div. of Developmental Disabilities; Rhonda Hawks, The Hawks Foundation; Lincoln Pediatric; Jan Henderson, Ponca Tribe of Nebraska; C.J. Johnson, Regional Admin. Behavioral Health Regional Health Region Five; Christine Johnson, Behavioral Health Support Foundation; Patti Jurjevich, Regional Admin. Behavioral Health Region Six; Cindy Kadavy, Nebraska Health Care Association; Darla Lapointe, Winnebago Tribe of Nebraska; Lori Lundquist Wall, Ph.D.; Nebraska Psychological Association; Vernon Miller, Chairman, Omaha Tribe of Nebraska; Ellen McElderry, Nebraska Total Care; Ellen Mohling, DHHS-DDQI; Marcia Mueiting, Nebraska Pharmacists; Bill Reay, Omni Behavioral Health; Adam Peters, Nebraska Total Care; Cassandra Price, United Healthcare Community Plan; Adam Proctor, Nebraska Total Care; Todd Reckling, CAFCON, Megan for Amy Reynoldson, Nebraska Medical Association; Marilyn Rhoten, Alogent/CHI Health; Stacy Scholten, DHHS, Div. of Children and Family Services; Julie Scott, Office of Probation Administration; Kathy Seacrest, Behavioral Health Region Two; Janet Seelhoff, Nebraska Home Care Association; Stacy Simonsen; Administrative Office of Probation; David Slattery, Nebraska Hospital Association; ; Good Neighbor Community Health Center; Teresa Tack-Stogdill; DHHS, Developmental Disabilities; Jessica Thoene, Nebraska Speech-Language-Hearing Association; Roger Truddell, Chairman, Santee Sioux Nation; Mike Vance, Ph.D. Director, Children’s Hospital & Medical Center-; Sue for Barbara Vogel, Behavioral Health Region One; Deb Wegelhoff, Box Butte General Hospital; Dr. Martin Wetzel, WellCare Health Plan; Terri Wolfgram, Midtown Health Center; Larry Wright, Ponca Tribe of Nebraska; Mona Zuffante, Tribal Health Director, Winnebago Tribe of Nebraska.</p> | Lisa Neeman |

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| <p>NTC Update RE:</p> <p>RX Advance-Adam Peters/NTC reported NTC switched claims processors from CVS to RX Advance on April 1st.</p> <p>Therapy Authorizations-Adam/NTC reported that on April 1st NTC switched from post service therapy reviews to pre service therapy reviews. This process change was driven by feedback from associations and our provider advisory committee.</p> <p>Cindy Kadavy/Nebraska Health Care Association asked what was the rational for the switch.</p> <p>Adam reported that it was provider feedback. Adam reported that a year ago NTC had switched to NIA post service reviews and heard that the process was too burdensome for providers.</p> | <p>NTC Representative</p> |
| <p>Non-Emergency Medical Transportation (NEMT)</p> <p>Kris Radke/MLTC reported copies of Provider Bulletin 19-07 includes each of the managed care contact information, and has been emailed to this group. You will want to distribute to your providers and associations. MLTC will host a provider Webex tentatively set for June 10th and June 13th for about 1 ½ hour. Kris will present on behalf of MLTC and each of the health plans and vendors will present. The health plan and vendor will provide information about processes and procedures. A press release will go out with the dates and times. NEMT is set to go-live July 1st. All the plans are busy contracting at this time.</p> <p>Cindy Kadavy/NHCA asked for clarification when members living in a facility require transportation. MLTC confirmed members will continue to receive transportation from the facility.</p> | <p>Kris Radke</p> |
| <p>Status Update-Known Issues Log</p> <p>UHC-Cassandra Price reported UHC has no open global issues on our issue log.</p> <p>Wellcare-Melissa Humphrey reported that WellCare has no open global issues on our issue log at this time.</p> <p>NTC-Adam Peters reported there will be a claims project and NTC will have a hyperlink on the known issue log that will identify providers impacted. NTC will begin a second claim project that is being processed related to EXEG denials. This is the issue NTC recently closed and is related to external com of injury coding. The first project we ran and completed was for facility claims billed on a UB. The second project is for professional services billed on a 1500. The project is in process and should be completed in next 30 days. To obtain the providers impacted please refer to the NTC known issues log.</p> | <p>Health Plan Representatives</p> |
| <p>Open Forum Provider Feedback</p> <p>Margaret Brockman/Div. of Public Health asked about the identified rural providers for value based contracts.</p> <p>Melissa/Wellcare stated WellCare does not have rural providers with a value based contract.</p> <p>Cassandra/UHC stated UHC would provide the information at the next meeting.</p> | <p>Lisa Neeman</p> |

Adam/NTC reported NTC does not have a rural provider with a value based contract, however NTC does offer pay for performance programs for rural providers.

Lisa/MLTC clarified that pay performance is available through the health plans and is different from value based contracts. Value based contracting requires a significant pool of providers. The pay for Performance is available for all providers. Please reach out to the health plans if you know of any type of providers to expand the network.

Jessica/Nebraska Speech Language and Therapy Association asked if there was a difference on the benefit through the essential health practice for rehabilitate versus habilitative. Lisa Neeman/MLTC stated MLTC does not define it separately especially to children. If it is medically necessity, it is available to children. The medical necessity might be the hold up or where the questions arise.

Lisa representing OUR Homes asked about some direction regarding the prescription drug copay and the financial hardship it is causing. We have about 300 individuals in the residence and about 200 individuals out of the residence. They get about \$64 a month and having to pay that copay is a hardship. I have understood this is a change in policy and that Medicaid is no longer paying those.

Lisa/MLTC stated it has been a change and I understand if affects a lot of people. One of the issues is this is a Medicare program and Medicaid is not allowed by Federal law to pay for those services. We would be in violation of the Federal law if we continue to pay for those Part D copays.

Vicky McQue/Key Therapy stated has there been any changes or updates in respect to accessibility and coverage for wheelchairs. We have been seeing authorizations for medical equipment the rate of denials also spiking and also the time that is required for authorizations to be responded to. The families are being told in the Omaha area to expect 90 to 120 days before they have a decisions about these authorizations. All the health plans asked for specific examples to review to help with this issue.

Adjourned

Lisa Neeman

Next Meeting:

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| Meeting Location | Nebraska State Office Building 301 Centennial Mall S. Lower Level Conference Room A Lincoln, NE 68509 |
| Tentative Agenda Topics | TBA |