

**Heritage Health Stakeholder Forum  
 Agenda**

<b>Meeting Date / Time</b>	Tuesda, March 26, 2019 2:00pm – 3:30pm, CT
<b>Meeting Location</b>	Nebraska State Office Building 301 Centennial Mall South Lower Level Conference Room A Lincoln, NE 68509
<b>Conference Line</b>	(888) 820 – 1398 Access Code: 4533256#

**Agenda:**

Topics	Facilitator
Welcome and Introductions	Carmen Bachle
Heritage Health Dashboard	Carmen Bachle
Non-Emergency Medical Transportation (NEMT)	Health Plan Representatives
OTC Coverage Follow-up	Jenny Minchow
Value Based Contracting	Health Plan Representatives
Part D Copay Follow-up	Jenny Minchow
Status Update - Known Issues Log	Health Plan Representatives
Open Forum Provider Feedback	Carmen Bachle
Adjourn	Carmen Bachle

**Next Meeting:**

<b>Meeting Date / Time</b>	Tuesday, May 21, 2019 1:00pm – 2:30pm, CT
<b>Meeting Location</b>	Nebraska State Office Building 301 Centennial Mall South Lower Level Conference Room A Lincoln, NE 68509

## Heritage Health Stakeholder Forum Meeting Minutes

<b>Meeting Date / Time</b>	Tuesday, March 26, 2019; 2:00 pm – 3:30 pm
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### Summary:

Topics	Facilitator
<p><b>Welcome and Introductions</b></p> <p>Carmen Bachle, Plan Management Administrator welcomed everyone to the meeting.</p>	Carmen Bachle
<p><b>Roll Call:</b></p> <p>Carmen Bachle took roll call of the committee members:  <del>National Alliance on Mental illness; Jennifer Acierno, Leading Age Nebraska, Joan Anderson, Lancaster County Medical Society, Sheila Augustine, Nebraska Medicine, Beth Baxter, Regional Admin. Behavioral Health Region Three; Janet Seelhoff, Ryan Beethe, Nebraska Home Care Association; Amy Bohnke, Health Center of Association of Nebraska (HCAN); Carole Boye, President &amp; CEO for Community Alliance; Margaret Brockman, DHHS, Div. of Public Health; Pat Connell, Vice President, Behavioral Health, Compliance, &amp; Government with Boys Town; Jon Day, Executive Director of Blue Valley Behavioral Health; Annette Dubas, Executive Director, NABHO; Shannon Engler, Director, Counseling &amp; Mental Health Services of Bryan Health; Jon Eslick, RelyCare Pharmacy; Wayne Fisher, Ph.D., Director, Center for Autism Spectrum Disorders; Ingrid Gansbom, Region Four; Tamara Gavin, Deputy Director, Behavioral Health Services, Joe Frannie Green, MAMES; Lori Hack, Wellcare of Nebraska; Tophen 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 Kavady, 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; Dr. Kevin Nohner, United Healthcare Community Plan; Bill Reay, Omni Behavioral Health; Adam Peters, Nebraska Total Care; Cassandra Price, United Healthcare Community Plan; Adam Proctor, Nebraska Total Care; Todd Reckling, CAFCON, Amy Renoldson, Nebraska Medical Association; Marilyn Rhoten, Alegant/CHI Health; Stacy Scholten, DHHS, Div. of Children and Family Services; Dustin Bartley and Kari Rumbaugh Julie Scott, Office of Probation Administration; Tracy Kramer Kathy Seacrest, Behavioral Health Region Two; Janet Seelhoff, Nebraska Home Care Association; Stacy Simonson, Administrative Office of Probation; David Slattery, Nebraska Hospital Association; ; Good Neighbor Community Health Center; Teresa Tack-Stogdill; DHHS, Developmental Disabilities; Roger Truddell, Chairman, Santee Sioux Nation; Mike Vance, Ph.D. Director, Children's Hospital &amp; Medical Center; Deb Wegehoff, 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.</del></p>	Carmen Bachle

<p><b>Heritage Health Dashboard</b></p> <p>Carmen Bachle reported MLTC has covered oversight of the plans extensively. The Heritage Health Dashboard is public facing and is updated on a quarterly basis. The contracts for the Heritage Health plans include over 800 requirements monitored by MLTC on an on-going basis. The contracts are available on the Heritage Health website. The health plans correspond with MLTC daily, to ensure continuity of services to all members and providers.</p>	Carmen Bachle
<p><b>Non-Emergency Medical Transportation (NEMT)</b></p> <p>Carmen Bachle reported MLTC will be carving in Non-Emergency Medical Transportation (NEMT) July 1<sup>st</sup>.</p> <p>NTC-Adam Peters reported NTC's broker for transportation will be MTM. NTC continues to increase network participation, develop policy and procedures, and develop member and provider materials.</p> <p>UHC-Cassandra Price reported UHCCP's broker for transportation will be National MedTrans. UHCCP is in full implementation, and contracting with providers.</p> <p>Wellcare-Lori Hack reported WellCare's broker for transportation will be Intellride. Intellride will be contacting existing network providers to make necessary updates.</p> <p>Carmen/MLTC stated there is a provider bulletin online that provides the contacts for each plan. Kris Radke for MLTC is spearheading this carve in for MLTC and will be working with health plans on webinars that will be made available across the state.</p>	Health Plan Representatives
<p><b>OTC Coverage Follow-up</b></p> <p>Jenny Minchow reported the pharmacy program at the State continues to work with the Heritage Health Pharmacy Directors. MLTC and the MCOs continue working on the common list.</p>	Jenny Minchow
<p><b>Value Based Contracting</b></p> <p>Wellcare-Melissa Goeden reported one of the corporation initiatives for 2019 is incentivized desired behavior with providers with a viable PCP arrangement to integrate cost reductions with quality metrics. Wellcare will recognize and reward high performing providers by utilizing cost reduction metrics such as ER visits and re-admit and claims &amp; appeals. WellCare is in early discussions with 2 large providers weighing out the infrastructures. The next phase will be reviewing total cost of care in other specialty areas others such as DME or BH world.</p> <p>UHC-Cassandra Price reported UHCCP began contracting with providers last year and continues to contract with providers. UHCCP has agreements with a number of providers to go with a variety of specialty types which also include large and small providers.</p> <p>NTC-Adam Peters reported a number of value based contracts are already developed. This year NTC is focusing on improving those contracts with both the reporting and collaboration with provider partners to improve outcome and reduce costs. NTC has revamped provider pay for performance program which incentivizes providers for quality of care.</p>	Health Plan Representatives
<p><b>Part D Copay Follow-Up</b></p> <p>Jenny Minchow reported the issue is related to the Medicare Part D copayments. Some patients are eligible for both Medicaid and Medicare. In the past Medicaid may have covered</p>	Jenny Minchow

the Medicare copayment for specified populations. Heritage Health plans discontinued covering the copayment January 1 <sup>st</sup> .	
<p><b>Status Update-Known Issues Log</b></p> <p><b>UHC</b>-Cassandra Price reported UHC has no open known global issues.</p> <p><b>Wellcare</b>-Lori Hack reported WellCare has 1 issue on the Known Issue log on denials for Well Child visits which fall outside of the American Academy of Pediatrics table. The denial code received by providers in error is IH143. Estimated claims reconfiguration and reprocessing is currently April 29<sup>th</sup>.</p> <p>Completed projects, WellCare had inappropriate denials for no authorization for retro eligible members and was completed the beginning of February. WellCare had some Medicare cross over denials with the DNOB code and the project has been completed. The project for claims denying CE037 which impacted Modifier 52 and was completed March 11<sup>th</sup>.</p> <p><b>NTC</b>-Adam Proctor reported NTC has 1 issue identified on the Known Issue log related to denial codes being applied to inpatient claims. When NTC is making a payment on the inpatient claims and paying at full rate the other payments underneath are identified as global payments. There are some services mostly pharmacy, denying with a CR denial code. This is not impacting the actual payment made and doesn't carry any financial impact.</p> <p>NTC had 1 item come off the open list, related to prepayment balances on EOP's associated with ACA providers.</p> <p>Known Issue Logs are updated every Friday.</p>	Health Plan Representatives
<p><b>Open Forum Provider Feedback</b></p> <p>Margaret Brockman would like to follow up on percentage of rural providers in value based contracts. Carmen/MLTC stated she added to discuss at next meeting.</p>	Carmen Bachle
<b>Adjourned</b>	Carmen Bachle

**Next Meeting:**

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<b>Tentative Agenda Topics</b>	TBA