

Quality Management Committee Meeting Summary

June 8, 2016

Participants: MLTC Representatives, QMC Members, Public Attendees

Next Meeting: September 15, 2016
1:00 PM to 3:00 PM, Central Time
Nebraska State Office Building
301 Centennial Mall South
Lower Level Room A
Lincoln, NE 68509

Meeting Materials: http://dhhs.ne.gov/medicaid/Pages/med_ManagedCare2.aspx

Overview

- MLTC Director Calder Lynch welcomed Quality Management Committee (QMC) members and thanked members for their willingness to participate in the QMC.
- MLTC Deputy Director Heather Leschinsky led a roll call of QMC members participating in-person and via phone.
- Director Lynch provided an overview of Nebraska Medicaid's current managed care and fee-for-service programs and described how those programs will come together under Heritage Health.
- Director Lynch provided an overview of the procurement process that led to the selection of three health plans for Heritage Health.
- Director Lynch led a review of the QMC Charter and emphasized the importance that quality management will play in improving health outcomes for Medicaid eligible individuals enrolled in Heritage Health.
- Heather Leschinsky briefly described the protocols required for an open public meeting.
- Heather Leschinsky led a review of the quality management-related requirements found in the Heritage Health Request for Proposals (RFP) and the corresponding health plan contracts which can be found on the Heritage Health website at www.dhhs.ne.gov/heritagehealth.
- In addition to the quality management requirements provided to QMC participants and posted on the Heritage Health website prior to the meeting, Heather Leschinsky noted that specific quality performance measures would also be distributed to QMC participants and posted on the Heritage Health website.
- MLTC Administrator for Data & Analytics Aaron Ziska presented the administrative and quality benchmarks currently provided to the Governor and DHHS CEO Courtney Phillips on a monthly basis.
- Nebraska Total Care presented its approach to quality management for Heritage Health. NTC's presentation emphasized its "Quadruple Aim" approach to its Quality Assurance and Performance Improvement (QAPI) program which focuses on the following areas:

- Member Experience
- Population Health
- Cost Savings
- Provider Work Life Balance
- WellCare of Nebraska presented its approach to quality management for Heritage Health. WellCare’s presentation emphasized its “Philosophy of Continuous Improvement” which it utilizes to guide development and monitoring of specific activities including:
 - Business Process
 - Interventions
 - Campaigns
 - Initiatives
- UnitedHealthCare Community Plan presented its approach to quality management for Heritage Health. UHC’s presentation emphasized its goals of improved member outcomes and enhanced member and provider experience through its three pillar approach which included:
 - Building relationships through compassion
 - Utilizing innovative technology solutions
 - Establishing trust through transparent reporting

Discussion

- Director Lynch opened the meeting for public comments and questions.
- QMC member asked whether the timeframe for provider accreditation will be a topic the QMC will cover.
 - Director Lynch responded that provider accreditation will be a topic covered by the QMC and will be a particular focus for MLTC’s Heritage Health Administrative Simplification Committee (ASC).
- QMC member said she was focused on rural health and ensuring adequate access.
 - Director Lynch said that ensuring access was a key component of the QMC and noted that the health plans were required to regularly report on member access to providers and that those reports would be shared with the QMC.
 - Heather Leschinsky added that a related requirement for the health plans is collaboration with other DHHS Divisions’ initiatives aimed at improving access to care.
- QMC member asked whether the QMC will be looking at member and provider satisfaction.
 - Director Lynch said that reviewing member and provider satisfaction is a component of the QMC and highlighted the reporting requirements (including areas such as grievances and appeals) for measuring member and provider satisfaction that will be shared with QMC members.
- QMC member asked whether the QMC will address barriers to care.
 - Director Lynch affirmed that identifying and addressing barriers to care will be an important focus of the QMC.
- QMC member asked whether it was an objective of the QMC to identify a single approach to quality management.

- Director Lynch said that while it was a goal of the QMC and the ASC to identify opportunities to streamline requirements on providers, each health plan is allowed to implement its own quality management program.
- Director Lynch asked that QMC members consider topics they would like to see addressed by the QMC and to assist MLTC and Heritage Health plans in identifying quality-related challenges and opportunities for quality improvement.