October 30, 2019
Medical Care Advisory Committee Meeting
AHCA
Program Updates

Administration
Priorities
Agency Goals Workgroup Meetings

Potentially Preventable Hospital Events (PPEs)
- Hospital Admissions
- Hospital Readmissions
- Emergency Department Visits

Birth Outcomes
- Primary C-sections
- Preterm Births
- Neonatal Abstinence Syndrome (NAS)

Monthly meetings with plans and external stakeholders
- Discuss promising evidence-based interventions
- Rapid cycle process improvement
- Identification of key interventions to pilot with plans in specific regions
Workgroup Interventions Identified

**PPEs**

- Hospital Admissions: Remote Patient Monitoring Provider Toolkit
- Hospital Readmissions: Discharge Planning Pilot
- Emergency Department Visits: ED Diversion Program Pilot

**Birth Outcomes**

- Primary C-sections: Statewide educational campaign & Payment reform
- Preterm Births: Community and home-focused prenatal care for hard to engage women
- Neonatal Abstinence Syndrome: Contraceptive access/counseling

**Next Steps**

- Working with plans to finalize intervention details.
  - Plans meeting with hospitals in pilot regions to develop processes for the interventions identified.
### Drivers of Top 10 Diagnoses: Potentially Preventable Events (SFY 2017-2018)

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<thead>
<tr>
<th></th>
<th>Potentially Preventable Readmissions</th>
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<tbody>
<tr>
<td><strong>1.</strong> Septicemia</td>
<td>12,165 individuals 0.25% of Total Medicaid Population</td>
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<td><strong>2.</strong> Schizophrenia</td>
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<td><strong>3.</strong> Heart Failure</td>
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<td><strong>4.</strong> Bi-Polar</td>
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<td><strong>5.</strong> Major Depression</td>
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<td><strong>6.</strong> COPD</td>
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<td><strong>7.</strong> Pulmonary Edema</td>
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<td><strong>8.</strong> Sickle Cell</td>
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<td><strong>9.</strong> Tracheostomy</td>
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<td><strong>10.</strong> Respiratory Failure</td>
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<th>Potentially Preventable Admissions</th>
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<tr>
<td><strong>1.</strong> Heart Failure</td>
<td>44,512 individuals 0.90% of Total Medicaid Population</td>
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<tr>
<td><strong>2.</strong> Septicemia</td>
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<td><strong>3.</strong> COPD</td>
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<td><strong>4.</strong> Other Pneumonia</td>
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<td><strong>5.</strong> Kidney and UTI</td>
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<td><strong>6.</strong> Cardiac Defib.</td>
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<td><strong>7.</strong> Seizure</td>
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<td><strong>8.</strong> Infectious Disease</td>
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<td><strong>9.</strong> Dorsal/Lumbar Fusion</td>
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<td><strong>10.</strong> Asthma</td>
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<tr>
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<th>Potentially Preventable ED Visits</th>
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<tr>
<td><strong>1.</strong> Upper Respiratory Infection</td>
<td>607,145 individuals 12.25% of Total Medicaid Population</td>
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<td><strong>2.</strong> Gastrointestinal Disorders</td>
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<td><strong>3.</strong> Abdominal Pain</td>
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<td><strong>4.</strong> Skin Trauma</td>
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<td><strong>5.</strong> Viral Illness</td>
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<td><strong>6.</strong> Musculoskeletal Diag.</td>
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<td><strong>7.</strong> Skin/Tissue/Breast</td>
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<td><strong>8.</strong> Acute UTI</td>
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<td><strong>9.</strong> Respiratory, Other</td>
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<td><strong>10.</strong> Fever</td>
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Innovative Prevention Programs: Housing Assistance Pilot

• Embarking on Governor DeSantis’ call-to-action to ensure people with serious mental illness and substance abuse disorders are connected to accessible and appropriate community treatment.

• Received federal approval to create a Medicaid housing assistance pilot program.

• Up to 4,000 individuals enrolled in 4 health plans with serious mental illness and/or substance use disorder who are homeless or at risk of homelessness.
Innovative Prevention Programs: Housing Assistance Pilot

• Services include:
  — Transitional housing services
  — Individual housing and tenancy sustaining services
  — Mobile crisis management
  — Self-help/peer support

• Pinellas, Pasco, Seminole, Orange, Osceola, and Brevard counties.

• Target Implementation: December 2019

• Robust performance metrics such as:
  — Obtaining stable and permanent housing
  — Achieving better health outcomes such as reduced hospital admissions and emergency department visits.
Behavior Analysis

Multidisciplinary Team (MDT) & Electronic Visit Verification (EVV)

Access To Services - MDT
- Piloting multidisciplinary team model in Regions 4 and 7 (960 recipients) beginning July
- 5% increased approval rate compared to non-MDT regions
- In 30% of cases, the team identified that the child needed more than just BA services
- Each child is assigned a care coordinator
- 8,000 contacts made with caregivers to assist with care coordination
- Average hours approved: 23 per week

Guard Against Fraud/Abuse - EVV
- Piloting electronic visit verification in Regions 9, 10, and 11 starting December
- 90% of providers are ready
Super-utilizers Workgroup

• Who are super-utilizers?
  – Medicaid recipients who used the emergency department 12 or more times in SFY 2017-18.
• Agency is convening Collaborative Workgroups in Jacksonville and Tallahassee
• Goal is to reduce super-utilization through a focus on highest utilizers and their patterns of service use
• Workgroups will be exploring evidence-based interventions like intensive care coordination with shared communication on treatment plans, coordination of medical and social services
Super-utilizers: Drivers (SFY 2017-2018)

- Comprehensive Approach to convene health care and social service providers.
- Foster collaboration and identify and implement evidence-based strategies to provide intensive case management for superutilizers.

15,206 individuals

Super-utilizers

0.31% of Total Medicaid Population

15,206 Super-utilizers are 0.31% of total population but make up 7.92% of total ED visits
Medicaid Provider Enrollment Process Improvements

✓ RESULTS:

Reduced average processing time of behavior analysis applications from **150 to 50 days** while processing 1500 new applications

✓ How did we do it?

✓ Eliminated obsolete specialties from enrollment wizard
✓ Updated BA risk assessment and site visit requirements
✓ Eliminated forms that duplicated info already submitted in the enrollment wizard: Electronic Funds Transfer, Group Membership Authorization, and National Provider Identifier

✓ These were the #1 reason for returning applications to providers

✓ Processing new location code applications submitted with the initial applications.
Medicaid Provider Enrollment Process Improvements

Improvements In Process

- Update and streamline site visit tools
- Standardize all checklists
- Automate the background screening verification process
- Clarify and update change of ownership (CHOW) process
- Add more resources and training materials to provider enrollment web portal site
New Ways to Enroll & Get Information

Go Paperless! Click here to sign up for a member portal account today!
Members who choose to receive their letters electronically will no longer receive them in the mail.

File a Complaint
Click here to report a Medicaid-related complaint.

Learn About Statewide Medicaid Managed Care

Plans Available to Me

I would like to Change My Health or Dental Plan
New Ways to Enroll & Get Information

Computer View

Enrollment Virtual Assistant

Hi, I’m Eva, your Enrollment Virtual Assistant. I can help you with enrolling or answer your questions. Type ‘help me’ at any time to get a list of frequently asked questions. You can also text me at 357662!

Before we get started, I’d like to remind you to not disclose any personal information (such as name, social security number, or date of birth) and to close your browser at the end of this chat session. How can I help you today?

Just now

Type your message

Enroll

To enroll you will need your Medicaid ID and PIN. Type ‘yes’ to enroll. You can also use our Member Portal [https://bit.ly/2NFGBGL](https://bit.ly/2NFGBGL) or call 1-877-711-3662.

Just now

Phone View

Text Message

Today 5:17 PM

Hello! I'm Eva, your Enrollment Virtual Assistant. I can help you with enrolling or answer your enrollment questions. Type ‘help’ at any time to get a list of frequently asked questions!

Hello

Help

FL Statewide Medicaid Managed Care Alerts. More help at [fismmc.com](http://fismmc.com) or 877-711-3662. Msg & Data rates may apply. Reply STOP to cancel.

Here are some ways I can help you, type any of the following: Eligibility, Enroll, Phone Number, Pregnancy/Newborn, or Update Information

Better Health Care for All Floridians
AHCA.MyFlorida.com
Tentative meeting schedule for 2020

January 15
April 15
July 15
October 21
Questions?