



ARKANSAS TEFRA-LIKE
Section 1115
Project Number 11W001636

QUARTERLY & ANNUAL REPORT

Oct. 1, 2018 – Dec. 31, 2018
January 1, 2018- December 31, 2018



ARKANSAS
TEFRA WAIVER Project Number 11W-001636 Section 1115
Oct. – Dec. 2018 Quarterly
&
Jan. – Dec. 2018 Annual Year-End
Report

Demonstration/Quarter Reporting Period:

Demonstration Year: 16th year (01/01/18 – 12/31/18)

Demonstration Year Quarter: 4th Quarter/2018 (10/01/18 – 12/31/18)

Federal Fiscal Quarter: 4th Quarter/2018 (10/01/18 – 12/31/18)

I. Introduction

The goal of the TEFRA demonstration is to provide medical services to disabled children eligible for Medicaid under section 134 of the Tax Equity and Fiscal Responsibility Act (TEFRA). The demonstration helps approximately 3000 children who meet the requirements for institutionalization to remain in their homes. The TEFRA waiver was initially approved for a 5-year demonstration period (01/01/2003 – 12/31/2007). The demonstration has since been approved for three 3-year extension renewals. The first 3-year extension renewal was for the period 01/01/2008 – 12/31/2010, and a second 3-year extension renewal was for the period 01/01/2011 – 12/31/2013. The third 3-year extension renewal request (01/01/2014 – 12/31/2016) was submitted to CMS 06/28/13. A letter from CMS dated 10/21/2013 was received notifying Arkansas' TEFRA demonstration waiver had been granted a temporary 1-year extension (01/01/2014 – 12/31/2014) due to the quantity of work required of CMS staff to meet the 10/01/13 and the 01/01/14 implementation dates specified in the Patient Protection & Affordable Care Act of 2010 for Medicaid expansion and to allow more time for decisions relative to Arkansas' TEFRA demonstration extension renewal request, therefore CMS would not be able to review/approve the Arkansas' extension renewal request at that time. In Dec. 2014 and from 01/01 – 05/11/15, CMS approved extensions of the TEFRA waiver beyond the temporary 1-year extension (01/01/2014 – 12/31/2014) to allow time to complete the review/approval process for the renewal request. On 05/12/15, CMS approved the TEFRA renewal for the renewal period effective 05/12/15 – 12/31/17.

An extension renewal application was submitted to CMS 06/30/17 requesting 3 years extension renewal for the TEFRA demonstration waiver. As the review/approval process for the extension renewal application had not been completed by the 12/31/17 end date of the current 05/12/15 – 12/31/17 termination date, CMS approved through 04/30/18 an extension of the 05/12/15 – 12/31/17 renewal period to allow additional time to complete the review/renewal process and complete the Special Terms & Conditions for the new renewal period when it is approved. The TEFRA extension renewal was approved on May 9, 2018 and will go for 5/09/2018-12/31/2022 renewal period.

II. Enrollment Information

A. Enrollment Information for Quarter Oct. – Dec. 2018

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (10/1/18 – 12/31/18)	Voluntary Disenrollment in Current Quarter (10/1/18 – 12/31/18)	Involuntary Disenrolled in Current Quarter (10/1/18 – 12/31/18)
Population 1 – TEFRA Children	4491	45	366

B. Enrollment Information for Demonstration Year Jan. 1 – Dec. 31, 2018

Quarter Jan. - March 2018

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (01/1/18 – 03/31/18)	Voluntary Disenrollment in Current Quarter (01/1/18 – 03/30/18)	Involuntary Disenrolled in Current Quarter (01/1/18 – 03/30/18)
Population 1 – TEFRA Children	447	50	265

Quarter April – June 2018

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (4/1/18 – 6/30/18)	Voluntary Disenrollment in Current Quarter (4/1/18 – 6/30/18)	Involuntary Disenrolled in Current Quarter (04/1/18 – 6/30/18)
Population 1 – TEFRA Children	4533	48	283

Quarter July – Sept. 2018

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (7/1/18 – 9/30/18)	Voluntary Disenrollment in Current Quarter (7/1/18 – 9/30/18)	Involuntary Disenrolled in Current Quarter (07/1/18 – 9/30/18)
Population 1 – TEFRA Children	4487	59	377

Quarter Oct. – Dec. 2018

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (10/1/18 – 12/31/18)	Voluntary Disenrollment in Current Quarter (10/1/18 – 12/31/18)	Involuntary Disenrolled in Current Quarter (10/1/18 – 12/31/18)
Population 1 – TEFRA Children	4491	45	366

III. Reevaluation Information

Reevaluation Information for Quarter Oct. – Dec. 2018

Quarter Oct. – Dec 2018

During the **Oct. – Dec. 2018 quarter**, there have been **584** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

Reevaluation Information for Demonstration Year Jan. 1 – Dec. 31, 2018

Quarter Jan. – March 2018

During the **Jan. – March 2018 quarter**, there were **121** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

Quarter April – June 2018

During the **April – June 2018 quarter**, there were **769** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

Quarter July – Sept. 2018

During the **July – Sept. 2018 quarter**, there were **595** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

Quarter Oct. – Dec 2018

During the **Oct. – Dec. 2018 quarter**, there have been **584** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

IV. Premiums Information

Premiums Information for Quarter Oct. – Dec. 2018

Quarter Oct. – Dec. 2018

- A. During the **quarter Oct. – Dec. 2018**, there were **2** TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter Oct. – Dec. 2018**, there were **1** TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.

- C. During the **quarter Oct. – Dec. 2018**, there were 1 TEFRA demonstration beneficiaries absolved of overdue premiums after 12-month reinstatement.

Premiums Information for Demonstration Year Jan. 1 – Dec. 31, 2018

Quarter Jan. – March 2018

- A. During the **quarter Jan – March 2018**, there were 5 TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter Jan. – March 2018**, there were 18 TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.
- C. During the **quarter Jan. – March 2018**, there were 18 TEFRA demonstration beneficiaries absolved of overdue premiums after 12-month reinstatement.

Quarter April – June 2018

- A. During the **quarter April – June 2018**, there were 31 TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter April – June 2018**, there were 27 TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.
- C. During the **quarter April – June 2018**, there were 27 TEFRA demonstration beneficiaries absolved of overdue premiums after 12-month reinstatement.

Quarter July – Sept. 2018

- A. During the **quarter July – Sept. 2018**, there were 31 TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter July – Sept. 2018**, there were 10 TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.
- C. During the **quarter July – Sept. 2018**, there were 10 TEFRA demonstration beneficiaries absolved of overdue premiums after 12-month reinstatement.

Quarter Oct. – Dec. 2018

- A. During the **quarter Oct. – Dec. 2018**, there were 2 TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter Oct. – Dec. 2018**, there were 1 TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.

- C. During the **quarter Oct. – Dec. 2018**, there were **1** TEFRA demonstration beneficiaries absolved of overdue premiums after 12-month reinstatement.

V. Outreach/Innovative Activities

A. Outreach/Innovative Activities During Quarter Oct. - Dec. 2018

Arkansas Foundation for Medical Care (AFMC), a contract agent with the Division of Medical Services performing out-reach and monitoring activities

See **ATTACHMENT A-1** listing outreach activities performed by AFMC during the quarter

B. Outreach/Innovative Activities During Demonstration Year Jan. 1 – Dec. 31, 2018

See **ATTACHMENT A-2** listing outreach activities performed by AFMC during the demonstration year

VI. Operational/Policy Development/Issues-

A. Operational/Policy Development/Issues Activities During Quarter Oct. – Dec. 2018

The TEFRA process improvement project was in its final solution implementation phase as the 2018 TEFRA Beneficiary Satisfaction Survey was sent out to more than 2,000 TEFRA beneficiaries in August. While we did not expect to see a significant impact or increase in percentages, we were excited to see that there was some increase in the areas that the process improvement project team was attempting to address; Customer Service and the TEFRA application process.

2017 - 2018 TEFRA Survey Comparison	2018	2017	Percent Change
TEFRA Customer Service	70%	65%	+5%
TEFRA Application Process	49%	48%	+1%

It is expected that the 2019 TEFRA Beneficiary Survey results in the areas of customer service and the TEFRA application process will see marked improvements over the 2018 survey.

B. Operational/Policy Development/Issues Activities During Demonstration Year Jan. 1 – Dec. 31, 2018

On February 23, 2018, the DMS Director requested that a process improvement project be started on the TEFRA process. A Charter was created and a TEFRA team was selected. The TEFRA process improvement project began on April 24, 2018 with the goal of simplifying and improving the application process and improving the TEFRA Customer Experience. Weekly meetings were held with a review of the current state, a review of bottlenecks within the current state and then identification and implementation of solutions to those bottlenecks

The TEFRA process improvement project was in its final solution implementation phase as the 2018 TEFRA Beneficiary Satisfaction Survey was sent out to more than 2,000 TEFRA beneficiaries in August. While we did not expect to see a significant impact or increase in percentages, we were excited to see that there was some increase in the areas that the process improvement project team was attempting to address; Customer Service and the TEFRA application process.

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TEFRA Application Process	49%	48%	+1%

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VII. Consumer Issues/Appeals & Fair Hearings

Consumer Issues for Quarter Oct. – Dec. 2018

See “Consumer Issues” in **ATTACHMENT A-1** from Arkansas Foundation for Medical Care (AFMC), a contract agent with the Division of Medical Services, for information concerning consumer issues during the **quarter Oct. – Dec. 2018**

Appeals & Fair Hearings for Quarter Oct. – Dec. 2018

For the **Quarter Oct. – Dec. 2018**, there were **6** appeal requests received from the office of Appeals and Hearings

Medicaid/MRT/TEFRA 1 Appeals received

0 appeal requests found in favor of the client
1 appeal requests found in favor of the agency
0 appeal requests withdrawn
0 appeal requests abandoned by client
0 appeal requests open and pending

Medicaid TEFRA 5 Appeals received

2 appeal requests found in favor of the client
0 appeal requests found in favor of the agency
1 appeal requests withdrawn
1 appeal requests abandoned by client
1 appeal requests open and pending

TEFRA 0 Appeals received

0 appeal requests found in favor of client
0 appeal requests found in favor of agency
0 appeal requests withdrawn
0 appeal requests abandoned by client
0 appeal requests open and pending

Appeals & Fair Hearings for Demonstration Period Jan. 1 – Dec. 31, 2018

Quarter Jan. – March 2018

For the **Quarter Jan. – March 2018**, there were 7 appeal requests received in the Office of Appeals and Hearings:

Medicaid/MRT/TEFRA 0 Appeals received

0 appeal requests found in favor of the client
0 appeal requests found in favor of the agency
0 appeal requests withdrawn
0 appeal requests abandoned by client
0 appeal requests open and pending

Medicaid TEFRA 0 Appeals received

0 appeal requests found in favor of the client
0 appeal requests found in favor of the agency
0 appeal requests withdrawn
0 appeal requests abandoned by client
0 appeal requests open and pending

TEFRA 7 Appeals received

3 appeal requests found in favor of client
2 appeal requests found in favor of agency
0 appeal requests withdrawn
2 appeal requests abandoned by client
0 appeal requests open and pending

Quarter April – June 2018

For the **Quarter April – June 2018**, there were **9** appeal requests received in the Office of Appeals and Hearings:

Medicaid/MRT/TEFRA 0 Appeals received

- 0 appeal request found in favor of the client
- 0 appeal requests found in favor of the agency
- 0 appeal requests withdrawn
- 0 appeal request abandoned by client
- 0 appeal requests open and pending

Medicaid TEFRA 0 Appeals received

- 0 appeal requests found in favor of the client
- 0 appeal requests found in favor of the agency
- 0 appeal requests withdrawn
- 0 appeal requests abandoned by client
- 0 appeal requests open and pending

TEFRA 9 Appeals received

- 1 appeal request found in favor of client
- 5 appeal requests found in favor of agency
- 0 appeal requests withdrawn
- 0 appeal requests abandoned by client
- 3 appeal requests open and pending

Quarter July – Sept. 2018

For the **Quarter July – Sept. 2018**, there were **8** appeal requests received in the Office of Appeals and Hearings:

Medicaid/MRT/TEFRA 0 Appeals received

- 0 appeal requests found in favor of the client
- 0 appeal requests found in favor of the agency
- 0 appeal requests withdrawn
- 0 appeal requests abandoned by client
- 0 appeal requests open and pending

Medicaid TEFRA 0 Appeals received

- 0 appeal requests found in favor of the client
- 0 appeal requests found in favor of the agency
- 0 appeal requests withdrawn
- 0 appeal requests abandoned by client
- 0 appeal requests open and pending

TEFRA 8 Appeals received

- 0 appeal requests found in favor of client
- 5 appeal requests found in favor of agency
- 1 appeal requests withdrawn
- 2 appeal requests abandoned by client
- 0 appeal request open and pending

Quarter Oct. – Dec. 2018

For the **Quarter Oct. – Dec. 2018**, there were **10** appeal requests received from the office of Appeals and Hearings

Medicaid/MRT/TEFRA 1 Appeals received

- 0** appeal requests found in favor of the client
- 1** appeal requests found in favor of the agency
- 0** appeal requests withdrawn
- 0** appeal requests abandoned by client
- 0** appeal requests open and pending

Medicaid TEFRA 5 Appeals received

- 2** appeal requests found in favor of the client
- 0** appeal requests found in favor of the agency
- 1** appeal requests withdrawn
- 1** appeal requests abandoned by client
- 1** appeal requests open and pending

TEFRA 0 Appeals received

- 0** appeal requests found in favor of client
- 0** appeal requests found in favor of agency
- 0** appeal requests withdrawn
- 0** appeal requests abandoned by client
- 0** appeal requests open and pending

VIII. Budget Neutrality Monitoring Activities

Quarter Oct. – Dec. 2018 and Demonstration Year Jan. 1 – Dec. 31, 2018

A. See **ATTACHMENT B** that depicts the following:

1. Overall TEFRA services cost by demonstration year
2. TEFRA participant months by demonstration year
3. TEFRA monthly cost per person by demonstration year
4. TEFRA cost savings by demonstration year

B. See **ATTACHMENT C** that depicts the monthly premium breakdown by premium class for the demonstration years

IX. Financial/Budget Neutrality/Fiscal Issues

Quarter Oct. – Dec. 2018 and Demonstration Year Jan. 1 – Dec. 31, 2018

- A. Financial issues including changes in appropriations, status of efforts to collect premiums, etc.

See **ATTACHMENT C** that depicts the monthly premium breakdown by premium class for the demonstration years. There have been no changes in the appropriation or funding status for this demonstration waiver.

- B. Anticipated fiscal problems or issues.

There are no anticipated fiscal problems to report for the quarter or for the demonstration year

- C. Status of expenditures and obligations as they relate to the budget neutrality cap.

See **ATTACHMENT B** that depicts the budget neutrality cost savings by demonstration year for the TEFRA demonstration.

- D. Utilization by county for the current quarter.

See **ATTACHMENT D**

X. Demonstration Evaluation

Arkansas Foundation for Medical Care (AFMC), a contract agent with the Division of Medical Services performing the *TEFRA Beneficiary Satisfaction Survey*.

Demonstration Evaluations for Quarter Oct. – Dec. 2018

Buccaneer Computer Systems & Service, Inc., a subsidiary of General Dynamics Information Technology, is the company that was awarded the contract with the Division of Medical Services after an Invitation for Bid was issued to find a contract vendor to assume responsibility for the production of deliverables for the TEFRA 1115 demonstration waiver when the Health Services Advisory Group's (HSAG) contract with the Division of Medical Services ended 06/30/17. Buccaneer/GDIT has assumed the continued collection and analysis of data for the remaining portion (07/01/17 – 12/31/17) of the TEFRA demonstration's current 05/12/15 – 12/31/17 renewal period and will complete the "final" evaluation of the TEFRA demonstration after the current -5/12/15 – 12/30/17 renewal period ends. Buccaneer/GDIT will also be producing the "draft" and "final" evaluation design and the "interim" and "final" evaluations for the TEFRA demonstration's new 01/01/18 – 12/31/22 renewal period when approved by CMS.

See also **ATTACHMENT E-1** for activities perform by Buccaneer/GDIT during the demonstration year.

Demonstration Evaluations for Demonstration Year Jan. 1 – Dec. 31, 2018

Buccaneer Computer Systems & Service, Inc., a subsidiary of General Dynamics Information Technology, is the company that was awarded the contract with the DMS. **Buccaneer Computer Systems & Service, Inc.** will assume the continued collection and analysis of data for the remaining portion (07/01/17 – 12/31/17) of the TEFRA waiver’s current 05/12/15 – 12/31/17 renewal period and will complete the “Final” Evaluation Report for the TEFRA waiver that is due after the waiver’s 12/31/17 termination date. TEFRA extension renewal was approved on May 9, 2018 and will go for 5/09/2018-12/31/2022 renewal period. CMS, **Buccaneer Computer Systems & Service, Inc.** will begin work on the Evaluation Design for the TEFRA demonstration waiver’s new renewal period.

See also **ATTACHMENT E-2**.

XI. TEFRA Beneficiaries with Third Party Liability

TEFRA Beneficiaries with Third Party Liability for Quarter Oct. – Dec. 2018

Oct. – Dec. 2018 Quarter

During the **quarter Oct. – Dec. 2018**, there were **3,694** TEFRA beneficiaries with Third Party Liability (TPL)

TEFRA Beneficiaries with Third Party Liability for Demonstration Year Jan. 1 – Dec. 31, 2018

Jan. – March 2018 Quarter

During the **quarter Jan. – March 2018**, there were **3,737** TEFRA beneficiaries with Third Party Liability (TPL)

April – June 2018 Quarter

During the **quarter April – June 2018**, there were **3,282** TEFRA beneficiaries with Third Party Liability (TPL).

July – Sept. 2018 Quarter

During the **quarter July – Sept. 2018**, there were **3,728** TEFRA beneficiaries with Third Party Liability (TPL)

Oct. – Dec. 2018 Quarter

During the **quarter Oct. – Dec. 2018**, there were **3,694** TEFRA beneficiaries with Third Party Liability (TPL)

XII. Enclosures/Attachments

- Attachments A-1:** Lists the outreach activities performed by Arkansas Foundation for Medical Care (AFMC) during the quarter
- Attachments A-2:** Lists the outreach activities performed by Arkansas Foundation for Medical Care (AFMC) during the demonstration year
- Attachment B:** TEFRA budget neutrality monitoring – Overall services costs by demonstration year
- TEFRA budget neutrality monitoring – participant months by demonstration year
- TEFRA budget neutrality monitoring – monthly cost per person by demonstration year
- TEFRA budget neutrality monitoring – cost savings by demonstration year
- Attachment C:** TEFRA family income/monthly premium amount/monthly premium class breakdown by month & by demonstration year
- Attachment D:** Paid amount & unduplicated recipient count by recipient county
- Attachment E-1:** Buccaneer Computer Systems & Services, Inc. (DMS contract agent effective August 2018) quarterly data mining & evaluation activities for the Oct. – Dec. 2018 quarter
- Attachment E-2:** Buccaneer Computer Systems & Services, Inc. (DMS contract agent effective August 2018) data mining & evaluation activities for the period January – December 2018

XIII. State Contact(s)

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Date 4th Quarter (Oct. – Dec. 2018) and Jan. 1 – Dec. 31, 2018 Annual Year End Report Submitted to CMS

March 31, 2019

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for January - March 2018

Outreach/ Innovative Activities

PCP Program Participation:

Provider participation and compliance in the PCP program and other programs is encouraged through site visits, submissions to professional journals, participation in professional and specialty organizations, and conference sponsorship.

Performance Indicators:

1. *Perform regular and focused site visits to providers to communicate informational and educational material on the PCP program and other programs, to answer questions, and to solicit suggestions for improving programs.*

Activities This Quarter:

The contractor operates as a liaison between Division of Medical Services (DMS) and Medicaid providers (primary care providers (PCPs), select specialty physicians, and hospitals) by: providing education, maintaining active feedback and creating and disseminating communication materials. The purpose of these activities is to ensure Medicaid providers' understanding of applicable DHS programs, policies and health care initiatives, including, but not limited to, Arkansas payment Improvement Initiative (episodes of care, patient-centered medical home, and health home).

- More than 200 PCP's with a caseload of 300 received a visit or virtual visit during the 3rd quarter of SFY 2018.
- A total of 68 providers with a caseload of 299 and below received a visit in person or virtual visit during the 3rd quarter of SFY 2018.
- 20 Hospitals received a visit in person during the 3rd Quarter of 2018. Specialty hospitals and out of state hospitals are not required to be visited.
- 10 technical assistance visits/calls were conducted at the request of the State.
- 11 visits were conducted virtually.
- 14 different campaigns (email blasts) were sent to providers and office staff during the 3rd quarter SFY 2018. These campaigns included information regarding PCMH webinar and reminders, VRS system and MMIS FAQs.

Selected specialty physicians and hospitals are visited based on a list provided by DMS each quarter; selected entities (up to 450 providers per quarter) will be visited within 120 calendar days or receipt of the list.

- A total of 171 visits were captured this quarter

2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

- 14 different campaigns (email blasts) were sent to providers and office staff during the 3rd quarter of SFY 2018. These campaigns included information regarding PCMH webinar and reminders, VRS system and MMIS FAQs.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

BH Stakeholder Webinar – February 15, 2018

- 116 providers/staff attended
 - <https://afmc.org/health-care-professionals/arkansas-medicaid-providers/policy-and-education/behavior-stakeholder-feb-15-2018/>
- FAQs, attendance and link provided to DMS
- PCMH Webinar – March 9, 2018
 - 213 providers/staff attended
 - <https://afmc.org/health-care-professionals/arkansas-medicaid-providers/policy-and-education/pcmh-webinar-march-2018/>
- BH Stakeholder Webinar – March 15, 2018
 - 142 providers/staff attended
 - <https://afmc.org/health-care-professionals/arkansas-medicaid-providers/policy-and-education/behavior-stakeholder-march-15-2018/>
- CHMS Webinar – March 29, 2018
 - 34 providers/staff attended
 - <https://afmc.org/health-care-professionals/arkansas-medicaid-providers/policy-and-education/chms-webinar-march-2018/>

Projected Activities:

- Additional email blasts are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC completed the fall survey projects.

Projected Activities:

- AFMC will launched Spring survey projects

2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

A transportation help line is provided which has a toll free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- No calls were received through the NET Helpline that required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- 2,936 calls were received regarding issues and inquiries.
- 592 denials were entered into the NET application.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for January – March 2018 encounters.

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.
- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality improvement intervention tools, publications, provider site visits, and other media opportunities.*

Information regarding tools distributed in the quarter ending 3/31/2018 is shown on the attached document by project and tool distributed.

Medicaid Tool Distribution Summary
1/1/2018 - 3/31/2018

Product Name	Quantity Distributed
Alcohol : Adolescent questionnaire pad : 50 sheets, Spanish	0
Alcohol : Adolescent questionnaire pad -50 sheets, English	0
Alcohol : Adult excessive drinking infographic flier, English	227
Alcohol : Adult excessive drinking infographic flier, English (download)	3
Alcohol : Adult excessive drinking infographic flier, Spanish	0
Alcohol : Adult excessive drinking infographic flier, Spanish (download)	0
Alcohol : Adult excessive drinking infographic poster, English & Spanish	108
Alcohol : Adult excessive drinking infographic poster, English & Spanish (download)	1
Alcohol : Adult questionnaire pad : 50 sheets, Spanish	0
Alcohol : Adult questionnaire pad -50 sheets, English	0
Alcohol : Adult questionnaire sheet, English (download)	2
Alcohol : Adult questionnaire sheet, Spanish (download)	0
Alcohol : Adult screening RX pad : 50 sheets, English	20
Alcohol : Adult screening RX pad : 50 sheets, Spanish	0
Alcohol : Adult screening RX sheet, English (download)	0
Alcohol : Adult screening RX sheet, Spanish (download)	0
Alcohol : AUDIT laminated screening guide	1
Alcohol : AUDIT laminated screening guide (download)	0
Alcohol : CRAFFT laminated screening guide	1
Alcohol : CRAFFT laminated screening guide (download)	0
Alcohol : EPI Profile: Underage drinking (download)	0
Alcohol : Teen underage drinking infographic flier for parents, English	984
Alcohol : Teen underage drinking infographic flier for parents, English (download)	2
Alcohol : Adolescent questionnaire sheet , English (download)	57
Alcohol : Adolescent questionnaire sheet, Spanish (download)	3
Antibiotic resistance : coloring book, English	1116
Antibiotic resistance : coloring book, English (download)	1
Antibiotic resistance : coloring book, Spanish	200
Antibiotic resistance : coloring book, Spanish (download)	0
Antibiotic resistance : Rx pad, English	60
Antibiotic resistance : Rx pad, Spanish	29
Antibiotic resistance : Rx sheet, English (download)	1
Antibiotic resistance : Rx sheet, Spanish (download)	0
Antibiotic resistance : Save the antibiotic poster, English & Spanish (download)	1
Antibiotic resistance : Save the antibiotic poster, English & Spanish	6
Antibiotic resistance : Save the antibiotic sticker sheet (25)	69
Antibiotic resistance- Save the Antibiotic Booklet	0
Antibiotic resistance- Save the Antibiotic Booklet (Download)	1
Antibiotic resistance- Save the Antibiotic Booklet , Spanish (Download)	0
Antibiotic resistance- Save the Antibiotic Booklet, Spanish	0
AR State of Well-being 2016	1
AR State of Well-being 2016 (download)	5
Arkansas Medicaid beneficiary handbook, English (download)	5
Arkansas Medicaid beneficiary handbook, Spanish (download)	0
Arkansas Substance Abuse Resource Guide (download)	0
ARKids B orthodontic postcard, English	201
ARKids B orthodontic postcard, English (download)	0
ARKids B orthodontic postcard, Spanish	0
ARKids B orthodontic postcard, Spanish (download)	0
Article : Substance abuse assessment (download)	2
Article- Substance abuse and mental health disorders (download)	2
Article- Substance abuse prevention (download)	3
Asthma coloring book, English	799
Asthma coloring book, English (download)	8
Asthma coloring book, Spanish	595

Medicaid Tool Distribution Summary
1/1/2018 - 3/31/2018

Asthma coloring book, Spanish (download)	1
Asthma runner poster, English	0
Asthma runner poster, English (download)	1
Asthma runner poster, Spanish	0
Asthma runner poster, Spanish (download)	0
Asthma swimmer poster, English (download)	0
Asthma swimmer poster, Spanish (download)	0
Beneficiary education : Access Arkansas flier, English & Spanish (download)	0
Beneficiary education : Access Arkansas flier, English and Spanish	81
Beneficiary education : invitation postcard, English	325
Beneficiary education : invitation postcard, English (download)	1
Beneficiary education : Medicaid FAQs flier, English & Spanish (download)	0
Beneficiary education : Medicaid FAQs flier, English and Spanish	50
Beneficiary education : NET FAQs flier, English & Spanish (download)	1
Beneficiary education : NET FAQs flier, English and Spanish	30
Beneficiary education session flier, English and Spanish	55
Beneficiary education session flier, English and Spanish (download)	0
Beneficiary education session poster (download), English & Spanish	0
Beneficiary education session poster, English and Spanish	10
Beneficiary education, Pregnant education session flier , English & Spanish	0
Beneficiary education, Pregnant education session flier , English & Spanish (download)	0
Beneficiary education, Pregnant education session invitation postcard , English	335
Beneficiary education, Pregnant education session invitation postcard , English (download)	0
Beneficiary education, Pregnant education session invitation postcard , Spanish	110
Beneficiary education, Pregnant education session invitation postcard , Spanish (download)	0
Beneficiary education, Pregnant education session poster , English & Spanish	0
Beneficiary education, Pregnant education session poster , English & Spanish (download)	0
Beneficiary education, Pregnant education session tickets	0
Beneficiary education, Pregnant education session tickets (download)	0
Breastfeeding hospital poster : African American, English & Spanish	0
Breastfeeding hospital poster : African American, English & Spanish (download)	0
Breastfeeding hospital poster : Caucasian, English & Spanish	0
Breastfeeding hospital poster : Caucasian, English & Spanish (download)	1
Breastfeeding physician's office poster : Latina, English & Spanish	0
Breastfeeding physician's office poster : Latina, English & Spanish (download)	0
Breastfeeding promotion brochure : African-American, English	80
Breastfeeding promotion brochure : African-American, English (download)	0
Breastfeeding promotion brochure : Caucasian, English	70
Breastfeeding promotion brochure : Caucasian, English (download)	0
Breastfeeding promotion brochure : Latina, English	50
Breastfeeding promotion brochure : Latina, English (download)	0
Breastfeeding promotion brochure, Marshallese	20
Breastfeeding promotion brochure, Marshallese (download)	0
Breastfeeding promotion brochure, Spanish	170
Breastfeeding promotion brochure, Spanish (download)	0
Breastfeeding promotion checklist & timeline, English	402
Breastfeeding promotion checklist & timeline, English (download)	2
Breastfeeding promotion checklist & timeline, Marshallese	20
Breastfeeding promotion checklist & timeline, Marshallese (download)	1
Breastfeeding promotion checklist & timeline, Spanish	110
Breastfeeding promotion checklist & timeline, Spanish (download)	0
Breastfeeding promotion Rx sheet, English (download)	0
Breastfeeding promotion Rx sheet, Spanish (download)	0
Cardiac health : Patient education guide, English	0
Cardiac health : Patient education guide, English (download)	5
Cardiac health : Patient education guide, Spanish (download)	0

Medicaid Tool Distribution Summary
1/1/2018 - 3/31/2018

Cardiac health : Patient education guide, English	875
Cardiac health : Patient education guide, Spanish	190
Cardiac health : Patient education guide, Spanish (download)	0
Cardiac health : Patient education guide, Spanish (download)	0
Cervical cancer screening guide (download)	0
College bookmark series	3345
College bookmark series (download)	4
ConnectCare Brochure, English (download)	3
ConnectCare Brochure, Spanish (download)	3
ConnectCare Donated Dental Flier, English & Spanish (download)	2
ConnectCare Fact Sheet, English & Spanish (download)	4
CT : Image Gently child dose record (download)	0
CT : Image Gently parent brochure (download)	0
CT : Image Wisely adult dose record (download)	0
CT in the emergency department laminated physician pocket guide : providers only	20
CT in the emergency department physician pocket guide : providers only (download)	0
Diabetes : A1C flier, English & Spanish	217
Diabetes : A1C flier, English (download)	0
Diabetes : A1C flier, Spanish	0
Diabetes : A1C flier, Spanish (download)	0
Diabetes : Get In The Zone kids booklet, English	452
Diabetes : Get In The Zone kids booklet, English (download)	0
Diabetes : Get In The Zone kids booklet, Spanish	5
Diabetes : Get In The Zone kids booklet, Spanish (download)	0
Diabetes : Patient education guide : African American, English	176
Diabetes : Patient education guide, English	436
Diabetes : Patient education guide, English (download)	2
Diabetes : Patient education guide, Spanish	340
Diabetes : Patient education guide, Spanish (download)	0
Diabetes : Self-management sheet, English	5028
Diabetes : Self-management sheet, English (download)	0
Diabetes : Self-management sheet, Spanish	50
Diabetes : Self-management sheet, Spanish (download)	0
Diabetes : Patient education guide- African American, English (download)	50
Drugged driving infographic flier	945
Drugged driving infographic flier (download)	2
E-cigarettes and vaping infographic flier	1686
E-cigarettes and vaping infographic flier (download)	2
Emergency room brochure, English	850
Emergency room brochure, English (download)	4
Emergency room brochure, Spanish	250
Emergency room brochure, Spanish (download)	1
Emergency room poster, English & Spanish	73
Emergency room poster, English & Spanish (download)	3
EPI Profile: Bath salts	171
EPI Profile: Bath salts (download)	3
EPI Profile: Inhalant abuse (download)	1
EPI Profile: Mental health (download)	2
EPI Profile: Preventing prescription drug abuse (download)	5
EPI Profile: Smokeless tobacco products (download)	2
EPI Profile: Substance abuse and domestic violence (download)	4
EPI Profile: Unintentional drug poisoning in children	0
EPI Profile: Unintentional drug poisoning in children (download)	4
EPSDT : ARKids full preventive health screen billing procedures	20
EPSDT : ARKids full preventive health screen billing procedures (download)	4
EPSDT : Keep healthy poster : small boy, English (download)	1

Medicaid Tool Distribution Summary
1/1/2018 - 3/31/2018

EPSDT : Keep healthy poster : small boy, Spanish (download)	1
EPSDT : Keep healthy poster : teen boy, English (download)	0
EPSDT : Keep healthy poster : teen boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen girl, English (download)	1
EPSDT : Keep healthy poster : teen girl, Spanish (download)	1
EPSDT : Lead toxicity screening, English (download)	4
EPSDT : Lead toxicity screening, Spanish (download)	1
EPSDT : Physicians' guide to preventive health screening (download)	2
EPSDT : Pre-exam checklist (download)	6
EPSDT : Preventive health care letter (download)	3
EPSDT : Preventive health screening labels : 15 months-4 years (download)	1
EPSDT : Preventive health screening labels : birth-12 months (download)	1
EPSDT : Preventive health screening labels- 5-20 years (download)	2
EPSDT : Preventive health screening, 11-21 years (download)	0
EPSDT : Preventive health screening, newborn-24 months (download)	0
EPSDT : Well child checkup postcard (download)	5
EPSDT- Keeping Your Child Healthy Booklet, English	3891
EPSDT- Keeping Your Child Healthy Booklet, Spanish	1134
EPSDT- Keeping Your Child Healthy e-book, English	0
EPSDT- Keeping Your Child Healthy e-book, English (download)	6
EPSDT- Keeping Your Child Healthy e-book, Spanish (download)	0
FASD poster	5
FASD poster (download)	0
FASD provider card (download)	0
FASD small poster	5
FASD small poster (download)	0
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish	36
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish	3
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby postcard, English	0
Flu & pneumonia immunization : Don't Be a Baby postcard, English (download)	0
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish	0
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby sticker sheet (10)	0
Flu & pneumonia immunization : Wash Your Hands 11x17 poster (Download)	1
Flu & pneumonia in-patient immunization card, English	0
Flu & pneumonia in-patient immunization card, Spanish	0
Flu & pneumonia immunization : Wash Your Hands 11x17 poster	50
LARC : Campus health services poster	0
LARC : Campus health services poster (download)	0
LARC : Laminated bookmark	955
LARC : Patient education flip chart for providers	29
LARC : Patient education guide, English	1470
LARC : Patient education guide, English (download)	0
LARC : Patient education guide, Spanish	520
LARC : Patient education interactive e-book, English (download)	1
LARC : Patient education interactive e-book, Spanish (download)	2
LARC : Patient education guide, Marshallese	1
LARC : Patient education guide, Marshallese (download)	0
LARC- Word Search (download)	82
Marijuana and your teenager infographic flier	1767
Marijuana and your teenager infographic flier, (download)	3
Medicaid complaint line postcard, English	355
Medicaid complaint line postcard, English (download)	1
Medicaid complaint line postcard, Spanish	0

Medicaid Tool Distribution Summary
1/1/2018 - 3/31/2018

Medicaid complaint line postcard, Spanish (download)	0
Medicaid complaint line poster : English & Spanish (download)	1
Medicaid complaint line poster, English & Spanish	0
Million Hearts : Bless Your Heart health ministry tool kit, English (download)	6
Million Hearts : Bless Your Heart health ministry tool kit, Spanish (download)	1
Million Hearts provider postcard (download)	1
Non-emergency transportation (NET) brochure, English	845
Non-emergency transportation (NET) brochure, English (download)	4
Non-emergency transportation (NET) brochure, Spanish	120
Non-emergency transportation (NET) brochure, Spanish (download)	0
Non-emergency transportation (NET) poster, English & Spanish	31
Non-emergency transportation (NET) poster, English & Spanish (download)	2
Nutrition : Good health pocket slider, Spanish	0
Nutrition : Portion control flier, English	1023
Nutrition : Portion control flier, English (download)	1
Nutrition : Portion control flier, Spanish	273
Nutrition : Portion control flier, Spanish (download)	0
Nutrition information card, English	1023
Nutrition information card, English (download)	1
Nutrition information card, Spanish	252
Nutrition information card, Spanish (download)	0
Patient Engagement- Patient Portal Poster (Download)	1
Patient Engagement- Patient Portal Poster Spanish (Download)	0
Patient Engagement- Patient Portal Poster, English & Spanish	0
Prenatal bookmark series	1500
Prenatal bookmark series (download)	2
Prenatal Bookmark Series (download)	
Risk factors handout (download)	3
Sickle cell educational brochure (download)	0
Sickle cell poster (download)	0
Smoking cessation : Provider Rx pad : 50 sheets, English	0
Smoking cessation : Provider Rx pad : 50 sheets, Spanish	3
Smoking cessation provider Rx sheet, English (download)	3
Smoking cessation provider Rx sheet, Spanish (download)	1
Substance abuse prevention : informational tool (download)	3
Suicide & substance abuse	639
Suicide & substance abuse (download)	3
Teen drinking bookmarks	2260
Teen drinking bookmarks (download)	2
Teen marijuana bookmarks	2910
Teen marijuana bookmarks (download)	2
Teen Rx drug abuse bookmarks	2663
Teen Rx drug abuse bookmarks (download)	2
Teen smoking bookmarks	2400
Teen smoking bookmarks (download)	2
The dangers of synthetic marijuana ("herbal incense")	170
The dangers of synthetic marijuana ("herbal incense") : (download)	1
Thirdhand smoke: Don't bring it in your house!	0
Thirdhand smoke: Don't bring it in your house! (download)	5
Well child : Chart folders (download)	2
Well child : Developmental milestones for children flier, English	767
Well child : Developmental milestones for children flier, English (download)	2
Well child : Developmental milestones for children flier, Spanish	321
Well child : Developmental milestones for children flier, Spanish (download)	0
Well child : Kindergarten round-up flier, English & Spanish (download)	1
Well child : Kindergarten round-up flier, English & Spanish	383

Medicaid Tool Distribution Summary
1/1/2018 - 3/31/2018

Well child : Kindergarten round-up poster, English & Spanish	22
Well child : Kindergarten round-up poster, English & Spanish (download)	1
Well child : Patient education poster, English & Spanish	142
Well child : Rotavirus flier for providers, English	
Well child : Rotavirus flier for providers, Spanish	
Well child : Rotavirus flier, English	
Well child : Rotavirus flier, Spanish	
Well child : Rotavirus poster, English	
Well child : Rotavirus poster, Spanish	
Your Medical Home brochure, English	651
Your Medical Home brochure, English (download)	4
Your Medical Home brochure, Spanish	351
Your Medical Home brochure, Spanish (download)	2
TOTAL	50833

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for April - June 2018

Outreach/ Innovative Activities

PCP Program Participation:

Provider participation and compliance in the PCP program and other programs is encouraged through site visits, submissions to professional journals, participation in professional and specialty organizations, and conference sponsorship.

Performance Indicators:

1. *Perform regular and focused site visits to providers to communicate informational and educational material on the PCP program and other programs, to answer questions, and to solicit suggestions for improving programs.*

Activities This Quarter:

The contractor operates as a liaison between Division of Medical Services (DMS) and Medicaid providers (primary care providers (PCPs), select specialty physicians, and hospitals) by: providing education, maintaining active feedback and creating and disseminating communication materials. The purpose of these activities is to ensure Medicaid providers' understanding of applicable DHS programs, policies and health care initiatives, including, but not limited to, Arkansas payment Improvement Initiative (episodes of care, patient-centered medical home, and health home).

- More than 400 PCP's with a caseload of 300 received a visit or virtual visit during the 4th quarter of SFY 2018.
- A total of 351 providers with a caseload of 299 and below received a visit in person or virtual visit during the 4th quarter of SFY 2018.
- 34 Hospitals received a visit in person during the 4th Quarter of 2018. Specialty hospitals and out of state hospitals are not required to be visited.
- 7 technical assistance visits/calls were conducted at the request of the State.
- 6 visits were conducted virtually.
- 32 different campaigns (email blasts) were sent to providers and office staff during the 4th quarter SFY 2018. These campaigns included information regarding ARchoices, LTSS Reform and behavioral health.

Selected specialty physicians and hospitals are visited based on a list provided by DMS each quarter; selected entities (up to 450 providers per quarter) will be visited within 120 calendar days or receipt of the list.

- A total of 187 visits were captured this quarter

2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

- 32 different campaigns (email blasts) were sent to providers and office staff during the 4th quarter SFY 2018. These campaigns included information regarding ARchoices, LTSS Reform and behavioral health.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

Medicaid BH Stakeholder Webinar – Behavioral Health	5-Apr
Medicaid BH Stakeholder Webinar – Behavioral Health	19-Apr
PASSE/DD Webinar	20-Apr
Medicaid BH Stakeholder Webinar – Behavioral Health	3-May
PASSE/BH Webinar	9-May
PASSE/PCP webinar	9-May
ARChoices LTSS webinar	11-May
Medicaid BH Stakeholder Webinar – Behavioral Health	17-May

Medicaid BH Stakeholder Webinar – Behavioral Health	24-May
Medicaid BH Stakeholder Webinar – Behavioral Health	31-May
Medicaid BH Stakeholder Webinar – Behavioral Health	7-Jun
PASSE Webinar (care coordinators)	7-Jun
Medicaid BH Stakeholder Webinar – Behavioral Health	14-Jun
PCSP/PASSE Webinar	20-Jun
Medicaid BH Stakeholder Webinar – Behavioral Health	21-Jun
Medicaid BH Stakeholder Webinar – Behavioral Health	28-Jun

Projected Activities:

- Additional email blasts and webinars are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform and quality improvement.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC completed the spring survey projects.

Projected Activities:

- AFMC will launch the fall survey projects
2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

A transportation help line is provided which has a toll-free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- 8 calls were received through the NET Helpline that required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- 2,990 calls were received regarding issues and inquiries.
- 645 denials were documented in the NET application.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for April – June 2018 encounters.

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.
- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality improvement intervention tools, publications, provider site visits, and other media opportunities.*

Information regarding tools distributed in the quarter ending 6/30/2018 is shown on the attached document by project and tool distributed.

MEDICAID TOOL DISTRIBUTION SUMMARY
4/1/2018 - 6/30/2018

Product Name	Quantity Distributed
Alcohol : Adolescent questionnaire pad : 50 sheets, Spanish	1
Alcohol : Adult excessive drinking infographic flier, English	656
Alcohol : Adult excessive drinking infographic flier, English (download)	5
Alcohol : Adult excessive drinking infographic flier, Spanish	176
Alcohol : Adult excessive drinking infographic flier, Spanish (download)	1
Alcohol : Adult excessive drinking infographic poster, English & Spanish (download)	5
Alcohol : Adult excessive drinking infographic poster, English & Spanish	114
Alcohol : Adult questionnaire pad : 50 sheets, Spanish	1
Alcohol : Adult questionnaire sheet, English (download)	2
Alcohol : Adult questionnaire sheet, Spanish (download)	0
Alcohol : Adult screening RX pad : 50 sheets, English	3
Alcohol : Adult screening RX pad : 50 sheets, Spanish	1
Alcohol : Adult screening RX sheet, English (download)	0
Alcohol : Adult screening RX sheet, Spanish (download)	0
Alcohol : AUDIT laminated screening guide	1
Alcohol : AUDIT laminated screening guide (download)	0
Alcohol : CRAFFT laminated screening guide	0
Alcohol : CRAFFT laminated screening guide (download)	0
Alcohol : EPI Profile: Underage drinking (download)	0
Alcohol : Teen underage drinking infographic flier for parents, English	654
Alcohol : Teen underage drinking infographic flier for parents, English (download)	3
Alcohol : Adolescent questionnaire sheet , English (download)	2
Alcohol : Adolescent questionnaire sheet, Spanish (download)	0
Antibiotic resistance : coloring book, English	597
Antibiotic resistance : coloring book, English (download)	3
Antibiotic resistance : coloring book, Spanish	130
Antibiotic resistance : coloring book, Spanish (download)	2
Antibiotic resistance : Rx sheet, English (download)	0
Antibiotic resistance : Rx sheet, Spanish (download)	0
Antibiotic resistance : Save the antibiotic poster, English & Spanish (download)	11
Antibiotic resistance : Save the antibiotic poster, English & Spanish	0
Antibiotic resistance : Save the antibiotic sticker sheet (25)	53
Antibiotic resistance Rx pad : 50 sheets, English	2
Antibiotic resistance Rx pad : 50 sheets, Spanish	1
Antibiotic resistance- Save the Antibiotic Booklet (Download)	0
Antibiotic resistance- Save the Antibiotic Booklet , Spanish (Download)	0
Antibiotic resistance- Save the Antibiotic Booklet, Spanish	0
AR State of Well-being 2016	1
AR State of Well-being 2016 (download)	0
Arkansas Medicaid beneficiary handbook, English (download)	2
Arkansas Medicaid beneficiary handbook, Spanish (download)	0
Arkansas Substance Abuse Resource Guide (download)	4
ARKids B orthodontic postcard, English	0
ARKids B orthodontic postcard, English (download)	1
ARKids B orthodontic postcard, Spanish	25
ARKids B orthodontic postcard, Spanish (download)	0
Article : Substance abuse assessment (download)	1
Article- Substance abuse and mental health disorders (download)	1
Article- Substance abuse prevention (download)	1
Asthma coloring book, English (download)	7
Asthma coloring book, Spanish	160
Asthma coloring book, Spanish (download)	0
Asthma runner poster, English	0
Asthma runner poster, English (download)	1
Asthma runner poster, Spanish	0
Asthma runner poster, Spanish (download)	0
Asthma swimmer poster, English (download)	0

MEDICAID TOOL DISTRIBUTION SUMMARY
4/1/2018 - 6/30/2018

Asthma swimmer poster, Spanish (download)	0
Beneficiary education : Access Arkansas flier, English & Spanish (download)	2
Beneficiary education : Access Arkansas flier, English and Spanish	371
Beneficiary education : Access Arkansas flier, Marshallese	0
Beneficiary education : Access Arkansas flier, Marshallese (download)	0
Beneficiary education : invitation postcard, English	400
Beneficiary education : invitation postcard, English (download)	1
Beneficiary education : invitation postcard, Spanish	20
Beneficiary education : Medicaid FAQs flier, English & Spanish (download)	1
Beneficiary education : Medicaid FAQs flier, English and Spanish	300
Beneficiary education : Medicaid FAQs flier, Marshallese	0
Beneficiary education : NET FAQs flier, English & Spanish (download)	2
Beneficiary education : NET FAQs flier, English and Spanish	395
Beneficiary education : NET FAQs flier, Marshallese	0
Beneficiary education session flier, English and Spanish	850
Beneficiary education session flier, English and Spanish (download)	1
Beneficiary education session flier, Marshallese	0
Beneficiary education session poster (download), English & Spanish	0
Beneficiary education session poster, English and Spanish	0
Beneficiary education, Pregnant education session flier , English & Spanish	892
Beneficiary education, Pregnant education session flier , English & Spanish (download)	1
Beneficiary education, Pregnant education session flier , Marshallese	0
Beneficiary education, Pregnant education session flier , Marshallese (Copy)	0
Beneficiary education, Pregnant education session invitation postcard , English	622
Beneficiary education, Pregnant education session invitation postcard , English (download)	0
Beneficiary education, Pregnant education session invitation postcard , Spanish	130
Beneficiary education, Pregnant education session invitation postcard , Spanish (download)	0
Beneficiary education, Pregnant education session poster , English & Spanish	6
Beneficiary education, Pregnant education session poster , English & Spanish (download)	0
Beneficiary education, Pregnant education session tickets	20
Beneficiary education, Pregnant education session tickets (download)	0
Beneficiary education, TEFRA fact sheet, English	80
Beneficiary education, TEFRA fact sheet, English (download)	1
Beneficiary education, TEFRA fact sheet, Spanish	35
Beneficiary education, TEFRA fact sheet, Spanish (download)	1
Breastfeeding hospital poster : African American, English & Spanish (download)	1
Breastfeeding hospital poster : African American, English & Spanish	13
Breastfeeding hospital poster : Caucasian, English & Spanish (download)	1
Breastfeeding hospital poster : Caucasian, English & Spanish	17
Breastfeeding physician's office poster : Latina, English & Spanish (download)	0
Breastfeeding physician's office poster : Latina, English & Spanish	9
Breastfeeding promotion brochure : African-American, English	671
Breastfeeding promotion brochure : African-American, English (download)	0
Breastfeeding promotion brochure : Caucasian, English	535
Breastfeeding promotion brochure : Caucasian, English (download)	3
Breastfeeding promotion brochure : Latina, English	257
Breastfeeding promotion brochure : Latina, English (download)	2
Breastfeeding promotion brochure, Marshallese	0
Breastfeeding promotion brochure, Marshallese (download)	0
Breastfeeding promotion brochure, Spanish	431
Breastfeeding promotion brochure, Spanish (download)	0
Breastfeeding promotion checklist & timeline, English (download)	3
Breastfeeding promotion checklist & timeline, Marshallese	0
Breastfeeding promotion checklist & timeline, Marshallese (download)	0
Breastfeeding promotion checklist & timeline, Spanish (download)	2
Breastfeeding promotion checklist & timeline, English	1998
Breastfeeding promotion checklist & timeline, Spanish	553
Breastfeeding promotion Rx sheet, English (download)	1

MEDICAID TOOL DISTRIBUTION SUMMARY
4/1/2018 - 6/30/2018

Breastfeeding promotion Rx sheet, Spanish (download)	1
Cardiac health : Patient education guide, English	542
Cardiac health : Patient education guide, English (download)	5
Cardiac health : Patient education guide, Spanish (download)	0
Cardiac health : Patient education guide, Spanish	0
Cervical cancer screening guide (download)	2
College bookmark series	1558
College bookmark series (download)	1
ConnectCare Brochure, English (download)	0
ConnectCare Brochure, Spanish (download)	0
ConnectCare Donated Dental Flier, English & Spanish (download)	0
ConnectCare Fact Sheet, English & Spanish (download)	3
CT : Image Gently child dose record (download)	0
CT : Image Gently parent brochure (download)	0
CT : Image Wisely adult dose record (download)	0
CT in the emergency department laminated physician pocket guide : providers only	5
CT in the emergency department physician pocket guide : providers only (download)	0
Diabetes : A1C flier, English & Spanish	461
Diabetes : A1C flier, English (download)	0
Diabetes : A1C flier, Spanish (download)	0
Diabetes : Get In The Zone kids booklet, English	465
Diabetes : Get In The Zone kids booklet, English (download)	0
Diabetes : Get In The Zone kids booklet, Spanish	101
Diabetes : Get In The Zone kids booklet, Spanish (download)	0
Diabetes : Patient education guide : African American, English	561
Diabetes : Patient education guide, English	1118
Diabetes : Patient education guide, English (download)	1
Diabetes : Patient education guide, Spanish	144
Diabetes : Patient education guide, Spanish (download)	3
Diabetes : Self-management sheet, English	857
Diabetes : Self-management sheet, English (download)	2
Diabetes : Self-management sheet, Spanish	0
Diabetes : Self-management sheet, Spanish (download)	4
Diabetes : Patient education guide- African American, English (download)	0
Drugged driving infographic flier	320
Drugged driving infographic flier (download)	0
E-cigarettes and vaping infographic flier	987
E-cigarettes and vaping infographic flier (download)	5
Emergency room brochure, English	1157
Emergency room brochure, English (download)	2
Emergency room brochure, Spanish	271
Emergency room brochure, Spanish (download)	0
Emergency room poster, English & Spanish (download)	3
Emergency room poster, English & Spanish	50
EPI Profile: Bath salts	300
EPI Profile: Bath salts (download)	0
EPI Profile: Inhalant abuse (download)	0
EPI Profile: Mental health (download)	2
EPI Profile: Preventing prescription drug abuse (download)	1
EPI Profile: Smokeless tobacco products (download)	2
EPI Profile: Substance abuse and domestic violence (download)	1
EPI Profile: Unintentional drug poisoning in children	0
EPI Profile: Unintentional drug poisoning in children (download)	3
EPSDT : ARKids full preventive health screen billing procedures	8
EPSDT : ARKids full preventive health screen billing procedures (download)	2
EPSDT : Keep healthy poster : small boy, English (download)	1
EPSDT : Keep healthy poster : small boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen boy, English (download)	0

MEDICAID TOOL DISTRIBUTION SUMMARY

4/1/2018 - 6/30/2018

EPSDT : Keep healthy poster : teen boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen girl, English (download)	0
EPSDT : Keep healthy poster : teen girl, Spanish (download)	0
EPSDT : Lead toxicity screening, English (download)	2
EPSDT : Lead toxicity screening, Spanish (download)	1
EPSDT : Pre-exam checklist (download)	3
EPSDT : Preventive health care letter (download)	1
EPSDT : Preventive health screening labels : 15 months-4 years (download)	0
EPSDT : Preventive health screening labels : birth-12 months (download)	0
EPSDT : Preventive health screening labels- 5-20 years (download)	0
EPSDT : Well child checkup postcard (download)	0
EPSDT- Keeping Your Child Healthy Booklet, English	2960
EPSDT- Keeping Your Child Healthy Booklet, Spanish	355
EPSDT- Keeping Your Child Healthy e-book, English	0
EPSDT- Keeping Your Child Healthy e-book, English (download)	3
EPSDT- Keeping Your Child Healthy e-book, Spanish (download)	0
FASD poster	5
FASD poster (download)	1
FASD provider card (download)	0
FASD small poster	0
FASD small poster (download)	1
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish	0
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby postcard, English (download)	0
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish	0
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby sticker sheet (10)	0
Flu & pneumonia immunization : Wash Your Hands 11x17 poster (Download)	1
Flu & pneumonia in-patient immunization card, English	0
Flu & pneumonia in-patient immunization card, Spanish	0
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish	2
Flu & pneumonia immunization : Don't Be a Baby postcard, English	15
Flu & pneumonia immunization : Wash Your Hands 11x17 poster	77
LARC : Campus health services poster	0
LARC : Campus health services poster (download)	0
LARC : Laminated bookmark	2035
LARC : Patient education flip chart for providers	71
LARC : Patient education guide, English	1686
LARC : Patient education guide, English (download)	0
LARC : Patient education guide, Spanish	256
LARC : Patient education interactive e-book, English (download)	2
LARC : Patient education interactive e-book, Spanish (download)	1
LARC : Patient education guide, Marshallese	0
LARC : Patient education guide, Marshallese (download)	0
LARC- Word Search (download)	0
Marijuana and your teenager infographic flier	365
Marijuana and your teenager infographic flier, (download)	2
Maternal Mortality : Save Your Life , Spanish (download)	0
Maternal Mortality : Save Your Life Sheet, English (download)	0
Maternal Mortality : Save Your Life Tear Pad- 50 sheets, English & Spanish	80
Maternal Mortality- Save Your Life 11 x 17 Poster, English & Spanish	189
Maternal Mortality- Save Your Life Magnet 4 x 6	3650
Maternal Mortality- Urgent/Emergent Warning Signs Algorithm	295
Maternal Mortality- Urgent/Emergent Warning Signs Algorithm (download)	3
Medicaid complaint line postcard, English	75
Medicaid complaint line postcard, English (download)	1
Medicaid complaint line postcard, Spanish	0

MEDICAID TOOL DISTRIBUTION SUMMARY
4/1/2018 - 6/30/2018

Medicaid complaint line postcard, Spanish (download)	0
Medicaid complaint line poster : English & Spanish (download)	0
Medicaid complaint line poster, English & Spanish	0
Million Hearts : Bless Your Heart health ministry tool kit, English (download)	2
Million Hearts : Bless Your Heart health ministry tool kit, Spanish (download)	0
Million Hearts provider postcard (download)	0
Non-emergency transportation (NET) brochure, English	1912
Non-emergency transportation (NET) brochure, English (download)	1
Non-emergency transportation (NET) brochure, Spanish	0
Non-emergency transportation (NET) brochure, Spanish (download)	1
Non-emergency transportation (NET) poster, English & Spanish (download)	1
Non-emergency transportation (NET) poster, English & Spanish	1
Nutrition â€œ Portion control flier, English	1412
Nutrition â€œ Portion control flier, English (download)	4
Nutrition â€œ Portion control flier, Spanish	145
Nutrition â€œ Portion control flier, Spanish (download)	2
Nutrition information card, English	1217
Nutrition information card, English (download)	5
Nutrition information card, Spanish	250
Opioids â€œ Physician pocket guide: opioid prescribing for chronic nonmalignant pain (download)	4
Patient Engagement- Patient Portal Poster (Download)	1
Patient Engagement- Patient Portal Poster Spanish (Download)	1
Patient Engagement- Patient Portal Poster, English & Spanish	9
Prenatal bookmark series	1910
Prenatal bookmark series (download)	1
Risk factors handout (download)	0
Smoking cessation : Provider Rx pad : 50 sheets, English	0
Smoking cessation : Provider Rx pad : 50 sheets, Spanish	0
Smoking cessation provider Rx sheet, English (download)	0
Smoking cessation provider Rx sheet, Spanish (download)	0
Substance abuse prevention : informational tool (download)	1
Suicide & substance abuse	450
Suicide & substance abuse (download)	1
Teen drinking bookmarks	1152
Teen drinking bookmarks (download)	0
Teen marijuana bookmarks	902
Teen marijuana bookmarks (download)	1
Teen Rx drug abuse bookmarks	862
Teen Rx drug abuse bookmarks (download)	0
Teen smoking bookmarks	2166
Teen smoking bookmarks (download)	0
The dangers of synthetic marijuana ("herbal incense")	300
The dangers of synthetic marijuana ("herbal incense") : (download)	0
Thirdhand smoke: Don't bring it in your house! (download)	0
Well child : Chart folders (download)	0
Well child : Developmental milestones for children flier, English	755
Well child : Developmental milestones for children flier, English (download)	0
Well child : Developmental milestones for children flier, Spanish	75
Well child : Developmental milestones for children flier, Spanish (download)	1
Well child : Kindergarten round-up flier, English & Spanish (download)	2
Well child : Kindergarten round-up flier, English & Spanish	500
Well child : Kindergarten round-up poster, English & Spanish (download)	1
Well child : Kindergarten round-up poster, English & Spanish	27
Well child : Patient education poster, English & Spanish	110
Well child : Rotavirus flier for providers, English	0
Well child : Rotavirus flier for providers, Spanish	0
Well child : Rotavirus flier, English	0
Well child : Rotavirus flier, Spanish	0

MEDICAID TOOL DISTRIBUTION SUMMARY

4/1/2018 - 6/30/2018

Well child : Rotavirus poster, English	0
Well child : Rotavirus poster, Spanish	0
Your Medical Home brochure, English	365
Your Medical Home brochure, English (download)	4
Your Medical Home brochure, Spanish	120
Your Medical Home brochure, Spanish (download)	0
TOTAL	47017

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for July - September 2018

Outreach/ Innovative Activities

PCP Program Participation:

Provider participation and compliance in the PCP program and other programs is encouraged through site visits, submissions to professional journals, participation in professional and specialty organizations, and conference sponsorship.

Performance Indicators:

1. *Perform regular and focused site visits to providers to communicate informational and educational material on the PCP program and other programs, to answer questions, and to solicit suggestions for improving programs.*

Activities This Quarter:

The contractor operates as a liaison between Division of Medical Services (DMS) and Medicaid providers (primary care providers (PCPs), select specialty physicians, and hospitals) by: providing education, maintaining active feedback and creating and disseminating communication materials. The purpose of these activities is to ensure Medicaid providers' understanding of applicable DHS programs, policies and health care initiatives, including, but not limited to, Arkansas payment Improvement Initiative (episodes of care, patient-centered medical home, and health home).

- More than 400 PCP's with a caseload of 300 received a visit or virtual visit during the quarter ending 9/30/2018.
- A total of 299 providers with a caseload of 299 and below received a visit in person or virtual visit during the quarter ending 9/30/2018.
- 12 Hospitals received a visit in person during the latest quarter. Specialty hospitals and out of state hospitals are not required to be visited.
- 23 technical assistance visits/calls were conducted at the request of the State.
- 2 visits were conducted virtually.
- 32 different campaigns (email blasts) were sent to providers and office staff during the quarter ending 9/30/2018. These campaigns included information regarding ARchoices, PASSE and behavioral health.

Selected specialty physicians and hospitals are visited based on a list provided by DMS each quarter; selected entities (up to 450 providers per quarter) will be visited within 120 calendar days or receipt of the list.

- A total of 153 visits were captured this quarter

2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

- 32 different campaigns (email blasts) were sent to providers and office staff during the quarter ending 9/30/2018. These campaigns included information regarding ARchoices, PASSE and behavioral health.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

Exhibits:

- PCMH PT Conference, Benton – July 18
- American Academy of Family Physicians (Arkansas), Little Rock – August 2 and 3
- Mental Health Council of Arkansas, Little Rock – August 8 and 9
- ADH Conference, Little Rock – August 9 (presentation on Medicaid updates)
- AOMA Conference, Branson, MO – August 10 and 11
- MMIS Meeting, Little Rock – September 4

Meetings:

- ArChoices Public Hearing, Jonesboro – July 9
- ArChoices Public Hearing, Fort Smith – July 11
- ArChoices Public Hearing, Monticello – July 12
- ArChoices Public Hearing, Hope – July 24
- ArChoices Public Hearing, Little Rock – July 26
- PCMH Congress, San Diego, California – September 13-16

Projected Activities:

- Additional email blasts and webinars are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform and quality improvement.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC launched the fall survey projects.

Projected Activities:

- AFMC will continue the fall survey projects
2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

A transportation help line is provided which has a toll-free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- 16 calls were received through the NET Helpline that required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- 3,330 calls were received regarding issues and inquiries.
- 896 denials were documented in the NET application.
- *NET Communication Totals by Region Report* for the NET Helpline for the months of July through September 2018 was completed.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for July – September 2018 encounters.

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.
- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality improvement intervention tools, publications, provider site visits, and other media opportunities.*

Information regarding tools distributed in the quarter ending 9/30/2018 is shown on the attached document by project and tool distributed.

MEDICAID TOOL DISTRIBUTION SUMMARY
7/1/2018 - 9/30/2018

Product Name	Quantity Distributed
Alcohol : Adolescent questionnaire pad : 50 sheets, Spanish	5
Alcohol : Adolescent questionnaire sheet , English (download)	1
Alcohol : Adolescent questionnaire sheet, Spanish (download)	
Alcohol : Adult excessive drinking infographic flier, English	599
Alcohol : Adult excessive drinking infographic flier, English (download)	6
Alcohol : Adult excessive drinking infographic flier, Spanish	7
Alcohol : Adult excessive drinking infographic flier, Spanish (download)	2
Alcohol : Adult excessive drinking infographic poster, English & Spanish	40
Alcohol : Adult excessive drinking infographic poster, English & Spanish (download)	2
Alcohol : Adult questionnaire pad : 50 sheets, Spanish	11
Alcohol : Adult questionnaire sheet, English (download)	1
Alcohol : Adult questionnaire sheet, Spanish (download)	
Alcohol : Adult screening RX pad : 50 sheets, English	10
Alcohol : Adult screening RX pad : 50 sheets, Spanish	
Alcohol : Adult screening RX sheet, English (download)	
Alcohol : Adult screening RX sheet, Spanish (download)	
Alcohol : AUDIT laminated screening guide	28
Alcohol : AUDIT laminated screening guide (download)	
Alcohol : CRAFFT laminated screening guide	9
Alcohol : CRAFFT laminated screening guide (download)	
Alcohol : EPI Profile: Underage drinking (download)	
Alcohol : Teen underage drinking infographic flier for parents, English	230
Alcohol : Teen underage drinking infographic flier for parents, English (download)	1
Antibiotic resistance Rx pad : 50 sheets, English	26
Antibiotic resistance Rx pad : 50 sheets, Spanish	5
Antibiotic resistance- Save the Antibiotic Booklet (Download)	2
Antibiotic resistance- Save the Antibiotic Booklet , Spanish (Download)	1
Antibiotic resistance- Save the Antibiotic Booklet, Spanish	1
Antibiotic resistance : coloring book, English (download)	6
Antibiotic resistance : coloring book, Spanish	25
Antibiotic resistance : coloring book, Spanish (download)	1
Antibiotic resistance : Rx sheet, English (download)	4
Antibiotic resistance : Rx sheet, Spanish (download)	1
Antibiotic resistance : Save the antibiotic poster, English & Spanish	11
Antibiotic resistance : Save the antibiotic poster, English & Spanish (download)	1
Antibiotic resistance : Save the antibiotic sticker sheet (25)	62
AR State of Well-being 2018	5
AR State of Well-being 2018 (download)	3
Arkansas Medicaid beneficiary handbook, English (download)	9
Arkansas Medicaid beneficiary handbook, Spanish (download)	2
Arkansas Substance Abuse Resource Guide (download)	4
Arkansas Works : Patient Postcard	16233
Arkansas Works : Patient Postcard (download)	257
Arkansas Works : Work Requirement Poster	186
Arkansas Works : Work Requirement Poster (download)	5
ARKids B orthodontic postcard, English	
ARKids B orthodontic postcard, English (download)	
ARKids B orthodontic postcard, Spanish	
ARKids B orthodontic postcard, Spanish (download)	
Article- Substance abuse and mental health disorders (download)	1
Article- Substance abuse prevention (download)	1
Asthma coloring book, English (download)	6
Asthma coloring book, Spanish	76
Asthma coloring book, Spanish (download)	2

MEDICAID TOOL DISTRIBUTION SUMMARY

7/1/2018 - 9/30/2018

Asthma runner poster, English	
Asthma runner poster, English (download)	1
Asthma runner poster, Spanish	
Asthma runner poster, Spanish (download)	
Asthma swimmer poster, English (download)	
Asthma swimmer poster, Spanish (download)	
Beneficiary education session flier, English and Spanish	25
Beneficiary education session flier, English and Spanish (download)	1
Beneficiary education session flier, Marshallese	50
Beneficiary education session flier, Marshallese (download)	
Beneficiary education session poster, English and Spanish	1
Beneficiary education : Access Arkansas flier, English & Spanish (download)	2
Beneficiary education : Access Arkansas flier, English and Spanish	750
Beneficiary education : Access Arkansas flier, Marshallese	105
Beneficiary education : Access Arkansas flier, Marshallese (download)	
Beneficiary education : invitation postcard, English	650
Beneficiary education : invitation postcard, English (download)	
Beneficiary education : invitation postcard, Spanish	250
Beneficiary education : Medicaid FAQs flier, English & Spanish (download)	2
Beneficiary education : Medicaid FAQs flier, English and Spanish	275
Beneficiary education : Medicaid FAQs flier, Marshallese	155
Beneficiary education : Medicaid FAQs flier, Marshallese (download)	
Beneficiary education : NET FAQs flier, English & Spanish (download)	2
Beneficiary education : NET FAQs flier, English and Spanish	281
Beneficiary education : NET FAQs flier, Marshallese	
Beneficiary education : NET FAQs flier, Marshallese (download)	26
Beneficiary education, Pregnant education session flier , English & Spanish	420
Beneficiary education, Pregnant education session flier , English & Spanish (download)	1
Beneficiary education, Pregnant education session flier , Marshallese	100
Beneficiary education, Pregnant education session flier , Marshallese (download)	
Beneficiary education, Pregnant education session tickets	
Beneficiary education, Pregnant education session tickets (download)	
Beneficiary education, Pregnant education session invitation postcard , English	625
Beneficiary education, Pregnant education session invitation postcard , English (download)	
Beneficiary education, Pregnant education session invitation postcard , Spanish	250
Beneficiary education, Pregnant education session invitation postcard , Spanish (download)	
Beneficiary education, Pregnant education session poster , English & Spanish	1
Beneficiary education, Pregnant education session poster , English & Spanish (download)	20
Beneficiary education, TEFRA fact sheet, English	16
Beneficiary education, TEFRA fact sheet, English (download)	5
Beneficiary education, TEFRA fact sheet, Spanish	1
Beneficiary education, TEFRA fact sheet, Spanish (download)	1
Breastfeeding hospital poster : African American, English & Spanish	2
Breastfeeding hospital poster : African American, English & Spanish (download)	1
Breastfeeding hospital poster : Caucasian, English & Spanish	17
Breastfeeding hospital poster : Caucasian, English & Spanish (download)	0
Breastfeeding physician's office poster : Latina, English & Spanish	10
Breastfeeding physician's office poster : Latina, English & Spanish (download)	1
Breastfeeding promotion brochure : African-American, English	440
Breastfeeding promotion brochure : African-American, English (download)	1
Breastfeeding promotion brochure : Caucasian, English	450
Breastfeeding promotion brochure : Caucasian, English (download)	2
Breastfeeding promotion brochure : Latina, English	275
Breastfeeding promotion brochure : Latina, English (download)	2
Breastfeeding promotion brochure, Marshallese	125

MEDICAID TOOL DISTRIBUTION SUMMARY

7/1/2018 - 9/30/2018

Breastfeeding promotion brochure, Marshallese (download)	0
Breastfeeding promotion brochure, Spanish	25
Breastfeeding promotion brochure, Spanish (download)	
Breastfeeding promotion checklist & timeline, English	651
Breastfeeding promotion checklist & timeline, English (download)	
Breastfeeding promotion checklist & timeline, Marshallese	50
Breastfeeding promotion checklist & timeline, Marshallese (download)	1
Breastfeeding promotion checklist & timeline, Spanish	301
Breastfeeding promotion checklist & timeline, Spanish (download)	
Breastfeeding promotion Rx sheet, English (download)	
Breastfeeding promotion Rx sheet, Spanish (download)	
Cardiac health : Patient education guide, English	681
Cardiac health : Patient education guide, English (download)	4
Cardiac health : Patient education guide, Spanish	10
Cardiac health : Patient education guide, Spanish (download)	4
Cervical cancer screening guide (download)	4
College bookmark series	375
College bookmark series (download)	3
ConnectCare Brochure, English (download)	3
ConnectCare Donated Dental Flier, English & Spanish (download)	4
ConnectCare Fact Sheet, English & Spanish (download)	7
CT : Image Gently child dose record (download)	
CT : Image Gently parent brochure (download)	
CT : Image Wisely adult dose record (download)	
CT in the emergency department laminated physician pocket guide : providers only	9
CT in the emergency department physician pocket guide : providers only (download)	
Diabetes : A1C flier, English & Spanish	360
Diabetes : A1C flier, English (download)	
Diabetes : Get In The Zone kids booklet, English	83
Diabetes : Get In The Zone kids booklet, English (download)	
Diabetes : Get In The Zone kids booklet, Spanish	
Diabetes : Get In The Zone kids booklet, Spanish (download)	
Diabetes : Patient education guide- African American, English (download)	3
Diabetes : Patient education guide : African American, English	620
Diabetes : Patient education guide, English	625
Diabetes : Patient education guide, English (download)	2
Diabetes : Patient education guide, Spanish	37
Diabetes : Patient education guide, Spanish (download)	2
Diabetes : Self-management sheet, English	290
Diabetes : Self-management sheet, English (download)	10
Diabetes : Self-management sheet, Spanish	41
Diabetes : Self-management sheet, Spanish (download)	2
Drugged driving infographic flier	5
Drugged driving infographic flier (download)	2
E-cigarettes and vaping infographic flier	832
E-cigarettes and vaping infographic flier (download)	25
Emergency room brochure, English	877
Emergency room brochure, English (download)	5
Emergency room brochure, Spanish	403
Emergency room brochure, Spanish (download)	3
Emergency room poster, English & Spanish	42
Emergency room poster, English & Spanish (download)	3
EPI Profile: Bath salts	50
EPI Profile: Bath salts (download)	
EPI Profile: Inhalant abuse (download)	

MEDICAID TOOL DISTRIBUTION SUMMARY
7/1/2018 - 9/30/2018

EPI Profile: Mental health (download)	
EPI Profile: Preventing prescription drug abuse (download)	1
EPI Profile: Smokeless tobacco products (download)	3
EPI Profile: Substance abuse and domestic violence	
EPI Profile: Substance abuse and domestic violence (download)	1
EPI Profile: Unintentional drug poisoning in children	
EPI Profile: Unintentional drug poisoning in children (download)	1
EPSDT- Keeping Your Child Healthy Booklet, English	2619
EPSDT- Keeping Your Child Healthy Booklet, Spanish	1147
EPSDT- Keeping Your Child Healthy e-book, English (download)	7
EPSDT- Keeping Your Child Healthy e-book, Spanish (download)	1
EPSDT : ARKids full preventive health screen billing procedures	71
EPSDT : ARKids full preventive health screen billing procedures (download)	11
EPSDT : Keep healthy poster : small boy, English (download)	5
EPSDT : Keep healthy poster : small boy, Spanish (download)	
EPSDT : Keep healthy poster : teen boy, English (download)	1
EPSDT : Keep healthy poster : teen boy, Spanish (download)	
EPSDT : Keep healthy poster : teen girl, English (download)	2
EPSDT : Keep healthy poster : teen girl, Spanish (download)	
EPSDT : Lead toxicity screening, English (download)	9
EPSDT : Lead toxicity screening, Spanish (download)	3
EPSDT : Pre-exam checklist (download)	7
EPSDT : Preventive health care letter (download)	8
EPSDT : Preventive health care letter (download)	
EPSDT : Preventive health screening labels- 5-20 years (download)	1
EPSDT : Preventive health screening labels : 15 months-4 years (download)	2
EPSDT : Preventive health screening labels : birth-12 months (download)	2
EPSDT : Well child checkup postcard (download)	5
FASD poster	7
FASD poster (download)	1
FASD provider card (download)	
FASD small poster	25
FASD small poster (download)	
Flu & pneumonia immunization : Don't Be a Baby 11 x 17 poster, English & Spanish	95
Flu & pneumonia immunization : Don't Be a Baby 11 x 17 poster, English & Spanish (download)	1
Flu & pneumonia immunization : Don't Be a Baby 8.5 x 11 poster, English & Spanish	151
Flu & pneumonia immunization : Don't Be a Baby 8.5 x 11 poster, English & Spanish (download)	2
Flu & pneumonia immunization : Don't Be a Baby postcard, English	813
Flu & pneumonia immunization : Don't Be a Baby postcard, English (download)	4
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish	1
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish (download)	
Flu & pneumonia immunization : Don't Be a Baby sticker sheet (10)	
Flu & pneumonia immunization : Wash Your Hands 11 x 17 poster	200
Flu & pneumonia immunization : Wash Your Hands 11 x 17 poster (Download)	6
Flu & pneumonia in-patient immunization card, English	230
LARC- Word Search (download)	2
LARC : Campus health services poster	20
LARC : Campus health services poster (download)	
LARC : Laminated bookmark	459
LARC : Patient education flip chart for providers	92
LARC : Patient education guide, English	2420
LARC : Patient education guide, English (download)	
LARC : Patient education guide, Marshallese	75
LARC : Patient education guide, Marshallese (download)	
LARC : Patient education guide, Spanish	782

MEDICAID TOOL DISTRIBUTION SUMMARY
7/1/2018 - 9/30/2018

LARC : Patient education interactive e-book, English (download)	3
LARC : Patient education interactive e-book, Spanish (download)	
LARC : Word Search (download)	
Marijuana and your teenager infographic flier	255
Marijuana and your teenager infographic flier, (download)	12
Maternal Mortality Educational Resources	253
Maternal Mortality- Save Your Life 11 x 17 Poster, English & Spanish	23
Maternal Mortality- Save Your Life Magnet 4 x 6	175
Maternal Mortality- Urgent/Emergent Warning Signs Algorithm	13
Maternal Mortality- Urgent/Emergent Warning Signs Algorithm (download)	4
Maternal Mortality : Save Your Life Tear Pad- 50 sheets, English & Spanish	9
Maternal Mortality - Save Your Life Tear, Spanish (download)	
Maternal Mortality - Save Your Life Tear, English (download)	
Medicaid complaint line postcard, English	466
Medicaid complaint line postcard, English (download)	2
Medicaid complaint line postcard, Spanish	250
Medicaid complaint line postcard, Spanish (download)	
Medicaid complaint line poster : English & Spanish (download)	1
Medicaid complaint line poster, English & Spanish	200
Million Hearts : Bless Your Heart health ministry tool kit, English (download)	5
Million Hearts : Bless Your Heart health ministry tool kit, Spanish (download)	3
Non-emergency transportation (NET) brochure, English	1322
Non-emergency transportation (NET) brochure, English (download)	3
Non-emergency transportation (NET) brochure, Spanish	352
Non-emergency transportation (NET) brochure, Spanish (download)	1
Non-emergency transportation (NET) poster, English & Spanish	3
Non-emergency transportation (NET) poster, English & Spanish (download)	1
Nutrition information card, English	1025
Nutrition information card, English (download)	5
Nutrition information card, Spanish	26
Nutrition information card, Spanish (download)	1
Nutrition : Portion control flier, English	2100
Nutrition : Portion control flier, English (download)	12
Nutrition : Portion control flier, Spanish	193
Nutrition : Portion control flier, Spanish (download)	7
Opioids : Physician pocket guide: opioid prescribing for chronic nonmalignant pain (download)	4
Patient Engagement- Patient Portal Poster, English & Spanish	32
Patient Engagement- Patient Portal Poster (Download)	
Prenatal bookmark series	550
Prenatal bookmark series (download)	1
Risk factors handout (download)	1
Smoking cessation provider Rx sheet, English (download)	3
Smoking cessation provider Rx sheet, Spanish (download)	1
Smoking cessation : Provider Rx pad : 50 sheets, Spanish	1
Smoking cessation : Provider Rx pad : 50 sheets, English	
Suicide & substance abuse	100
Suicide & substance abuse (download)	1
Teen drinking bookmarks	260
Teen drinking bookmarks (download)	4
Teen marijuana bookmarks	295
Teen marijuana bookmarks (download)	255
Teen Rx drug abuse bookmarks	295
Teen Rx drug abuse bookmarks (download)	3
Teen smoking bookmarks	545
Teen smoking bookmarks (download)	3

MEDICAID TOOL DISTRIBUTION SUMMARY

7/1/2018 - 9/30/2018

The dangers of synthetic marijuana ("herbal incense")	10
The dangers of synthetic marijuana ("herbal incense") : (download)	1
Thirdhand smoke: Don't bring it in your house! (download)	9
Well child : Chart folders (download)	2
Well child : Developmental milestones for children flier, English	1003
Well child : Developmental milestones for children flier, English (download)	6
Well child : Developmental milestones for children flier, Spanish	437
Well child : Developmental milestones for children flier, Spanish (download)	1
Well child : Kindergarten round-up flier, English & Spanish	275
Well child : Kindergarten round-up flier, English & Spanish (download)	3
Well child : Kindergarten round-up poster, English & Spanish	247
Well child : Kindergarten round-up poster, English & Spanish (download)	4
Well child : Patient education poster, English & Spanish	273
Your Medical Home brochure, English	321
Your Medical Home brochure, English (download)	6
Your Medical Home brochure, Spanish	221
Your Medical Home brochure, Spanish (download)	4
TOTAL	50879

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for October - December 2018

Outreach/ Innovative Activities

PCP Program Participation:

Provider participation and compliance in the PCP program and other programs is encouraged through site visits, submissions to professional journals, participation in professional and specialty organizations, and conference sponsorship.

Performance Indicators:

1. *Perform regular and focused site visits to providers to communicate informational and educational material on the PCP program and other programs, to answer questions, and to solicit suggestions for improving programs.*

Activities This Quarter:

The contractor operates as a liaison between Division of Medical Services (DMS) and Medicaid providers (primary care providers (PCPs), select specialty physicians, and hospitals) by: providing education, maintaining active feedback and creating and disseminating communication materials. The purpose of these activities is to ensure Medicaid providers' understanding of applicable DHS programs, policies and health care initiatives, including, but not limited to, Arkansas payment Improvement Initiative (episodes of care, patient-centered medical home, and health home).

- A total of 463 PCP's with a caseload of 300 received a visit or virtual visit during the quarter ending 12/31/2018.
- A total of 61 providers with a caseload of 299 and below received a visit in person or virtual visit during the quarter ending 12/31/2018.
- 18 Hospitals received a visit in person during the latest quarter. Specialty hospitals and out of state hospitals are not required to be visited.
- 23 technical assistance visits/calls were conducted at the request of the State.
- 0 visits were conducted virtually.
- 30 different campaigns (email blasts) were sent to providers and office staff during the quarter ending 12/31/2018. These campaigns included information regarding ARchoices, PASSE and behavioral health.

Selected specialty physicians and hospitals are visited based on a list provided by DMS each quarter; selected entities (up to 450 providers per quarter) will be visited within 120 calendar days or receipt of the list.

- A total of 35 visits were captured this quarter

2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

- 32 different campaigns (email blasts) were sent to providers and office staff during the quarter ending 12/31/2018. These campaigns included information regarding ARchoices, PASSE and behavioral health.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

Exhibits:

- Arkansas Medical Society (presentation), Little Rock – October
- Arkansas Medical Society (presentation), Little Rock - October 3
- HA Conference, Little Rock - October 4
- Arkansas Medical Society (presentation), Fayetteville – October 11
- MMIS Meeting, McGhee - October 16
- Arkansas Medical Society (presentation), Jonesboro - October 18
- Arkansas Healthcare Financial Management Association (HFMA) (presentation only), Little Rock - October 19
- AR School Based Conference (presentation only), Conway - October 25
- ARK-LA-TEX (presentation), Texarkana - October 26
- CPC+ Meeting, Benton - October 26
- Family Medicine Update UAMS, Little Rock - October 26
- MMIS Meeting, Fayetteville - October 30
- MMIS Meeting, Jonesboro - November 7
- MMIS Meeting, Hope - November 13
- Medicaid Educational Conference, Little Rock - December 12

Meetings:

- LTSS Reform Public Hearing, Fort Smith - October 15
- AFMC Provider Relations Executive Summary Page | 3
- LTSS Reform Public Hearing, Monticello - October 18
- LTSS Reform Public Hearing, Hope - October 22
- LTSS Reform Public Hearing, Little Rock - October 29
- ForeverCare, Little Rock - November 6

- LTSS Reform Public Hearing, Jonesboro - November 7
- PCMH PT Webinar, AFMC – November 14

Projected Activities:

- Additional email blasts and webinars are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform and quality improvement.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC continued the fall survey projects.

Projected Activities:

- AFMC will complete the fall survey projects

2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

A transportation help line is provided which has a toll-free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- 16 calls were received through the NET Helpline that required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- 3,540 calls were received regarding issues and inquiries.
- 1,147 denials were documented in the NET application.
- *NET Communication Totals by Region Report* for the NET Helpline for the months of July through December 2018 was completed.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for October– December 2018 encounters.

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.
- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality*

improvement intervention tools, publications, provider site visits, and other media opportunities.

Information regarding tools distributed in the quarter ending 12/31/2018 is shown on the attached document by project and tool distributed.

MEDICAID TOOL DISTRIBUTION SUMMARY
10/1/2018 - 12/31/2018

Product Name	Quantity Distributed
Diabetes - Patient education guide, Spanish (download)	1
Diabetes - Patient education guide, English (download)	3
Diabetes - Self-management sheet, English (download)	3
EPSDT - ARKids full preventive health screen billing procedures (download)	10
EPSDT - ARKids full preventive health screen billing procedures	121
Emergency room brochure, English (download)	5
Emergency room brochure, Spanish (download)	1
Emergency room poster, English & Spanish (download)	6
Nutrition information card, Spanish (download)	1
Nutrition information card, English (download)	2
Nutrition - Portion control flier, English (download)	4
Nutrition - Portion control flier, Spanish (download)	1
Flu & pneumonia in-patient immunization card, English	20
Flu & pneumonia immunization - Don't Be a Baby postcard, English	375
LARC - Patient education interactive e-book, English (download)	1
LARC - Patient education flip chart for providers	2
LARC - Patient education guide, English	550
Non-emergency transportation (NET) brochure, English	596
Arkansas Epidemiological State Profile of Substance Use 2017 (download)	1
Arkansas Epidemiological State Profile of Substance Use 2017	2
Risk Factors State Report 2017 (download)	1
Risk Factors State Report 2017	2
Breastfeeding promotion checklist & timeline, Spanish (download)	1
Breastfeeding promotion checklist & timeline, Spanish	350
Breastfeeding promotion checklist & timeline, English (download)	5
Arkansas Medicaid beneficiary handbook, English (download)	6
Beneficiary education session flier, English and Spanish (download)	2
Beneficiary education - NET FAQs flier, English & Spanish (download)	3
Beneficiary education - Medicaid FAQs flier, English & Spanish (download)	2
Beneficiary education - Access Arkansas flier, English & Spanish (download)	1
Asthma runner poster, English (download)	1
Asthma coloring book, Spanish (download)	1
Asthma coloring book, English (download)	12
Antibiotic resistance - Save the antibiotic poster, English & Spanish (download)	1
Antibiotic resistance - Rx sheet, Spanish (download)	1
Antibiotic resistance - Rx sheet, English (download)	5
Arkansas Works - Work Requirement Poster (download)	2
Arkansas Works - Work Requirement Poster	114
Arkansas Works - Patient Postcard (download)	2
Arkansas Works - Patient Postcard	6186
AR State of Well-being 2018 (download)	2
Beneficiary education - Medicaid FAQs flier, Marshallese	20
Beneficiary education - Access Arkansas flier, Marshallese	100
FASD poster	3
Diabetes - Patient education guide, Spanish	52
Diabetes - Self-management sheet, Spanish	83
Your Medical Home brochure, Spanish	201
Your Medical Home brochure, English	189
Well child - Chart folders (download)	2
Well child - Patient education poster, English & Spanish	97
Well child - Kindergarten round-up flier, English & Spanish	175
Beneficiary education, TEFRA fact sheet, English (download)	3
Beneficiary education, TEFRA fact sheet, Spanish	10
Beneficiary education, TEFRA fact sheet, English	21

MEDICAID TOOL DISTRIBUTION SUMMARY
10/1/2018 - 12/31/2018

Maternal Mortality- Urgent/Emergent Warning Signs Algorithm (download)	2
Maternal Mortality - Save Your Life Tear Pad- 50 sheets, English & Spanish	52
Maternal Mortality- Save Your Life 11 x 17 Poster, English & Spanish	56
Maternal Mortality- Save Your Life Magnet 4 x 6	1575
Maternal Mortality- Urgent/Emergent Warning Signs Algorithm	156
Teen smoking bookmarks (download)	1
Teen drinking bookmarks (download)	1
Beneficiary education, Pregnant education session flier , English & Spanish (download)	2
Beneficiary education, Pregnant education session flier , English & Spanish	225
Beneficiary education, Pregnant education session poster , English & Spanish	22
Beneficiary education, Pregnant education session invitation postcard , Spanish	325
Beneficiary education, Pregnant education session invitation postcard , English	325
ConnectCare Donated Dental Flier, English & Spanish (download)	1
ConnectCare Brochure, English (download)	53
Medicaid complaint line poster - English & Spanish (download)	1
Medicaid complaint line postcard, English (download)	2
Medicaid complaint line postcard, English	401
Non-emergency transportation (NET) poster, English & Spanish	58
Non-emergency transportation (NET) poster, English & Spanish (download)	2
Non-emergency transportation (NET) brochure, Spanish (download)	1
Non-emergency transportation (NET) brochure, English (download)	4
ConnectCare Fact Sheet, English & Spanish (download)	1
Antibiotic resistance - coloring book, English	82
Antibiotic resistance - coloring book, Spanish	35
EPSDT - Well child checkup postcard (download)	4
EPSDT - Lead toxicity screening, Spanish (download)	2
EPSDT - Lead toxicity screening, English (download)	4
EPSDT - Pre-exam checklist (download)	6
EPSDT - Preventive health care letter (download)	7
EPSDT - Preventive health screening labels- 5-20 years (download)	2
EPSDT - Preventive health screening labels - 15 months-4 years (download)	2
EPSDT - Preventive health screening labels - birth-12 months (download)	2
Alcohol - Adolescent questionnaire sheet , English (download)	11
Cervical cancer screening guide (download)	2
CT in the emergency department laminated physician pocket guide - providers only	1
E-cigarettes and vaping infographic flier	1090
Marijuana and your teenager infographic flier	5
College bookmark series	817
Cardiac health - Patient education guide, English (download)	1
Prenatal bookmark series	954
Teen marijuana bookmarks	515
EPSDT- Keeping Your Child Healthy Booklet, Spanish	227
EPSDT- Keeping Your Child Healthy Booklet, English	1777
EPSDT- Keeping Your Child Healthy e-book, Spanish (download)	2
Diabetes - Patient education guide - African American, English	176
Cardiac health - Patient education guide, English	226
Diabetes - Self-management sheet, English	423
Diabetes - Patient education guide, English	320
Diabetes - Get In The Zone kids booklet, English	106
Diabetes - A1C flier, English & Spanish	359
Alcohol - Adult questionnaire sheet, English (download)	1
Teen marijuana bookmarks (download)	1
Well child - Developmental milestones for children flier, Spanish (download)	2
Well child - Developmental milestones for children flier, English (download)	4
Well child - Developmental milestones for children flier, English	357

MEDICAID TOOL DISTRIBUTION SUMMARY
10/1/2018 - 12/31/2018

E-cigarettes and vaping infographic flier (download)	4
Marijuana and your teenager infographic flier, (download)	1
EPSDT- Keeping Your Child Healthy e-book, English (download)	8
Nutrition - Portion control flier, Spanish	71
Nutrition - Portion control flier, English	832
Nutrition information card, English	441
Nutrition information card, Spanish	85
Smoking cessation provider Rx sheet, English (download)	2
LARC - Patient education guide, Marshallese	106
LARC- Word Search (download)	1
Breastfeeding promotion checklist & timeline, Marshallese	75
Breastfeeding promotion checklist & timeline, English	603
Breastfeeding promotion brochure, Spanish	251
Antibiotic resistance- Save the Antibiotic Booklet (Download)	1
Breastfeeding promotion brochure, Marshallese	175
Breastfeeding promotion brochure - Caucasian, English	201
Breastfeeding physician's office poster - Latina, English & Spanish	1
Asthma coloring book, Spanish	51
Antibiotic resistance - Save the antibiotic sticker sheet (25)	9
Antibiotic resistance - Save the antibiotic poster, English & Spanish	7
Antibiotic resistance Rx pad - 50 sheets, Spanish	1
Antibiotic resistance Rx pad - 50 sheets, English	13
Antibiotic resistance - coloring book, Spanish (download)	1
Antibiotic resistance - coloring book, English (download)	2
Emergency room poster, English & Spanish	120
Emergency room brochure, Spanish	346
Emergency room brochure, English	1865
ARKids B orthodontic postcard, English	2
Beneficiary education session flier, English and Spanish	935
Beneficiary education - invitation postcard, English	602
Beneficiary education - NET FAQs flier, English and Spanish	1
Beneficiary education - Medicaid FAQs flier, English and Spanish	121
Patient Engagement- Patient Portal Poster (Download)	2
Beneficiary education - Access Arkansas flier, English and Spanish	382
Patient Engagement- Patient Portal Poster, English & Spanish	6
Opioids - Physician pocket guide: opioid prescribing for chronic nonmalignant pain (download)	2
Alcohol - Adult screening RX pad - 50 sheets, English	2
Non-emergency transportation (NET) brochure, Spanish	57
Alcohol - Adult excessive drinking infographic poster, English & Spanish	1
Alcohol - Adult excessive drinking infographic flier, Spanish	3
Alcohol - Adult excessive drinking infographic flier, English	25
Alcohol - AUDIT laminated screening guide	1
Alcohol - CRAFFT laminated screening guide	7
Flu & pneumonia immunization - Wash Your Hands 11x17 poster (Download)	6
Flu & pneumonia immunization - Wash Your Hands 11x17 poster	47
Alcohol - Adult questionnaire pad - 50 sheets, Spanish	1
Alcohol - Adolescent questionnaire pad - 50 sheets, Spanish	4
Alcohol - Teen underage drinking infographic flier for parents, English	86
Alcohol - Teen underage drinking infographic flier for parents, English (download)	1
Breastfeeding promotion brochure - Latina, English	351
Breastfeeding promotion brochure - African-American, English	150
Breastfeeding promotion brochure - Latina, English (download)	1
Flu & pneumonia immunization - Don't Be a Baby 11x17 poster, English & Spanish (download)	1
Flu & pneumonia immunization - Don't Be a Baby 8.5x11 poster, English & Spanish	4
Flu & pneumonia immunization - Don't Be a Baby 11x17 poster, English & Spanish	51

MEDICAID TOOL DISTRIBUTION SUMMARY
10/1/2018 - 12/31/2018

LARC - Patient education guide, Spanish	100
EPI Profile: Substance abuse and domestic violence	171
EPI Profile: Substance abuse and domestic violence (download)	2
Thirdhand smoke: Don't bring it in your house! (download)	2
Article - Substance abuse assessment (download)	1
Substance abuse prevention - informational tool (download)	1
Article- Substance abuse prevention (download)	2
EPI Profile: Mental health (download)	3
Article- Substance abuse and mental health disorders (download)	4
EPI Profile: Inhalant abuse (download)	1
EPI Profile: Bath salts (download)	2
EPI Profile: Preventing prescription drug abuse (download)	2
The dangers of synthetic marijuana "herbal incense"	5
Drugged driving infographic flier	73
AR State of Well-being 2018	6
The dangers of synthetic marijuana "herbal incense" - (download)	1
Drugged driving infographic flier (download)	1
Arkansas Substance Abuse Resource Guide (download)	3
Suicide & substance abuse (download)	2
Teen drinking bookmarks	784
Teen smoking bookmarks	613
Teen Rx drug abuse bookmarks	613
Arkansas Medicaid beneficiary handbook, Spanish (download)	1
Your Medical Home brochure, English (download)	2
Million Hearts - Bless Your Heart health ministry tool kit, English (download)	1
TOTAL	30671

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for October - December 2018

Outreach/ Innovative Activities

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Activities This Quarter:

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- A total of 61 providers with a caseload of 299 and below received a visit in person or virtual visit during the quarter ending 12/31/2018.
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- A total of 35 visits were captured this quarter

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Activities This Quarter:

- 32 different campaigns (email blasts) were sent to providers and office staff during the quarter ending 12/31/2018. These campaigns included information regarding ARchoices, PASSE and behavioral health.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

Exhibits:

- Arkansas Medical Society (presentation), Little Rock – October
- Arkansas Medical Society (presentation), Little Rock - October 3
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- Arkansas Medical Society (presentation), Fayetteville – October 11
- MMIS Meeting, McGhee - October 16
- Arkansas Medical Society (presentation), Jonesboro - October 18
- Arkansas Healthcare Financial Management Association (HFMA) (presentation only), Little Rock - October 19
- AR School Based Conference (presentation only), Conway - October 25
- ARK-LA-TEX (presentation), Texarkana - October 26
- CPC+ Meeting, Benton - October 26
- Family Medicine Update UAMS, Little Rock - October 26
- MMIS Meeting, Fayetteville - October 30
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- MMIS Meeting, Hope - November 13
- Medicaid Educational Conference, Little Rock - December 12

Meetings:

- LTSS Reform Public Hearing, Fort Smith - October 15
- AFMC Provider Relations Executive Summary Page | 3
- LTSS Reform Public Hearing, Monticello - October 18
- LTSS Reform Public Hearing, Hope - October 22
- LTSS Reform Public Hearing, Little Rock - October 29
- ForeverCare, Little Rock - November 6

- LTSS Reform Public Hearing, Jonesboro - November 7
- PCMH PT Webinar, AFMC – November 14

Projected Activities:

- Additional email blasts and webinars are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform and quality improvement.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC continued the fall survey projects.

Projected Activities:

- AFMC will complete the fall survey projects

2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

A transportation help line is provided which has a toll-free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- 16 calls were received through the NET Helpline that required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- 3,540 calls were received regarding issues and inquiries.
- 1,147 denials were documented in the NET application.
- *NET Communication Totals by Region Report* for the NET Helpline for the months of July through December 2018 was completed.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for October– December 2018 encounters.

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.
- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality*

improvement intervention tools, publications, provider site visits, and other media opportunities.

Information regarding tools distributed in the quarter ending 12/31/2018 is shown on the attached document by project and tool distributed.

MEDICAID TOOL DISTRIBUTION SUMMARY
10/1/2018 - 12/31/2018

Product Name	Quantity Distributed
Diabetes - Patient education guide, Spanish (download)	1
Diabetes - Patient education guide, English (download)	3
Diabetes - Self-management sheet, English (download)	3
EPSDT - ARKids full preventive health screen billing procedures (download)	10
EPSDT - ARKids full preventive health screen billing procedures	121
Emergency room brochure, English (download)	5
Emergency room brochure, Spanish (download)	1
Emergency room poster, English & Spanish (download)	6
Nutrition information card, Spanish (download)	1
Nutrition information card, English (download)	2
Nutrition - Portion control flier, English (download)	4
Nutrition - Portion control flier, Spanish (download)	1
Flu & pneumonia in-patient immunization card, English	20
Flu & pneumonia immunization - Don't Be a Baby postcard, English	375
LARC - Patient education interactive e-book, English (download)	1
LARC - Patient education flip chart for providers	2
LARC - Patient education guide, English	550
Non-emergency transportation (NET) brochure, English	596
Arkansas Epidemiological State Profile of Substance Use 2017 (download)	1
Arkansas Epidemiological State Profile of Substance Use 2017	2
Risk Factors State Report 2017 (download)	1
Risk Factors State Report 2017	2
Breastfeeding promotion checklist & timeline, Spanish (download)	1
Breastfeeding promotion checklist & timeline, Spanish	350
Breastfeeding promotion checklist & timeline, English (download)	5
Arkansas Medicaid beneficiary handbook, English (download)	6
Beneficiary education session flier, English and Spanish (download)	2
Beneficiary education - NET FAQs flier, English & Spanish (download)	3
Beneficiary education - Medicaid FAQs flier, English & Spanish (download)	2
Beneficiary education - Access Arkansas flier, English & Spanish (download)	1
Asthma runner poster, English (download)	1
Asthma coloring book, Spanish (download)	1
Asthma coloring book, English (download)	12
Antibiotic resistance - Save the antibiotic poster, English & Spanish (download)	1
Antibiotic resistance - Rx sheet, Spanish (download)	1
Antibiotic resistance - Rx sheet, English (download)	5
Arkansas Works - Work Requirement Poster (download)	2
Arkansas Works - Work Requirement Poster	114
Arkansas Works - Patient Postcard (download)	2
Arkansas Works - Patient Postcard	6186
AR State of Well-being 2018 (download)	2
Beneficiary education - Medicaid FAQs flier, Marshallese	20
Beneficiary education - Access Arkansas flier, Marshallese	100
FASD poster	3
Diabetes - Patient education guide, Spanish	52
Diabetes - Self-management sheet, Spanish	83
Your Medical Home brochure, Spanish	201
Your Medical Home brochure, English	189
Well child - Chart folders (download)	2
Well child - Patient education poster, English & Spanish	97
Well child - Kindergarten round-up flier, English & Spanish	175
Beneficiary education, TEFRA fact sheet, English (download)	3
Beneficiary education, TEFRA fact sheet, Spanish	10
Beneficiary education, TEFRA fact sheet, English	21

MEDICAID TOOL DISTRIBUTION SUMMARY
10/1/2018 - 12/31/2018

Maternal Mortality- Urgent/Emergent Warning Signs Algorithm (download)	2
Maternal Mortality - Save Your Life Tear Pad- 50 sheets, English & Spanish	52
Maternal Mortality- Save Your Life 11 x 17 Poster, English & Spanish	56
Maternal Mortality- Save Your Life Magnet 4 x 6	1575
Maternal Mortality- Urgent/Emergent Warning Signs Algorithm	156
Teen smoking bookmarks (download)	1
Teen drinking bookmarks (download)	1
Beneficiary education, Pregnant education session flier , English & Spanish (download)	2
Beneficiary education, Pregnant education session flier , English & Spanish	225
Beneficiary education, Pregnant education session poster , English & Spanish	22
Beneficiary education, Pregnant education session invitation postcard , Spanish	325
Beneficiary education, Pregnant education session invitation postcard , English	325
ConnectCare Donated Dental Flier, English & Spanish (download)	1
ConnectCare Brochure, English (download)	53
Medicaid complaint line poster - English & Spanish (download)	1
Medicaid complaint line postcard, English (download)	2
Medicaid complaint line postcard, English	401
Non-emergency transportation (NET) poster, English & Spanish	58
Non-emergency transportation (NET) poster, English & Spanish (download)	2
Non-emergency transportation (NET) brochure, Spanish (download)	1
Non-emergency transportation (NET) brochure, English (download)	4
ConnectCare Fact Sheet, English & Spanish (download)	1
Antibiotic resistance - coloring book, English	82
Antibiotic resistance - coloring book, Spanish	35
EPSDT - Well child checkup postcard (download)	4
EPSDT - Lead toxicity screening, Spanish (download)	2
EPSDT - Lead toxicity screening, English (download)	4
EPSDT - Pre-exam checklist (download)	6
EPSDT - Preventive health care letter (download)	7
EPSDT - Preventive health screening labels- 5-20 years (download)	2
EPSDT - Preventive health screening labels - 15 months-4 years (download)	2
EPSDT - Preventive health screening labels - birth-12 months (download)	2
Alcohol - Adolescent questionnaire sheet , English (download)	11
Cervical cancer screening guide (download)	2
CT in the emergency department laminated physician pocket guide - providers only	1
E-cigarettes and vaping infographic flier	1090
Marijuana and your teenager infographic flier	5
College bookmark series	817
Cardiac health - Patient education guide, English (download)	1
Prenatal bookmark series	954
Teen marijuana bookmarks	515
EPSDT- Keeping Your Child Healthy Booklet, Spanish	227
EPSDT- Keeping Your Child Healthy Booklet, English	1777
EPSDT- Keeping Your Child Healthy e-book, Spanish (download)	2
Diabetes - Patient education guide - African American, English	176
Cardiac health - Patient education guide, English	226
Diabetes - Self-management sheet, English	423
Diabetes - Patient education guide, English	320
Diabetes - Get In The Zone kids booklet, English	106
Diabetes - A1C flier, English & Spanish	359
Alcohol - Adult questionnaire sheet, English (download)	1
Teen marijuana bookmarks (download)	1
Well child - Developmental milestones for children flier, Spanish (download)	2
Well child - Developmental milestones for children flier, English (download)	4
Well child - Developmental milestones for children flier, English	357

MEDICAID TOOL DISTRIBUTION SUMMARY
10/1/2018 - 12/31/2018

E-cigarettes and vaping infographic flier (download)	4
Marijuana and your teenager infographic flier, (download)	1
EPSDT- Keeping Your Child Healthy e-book, English (download)	8
Nutrition - Portion control flier, Spanish	71
Nutrition - Portion control flier, English	832
Nutrition information card, English	441
Nutrition information card, Spanish	85
Smoking cessation provider Rx sheet, English (download)	2
LARC - Patient education guide, Marshallese	106
LARC- Word Search (download)	1
Breastfeeding promotion checklist & timeline, Marshallese	75
Breastfeeding promotion checklist & timeline, English	603
Breastfeeding promotion brochure, Spanish	251
Antibiotic resistance- Save the Antibiotic Booklet (Download)	1
Breastfeeding promotion brochure, Marshallese	175
Breastfeeding promotion brochure - Caucasian, English	201
Breastfeeding physician's office poster - Latina, English & Spanish	1
Asthma coloring book, Spanish	51
Antibiotic resistance - Save the antibiotic sticker sheet (25)	9
Antibiotic resistance - Save the antibiotic poster, English & Spanish	7
Antibiotic resistance Rx pad - 50 sheets, Spanish	1
Antibiotic resistance Rx pad - 50 sheets, English	13
Antibiotic resistance - coloring book, Spanish (download)	1
Antibiotic resistance - coloring book, English (download)	2
Emergency room poster, English & Spanish	120
Emergency room brochure, Spanish	346
Emergency room brochure, English	1865
ARKids B orthodontic postcard, English	2
Beneficiary education session flier, English and Spanish	935
Beneficiary education - invitation postcard, English	602
Beneficiary education - NET FAQs flier, English and Spanish	1
Beneficiary education - Medicaid FAQs flier, English and Spanish	121
Patient Engagement- Patient Portal Poster (Download)	2
Beneficiary education - Access Arkansas flier, English and Spanish	382
Patient Engagement- Patient Portal Poster, English & Spanish	6
Opioids - Physician pocket guide: opioid prescribing for chronic nonmalignant pain (download)	2
Alcohol - Adult screening RX pad - 50 sheets, English	2
Non-emergency transportation (NET) brochure, Spanish	57
Alcohol - Adult excessive drinking infographic poster, English & Spanish	1
Alcohol - Adult excessive drinking infographic flier, Spanish	3
Alcohol - Adult excessive drinking infographic flier, English	25
Alcohol - AUDIT laminated screening guide	1
Alcohol - CRAFFT laminated screening guide	7
Flu & pneumonia immunization - Wash Your Hands 11x17 poster (Download)	6
Flu & pneumonia immunization - Wash Your Hands 11x17 poster	47
Alcohol - Adult questionnaire pad - 50 sheets, Spanish	1
Alcohol - Adolescent questionnaire pad - 50 sheets, Spanish	4
Alcohol - Teen underage drinking infographic flier for parents, English	86
Alcohol - Teen underage drinking infographic flier for parents, English (download)	1
Breastfeeding promotion brochure - Latina, English	351
Breastfeeding promotion brochure - African-American, English	150
Breastfeeding promotion brochure - Latina, English (download)	1
Flu & pneumonia immunization - Don't Be a Baby 11x17 poster, English & Spanish (download)	1
Flu & pneumonia immunization - Don't Be a Baby 8.5x11 poster, English & Spanish	4
Flu & pneumonia immunization - Don't Be a Baby 11x17 poster, English & Spanish	51

MEDICAID TOOL DISTRIBUTION SUMMARY
10/1/2018 - 12/31/2018

LARC - Patient education guide, Spanish	100
EPI Profile: Substance abuse and domestic violence	171
EPI Profile: Substance abuse and domestic violence (download)	2
Thirdhand smoke: Don't bring it in your house! (download)	2
Article - Substance abuse assessment (download)	1
Substance abuse prevention - informational tool (download)	1
Article- Substance abuse prevention (download)	2
EPI Profile: Mental health (download)	3
Article- Substance abuse and mental health disorders (download)	4
EPI Profile: Inhalant abuse (download)	1
EPI Profile: Bath salts (download)	2
EPI Profile: Preventing prescription drug abuse (download)	2
The dangers of synthetic marijuana "herbal incense"	5
Drugged driving infographic flier	73
AR State of Well-being 2018	6
The dangers of synthetic marijuana "herbal incense" - (download)	1
Drugged driving infographic flier (download)	1
Arkansas Substance Abuse Resource Guide (download)	3
Suicide & substance abuse (download)	2
Teen drinking bookmarks	784
Teen smoking bookmarks	613
Teen Rx drug abuse bookmarks	613
Arkansas Medicaid beneficiary handbook, Spanish (download)	1
Your Medical Home brochure, English (download)	2
Million Hearts - Bless Your Heart health ministry tool kit, English (download)	1
TOTAL	30671

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jan-06
Monthly	Premium Class	Count per Class	
	0	657	
	1	785	
	2	511	
	3	185	
	4	69	
	5	23	
	6	15	
	7	5	
	8	19	
Total		2,269	

Summary		Report	Feb-06
Monthly	Premium Class	Count per Class	
	0	661	
	1	800	
	2	552	
	3	187	
	4	71	
	5	24	
	6	15	
	7	5	
	8	19	
Total		2,334	

Summary		Report	Mar-06
Monthly	Premium Class	Count per Class	
	0	669	
	1	826	
	2	542	
	3	190	
	4	73	
	5	25	
	6	15	
	7	5	
	8	19	
Total		2,364	

Summary		Report	Apr-06
Monthly	Premium Class	Count per Class	
	0	655	
	1	794	
	2	523	
	3	192	
	4	73	
	5	23	
	6	14	
	7	5	
	8	23	
Total		2,302	

Summary		Report	May-06
Monthly	Premium Class	Count per Class	
	0	673	
	1	811	
	2	535	
	3	196	
	4	74	
	5	23	
	6	14	
	7	5	
	8	23	
Total		2,354	

Summary		Report	Jun-06
Monthly	Premium Class	Count per Class	
	0	678	
	1	821	
	2	541	
	3	203	
	4	75	
	5	24	
	6	15	
	7	5	
	8	24	
Total		2,386	

**TEFRA
SFY Quarterly Report**

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jul-06
Monthly	Premium Class	Count per Class	
	0	664	
	1	790	
	2	526	
	3	205	
	4	75	
	5	24	
	6	15	
	7	3	
	8	23	
Total		2,325	

Summary		Report	Aug-06
Monthly	Premium Class	Count per Class	
	0	670	
	1	804	
	2	532	
	3	208	
	4	75	
	5	25	
	6	16	
	7	3	
	8	23	
Total		2,356	

Summary		Report	Sep-06
Monthly	Premium Class	Count per Class	
	0	679	
	1	825	
	2	546	
	3	213	
	4	79	
	5	25	
	6	17	
	7	3	
	8	26	
Total		2,413	

Summary		Report	Oct-06
Monthly	Premium Class	Count per Class	
	0	678	
	1	846	
	2	568	
	3	238	
	4	83	
	5	25	
	6	17	
	7	5	
	8	28	
Total		2,488	

Summary		Report	Nov-06
Monthly	Premium Class	Count per Class	
	0	671	
	1	837	
	2	557	
	3	234	
	4	81	
	5	25	
	6	17	
	7	4	
	8	28	
Total		2,454	

Summary		Report	Dec-06
Monthly	Premium Class	Count per Class	
	0	684	
	1	859	
	2	570	
	3	239	
	4	83	
	5	25	
	6	17	
	7	5	
	8	29	
Total		2,511	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jan-07
Monthly	Premium Class	Count per Class	
	0	672	
	1	831	
	2	551	
	3	246	
	4	82	
	5	26	
	6	15	
	7	5	
	8	30	
Total		2,458	

Summary		Report	Feb-07
Monthly	Premium Class	Count per Class	
	0	676	
	1	848	
	2	565	
	3	253	
	4	83	
	5	26	
	6	15	
	7	5	
	8	30	
Total		2,501	

Summary		Report	Mar-07
Monthly	Premium Class	Count per Class	
	0	682	
	1	874	
	2	586	
	3	256	
	4	86	
	5	26	
	6	15	
	7	5	
	8	32	
Total		2,562	

Summary		Report	Apr-07
Monthly	Premium Class	Count per Class	
	0	683	
	1	887	
	2	603	
	3	260	
	4	93	
	5	23	
	6	16	
	7	9	
	8	32	
Total		2,606	

Summary		Report	May-07
Monthly	Premium Class	Count per Class	
	0	687	
	1	891	
	2	611	
	3	264	
	4	95	
	5	23	
	6	18	
	7	9	
	8	32	
Total		2,630	

Summary		Report	Jun-07
Monthly	Premium Class	Count per Class	
	0	688	
	1	856	
	2	587	
	3	263	
	4	98	
	5	26	
	6	18	
	7	8	
	8	28	
Total		2,572	

**TEFRA
SFY Quarterly Report**

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jul-07
Monthly	Premium Class	Count per Class	
	0	695	
	1	874	
	2	608	
	3	267	
	4	99	
	5	26	
	6	18	
	7	10	
	8	28	
Total		2,625	

Summary		Report	Aug-07
Monthly	Premium Class	Count per Class	
	0	699	
	1	901	
	2	619	
	3	272	
	4	102	
	5	27	
	6	20	
	7	6	
	8	29	
Total		2,675	

Summary		Report	Sep-07
Monthly	Premium Class	Count per Class	
	0	705	
	1	926	
	2	624	
	3	278	
	4	108	
	5	28	
	6	19	
	7	10	
	8	31	
Total		2,729	

Summary		Report	Oct-07
Monthly	Premium Class	Count per Class	
	0	708	
	1	868	
	2	624	
	3	271	
	4	109	
	5	26	
	6	19	
	7	9	
	8	29	
Total		2,663	

Summary		Report	Nov-07
Monthly	Premium Class	Count per Class	
	0	717	
	1	887	
	2	635	
	3	281	
	4	110	
	5	28	
	6	19	
	7	10	
	8	29	
Total		2,716	

Summary		Report	Dec-07
Monthly	Premium Class	Count per Class	
	0	723	
	1	918	
	2	648	
	3	286	
	4	114	
	5	29	
	6	20	
	7	11	
	8	29	
Total		2,778	

**TEFRA
SFY Quarterly Report**

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jan-08
Monthly	Premium Class	Count per Class	
	0	707	
	1	869	
	2	617	
	3	287	
	4	111	
	5	30	
	6	20	
	7	13	
	8	31	
Total		2,685	

Summary		Report	Feb-08
Monthly	Premium Class	Count per Class	
	0	711	
	1	897	
	2	633	
	3	297	
	4	111	
	5	30	
	6	21	
	7	13	
	8	34	
Total		2,747	

Summary		Report	Mar-08
Monthly	Premium Class	Count per Class	
	0	716	
	1	922	
	2	641	
	3	300	
	4	114	
	5	31	
	6	21	
	7	13	
	8	24	
Total		2,782	

Summary		Report	Apr-08
Monthly	Premium Class	Count per Class	
	0	697	
	1	866	
	2	623	
	3	313	
	4	123	
	5	35	
	6	26	
	7	15	
	8	33	
Total		2,731	

Summary		Report	May-08
Monthly	Premium Class	Count per Class	
	0	701	
	1	885	
	2	641	
	3	316	
	4	124	
	5	36	
	6	26	
	7	16	
	8	35	
Total		2,780	

Summary		Report	Jun-08
Monthly	Premium Class	Count per Class	
	0	711	
	1	911	
	2	654	
	3	324	
	4	125	
	5	38	
	6	28	
	7	16	
	8	36	
Total		2,843	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jul-08
Monthly	Premium Class	Count per Class	
	0	713	
	1	857	
	2	652	
	3	318	
	4	127	
	5	39	
	6	27	
	7	15	
	8	36	
Total		2,784	

Summary		Report	Aug-08
Monthly	Premium Class	Count per Class	
	0	720	
	1	883	
	2	677	
	3	321	
	4	130	
	5	41	
	6	27	
	7	15	
	8	38	
Total		2,852	

Summary		Report	Sep-08
Monthly	Premium Class	Count per Class	
	0	732	
	1	918	
	2	702	
	3	333	
	4	134	
	5	45	
	6	33	
	7	16	
	8	43	
Total		2,956	

Summary		Report	Oct-08
Monthly	Premium Class	Count per Class	
	0	722	
	1	847	
	2	669	
	3	320	
	4	130	
	5	44	
	6	30	
	7	13	
	8	44	
Total		2,819	

Summary		Report	Nov-08
Monthly	Premium Class	Count per Class	
	0	731	
	1	878	
	2	685	
	3	335	
	4	133	
	5	45	
	6	31	
	7	14	
	8	45	
Total		2,897	

Summary		Report	Dec-08
Monthly	Premium Class	Count per Class	
	0	732	
	1	886	
	2	702	
	3	338	
	4	133	
	5	46	
	6	31	
	7	14	
	8	46	
Total		2,928	

Summary		Report	Jan-09
Monthly	Premium Class	Count per Class	
	0	743	
	1	871	
	2	710	
	3	338	
	4	135	
	5	44	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

6	31
7	13
8	47
Total	2,932

Summary	Report	Feb-09
Monthly Premium Class	Count per Class	
0	747	
1	885	
2	716	
3	341	
4	135	
5	46	
6	32	
7	13	
8	47	
Total	2,962	

Summary	Report	Mar-09
Monthly Premium Class	Count per Class	
0	755	
1	894	
2	726	
3	347	
4	139	
5	47	
6	33	
7	13	
8	47	
Total	3,001	

Summary	Report	Apr-09
Monthly Premium Class	Count per Class	
0	750	
1	861	
2	725	
3	347	
4	147	
5	47	
6	36	
7	10	
8	45	
Total	2,968	

Summary	Report	May-09
Monthly Premium Class	Count per Class	
0	763	
1	877	
2	736	
3	353	
4	148	
5	50	
6	36	
7	10	
8	47	
Total	3,020	

Summary	Report	Jun-09
Monthly Premium Class	Count per Class	
0	780	
1	903	
2	758	
3	362	
4	151	
5	51	
6	37	
7	10	
8	47	
Total	3,099	

Summary	Report	Jul-09
Monthly Premium Class	Count per Class	
0	769	
1	861	
2	716	
3	357	
4	150	
5	52	
6	37	
7	13	
8	49	
Total	3,004	

Summary	Report	Aug-09
Monthly Premium Class	Count per Class	
0	773	
1	880	

**TEFRA
SFY Quarterly Report**

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

2	728
3	363
4	153
5	54
6	37
7	13
8	51
Total 3,052	

Summary		Report	Sep-09
Monthly	Premium Class	Count per Class	
	0	777	
	1	891	
	2	743	
	3	366	
	4	159	
	5	54	
	6	37	
	7	13	
	8	52	
Total		3,092	

Summary		Report	Oct-09
Monthly	Premium Class	Count per Class	
	0	756	
	1	838	
	2	708	
	3	360	
	4	163	
	5	53	
	6	35	
	7	11	
	8	58	
Total		2,982	

Summary		Report	Nov-09
Monthly	Premium Class	Count per Class	
	0	758	
	1	852	
	2	719	
	3	369	
	4	166	
	5	53	
	6	36	
	7	12	
	8	59	
Total		3,024	

Summary		Report	Dec-09
Monthly	Premium Class	Count per Class	
	0	765	
	1	877	
	2	731	
	3	375	
	4	166	
	5	55	
	6	36	
	7	12	
	8	59	
Total		3,076	

Summary		Report	Jan-10
Monthly	Premium Class	Count per Class	
	0	756	
	1	863	
	2	715	
	3	369	
	4	166	
	5	54	
	6	36	
	7	19	
	8	63	
Total		3,041	

Summary		Report	Feb-10
Monthly	Premium Class	Count per Class	
	0	764	
	1	893	
	2	726	
	3	375	
	4	172	
	5	55	
	6	40	
	7	19	
	8	63	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8
Total		3,107			

Summary		Report	Mar-10
Monthly	Premium Class	Count per Class	
	0	764	
	1	912	
	2	747	
	3	386	
	4	174	
	5	55	
	6	40	
	7	19	
	8	64	
Total		3,161	

Summary		Report	Apr-10
Monthly	Premium Class	Count per Class	
	0	739	
	1	846	
	2	703	
	3	358	
	4	160	
	5	58	
	6	41	
	7	14	
	8	63	
Total		2,982	

Summary		Report	May-10
Monthly	Premium Class	Count per Class	
	0	741	
	1	880	
	2	722	
	3	368	
	4	162	
	5	58	
	6	41	
	7	17	
	8	65	
Total		3,054	

Summary		Report	Jun-10
Monthly	Premium Class	Count per Class	
	0	743	
	1	900	
	2	738	
	3	376	
	4	166	
	5	60	
	6	41	
	7	18	
	8	65	
Total		3,107	

Summary		Report	Jul-10
Monthly	Premium Class	Count per Class	
	0	736	
	1	843	
	2	717	
	3	378	
	4	146	
	5	60	
	6	40	
	7	16	
	8	64	
Total		3,000	

Summary		Report	Aug-10
Monthly	Premium Class	Count per Class	
	0	738	
	1	864	
	2	741	
	3	387	
	4	149	
	5	64	
	6	41	
	7	16	
	8	65	
Total		3,065	

Summary		Report	Sep-10
Monthly	Premium Class	Count per Class	
	0	739	
	1	877	
	2	757	
	3	394	
	4	155	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

5	66
6	41
7	16
8	67
Total	3,112

Summary		Report	Oct-10
Monthly	Premium Class	Count per Class	
	0	734	
	1	825	
	2	728	
	3	368	
	4	157	
	5	72	
	6	42	
	7	16	
	8	67	
Total		3,009	

Summary		Report	Nov-10
Monthly	Premium Class	Count per Class	
	0	736	
	1	843	
	2	743	
	3	373	
	4	164	
	5	74	
	6	42	
	7	16	
	8	67	
Total		3,058	

Summary		Report	Dec-10
Monthly	Premium Class	Count per Class	
	0	738	
	1	875	
	2	766	
	3	380	
	4	170	
	5	75	
	6	42	
	7	17	
	8	69	
Total		3,132	

Summary		Report	Jan-11
Monthly	Premium Class	Count per Class	
	0	731	
	1	836	
	2	751	
	3	375	
	4	178	
	5	71	
	6	38	
	7	19	
	8	63	
Total		3,062	

Summary		Report	Feb-11
Monthly	Premium Class	Count per Class	
	0	734	
	1	856	
	2	762	
	3	387	
	4	180	
	5	71	
	6	38	
	7	19	
	8	64	
Total		3,111	

Summary		Report	Mar-11
Monthly	Premium Class	Count per Class	
	0	738	
	1	874	
	2	768	
	3	394	
	4	183	
	5	71	
	6	39	
	7	19	
	8	65	
Total		3,151	

Summary		Report	Apr-11
Monthly	Premium Class	Count per Class	
	0	726	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

1	830
2	718
3	379
4	172
5	70
6	38
7	20
8	70
Total	3,023

Summary	Report	May-11
Monthly Premium Class	Count per Class	
0	727	
1	841	
2	727	
3	384	
4	173	
5	70	
6	38	
7	21	
8	71	
Total	3,052	

Summary	Report	Jun-11
Monthly Premium Class	Count per Class	
0	731	
1	867	
2	753	
3	395	
4	175	
5	71	
6	41	
7	21	
8	72	
Total	3,126	

Summary	Report	Jul-11
Monthly Premium Class	Count per Class	
0	733	
1	844	
2	740	
3	404	
4	193	
5	69	
6	36	
7	24	
8	71	
Total	3,114	

Summary	Report	Aug-11
Monthly Premium Class	Count per Class	
0	741	
1	879	
2	760	
3	415	
4	200	
5	69	
6	39	
7	24	
8	71	
Total	3,198	

Summary	Report	Sep-11
Monthly Premium Class	Count per Class	
0	748	
1	903	
2	774	
3	422	
4	202	
5	69	
6	39	
7	26	
8	71	
Total	3,254	

Summary	Report	Oct-11
Monthly Premium Class	Count per Class	
0	747	
1	858	
2	772	
3	412	
4	191	
5	74	
6	36	
7	26	
8	72	
Total	3,188	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Nov-11
Monthly	Premium Class	Count per Class	
	0	751	
	1	895	
	2	799	
	3	420	
	4	197	
	5	77	
	6	38	
	7	27	
	8	74	
Total		3,278	

Summary		Report	Dec-11
Monthly	Premium Class	Count per Class	
	0	755	
	1	916	
	2	808	
	3	427	
	4	200	
	5	79	
	6	39	
	7	28	
	8	74	
Total		3,326	

Summary		Report	Jan-12
Monthly	Premium Class	Count per Class	
	0	749	
	1	849	
	2	808	
	3	421	
	4	194	
	5	74	
	6	39	
	7	27	
	8	72	
Total		3,233	

Summary		Report	Feb-12
Monthly	Premium Class	Count per Class	
	0	751	
	1	870	
	2	825	
	3	427	
	4	196	
	5	76	
	6	39	
	7	27	
	8	72	
Total		3,283	

Summary		Report	Mar-12
Monthly	Premium Class	Count per Class	
	0	758	
	1	911	
	2	585	
	3	439	
	4	200	
	5	78	
	6	40	
	7	28	
	8	74	
Total		3,113	

Summary		Report	Apr-12
Monthly	Premium Class	Count per Class	
	0	765	
	1	884	
	2	811	
	3	453	
	4	199	
	5	85	
	6	39	
	7	27	
	8	76	
Total		3,339	

Summary		Report	May-12
Monthly	Premium Class	Count per Class	
	0	766	
	1	917	
	2	829	
	3	464	
	4	203	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

5	86
6	40
7	27
8	77
Total	3,409

Summary		Report	Jun-12
Monthly	Premium Class	Count per Class	
	0	772	
	1	929	
	2	849	
	3	474	
	4	208	
	5	87	
	6	40	
	7	27	
	8	78	
Total		3,464	

Summary		Report	Jul-12
Monthly	Premium Class	Count per Class	
	0	766	
	1	866	
	2	805	
	3	451	
	4	208	
	5	76	
	6	47	
	7	27	
	8	75	
Total		3,321	

Summary		Report	Aug-12
Monthly	Premium Class	Count per Class	
	0	772	
	1	880	
	2	817	
	3	461	
	4	209	
	5	80	
	6	49	
	7	27	
	8	77	
Total		3,372	

Summary		Report	Sep-12
Monthly	Premium Class	Count per Class	
	0	773	
	1	908	
	2	833	
	3	473	
	4	213	
	5	83	
	6	49	
	7	27	
	8	80	
Total		3,439	

Summary		Report	Oct-12
Monthly	Premium Class	Count per Class	
	0	780	
	1	832	
	2	787	
	3	493	
	4	202	
	5	83	
	6	51	
	7	28	
	8	78	
Total		3,334	

Summary		Report	Nov-12
Monthly	Premium Class	Count per Class	
	0	781	
	1	878	
	2	806	
	3	499	
	4	204	
	5	84	
	6	54	
	7	29	
	8	78	
Total		3,413	

Summary		Report	Dec-12
Monthly	Premium Class	Count per Class	
	0	788	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

1	896
2	820
3	506
4	208
5	87
6	54
7	29
8	79
Total	3,467

Summary	Report	Jan-13
Monthly Premium Class	Count per Class	
0	786	
1	865	
2	799	
3	477	
4	225	
5	87	
6	51	
7	18	
8	80	
Total	3,388	

Summary	Report	Feb-13
Monthly Premium Class	Count per Class	
0	787	
1	890	
2	826	
3	491	
4	230	
5	89	
6	54	
7	18	
8	82	
Total	3,467	

Summary	Report	Mar-13
Monthly Premium Class	Count per Class	
0	792	
1	916	
2	838	
3	498	
4	237	
5	90	
6	54	
7	18	
8	83	
Total	3,526	

Summary	Report	Apr-13
Monthly Premium Class	Count per Class	
0	786	
1	887	
2	868	
3	471	
4	235	
5	92	
6	55	
7	19	
8	89	
Total	3,502	

Summary	Report	May-13
Monthly Premium Class	Count per Class	
0	789	
1	904	
2	881	
3	483	
4	242	
5	95	
6	57	
7	19	
8	91	
Total	3,561	

Summary	Report	Jun-13
Monthly Premium Class	Count per Class	
0	789	
1	924	
2	893	
3	492	
4	248	
5	99	
6	58	
7	21	
8	91	
Total	3,615	

**TEFRA
SFY Quarterly Report**

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jul-13
Monthly	Premium Class	Count per Class	
	0	770	
	1	864	
	2	858	
	3	459	
	4	249	
	5	92	
	6	55	
	7	20	
	8	89	
Total		3,456	

Summary		Report	Aug-13
Monthly	Premium Class	Count per Class	
	0	774	
	1	888	
	2	877	
	3	466	
	4	253	
	5	95	
	6	56	
	7	20	
	8	90	
Total		3,519	

Summary		Report	Sep-13
Monthly	Premium Class	Count per Class	
	0	775	
	1	905	
	2	889	
	3	472	
	4	256	
	5	98	
	6	59	
	7	21	
	8	92	
Total		3,567	

Summary		Report	Oct-13
Monthly	Premium Class	Count per Class	
	0	768	
	1	884	
	2	859	
	3	462	
	4	251	
	5	90	
	6	58	
	7	25	
	8	90	
Total		3,487	

Summary		Report	Nov-13
Monthly	Premium Class	Count per Class	
	0	772	
	1	902	
	2	878	
	3	475	
	4	255	
	5	93	
	6	58	
	7	27	
	8	93	
Total		3,553	

Summary		Report	Dec-13
Monthly	Premium Class	Count per Class	
	0	773	
	1	915	
	2	891	
	3	479	
	4	255	
	5	93	
	6	58	
	7	27	
	8	93	
Total		3,584	

Summary		Report	Jan-14
Monthly	Premium Class	Count per Class	
	0	770	
	1	899	
	2	895	
	3	476	
	4	252	
	5	95	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

6	56
7	25
8	95
Total	3,563

Summary		Report	Feb-14
Monthly	Premium Class	Count per Class	
	0	773	
	1	908	
	2	915	
	3	494	
	4	259	
	5	98	
	6	60	
	7	24	
	8	100	
Total		3,631	

Summary		Report	Mar-14
Monthly	Premium Class	Count per Class	
	0	774	
	1	930	
	2	932	
	3	500	
	4	262	
	5	100	
	6	61	
	7	26	
	8	104	
Total		3,689	

Summary		Report	Apr-14
Monthly	Premium Class	Count per Class	
	0	763	
	1	898	
	2	879	
	3	526	
	4	267	
	5	98	
	6	62	
	7	30	
	8	112	
Total		3,635	

Summary		Report	May-14
Monthly	Premium Class	Count per Class	
	0	765	
	1	920	
	2	907	
	3	543	
	4	274	
	5	100	
	6	64	
	7	32	
	8	114	
Total		3,719	

Summary		Report	Jun-14
Monthly	Premium Class	Count per Class	
	0	767	
	1	931	
	2	923	
	3	552	
	4	278	
	5	101	
	6	64	
	7	32	
	8	116	
Total		3,764	

Summary		Report	Jul-14
Monthly	Premium Class	Count per Class	
	0	750	
	1	867	
	2	869	
	3	546	
	4	282	
	5	105	
	6	67	
	7	34	
	8	112	
Total		3,632	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Aug-14
Monthly	Premium Class	Count per Class	
	0	752	
	1	884	
	2	893	
	3	561	
	4	285	
	5	107	
	6	69	
	7	36	
	8	115	
Total		3,702	

Summary		Report	Sep-14
Monthly	Premium Class	Count per Class	
	0	752	
	1	894	
	2	906	
	3	576	
	4	288	
	5	107	
	6	71	
	7	36	
	8	116	
Total		3,746	

Summary		Report	Oct-14
Monthly	Premium Class	Count per Class	
	0	745	
	1	845	
	2	897	
	3	574	
	4	284	
	5	107	
	6	67	
	7	38	
	8	120	
Total		3,677	

Summary		Report	Nov-14
Monthly	Premium Class	Count per Class	
	0	747	
	1	872	
	2	924	
	3	589	
	4	295	
	5	112	
	6	71	
	7	38	
	8	125	
Total		3,773	

Summary		Report	Dec-14
Monthly	Premium Class	Count per Class	
	0	748	
	1	900	
	2	946	
	3	603	
	4	302	
	5	114	
	6	71	
	7	38	
	8	126	
Total		3,848	

Summary		Report	Jan-15
Monthly	Premium Class	Count per Class	
	0	734	
	1	865	
	2	921	
	3	590	
	4	312	
	5	119	
	6	73	
	7	40	
	8	118	
Total		3,772	

Summary		Report	Feb-15
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TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Monthly Premium Class	Count per Class
0	734
1	892
2	852
3	608
4	324
5	126
6	74
7	42
8	124
Total	3,776

Summary		Report	Mar-15
Monthly Premium Class	Count per Class		
0	734		
1	914		
2	969		
3	626		
4	326		
5	130		
6	75		
7	43		
8	125		
Total	3,942		

Summary		Report	Apr-15
Monthly Premium Class	Count per Class		
0	726		
1	880		
2	964		
3	597		
4	320		
5	145		
6	74		
7	44		
8	125		
Total	3,875		

Summary		Report	May-15
Monthly Premium Class	Count per Class		
0	727		
1	894		
2	979		
3	604		
4	320		
5	149		
6	75		
7	45		
8	125		
Total	3,918		

Summary		Report	Jun-15
Monthly Premium Class	Count per Class		
0	731		
1	909		
2	996		
3	619		
4	322		
5	150		
6	76		
7	45		
8	126		
Total	3,974		

Summary		Report	Jul-15
Monthly Premium Class	Count per Class		
0	723		
1	866		
2	958		
3	611		
4	318		
5	153		
6	57		
7	42		
8	119		
Total	3,847		

Summary		Report	Aug-15
Monthly Premium Class	Count per Class		
0	723		
1	879		
2	976		

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8
3	619				
4	323				
5	158				
6	58				
7	42				
8	122				
Total					3,900

Summary	Report	Sep-15
Monthly Premium Class	Count per Class	
0	724	
1	897	
2	987	
3	625	
4	330	
5	161	
6	58	
7	45	
8	125	
Total		3,952

Summary	Report	Oct-15
Monthly Premium Class	Count per Class	
0	716	
1	873	
2	995	
3	620	
4	318	
5	155	
6	67	
7	47	
8	127	
Total		3,918

Summary	Report	Nov-15
Monthly Premium Class	Count per Class	
0	716	
1	884	
2	1014	
3	632	
4	321	
5	158	
6	68	
7	48	
8	128	
Total		3,969

Summary	Report	Dec-15
Monthly Premium Class	Count per Class	
0	717	
1	899	
2	1027	
3	642	
4	325	
5	161	
6	69	
7	48	
8	129	
Total		4,017

Summary	Report	Jan-16
Monthly Premium Class	Count per Class	
0	715	
1	828	
2	970	
3	601	
4	311	
5	156	
6	58	
7	44	
8	131	
Total		3,814

Summary	Report	Feb-16
Monthly Premium Class	Count per Class	
0	716	
1	842	
2	988	
3	612	
4	314	
5	157	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

6	59
7	44
8	135
Total	3,867

Summary		Report	Mar-16
Monthly	Premium Class	Count per Class	
	0	717	
	1	859	
	2	1012	
	3	621	
	4	322	
	5	159	
	6	60	
	7	44	
	8	139	
Total		3,933	

Summary		Report	Apr-16
Monthly	Premium Class	Count per Class	
	0	719	
	1	847	
	2	1014	
	3	633	
	4	353	
	5	158	
	6	70	
	7	39	
	8	147	
Total		3,980	

Summary		Report	May-16
Monthly	Premium Class	Count per Class	
	0	722	
	1	877	
	2	1040	
	3	651	
	4	362	
	5	160	
	6	71	
	7	40	
	8	148	
Total		4,071	

Summary		Report	Jun-16
Monthly	Premium Class	Count per Class	
	0	725	
	1	908	
	2	1061	
	3	664	
	4	365	
	5	167	
	6	71	
	7	42	
	8	152	
Total		4,155	

Summary		Report	Jul-16
Monthly	Premium Class	Count per Class	
	0	730	
	1	893	
	2	1044	
	3	646	
	4	373	
	5	168	
	6	76	
	7	44	
	8	151	
Total		4,125	

Summary		Report	Aug-16
Monthly	Premium Class	Count per Class	
	0	733	
	1	912	
	2	1072	
	3	654	
	4	381	
	5	169	
	6	77	
	7	44	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8
8	153				
Total	4,195				

Summary	Report	Sep-16
Monthly Premium Class	Count per Class	
0	737	
1	929	
2	1100	
3	666	
4	390	
5	172	
6	79	
7	46	
8	158	
Total	4,277	

Summary	Report	Oct-16
Monthly Premium Class	Count per Class	
0	742	
1	902	
2	1035	
3	659	
4	389	
5	165	
6	80	
7	38	
8	168	
Total	4,178	

Summary	Report	Nov-16
Monthly Premium Class	Count per Class	
0	742	
1	915	
2	1048	
3	664	
4	398	
5	166	
6	80	
7	38	
8	171	
Total	4,222	

Summary	Report	Dec-16
Monthly Premium Class	Count per Class	
0	743	
1	927	
2	1060	
3	672	
4	399	
5	167	
6	81	
7	38	
8	172	
Total	4,259	

Summary	Report	Jan-17
Monthly Premium Class	Count per Class	
0	739	
1	893	
2	1017	
3	669	
4	404	
5	164	
6	78	
7	47	
8	170	
Total	4,181	

Summary	Report	Feb-17
Monthly Premium Class	Count per Class	
0	739	
1	915	
2	1043	
3	680	
4	408	
5	166	
6	78	
7	49	
8	177	
Total	4,255	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Mar-17
Monthly	Premium Class	Count per Class	
	0	739	
	1	929	
	2	1060	
	3	698	
	4	418	
	5	167	
	6	79	
	7	49	
	8	178	
Total		4,317	

Summary		Report	Apr-17
Monthly	Premium Class	Count per Class	
	0	732	
	1	862	
	2	1031	
	3	697	
	4	405	
	5	165	
	6	78	
	7	52	
	8	181	
Total		4,203	

Summary		Report	May-17
Monthly	Premium Class	Count per Class	
	0	732	
	1	835	
	2	1006	
	3	681	
	4	397	
	5	162	
	6	77	
	7	52	
	8	179	
Total		4,121	

Summary		Report	Jun-17
Monthly	Premium Class	Count per Class	
	0	733	
	1	897	
	2	1065	
	3	718	
	4	416	
	5	167	
	6	79	
	7	55	
	8	183	
Total		4,313	

Summary		Report	Jul-17
Monthly	Premium Class	Count per Class	
	0	724	
	1	859	
	2	1030	
	3	700	
	4	424	
	5	164	
	6	83	
	7	49	
	8	176	
Total		4,209	

Summary		Report	Aug-17
Monthly	Premium Class	Count per Class	
	0	726	
	1	883	
	2	1061	
	3	716	
	4	429	
	5	170	
	6	86	
	7	48	
	8	183	
Total		4,302	

Summary		Report	Sep-17
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**TEFRA
SFY Quarterly Report**

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Monthly Premium Class	Count per Class
0	726
1	909
2	1084
3	732
4	434
5	175
6	91
7	48
8	190
Total	4,389

Summary	Report	Oct-17
Monthly Premium Class	Count per Class	
0	720	
1	888	
2	1055	
3	710	
4	430	
5	167	
6	89	
7	49	
8	190	
Total	4,298	

Summary	Report	Nov-17
Monthly Premium Class	Count per Class	
0	720	
1	903	
2	1071	
3	730	
4	440	
5	173	
6	92	
7	50	
8	193	
Total	4,372	

Summary	Report	Dec-17
Monthly Premium Class	Count per Class	
0	746	
1	909	
2	1059	
3	728	
4	434	
5	174	
6	97	
7	51	
8	183	
Total	4,381	

Summary	Report	Jan-18
Monthly Premium Class	Count per Class	
0	753	
1	905	
2	1041	
3	730	
4	441	
5	175	
6	99	
7	51	
8	189	
Total	4,384	

Summary	Report	Feb-18
Monthly Premium Class	Count per Class	
0	758	
1	924	
2	1041	
3	739	
4	438	
5	183	
6	100	
7	54	
8	192	
Total	4,429	

Summary	Report	Mar-18
Monthly Premium Class	Count per Class	
0	777	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

1	944
2	1038
3	757
4	435
5	192
6	113
7	55
8	185
Total 4,496	

Summary	Report	Apr-18
Monthly Premium Class	Count per Class	
0	538	
1	900	
2	1031	
3	763	
4	440	
5	197	
6	110	
7	51	
8	186	
Total 4,216		

Summary	Report	May-18
Monthly Premium Class	Count per Class	
0	554	
1	926	
2	1061	
3	789	
4	452	
5	202	
6	123	
7	43	
8	194	
Total 4,344		

Summary	Report	Jun-18
Monthly Premium Class	Count per Class	
0	565	
1	919	
2	1070	
3	796	
4	450	
5	206	
6	129	
7	49	
8	202	
Total 4,386		

Summary	Report	Jul-18
Monthly Premium Class	Count per Class	
0	532	
1	885	
2	1058	
3	794	
4	455	
5	211	
6	126	
7	51	
8	209	
Total 4,321		

Summary	Report	Aug-18
Monthly Premium Class	Count per Class	
0	469	
1	884	
2	1081	
3	803	
4	456	
5	214	
6	129	
7	56	
8	216	
Total 4,308		

Summary	Report	Sep-18
Monthly Premium Class	Count per Class	
0	472	
1	892	
2	1089	
3	802	

TEFRA
SFY Quarterly Report

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

4	461
5	211
6	136
7	55
8	217
Total	4,335

Summary		Report	Oct-18
Monthly	Premium Class	Count per Class	
	0	235	
	1	820	
	2	1071	
	3	793	
	4	452	
	5	219	
	6	134	
	7	52	
	8	215	
Total		3,991	

Summary		Report	Nov-18
Monthly	Premium Class	Count per Class	
	0	260	
	1	842	
	2	1089	
	3	807	
	4	460	
	5	224	
	6	131	
	7	55	
	8	218	
Total		4,086	

Summary		Report	Dec-18
Monthly	Premium Class	Count per Class	
	0	258	
	1	855	
	2	1111	
	3	825	
	4	467	
	5	226	
	6	137	
	7	59	
	8	217	
Total		4,155	

Arkansas TEFRA-like Demonstration Budget Neutrality
Monitoring Assessment
Total Costs

[illegible]

Consumer Directed Budget Neutrality
Monitoring Assessment
Part. Months

	Participant Months by Demonstration Year																
	DY -1	DY - 2	DY - 3	DY - 4	DY - 5	DY - 6 (CY 2008)	DY - 7 (CY 2009)	DY - 8 (CY 2010)	DY - 9 (CY 2011)	DY - 10 (CY 2012)	DY - 11 (CY 2013)	DY - 12 (CY 2014)	DY - 13 (CY 2015)	DY - 14 (CY 2016)	DY - 15 (CY 2017)	DY - 16 (CY 2018)	To-Date Total
	34,898	31,634	32,038	33,258	36,244	38,935	40,051	39,398	40,061	47,317	48,455	52,404	55,707	56,672	59,744	60,026	706,842
	*Shaded cells are automatically calculated.																

Consumer Directed Budget Neutrality
Monitoring Assessment
Per Person Cost

Monthly Cost Per Person																
Demonstration Year																
DY -1	DY - 2	DY - 3	DY - 4	DY - 5	DY - 6 (CY 2008)	DY - 7 (CY 2009)	DY - 8 (CY 2010)	DY - 9 (CY 2011)	DY - 10 (CY 2012)	DY - 11 (CY 2013)	DY - 12 (CY 2014)	DY - 13 (CY 2015)	DY - 14 (CY 2016)	DY - 15 (CY 2017)	DY - 16 (CY 2018)	To-Date Total
\$693.80	\$951.75	\$894.98	\$936.15	\$1,088.17	\$1,033.27	\$1,036.26	\$1,104.86	\$1,186.99	\$1,045.01	\$973.51	\$1,011.65	\$986.84	\$1,071.27	\$1,020.30	\$839.36	\$994.62
*This chart automatically calculates entered monitoring data.																

Consumer Directed Budget Neutrality
Monitoring Assessment
Cost Savings

	Cost Savings by Demonstration Year															
	Demonstration Year															
	DY - 1	DY - 2	DY - 3	DY - 4	DY - 5	DY - 6 (CY 2008)	DY - 7 (CY 2009)	DY - 8 (CY 2010)	DY - 9 (CY 2011)	DY - 10 (CY 2012)	DY - 11 (CY 2013)	DY - 12 (CY 2014)	DY - 13 (CY 2015)	DY - 14 (CY 2016)	DY - 15 (CY 2017)	DY - 16 (CY 2018)
Trended WOW PMPM	\$802.89	\$867.12	\$936.49	\$1,011.41	\$1,092.32	\$1,167.69	\$1,249.43	\$1,335.64	\$1,427.80	\$1,526.32	\$1,631.63	\$1,744.22	\$1,824.45	\$1,908.38	\$1,996.16	\$2,087.98
Ceiling	\$28,019,255.22	\$27,430,474.08	\$30,003,267	\$33,637,474	\$39,590,046	\$45,464,013	\$50,040,921	\$52,621,571	\$57,199,091	\$72,220,792	\$79,060,826	\$91,403,935	\$101,634,677	\$108,151,454	\$119,258,627	\$125,333,335
Actual Demo Costs	\$24,212,179.61	\$30,107,587.53	\$28,673,449	\$31,134,613	\$39,439,561	\$40,230,484	\$41,503,352	\$43,529,458	\$47,551,888	\$49,446,860	\$47,171,331	\$53,014,685	\$54,973,776	\$60,710,992	\$60,956,593	\$50,383,638
Allowed Percentage	108%	103%	101%	100.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Allowed Expenditure Amount	\$30,260,795.64	\$28,253,388.30	\$30,303,299	\$33,805,661	\$39,590,046	\$45,464,013	\$50,040,921	\$52,621,571	\$57,199,091	\$72,220,792	\$79,060,826	\$91,403,935	\$101,634,677	\$108,151,454	\$119,258,627	\$125,333,335
Amount Over/Under Target	\$6,048,616.03	-\$1,854,199.23	\$1,629,850	\$2,671,048	\$150,485	\$5,233,530	\$8,537,569	\$9,092,113	\$9,647,203	\$22,773,932	\$31,889,496	\$38,389,250	\$46,660,901	\$47,440,462	\$58,302,034	\$74,949,698
	*This chart automatically calculates entered monitoring data.															
							</									

Paid Amount and Unduplicated Recipi
for State Aid Category 49 (TEF
Claim Status Dates Between Jan

Recipient County Description
01 - ARKANSAS
02 - ASHLEY
03 - BAXTER
04 - BENTON
05 - BOONE
06 - BRADLEY
07 - CALHOUN
08 - CARROLL
09 - CHICOT
10 - CLARK
11 - CLAY
12 - CLEBURNE
13 - CLEVELAND
14 - COLUMBIA
15 - CONWAY
16 - CRAIGHEAD
17 - CRAWFORD
18 - CRITTENDEN
19 - CROSS
20 - DALLAS
21 - DESHA
22 - DREW
23 - FAULKNER
24 - FRANKLIN
25 - FULTON
26 - GARLAND
27 - GRANT
28 - GREENE
29 - HEMPSTEAD
30 - HOT SPRING
31 - HOWARD
32 - INDEPENDENCE
33 - IZARD
34 - JACKSON
35 - JEFFERSON
36 - JOHNSON
37 - LAFAYETTE
38 - LAWRENCE
39 - LEE
40 - LINCOLN
41 - LITTLE RIVER
42 - LOGAN
43 - LONOKE
44 - MADISON
45 - MARION
46 - MILLER
47 - MISSISSIPPI

48 - MONROE	
49 - MONTGOMERY	
50 - NEVADA	
51 - NEWTON	
52 - OUACHITA	
53 - PERRY	
54 - PHILLIPS	
55 - PIKE	
56 - POINSETT	
57 - POLK	
58 - POPE	
59 - PRAIRIE	
60 - PULASKI	
61 - RANDOLPH	
62 - SALINE	
63 - SCOTT	
64 - SEARCY	
65 - SEBASTIAN	
66 - SEVIER	
67 - SHARP	
68 - ST. FRANCIS	
69 - STONE	
70 - UNION	
71 - VANBUREN	
72 - WASHINGTON	
73 - WHITE	
74 - WOODRUFF	
75 - YELL	
Sum:	

Feb 25, 2019

ent Count by Recipient County**Version 1.0****RA - Disabled Child)****1, 2018 And Dec 31, 2018**

Paid Amount	Recipient Count
\$263,265.45	26
\$119,285.79	14
\$967,039.36	39
\$6,935,284.69	840
\$213,980.24	35
\$59,970.37	11
\$47,497.83	5
\$268,095.68	45
\$2,136.98	4
\$473,910.03	43
\$54,966.20	15
\$240,389.22	26
\$27,787.18	11
\$117,725.57	22
\$418,917.25	32
\$2,794,593.33	295
\$956,352.31	115
\$544,708.74	37
\$188,835.34	20
\$371.71	5
\$18,610.71	4
\$80,534.43	20
\$4,145,338.08	341
\$104,781.33	18
\$89,783.59	9
\$1,354,759.94	126
\$215,366.96	38
\$1,010,148.40	77
\$88,680.34	15
\$451,545.42	42
\$65,933.54	9
\$1,158,400.10	83
\$142,319.47	15
\$170,424.65	21
\$617,301.96	48
\$480,695.00	49
\$61,854.69	6
\$222,084.47	26
\$7,228.71	2
\$24,939.64	4
\$38,258.14	11
\$54,906.72	15
\$1,375,029.35	148
\$159,544.87	25
\$54,770.45	16
\$207,309.37	33
\$360,239.77	31

	\$365,214.03	3
	\$173,263.58	7
	\$48,496.93	9
	\$15,054.60	2
	\$176,490.52	22
	\$167,311.43	17
	\$14,987.49	4
	\$183,067.98	6
	\$525,030.18	35
	\$155,928.80	17
	\$1,776,003.84	147
	\$61,618.79	8
	\$10,896,710.23	990
	\$393,370.77	43
	\$4,027,775.75	376
	\$14,872.51	5
	\$24,023.86	3
	\$1,408,137.22	135
	\$405,731.89	7
	\$84,284.12	10
	\$14,720.05	7
	\$83,962.84	8
	\$184,201.44	40
	\$173,467.91	20
	\$4,672,971.93	506
	\$1,826,466.83	182
	\$30,795.25	5
	\$260,565.87	27
	\$55,620,430.01	5,513

Provider County	Unduplicated Recipient Count
01 - ARKANSAS	28
02 - ASHLEY	10
03 - BAXTER	56
04 - BENTON	754
05 - BOONE	52
06 - BRADLEY	11
08 - CARROLL	17
09 - CHICOT	5
10 - CLARK	55
11 - CLAY	5
12 - CLEBURNE	22
14 - COLUMBIA	12
15 - CONWAY	13
16 - CRAIGHEAD	433
17 - CRAWFORD	27
18 - CRITTENDEN	36
19 - CROSS	8
20 - DALLAS	4
21 - DESHA	4
22 - DREW	22
23 - FAULKNER	349
24 - FRANKLIN	10
25 - FULTON	2
26 - GARLAND	139
27 - GRANT	8
28 - GREENE	54
29 - HEMPSTEAD	5
30 - HOT SPRING	13
31 - HOWARD	3
32 - INDEPENDENCE	91
33 - IZARD	4
34 - JACKSON	9
35 - JEFFERSON	38
36 - JOHNSON	30
37 - LAFAYETTE	2
38 - LAWRENCE	10
40 - LINCOLN	3
41 - LITTLE RIVER	11
42 - LOGAN	2
43 - LONOKE	54

44 - MADISON	5
45 - MARION	4
46 - MILLER	3
47 - MISSISSIPPI	10
48 - MONROE	1
49 - MONTGOMERY	4
50 - NEVADA	1
51 - NEWTON	1
52 - OUACHITA	22
53 - PERRY	2
54 - PHILLIPS	3
55 - PIKE	3
56 - POINSETT	4
57 - POLK	19
58 - POPE	194
59 - PRAIRIE	1
60 - PULASKI	1,360
61 - RANDOLPH	30
62 - SALINE	280
63 - SCOTT	1
64 - SEARCY	2
65 - SEBASTIAN	239
66 - SEVIER	7
67 - SHARP	15
68 - ST. FRANCIS	12
69 - STONE	7
70 - UNION	50
71 - VANBUREN	21
72 - WASHINGTON	655
73 - WHITE	205
74 - WOODRUFF	4
75 - YELL	13
Overall - Total	5,589

Run Time: 2/25/19 10:04 AM

Arkansas Title XIX

PCP Maximum & Current Caseloads by County

and

49 - DISABLED CHILD-TEFRA

Eligibles during

Jan 1, 2018 - Dec 31, 2018

PCP Provider County	Maximum Caseload
01 - ARKANSAS	10,600
02 - ASHLEY	10,500
03 - BAXTER	16,355
04 - BENTON	36,876
05 - BOONE	11,388
06 - BRADLEY	8,150
08 - CARROLL	4,379
09 - CHICOT	8,750
10 - CLARK	10,610
11 - CLAY	6,000
12 - CLEBURNE	10,939
14 - COLUMBIA	1,376
15 - CONWAY	5,300
16 - CRAIGHEAD	23,487
17 - CRAWFORD	10,200
18 - CRITTENDEN	15,501
19 - CROSS	7,720
20 - DALLAS	2,540
21 - DESHA	7,500
22 - DREW	16,500
23 - FAULKNER	25,256
24 - FRANKLIN	6,550
25 - FULTON	6,000
26 - GARLAND	30,326
27 - GRANT	5,300
28 - GREENE	18,683
29 - HEMPSTEAD	1,252
30 - HOT SPRING	6,090
31 - HOWARD	4,110
32 - INDEPENDENCE	18,156
33 - IZARD	2,500
34 - JACKSON	8,500
35 - JEFFERSON	22,859
36 - JOHNSON	10,900
37 - LAFAYETTE	3,000
38 - LAWRENCE	8,300
40 - LINCOLN	3,500
41 - LITTLE RIVER	1,100
42 - LOGAN	2,500
43 - LONOKE	11,534

44 - MADISON	3,500
45 - MARION	5,000
46 - MILLER	9,499
47 - MISSISSIPPI	9,900
48 - MONROE	1,000
49 - MONTGOMERY	1,200
50 - NEVADA	2,500
51 - NEWTON	1
52 - OUACHITA	7,951
53 - PERRY	350
54 - PHILLIPS	7,500
55 - PIKE	800
56 - POINSETT	2,847
57 - POLK	8,665
58 - POPE	8,438
59 - PRAIRIE	2,500
60 - PULASKI	84,523
61 - RANDOLPH	11,000
62 - SALINE	11,187
63 - SCOTT	2,500
64 - SEARCY	3,500
65 - SEBASTIAN	25,352
66 - SEVIER	8,550
67 - SHARP	8,600
68 - ST. FRANCIS	4,700
69 - STONE	2,596
70 - UNION	9,383
71 - VANBUREN	8,500
72 - WASHINGTON	53,004
73 - WHITE	30,790
74 - WOODRUFF	5,000
75 - YELL	8,500
Overall - Total	770,423

Confidential Information of the Arkansas Department of Human Services

Version: 1.0

Current Caseload
2,754
2,322
4,799
22,659
5,323
2,161
1,286
1,691
3,549
1,647
2,790
1,545
2,394
16,629
4,618
8,292
2,229
1,066
2,093
4,619
14,159
1,489
672
13,749
1,589
6,474
941
2,718
1,779
4,869
613
1,667
9,081
4,658
166
1,586
1,217
1,043
449
3,794

1,481
716
1,896
5,250
384
785
654
152
4,870
274
1,856
795
741
2,812
8,841
461
53,484
2,599
9,365
1,671
1,066
18,609
2,184
3,571
2,923
860
4,805
1,813
27,065
14,470
734
1,103
345,469

Research Question	Evaluation Outcomes and Metrics	High Level Results Between Baseline vs. Monitoring*
Goal 1: Ensuring that demonstration enrollees have equal or better access to health services compared to the Medicaid fee-for-service population		
Hypothesis 1.1: The beneficiaries of the Arkansas TEFRA-like demonstration have equal or better access to health services compared to the Medicaid fee-for-service population (Medicaid Non-TEFRA-like)		
1. What are the rates of TEFRA-like beneficiaries utilizing access to health services for speech, occupational, and physical therapy services? Do differences exist between beneficiaries in the study group vs. the comparison group?	<ul style="list-style-type: none">- Number of beneficiaries < 19 years of age utilizing therapy services during the measurement period, by age group and region (By a) speech, b) occupational, and c) physical therapy services)- Percentage of beneficiaries < 19 years of age who are utilizing therapy services during the measurement period (By a) speech, b) occupational, and c) physical therapy services)- Scores of the TEFRA beneficiary satisfaction survey questions of "In the last 6 months, how much of a problem, if any, was it to get the therapy services your child needed through TEFRA?" (By a) speech, b) occupational, and c) physical therapy services)- Children and Adolescents' Access to Primary Care Practitioners (CAP)	<ul style="list-style-type: none">- Across all three therapy services, the TEFRA-like population sustained a higher rate compared to the Medicaid non-TEFRA-like population for both CY2016 and CY2017 measurement periods. Age groups of 0 - 4 years showed the highest rates in both populations and both measurement periods for all three therapy services. Physical therapy had over three-fifths of TEFRA population receiving services in both baseline and monitoring periods.- Both 2016 and 2017 TEFRA Beneficiary Satisfaction Survey total composite scores for "Special therapies" outperformed (90.0% and 89.7%, respectively) the therapy claims-based service rates across all three services and measurement periods of CY2016 and CY2017.- Medicaid Non-TEFRA-like beneficiary comparison group had higher CAP Child and Adolescent rates for both measurement periods compared to TEFRA-like group. Non-TEFRA-like group closely topped out at 99.3% for 12 months-24 months age group for both measurement periods, which were the highest utilizers. TEFRA-like 12-18 years age group had the highest rate of 94.0% for CY2017 and 25 months-6 years age group had the lowest rate at 86.1%.
2. How do therapy claims-based service rates compare to TEFRA satisfaction survey scores of getting speech, occupational, and physical therapies?		
3. Do TEFRA-like beneficiaries have equal or better access to their PCPs for preventative services? Do differences exist between the study group vs. the comparison group(s)? What age group is the lowest and highest utilizers to preventive care?		
Hypothesis 1.2: The beneficiaries of the Arkansas TEFRA-like demonstration have equal or better proportion of days covered for prescriptions compared to the Medicaid fee-for-service population (Medicaid Non-TEFRA-like)		
1. Do TEFRA-like beneficiaries have equal or better prescriptions covered compared to the Medicaid fee-for-service population (Medicaid Non-TEFRA-like)?	<ul style="list-style-type: none">- Percentage of beneficiaries < 19 years of age who met the proportion of days covered (PDC) threshold of 50% during the measurement period (General Prescriptions)- Percentage of beneficiaries < 19 years of age taking at least two seizure medications during the measurement period- Average cost per prescription (Rx) per beneficiary- Prescriptions (Rx) per beneficiary per month (PBPM)	<ul style="list-style-type: none">- TEFRA-like group show absolute higher PDC threshold of 50% on general prescriptions rates for both measurement periods compared to Medicaid non-TEFRA-like group (61.7% and 62.3% vs. 57.2% and 56.6%, respectively). Southwest region displays the highest coverage at 68.1% and lowest coverage in Northwest region at 61.5% for CY2017 under the TEFRA-like population. Age group of 13-18 years met over three-fourths PDC threshold of 50% whereas 0 - 4 years had the smallest met (i.e. 40.6%) for CY2017.-TEFRA-like group was slightly higher for beneficiaries taking at least two seizure medications for both measurement periods compared to Medicaid non-TEFRA-like group in CY2017 at 8.9% vs. 6.1%. Age group of 13-18 years demonstrated the most common among four age groups with percentages of 17.4% and 18.0% in CY2016 and CY2017. This was the same pattern for the Medicaid non-TEFRA-like group of 13-18 years.- Dispensed prescriptions (Rx) were analyzed from pharmacy claims only and not medical claims. TEFRA-like beneficiaries had a slight increase in average cost per prescription (Rx) per beneficiary from CY2016 of \$165 to \$157 in CY2017. This trend is comparable in Medicaid non-TEFRA-like group. PENICILLINS and ANTIHISTAMINES - 2ND GENERATION are the top two HIC3 descriptions (i.e. therapeutic class of the first 3 characters of the Hierarchical Ingredient Code) from both TEFRA-like and Medicaid non-TEFRA-like group for CY2017 based on beneficiary counts. Average costs are from over \$10 to almost \$18.-TEFRA-like group have lower prescriptions (Rx) PBPM from pharmacy claims compared to the Medicaid non-TEFRA-like group of 0.99 vs. 1.16, respectively in CY2017. Age group of 13-18 years had the highest Rx PBPM (1.70) and 0-4 years the lowest Rx PBPM (0.54) in CY2017. Similar pattern between CY2016 and CY2017 in study group.
2. Is there at least 50% coverage days on at least two or more drugs filled under the TEFRA-Like population?		
3. What parts of the state have low and high coverages on at least two prescriptions and who achieved a PDC of at least 50%?		
4. Are seizure medications more common among certain age groups?		
5. Do TEFRA-Like beneficiaries maintain refills on seizure medications over time due to access of health services?		
6. Are TEFRA-Like beneficiaries seeing an increase or decrease level cost based upon the average cost prescription (Rx) per beneficiary over time?		
7. What are the top five prescriptions based upon average cost per prescription (Rx) per beneficiary (or number of beneficiaries)?		
8. Do prescriptions (Rx) per beneficiary per month (PBPM) have differences between the study group vs. the comparison group(s)?		

Research Question	Evaluation Outcomes and Metrics	High Level Results Between Baseline vs. Monitoring*
Goal 2: Ensuring demonstration enrollees have access to timely and appropriate preventive care		
Hypothesis 2.1: The beneficiaries of the Arkansas TEFRA-like demonstration who have minimal or no gaps in health care coverage for timely preventative care		
1. What are the number of TEFRA-like beneficiaries who have minimal or no gaps in health care coverage (TEFRA-like coverage)?	<ul style="list-style-type: none">- Number of TEFRA-like beneficiaries < 19 years of age who have minimal or no gaps in TEFRA-like coverage (continuously enrolled) during the measurement period- Percentage of newly enrolled TEFRA-like beneficiaries < 19 years of age for which the TEFRA-like beneficiary received first health care visit to PCP within 60 days of enrollment during the measurement period- Composite score under the TEFRA beneficiary satisfaction survey domain of Getting care quickly (Survey Questions: Obtaining care right away for an illness/injury/condition and Obtaining care when wanted, but not needed right away)- Average length (in months) of TEFRA-like segments	<ul style="list-style-type: none">-Over two-thirds of TEFRA-like group are continuously enrolled in TEFRA-like coverage during the 12 month measurement period of CY2017. Rate is slightly down between CY2016 vs. CY2017.- TEFRA-like beneficiaries are enrolled on average of over 10 months out of the 12 month measurement period of CY2017.- Over 30% of newly enrolled TEFRA-like beneficiaries are seeing their PCP within 60 days of enrollment during the measurement period of CY2017. A drop between CY2016 vs. CY2017 was 5%.- Future enhancement is to analyze the percentage of newly enrolled TEFRA-like beneficiaries receiving therapy services and DME within 60 days of enrollment during the measurement period.- TEFRA Beneficiary Satisfaction Survey total composite scores for "Getting care quickly" display no significant difference in 2016 and 2017 scores. TEFRA "Getting care quickly" scores for 2017 were similar to ARKids First A & B Beneficiary Satisfaction Survey composite scores.
2. Are TEFRA-like beneficiaries continuously enrolled?		
3. How timely are newly enrolled TEFRA-like beneficiaries getting access to first health care visit within the measurement period? What is the average duration of days?		
4. How quickly are TEFRA-like beneficiaries getting timely access to care?		
5. What is the average length (in months) of TEFRA-like segments within the measurement period?		
Hypothesis 2.2: The beneficiaries participating in the Arkansas TEFRA-like demonstration who have Third Party Liability (TPL) coverage of appropriate preventive care		
1. Is there an increase or equal percentage over time of TEFRA-like beneficiaries who have Third Party Liability (TPL) coverage? Are TEFRA-like beneficiaries who have TPL receiving preventive care?	<ul style="list-style-type: none">- Percentage of beneficiaries < 19 years of age who have Third Party Liability (TPL) coverage during the measurement period- Percentage of beneficiaries < 19 years of age who have Third Party Liability (TPL) coverage and who had a visit with a PCP during the measurement period- County and region breakdowns of percentage of beneficiaries < 19 years of age who have Third Party Liability (TPL) coverage during the measurement period	<ul style="list-style-type: none">- Over 67% of the TEFRA-like population have TPL for both measurement periods of CY2016 and CY2017. This is a significant difference compared to the Medicaid non-TEFRA-like group of 6% in CY2016 and 5% in CY2017. TPL coverage has an impact on metric calculations and when comparing to Medicaid non-TEFRA-like group. Boone county for TEFRA-like group provided the highest rate of 90% of TEFRA-like beneficiaries with TPL coverage in CY2017.- TEFRA-like beneficiary comparison group had slightly higher TPL w/CAP Adolescent rates for CY2017 measurement period compared to Medicaid non-TEFRA-like group of 93.1% vs. 92.7%. Otherwise Medicaid non-TEFRA-like showed higher rates across the different aggregations.
2. Are there geographic regions of the state that have high or low percentages of TPL?		
Hypothesis 2.3: The beneficiaries participating in the Arkansas TEFRA-like demonstration who have access to appropriate durable medical equipment (DME) coverage		
1. How does the distribution of TEFRA-like beneficiaries who have durable medical equipment (DME) coverage compare to previous demonstration periods and similar beneficiary characteristics?	<ul style="list-style-type: none">- Percentage of beneficiaries < 19 years of age who have durable medical equipment (DME) coverage during the measurement period- Top primary diagnosis conditions and condition types for beneficiaries < 19 years of age who have durable medical equipment (DME) coverage during the measurement period	<ul style="list-style-type: none">- TEFRA-like population are more than double the percentage of beneficiaries who have DME coverage during both measurement periods compared to Medicaid non-TEFRA-like group of 39.8% vs. 13.3%, respectively for CY2017.- Genitourinary Symptoms, Nutrition Endocrine and Metabolic Disorders, and Other GI Disorders are in the top four primary diagnosis conditions based on number of claims for CY2017 in both groups of TEFRA-like and Medicaid non-TEFRA-like populations.- Future enhancement is to research the removal of diapers from primary diagnosis condition of Genitourary Symptoms and determine impact of results before and after removal.
2. What are the top primary diagnosis conditions/codes and condition types for TEFRA-like beneficiaries who have durable medical equipment (DME) coverage?		

Research Question	Evaluation Outcomes and Metrics	High Level Results Between Baseline vs. Monitoring*
Goal 3: Ensuring enrollment in the demonstration increases beneficiaries' perceived access to health care services and satisfaction in the quality of care received		
Hypothesis 3.1: Patient satisfaction for the quality of care and access to health care services received by the beneficiaries in the Arkansas TEFRA-like demonstration has remained the same or improved over time		
1. How do TEFRA-like beneficiaries' perceptions impact access to care, specifically on getting care quickly? Do TEFRA-like beneficiaries have confidence in doctor's communication, specifically on how well doctors communicate? Is the rating of health care showing similar findings based on satisfaction in care?	<ul style="list-style-type: none">- Composite scores under each of the TEFRA beneficiary satisfaction survey domains of Getting care quickly, How well doctors communicate and Overall health care (i.e. post-ARKids First B)- Composite scores under the TEFRA beneficiary satisfaction survey domain of Special equipment and supplies by applicable areas such as age group, financial burden of TEFRA premiums, and parent's income	<ul style="list-style-type: none">- Over 93% of survey respondents from TEFRA Beneficiary Satisfaction Survey received favorable "Getting care quickly" feedback in both 2016 and 2017. Measured favorable "How well doctors communicate" is no significant difference between 2016 and 2017 TEFRA scores. Similar findings when comparing to ARKids First A & B Beneficiary Satisfaction Survey composite scores. Rating of health care at 88.6% from TEFRA Beneficiary Satisfaction Survey in 2017 is marginally higher compared to both sets of Child Beneficiary Satisfaction Survey.- Both 2016 and 2017 TEFRA Beneficiary Satisfaction Survey total composite scores for "Special equipment and supplies" outperformed (70.2% and 67.2%, respectively) the DME claims-based service rates across measurement periods of CY2016 and CY2017.
2. How does the percentage of TEFRA-like beneficiaries who have DME compare to survey domain score of special equipment and supplies? Any variation by applicable areas?		
Goal 4: Ensuring premium contributions are affordable, do not create a barrier to health care access, and that the proportion of beneficiaries who experience a lockout period for nonpayment of premiums is relatively low		
Hypothesis 4.1: The proportion of beneficiaries participating in the Arkansas TEFRA-like demonstration who experience a lockout period is less than the proportion expected by the State		
1. What are the number of enrollees, re-enrolled and disenrolled? Has the proportion of TEFRA-like beneficiaries experiencing a lock-out period decreased or increased over time?	<ul style="list-style-type: none">- Proportion of beneficiaries < 19 years of age participating in the Arkansas TEFRA-like demonstration who experience a lockout period during the measurement period- Composite score of the TEFRA disenrollee beneficiary satisfaction survey domain of Getting care quickly- Scores of the beneficiary satisfaction survey questions of a) How much of a problem, if any, was it to get the speech therapy your child needed? b) How much of a problem, if any, was it to get the occupational therapy your child needed? and c) How much of a problem, if any was it to get physical therapy your child needed?	<ul style="list-style-type: none">- 2018 Disenrollee Beneficiary Satisfaction Survey total composite scores for "Getting care quickly" was significantly lower than 2017 TEFRA Beneficiary Satisfaction Survey total composite scores of 84.0% compared to 93.1%.- 2018 Disenrollee Beneficiary Satisfaction Survey total composite scores for "Special therapies" was significantly lower than 2017 TEFRA Beneficiary Satisfaction Survey total composite scores of 54.8% compared to 89.7%. Out of all three therapies, physical therapy had the lowest satisfaction score in 2018 disenrollees compared to percentage of beneficiaries utilizing therapy services during the measurement period. The gap was over 11% difference between claims-based rate at 63.2% and survey based at 52.1%.
2. How do patients experiencing a lock-out period perceive getting access to timely urgent and non-urgent care? Also, patient's perception how much of a problem, if any to get speech, occupational, and physical therapy during lock-out period?		
Hypothesis 4.2: Isolate reasons why Arkansas TEFRA-like beneficiaries' cases were closed to evaluate any barriers to health care access		
1. Isolate reasons why Arkansas TEFRA-like beneficiaries' cases were closed to evaluate any barriers to health care access.	<ul style="list-style-type: none">- Reasons why Arkansas TEFRA-like beneficiaries' cases were closed- Responses to survey question: What types of medical services could you not get for your child because your child was not enrolled in the TEFRA program?	<ul style="list-style-type: none">- 2018 Disenrollee Beneficiary Satisfaction Survey identified top reason why TEFRA cases were closed was due to "No longer eligible" (over 30%). Second reasons was marked as "Other" and consistent of responses as "Aged out", "Receiving waiver", "Did not receive invoice".- 2018 Disenrollee Beneficiary Satisfaction Survey of what types of medical services could you not get when not enrolled in TEFRA and "Special therapy" at 23% was second on the list whereas "Other" was top response at 32%.
2. What are the types of medical services that were not meet for patients experiencing a lock-out period? How does this relate to the top common diagnosis conditions/codes for TEFRA-like population?		

*Please refer to the methodology sections on comparison groups under each goal and Appendix C for evaluation outcomes and metric descriptions.



Subsidiary of General Dynamics Information Technology, Inc.

Tax Equity and Fiscal Responsibility Act (TEFRA)
Demonstration Waiver
Annual Report 2018 Activities

Annual Report 2018 Activities

January – March 2018

- Met with Division of Medical Services (DMS) on January 3 and 24, 2018 and verified analysis to include TEFRA segments any time during the year (not removing dual eligible beneficiaries). Analysis included continuously enrolled in TEFRA or ARKids A populations.
- Submitted the quarterly and annual TEFRA Oct. – Dec. 2017 Quarterly & Jan. 1 – Dec. 31, 2017 Year End Report to DMS on January 18, 2018
- Finalized CY2016 results of Annual Dental Visits, and three wellness visit metrics for the TEFRA and ARKids A populations
- Delivered the 'FINAL' TEFRA evaluation report (5/12/15 - 12/31/17) to DMS on January 31, 2018
- Received feedback from DMS on February 5, 2018 for additional clarification on demonstration "Final" Evaluation Report draft
- Incorporated feedback and additional clarification; submitted back to DMS on February 13, 2018
- Received additional feedback from DMS on February 20, 2018 stated to include "Draft" watermark to version for submission to CMS. As requested submitted to DMS on February 20, 2018.
- Met with DMS on March 1, 2018 and DMS confirmed "Final" Evaluation Report submitted to CMS with no questions to date
- During March 1, 2018 meeting mentioned DMS submitted an application for the new TEFRA demonstration period and waiting feedback from Centers for Medicare & Medicaid Services (CMS)
- Received documentation from DMS on March 20, 2018 over initial feedback from CMS guidance on how to structure Evaluation Designs as well as Evaluation Reports for 1115 demonstration waivers, state's TEFRA renewal application. Meeting scheduled next month with DMS to explain guidance from CMS.



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April – June 2018

- Met with DMS on April 4, 2018 and reviewed internal questions over CMS guidance on how to structure Evaluation Designs as well as Evaluation Reports for 1115 demonstration waivers
- Submitted the quarterly TEFRA January – March 2018 Quarterly Report to DMS on April 16, 2018
- Received documentation from DMS on April 20, 2018 over CMS's "informal" TEFRA extension renewal approval packet
- Submitted follow up questions to DMS on April 24, 2018 as requested over "informal" TEFRA extension renewal approval packet
- Attended CMS call on April 26, 2018 to discuss documentation of "Proposed Approval Documents for AR TEFRA Renewal"
- Met with DMS on May 9, 2018 and reviewed internal questions over CMS "draft" TEFRA Special Terms & Conditions (STC) on understanding goals to address for "draft" evaluation design report
- Received CMS documentation over Special Terms & Conditions (STC) for TEFRA May 9, 2018 - Dec. 31, 2022 renewal period from DMS on May 15, 2018
- Submitted a proposed list of metrics and other recommendations related to TEFRA evaluation "draft" design to DMS on May 16, 2018
- Met with DMS on May 23, 2018 to discuss internal initial ideas on comparison group and list of proposed metrics for "draft" evaluation design
- Met with DMS on June 14, 2018 to discuss SFY 2019 deliverables specific to "draft" evaluation design report, annual reporting and upcoming metric development
- Met with DMS on June 20 and 27, 2018 to review research completed for TEFFA population
 - Demographics, eligibility, condition grouping of primary Dx and selected Core set metric results
 - Received feedback from DMS to not include wellness metrics, include metrics of CAP, Rx PMPM, AMB as initial review, research on medication possession rate, schizophrenia medications, PT, OT, and Home Health ratios and compared to overall Medicaid population
- Continued internal brainstorming approach methods for evaluation design goals

July – September 2018

- Submitted April – June 2018 quarterly TEFRA report activities to DMS on July 10, 2018
- Met with DMS on July 18, 2018 and continued discussion of SFY 2019 deliverables specific to "draft" evaluation design report, annual reporting and upcoming metric development
- Continued analysis of TEFRA population research during CY2016



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- Began finalizing metric inclusion for “draft” evaluation design as CAP, Rx PMPM, AMB (Outpatient), proportion of days covered (PDC), seizure medications, percentage of TPL and average cost per prescription per beneficiary
- Continued write-up of “draft” evaluation design and internal brainstorming approach methods for evaluation design goals
- Received Arkansas Foundation for Medical Care (AFMC)’s TEFRA Beneficiary Satisfaction Survey & Disenrollee Beneficiary Survey results from DMS on July 18, 2018
- Continued activities for “Draft” evaluation design
 - Completed analysis of TEFRA population research as baseline values
 - Finalized metric inclusion as CAP, Rx PMPM, AMB (Outpatient), proportion of days covered (PDC), seizure medications, percentage of TPL and average cost per prescription per beneficiary (see table below for “Baseline Results for TEFRA-Like Population”)
 - Completed write-up and internal brainstorming approach methods for evaluation design goals
 - Included estimated budget as directed by DMS and received approval on August 29, 2018
 - Met with DMS on August 1 & 15, 2018 and walk-through preliminary report
 - Submitted preliminary report to DMS on August 20, 2018
 - Met with DMS on August 28, 2018 to address outstanding questions
 - Submitted report to DMS on August 30, 2018 then DMS submitted to CMS
 - Met with DMS on September 12 & 26, 2018 to inquire status updates from CMS
 - Received feedback from AFMC on September 11, 2018 to use ConnectCare/ARKids First A & ARKids First B CAHPS Survey Results from 2018 for the calendar year (CY) 2017 results

October – December 2018

- Received feedback from CMS on October 5, 2018
- Met with DMS on October 15 (and CMS), 24, 2018 and walked through CMS feedback with additional questions after internal review
- Received DMS direction on October 25, 2018 that annual and Q4 operational reports only required per CMS w/in demonstration period
- Met with DMS on November 7, & 13, 2018 to continue discussions on CMS feedback and incorporating
- Completed updates based on CMS feedback, which includes write-up in design report, analytic programming and producing results for the non-TEFRA population based upon DMS Medical Director’s recommendation of selected primary diagnosis groupings of ICD-10 codes. Also, comparing non-TEFRA (similar beneficiary group) to the TEFRA population for CY2016.
 - Summary Table - Goals/Hypotheses/Research Questions (Appendix A)



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- Driver Diagram (Appendix B)
 - Metrics/Outcomes Description (Appendix C)
 - Evaluation Schedule (dates and verbiage)
 - Comparison Group(s)
- Submitted updated "Draft" TEFRA evaluation report w/incorporated CMS feedback to DMS on November 16, 2018
- DMS submitted updated "Draft" TEFRA evaluation report w/incorporated CMS feedback to CMS on December 4, 2018.
- Met with DMS on December 5, & 13, 2018 to continue discussions on upcoming annual report & Q4 operational report to CMS

Childhood and Adolescent Immunization

January – December 2018

- DMS received updates from Arkansas Department of Health (ADOH) on April 2, 2018 on completed WebIZ move and working through the upgrade process to run larger reports
- Confirmed with ADOH on the latest HEDIS immunization specifications was provided to DMS
- Submitted questions to ADOH on HEDIS immunization specifications on April 18, 2018 and received answers back on the following day
- Hosted WebIZ training to understand reports from ADOH Immunization registry on May 16, 2018
- Followed up with ADOH on May 18, 2018 and June 11, 2018 to request next steps on accessing users for the FTP site. To proceed on passing the required data to look at the two different reporting options 1) "school" reports on generation of HEDIS results and 2) querying individual beneficiary immunization results.
- Met with ADOH, DMS and AFMC on June 15, 2018 to continue to move forward on requesting immunization data over two different reporting options as listed above. Also discussion over acquiring birth data through registry.
- Followed-up with ADOH after June 15, 2018 meeting as directed by DMS to request set up semi-technical meeting on querying immunization data
- Continued conversations of receiving immunization registry data at a county or two for testing purposes and to identify which states are doing well for immunization registry
- DMS mentioned during August 15, 2018 meeting that ADOH team is meeting internally on the immunization registry
- ADOH sent a follow-up e-mail sent back on August 16, 2018 and will provide an update after internally meeting
- DMS mentioned during October 24, 2018 meeting that immunization registry is continually being assessed and addressed by ADOH.