

Fourth Quarter Report

FFY14

State of Louisiana Greater New Orleans Community Health
Connection Demonstration 11-W-00252/6

7/1/14 -
9/30/14

Through the Greater New Orleans Community Health Connection program, the State aims to:

- Preserve primary and behavioral health care access that was restored and expanded in the Greater New Orleans area after Hurricane Katrina with PCASG funds;
- Advance and sustain the medical home model begun under PCASG;
- Evolve the grant-funded model to a financially sustainable model over the long term that incorporates Medicaid, CHIP, and other payer sources as the revenue base; and,

In the current quarter, the State focused on the following terms and conditions of the Demonstration:

STC IV. 19. – Participating Providers

At the close of the current quarter, 18 organizations, including 44 sites, were actively participating in the Demonstration (see attachment 1). Four new sites are in the process of becoming official GNOCHC sites.

Two new sites opened this quarter. Jefferson Parish Human Services Authority added two sites on September 1, 2014, JeffCare East and JeffCare West. Both sites provide primary and behavioral health care. In the first year, 150 GNOCHC patients are expected at each site. Both are sufficiently staffed with family practice APRNs and medical assistants. A family practice physician provides supervision at each location. Staff adjustments will be made as needed.

The provider organization, New Orleans AIDS Task Force, changed its name to CrescentCare Specialty Center and applied to become a FQHC. Also, they opened two sites. As of the end of the quarter, their application for GNOCHC enrollment was in process.

The New Orleans Health Department's Health Care for the Homeless initiative plans to open a new site in the next few weeks providing primary care, targeting the homeless of Orleans Parish. CMS was notified of this new site, but there have been delays in becoming fully operational.

Daughters of Charity opened a new site in late August, but is not yet accepting GNOCHC patients.

STC IV. 26. – Submission of Encounter Data

Transmissions between the State's MMIS and MSIS occur on a regular schedule. Claims information is submitted to MMIS 15 days after the end of each quarter, while eligibility data is submitted to MSIS three months after the quarter's end.

Transmission of all data to MMIS and MSIS for Demonstration Year 4 Quarter 2 (DY4 Q2) is complete. Transmission of claims data for the current quarter (DY4 Q4) is complete. Eligibility data for this quarter will be submitted to MSIS in December.

STC V.37. – Affordable Care Act Transition

As described in STC V. 37, the State is required to prepare, and incrementally revise in each quarterly report per STC IV. 36, a transition plan consistent with the provisions of the Affordable Care Act (ACA) for individuals enrolled in the Demonstration, including how the State plans to

coordinate the transition of these individuals to a coverage option available under ACA, including a simplified, streamlined process for transitioning eligible enrollees from the Demonstration to Medicaid or the Exchange in 2014.

The transition plan was submitted to CMS on October 31, 2013 (the State requested and received approval to submit the draft transition plan after the July 1 deadline), and later revised on December 5, 2013 after discussions with CMS. On December 23, 2013, the State forwarded to CMS the outreach plans from the GNOCHC providers that received outreach grants.

Delays in application and renewal processing times continue because of the necessity to make system edits for the ACA implementation, but Medicaid eligibility staffs continue to process cases as quickly as possible. Applications, which are of an urgent nature, are processed outside the system, and when the electronic version comes through, it is rejected as it has already been processed. As system functionality is increased, more and more applications are submitted to the new eligibility system.

All GNOCHC provider organizations provide ACA referrals and application assistance.

STC IX. 54. – Evaluation Design

Evaluation data through the quarter ending September 30, 2014 is shown in attachment 2. In brief, analysis of the DY4 Q4 data shows:

- The Demonstration continues to be successful in preserving access to primary and behavioral health care, as the number of participating providers remains at over 80%.
- Twenty-two providers are NCQA Patient-Centered Medical Homes (PCMH). Fourteen sites are at the highest possible recognition level, Level 3, and eight sites are at Level 2. An application is in progress for three sites (Odyssey House, Access Health – St. Bernard, Access Health – Belle Chasse). Since the last quarter, two sites achieved recognition (New Orleans Musicians Assistance, Level 2 and Administrators of Tulane – Adolescent Drop-In, Level 2).
- Revenue data for DY4 Q3 and Q4 suggests that financial sustainability remains an issue for providers.
 - In DY4 Q3, GNOCHC revenues accounted for 40.44% of total patient revenue.
 - 25% of providers report that GNOCHC is <25% of total patient revenues.
 - 31.25% of providers report that GNOCHC is 25-50% of total patient revenues.
 - 43.75% of providers report that GNOCHC is 50-75% of total patient revenues.
 - In DY4 Q4 GNOCHC revenues accounted for 36.47% of total patient revenue.
 - 29.41% of providers report that GNOCHC is <25% of total patient revenues.
 - 23.53% of providers report that GNOCHC is 25-50% of total patient revenues.
 - 47.06% of providers report that GNOCHC is 50-75% of total patient revenues.

- Enrollment increased by 3.4% from the end of the previous quarter (June 30 – 51,714, September 30 – 53,543).
- Utilization of behavioral health care services by unique enrollee subpopulations (parents to childless adults) is slightly higher for childless adults (1.6 per month for childless adults compared to 1.2 for homes with children). The number of enrollees receiving both primary and behavioral health encounters in the same quarter remains low and the number of those receiving both type of services on the same day decreased 8.3% over last quarter.

The State continues to work with providers to improve reporting of data for the Sustainability Progress Reports. Some providers do not collect some of the data. Overall, the response improved. Only one provider did not submit data. The State continues to allow extra time to the providers to complete the reports to allow for greater accuracy and completeness of data.

Enrollment Information

During the current quarter as shown in attachment 3:

- Average GNOCHC application processing time is 92 days (78 days last quarter). The percentage of all GNOCHC applications pending for more than 45 days increased to 74% (68% last quarter). Processing time remains higher than normal, but considered reasonable for the additional actions required for ACA and the growth in the number of applications over the last 3 months (average of 1,629 per month). Since April, the number of applications remains high and is comparable to what was occurring in early 2013. Some applications are held in “Central Account Storage” pending system edits. As system functionality grows, more applications move to the eligibility determination system for MAGI applicability.
- Total GNOCHC enrollment has slowly increased to just slightly higher (3.4%) than the expectation of a 2% enrollment growth computed by our actuary.
- Enrollment as of September 30, 2014 is 53,543. All recipients are under the income limit of 100% of the FPL.

Financial Developments

Payments to providers for this quarter consisted of encounter rate payments and NCQA Patient-Centered Medical Home (PCMH) incentive payments.

Encounter Rate Payments

In the current quarter, encounter rate payments to providers were for claims with dates of service in DY4. Per the claims processing system maintained by the State’s Fiscal Intermediary, encounter rate payments made in the current quarter totaled \$4,038,125.49, see details below for each organization.

Organization	Payment
Access Health Louisiana	\$407,137.66
Administrators of the Tulane Educational Fund	\$80,035.13

Organization	Payment
City of New Orleans Health Department	\$38,840.76
Common Ground Health Clinic	\$26,443.91
Daughters of Charity Services of New Orleans	\$922,984.95
EXCELth, Incorporated	\$351,098.74
Jefferson Community Health Care	\$578,589.21
Jefferson Parish Human Service Authority	\$135,185.88
Louisiana State University School of Medicine	\$4,172.08
Medical Center of Louisiana at New Orleans	\$598,781.61
Metropolitan Human Services District	\$72,452.52
MQVN Community Development	\$95,893.18
New Orleans Musicians Assistance Foundation	\$27,283.86
NO/AIDS Task Force	\$10,158.51
Odyssey House Louisiana Inc.	\$242,993.23
Plaquemines Primary Care	\$7,759.49
Sisters of Mercy Ministries	\$1,932.68
St Thomas Community Health Center	\$436,382.09
TOTAL	\$4,038,125.49

Please note that this amount is less than the \$4,058,107 reported for encounter payments in the CMS 64 for DY4 Q4, but these amounts do not usually equal as payment dates lag and data is collected at various times. Prior period adjustments for DY4 Q2 totaled \$25,000. Prior period adjustments for Q3 and Q4 will be completed later.

NCQA Patient-Centered Medical Home (PCMH) Incentive Payments

NCQA Patient Center Medical Home (PCMH) incentive payments for DY4 Q4 totaled \$675,000. Payment by organization is outlined below. EXCELth's site at Algiers upgraded from Level 2 to Level 3.

Organization (Pay To Information)	Site (Service Location)	NCQA PCMH Recognition Level	Payment
Access Health Louisiana	Ruth U. Fertel/Tulane Community Health Center	3	\$37,500
Common Ground Health Clinic	Common Ground Health Clinic	2	\$25,000
Daughters of Charity Services of New Orleans	Daughters of Charity Services - Carrollton	3	\$37,500

Organization (Pay To Information)	Site (Service Location)	NCQA PCMH Recognition Level	Payment
Daughters of Charity Services of New Orleans	Daughters of Charity Services - Metairie	3	\$37,500
Daughters of Charity Services of New Orleans	Daughters of Charity Services - St. Cecelia	3	\$37,500
Daughters of Charity Services of New Orleans	Daughters of Charity Services - New Orleans East	3	\$37,500
EXCELth, Incorporated	EXCELth - Gentilly	3	\$37,500
EXCELth, Incorporated	EXCELth - Algiers	3	\$37,500
Jefferson Community Health Care	Jefferson Community - Avondale	3	\$37,500
Jefferson Community Health Care	Jefferson Community - Marrero	3	\$37,500
Jefferson Community Health Care Center	Jefferson Community - River Ridge	3	\$37,500
Medical Center of Louisiana at New Orleans	MCLNO - LB Landry	2	\$25,000
Medical Center of Louisiana at New Orleans	MCLNO - HIV Outpatient	2	\$25,000
Medical Center of Louisiana at New Orleans	MCLNO - Medical Home Care	2	\$25,000
Medical Center of Louisiana at New Orleans	MCLNO - Urgent Care Clinic	2	\$25,000
MQVN Community Development	MQVN/NOELA	3	\$37,500
NO/AIDS Task Force	NO/AIDS Task Force	3	\$37,500
St Thomas Community Health Center	STCHC - St. Andrew	2	\$25,000
St Thomas Community Health Center	STCHC - Magazine St.	3	\$37,500
St Thomas Community Health Center	STCHC - Jackson Ave.	3	\$37,500
TOTAL			\$675,000

Budget Neutrality

Expenditures for DY1 continue to appear to exceed the \$30M annual budget due to DY1 recoupments that are still pending from EXCELth and Leading Edge. The total expenses for the

Demonstration as of quarter ending September 30, 2014 remain under the expenditure limit of \$111.6M. The State expects to stay under the expenditure limit for the remaining months of the Demonstration (recent renewal not taken into account for this report).

See attachment 4 for the budget neutrality worksheet.

Operational Issues

No operational or consumer issues were noted in the current quarter.

Attachments (described above):

1. GNOCHC Participating Providers
2. Evaluation Data
3. Enrollment Update
4. Budget Neutrality Worksheet

State Contact:

Susan Badeaux
Program Manager
Phone: (225) 342-7502
Email: Susan.Badeaux@la.gov

Date Submitted to CMS: January 26, 2015