



MaineCare Services

*An Office of the
Department of Health and Human Services*

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Department of Health and Human Services

Annual Report HIV/AIDS 1115 Demonstration Project (01/01/16 - 12/31/16)



Paul R. LePage, Governor Mary C. Mayhew, Commissioner

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April 26, 2017

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Dear Ms. Hansen,

I am pleased to provide you with the fourteenth annual report for the Maine HIV/AIDS Section 1115 Demonstration Project.

Please find enclosed, data and materials that highlight our activity for this project in its fourteenth year. Also enclosed are the analyses from our 2015 provider and member surveys. Please contact Emily Bean at 207-624-4005 or emily.bean@maine.gov if further information is needed.

Sincerely,

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cc: Aimee Campbell-O'Connor, CMS
Tonya Moore, CMS
Beth Ketch, Director of Policy and Provider Services

Table of Contents

ATTACHMENTS	4
APPLICATIONS.....	10
OUTREACH.....	10
PROVIDER NETWORK	19
QUALITY ASSURANCE.....	20
WOMEN'S HEALTHCARE	22
TUBERCULOSIS TESTING	23
UTILIZATION OF SERVICES.....	23
HOSPITALIZATION RATES.....	24
ADHERENCE TO THERAPY	25
DEATH RATES.....	26
DISENROLLMENT.....	26
ACCOMPLISHMENTS	27
PROJECT STATUS	28
POLICY AND ADMINISTRATIVE OVERVIEW	29
COMPLAINTS/GRIEVANCES.....	30
SYSTEM AND REPORTING ISSUES	31
ATTACHMENT B	32
ATTACHMENT E	47

Attachments

- A. Distinct Member Counts by Quarter
- B. Outreach Letters
- C. Contact Tracking Summary
- D. Contact Tracking Detail
- E. Waiver Surveys
- F. Member Counts Enroll Only
- G. Number of Distinct MaineCare IDs and Claims with Opportunistic Infection Diagnosis
- H. Number of Distinct MaineCare IDs and Claims for Women's HealthCare
- I. Amount Spent by Provider Type Claim and the Number of Users
- J. Top 10 Hospitalization Reasons
- K. Number of Distinct Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Behavioral Health Claims and Users
- L. Deceased between SFY2003 and DY13
- M. Disenrollment Tracking for Demonstration Group
- N. Nurse Coordinator Complaint Log
- O. Count of Members by Gender and Age at the End of Each Month
- P. Enrollment and General Inpatient Services Trends
- Q. Amount Spent by Category of Service and the Number of Users (SFY 2003 – SFY 2010)

Introduction

This report is submitted in compliance with the terms and conditions of the Maine HIV/AIDS Section 1115 Demonstration Waiver.

The MaineCare HIV/AIDS 1115 Demonstration Waiver has completed its fourteenth year (DY14). The goal of this waiver is to provide critical services to people living with HIV/AIDS in order to delay, prevent, or reverse the progress of their disease.

At the conclusion of the fourteenth year, there were 456 demonstration enrollees in the program and 312 MaineCare (Medicaid) members enrolled. The Nurse Coordinator monitors all MaineCare members with HIV/AIDS, in addition to those who receive services through the demonstration.

The attachment section includes samples of materials distributed to members, correspondence, and other pertinent data that is referred to in the narrative portion of this report.

Please note that this report maintains the year-to-year comparisons for consistency in data trending; however, there may be some distortion as DY11 was a six quarter year.

Enrollment

This is the summary of enrollment over the fourteen years of the project, by month.

There has been an increase of 371 demonstration enrollees and an increase of 84

Medicaid members from the first month of DY01 to the last month of DY14.

Special Benefit Waiver Demonstration Project Count of Members by Group at the End of Each Month

Figure 1

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	DY01			DY02			DY03		
July	85	228	313	124	280	404	143	301	444
August	94	226	320	125	277	402	141	300	441
September	97	224	321	131	273	404	140	297	437
October	94	244	338	132	292	424	143	298	441
November	94	244	338	134	286	420	146	295	441
December	98	241	339	134	286	420	146	296	442
January	102	258	360	134	295	429	156	305	461
February	108	256	364	140	292	432	160	301	461
March	113	253	366	143	288	431	163	297	460
April	117	264	381	144	288	432	174	308	482
May	119	265	384	142	291	433	179	302	481
June	123	263	386	140	290	430	181	298	479

Figure 2

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	DY04			DY05			DY06		
July	191	309	500	272	305	577	293	275	568
August	207	303	510	273	301	574	291	273	564
September	213	301	514	277	300	577	281	269	550
October	224	295	519	292	289	581	284	272	556
November	228	287	515	292	288	580	283	270	553
December	239	280	519	291	285	576	283	267	550
January	248	291	539	298	281	579	289	256	545
February	256	287	543	301	276	577	291	257	548
March	256	283	539	292	276	568	287	262	549
April	263	297	560	298	274	572	288	267	555
May	261	296	557	292	274	566	295	265	560
June	264	292	556	282	274	556	295	263	558

Figure 3

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	DY07			DY08			DY09		
July	286	269	555	331	283	614	382	307	689
August	276	272	548	332	280	612	386	308	694
September	283	269	552	333	281	614	363	295	658
October	288	270	558	337	284	621	371	289	660
November	289	275	564	339	286	625	379	294	673
December	296	282	578	346	290	636	395	288	683
January	300	284	584	348	296	644	396	289	685
February	302	288	590	349	298	647	399	281	680
March	312	290	602	350	301	651	407	289	696
April	315	288	603	355	300	655	413	298	711
May	316	284	600	369	301	670	413	296	709
June	323	280	603	381	313	694	415	290	705

Figure 4

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	DY10			DY11 QRT 1 -4			DY11 QRT 5 -6		
July	416	292	708	416	201	617	420	221	641
August	417	284	701	420	201	621	425	218	643
September	417	284	701	412	196	608	430	215	645
October	420	291	711	417	178	595	443	216	659
November	428	286	714	415	185	600	446	215	661
December	423	283	706	409	197	606	449	211	660
January	414	248	662	408	204	612			
February	420	242	662	414	199	613			
March	413	177	590	411	212	623			
April	419	183	602	418	211	629			
May	417	187	604	421	209	630			
June	417	195	612	420	209	629			

Figure 5

Month	Demonstration Enrollees DY12	Medicaid Members	Total	Month	Demonstration Enrollees	Medicaid Members	Total
					DY 13		
January	445	212	657	January	454	312	766
February	445	214	659	February	456	311	767
March	450	209	659	March	459	312	771
April	447	212	659	April	456	313	769
May	452	206	658	May	448	317	765
June	448	327	775	June	446	317	763
July	449	320	769	July	454	315	769
August	443	320	763	August	457	312	769
September	446	321	767	September	462	320	782
October	443	324	767	October	456	321	777
November	445	319	764	November	464	313	777
December	444	316	760	December	461	311	772

Figure 6

DY 14 Month	Demonstration Enrollees	Medicaid Members	Total
January	464	314	778
February	467	323	790
March	461	316	777
April	461	313	774
May	460	313	773
June	463	307	770
July	457	310	767
August	453	314	767
September	463	316	779
October	462	312	774
November	458	313	771
December	456	312	768

Out of the 456 demonstration enrollees enrolled at the end of DY14, 397 were male and 59 were female. Out of the 312 Medicaid members enrolled at the end of DY14, 207 were male and 105 were female. A breakdown of gender and age by month shows an increase of 320 demonstration enrollee males from the beginning of the demonstration project (DY01) to the end of DY14, while the number of women increased by 51. In the Medicaid population, there was an increase of 47 males and an increase of 37 females.

See Attachment O: Count of Members by Gender and Age at the End of Each Month

Distinct member counts by quarter show that 95 of the 132 cohort members were enrolled in the last quarter of DY14. Of these, 82 members were included in the Medicaid group and 13 members were moved to the demonstration group.

See Attachment A: Distinct Member Counts by Quarter

Demonstration Cost Neutrality Cap

The algorithm used to determine the existing HIV-positive MaineCare members to be included in the cost-neutrality cap was initially run on July 1, 2002. Two hundred nineteen (219) members were identified and will be the “cohort” of members included in the cost-neutrality cap throughout the 14 years of the demonstration (the original five years plus the additional nine years of reauthorizations). At the end of each month, the algorithm is re-run to determine additional HIV-positive MaineCare members to be included in the cost neutrality cap. The end of the first quarter in DY01 had 211 members in the cohort, while the end of the last quarter of DY14 had 95 members, which is a decrease of 116 members. Disenrollment, moving to the demonstration group, moving out of the state, and death are the reasons for the decline in the cohort member group.

See Attachment A: Distinct Member Counts By Quarter

Total members under the cap were 768 in the month of December 2016, the end of the fourteenth year of the demonstration project.

See Attachment O: Count of Members by Gender and Age at the End of Each Month

Waiting List

The waiting list has not been utilized during DY14 for this project, as the cost of patient care is not projected to exceed the project allotment. However, the State may institute a cap in the future should the budget estimates indicate costs will exceed the project allotment.

Applications

Applications for the waiver can be filled out in any of the Department of Health and Human Services' (DHHS) seventeen regional offices or by case managers at the Ryan White case management agencies. Applications have also been mailed to members' homes by the Nurse Coordinator or the eligibility workers in the local offices. Individuals enrolled in the AIDS Drug Assistance Program (ADAP) are sent letters explaining the demonstration project and encouraging them to apply.

Outreach

There were many outreach activities that occurred throughout the year. Outreach activities included:

- Attending the monthly HIV Advisory Committee (HIVAC) meetings. Present were representatives from case management agencies, the AIDS Drug Assistance

Program (ADAP), Maine Center for Disease Control and Prevention (CDC), Office of

MaineCare Services (OMS), legislators, people living with HIV/AIDS, and appointed committee members.

- Attending bi-weekly Decision Support System (DSS) User Group meetings to discuss the DSS and system issues, workarounds, and resolutions.
- Referring MaineCare members to Maine CDC for ADAP and Ryan White assistance applications.
- Referring more members to Consumers for Affordable Health Care (CAHC) to help with their unmet healthcare needs/coverage – including enrolling in the ACA.
- Referring members and case managers to Private Health Insurance Premium benefit (PHIP) specialists.
- Working with policy, provider relations, and customer service staff to resolve issues.
- Addressing Medicare Part D issues and referring members when appropriate.
- Mailing 751 birthday letters to members in DY14. Birthday letters encourage members to stay in good health by setting up their annual screenings (such as cervical exams, mammograms, and colon exams) and immunizations (such as the Influenza vaccine).
- Mailing introductory letters, PCP inquiry letters, and consent forms to 78 new and re-joining members.
- Giving instructions to providers and case managers on how to access the MaineCare Preferred Drug List and the MaineCare Benefits Manual online.

- Sending the semi-annual clinical data collection letter to Infectious Disease Specialists requesting members' most recent CD4 and viral load results. A second mailing was sent to providers who didn't respond to the first mailing.
- Collaborating with the ME CDC to mail out the 2015 annual member satisfaction survey. The survey was sent to 759 members. We received a forty-five percent (45%) response rate, which was no change from 2014.
- Sending quarterly FDA medication alerts to our Primary Care Provider network. Alerts are sent via mail or email depending on provider preference. Alerts covered medications such as: Invirase, Prezista, Selzentry. Alerts were typically sent to approximately 300 providers.
- Sending the 2015 provider survey to 292 providers, including Primary Care Providers and Infectious Disease Specialists. A second mailing was sent to providers who didn't respond to the first mailing.
- Sending the program's poster and brochure to approximately 997 sites. Sites included: municipalities, homeless shelters, provider offices, case managers, DHHS eligibility offices, soup kitchens, and family planning health centers.
- Sending the program's poster and brochure to high schools and universities throughout the state. The mailing went to approximately 154 locations.
- Mailing the mammogram reminder letter and palm card to 72 members.
- Mailing the cervical exam reminder letter and palm card to 81 members.

- Continuing the Emergency Department (ED) reporting process that incorporates a daily census from each hospital, in addition to the regular monthly report (which has a two month lag time).
- Program Manager and Nurse Coordinator meeting with the Office for Family Independence (OFI) staff who determines waiver eligibility to discuss processes, communication, and collaboration.
- The Nurse Coordinator and Program Manager viewing a Webinar: “Meet Your Community Allies: Community Action Agencies & Area Agencies on Aging.”
- The Nurse Coordinator and Program Manager meeting with case managers at Down East AIDS Network, Bangor location.
- The Nurse Coordinator and Program Manager meeting with two new case managers at the Frannie Peabody Center (FPC) to provide a MaineCare overview and a training manual. The Program Manager and Nurse Coordinator also met with all staff at FPC at a later date to collaborate and provide updates.
- The Program Manager presenting information about the Special Benefit Waiver at training for the staff and Medicare volunteers at the Southern Maine Agency on Aging. Other presenters included the Maine AIDS Drug Assistance Program, Policy

Specialists from the Office for Family Independence, and the Maine Bureau of Insurance.

- The Nurse Coordinator and Program Manager attending the “HIV Prevention and Care Integrated Planning Kick-off Meeting.” The facilitators of the meeting were Jillian Casey, MPH from the National Alliance of State & Territorial AIDS Directors (NASTAD) and Kate Callahan-Myrick, DrPH MPH from the Maine Center for Disease Control and Prevention. Also present were Ryan White Part B & C program representatives, CDC staff – including HIV Prevention and Surveillance, individuals with HIV, the Maine AIDS Education and Training Center (AETC) and other various healthcare and service providers. Several world café style discussions addressed the five year plan to reduce HIV/AIDS, continue to improve communication and collaboration across agencies, streamline reporting requirements, ensure timely data reporting, linkage to and retention in care, access to antiretroviral therapy (ART), and reducing stigma. Throughout the year, the Nurse Coordinator and Program Manager continued to attend these integrated planning meetings and serve on the planning body.

- The Nurse Coordinator and Program Manager meeting with the new case manager and intern at the Health Equity Alliance (HEAL), Ellsworth location.
- The Nurse Coordinator attending a webinar titled “Establishing and Sustaining Assistance Programs in Maine.” The webinar listed programs that pharmacies and doctors’ offices can utilize for medication assistance for people who have limited or no insurance coverage. The webinar focused on websites that offer coupons that discount medications.
- The Nurse Coordinator attending a webinar titled “Compassionate Tapering of Opioids.” Maine has enacted a new law regarding limiting opioid use and how much providers are able to prescribe. The webinar discussed how providers can taper their patients while minimizing their distress and also reviewed alternatives for pain control.
- The Nurse Coordinator attending a conference titled “Maine LGBTQ and Health Conference.” The conference addressed some of the health needs and disparities among the LGBTQ community. There were several workshops that related to harm reduction, reproductive justice, cultural competency, and transgendered health

issues. The Nurse Coordinator attended the workshops titled “HIV Prevention in Primary Care: Pre-exposure prophylaxis (PrEP) and Extragenital Testing.”

- The Program Manager and Nurse Coordinator viewing a webinar titled: “Prescription Monitoring Program and Diversion Alert: An Orientation.” The purpose of this webinar was to educate and help providers with the new Maine state law that will soon require all prescribers to consult the State's Prescription Monitoring Program when prescribing opioids and benzodiazepines. The webinar also discussed the Diversion Alert, a service to help providers access drug arrest data in the effort to identify and respond to patients at risk for overdose, in need of treatment, or engaged in illegal prescription drug distribution.
- The Nurse Coordinator and Program Manager attending and displaying program materials at four provider summits. The provider summits were organized by the Department of Health and Human Services Health Homes (HH), Behavioral Health Homes (BHH), and ED Care Management Collaborative programs. The goal of the summit was to transition MaineCare members with high costs and over utilization of

services from the ED Care Management Collaborative to HHs and BHHs by January 1, 2017.

- The Nurse Coordinator attending a Quality Counts webinar titled “Get to Know the New PMP: An Orientation to Maine’s Updated Prescription Monitor Program.” The webinar discussed Maine’s newly enacted law (Chapter 488) which requires prescribers of opioids and benzodiazepines to keep track of the medications their patients are on by updating the statewide Prescription Monitoring Program (PMP) prior to prescribing opioids or benzodiazepines. The webinar showed what changed and what to expect on the new PMP.
- The Nurse Coordinator attending a Quality Counts webinar titled “Naloxone and Compassionate Care.” This webinar examined Maine’s opioid overdose epidemic, how to prescribe naloxone, how to talk to patients about the importance of having - and knowing how to use – naloxone, and how to access naloxone affordably.
- The Nurse Coordinator attending a Quality Counts webinar titled “Caring for ME: Compassionate Opioid Tapering: Case Studies.” This webinar explored case studies

of common tapering scenarios, challenges, and techniques for effectively and compassionately tapering opioid dosages.

- The Nurse Coordinator attending a Quality Counts webinar titled “Opioid Dependence vs. Addiction: Different Conditions, Different Approaches.” This webinar examined the difference between addiction and dependence of opioids.
- The Nurse Coordinator attending a Quality Counts webinar titled “Understanding & Using MMEs to Comply with Maine’s Opioid Prescribing Law.” Under Maine’s new Opioid-Prescribing Law, Chapter 488, there are limits on how much opioids can be prescribed. The webinar showed how providers can keep track of Morphine Milligram Equivalents (MME) that they prescribe to patients, while staying within the guidelines.
- The Nurse Coordinator attending a Quality Counts webinar titled “Marijuana: Medicinal or Malevolent.” The webinar explored the impacts that cannabinoids have on the developing brain, medicinal use of marijuana, and harm versus benefits.
- The Nurse Coordinator and Program Manager meeting with a new case manager at the Horizon Clinic in Augusta.

- The Program Manager and Nurse Coordinator attending the Annual Infectious Disease Conference. Presentations included: The Opioid Epidemic in Maine: Implications for Infectious Disease, Drug Diversion: Impacts and Challenges, The Rise of Antimicrobial Resistance and Antimicrobial Stewardship, and Environmental Changes and Their Impact on Infectious Diseases. Attended breakout sessions included: STDs in the US: Top 10 Updates and Epidemiology of STDs in Maine, The Bugs We Thought We'd Never See and Pre-Exposure Prophylaxis (PrEP) for HIV Prevention: Evidence, Guidelines, and Applications to Clinical Practice. The conference also included many exhibitors and poster topics.

Provider Network

Demonstration enrollees continued to use the same network of providers as Medicaid members, for both primary care and specialty care providers.

There are 318 distinct providers (Primary Care Providers and Infectious Disease Specialists) currently seeing our active members. These providers are located throughout all 16 counties.

Some members find the travelling distance from northern Maine to a more populated area (Bangor) for an Infectious Disease Specialist challenging. MaineCare does cover the cost of transportation, but time and health conditions often make it difficult for some members. Children continue to have access to two pediatric providers in Maine. One

pediatric provider prefers that her patients go to Massachusetts General Hospital one to two times a year for evaluation and follow up.

Quality Assurance

One of the waiver's goals is to delay disease progression by following up with members and providers through various activities. **Please note that this report maintains the year-to-year comparisons for consistency in data trending; however, there may be some distortion (especially in the percent increases and decreases) as DY11 was a six quarter year.**

Activities in DY14 included:

- Contact data and call tracking – Incoming and outgoing contacts (phone calls, emails, letters, and faxes) to members, case managers, and providers are tracked and maintained in the database, allowing us to determine the types of services being utilized. The total of incoming and outgoing contacts decreased by .4% in the fourteenth year over the thirteenth. The three highest service contacts in DY14 in order are Eligibility, Adherence, and Case Management.

Attachment C: Contact Tracking Summary

- Adherence calls are made to members, based on prescription pick-up dates.
- Compliance calls are made to members, based on late or no-show pick-up dates of medications. These calls are grouped by CD4 results.
- Contact with providers, case managers, and the OMS Provider Relations unit to assist with benefit and policy questions and billing issues.

- Survey of all members living with HIV/AIDS in regard to quality of life and satisfaction conducted in February 2016.
- Survey of all providers working with HIV/AIDS MaineCare members regarding provider needs and satisfaction was conducted in February 2016.
- Collected clinical data (viral loads and CD4s) from providers to show health status and track disease progression.
- Complaint Report.

Additional Information on Data Reported in the Attachments

- Rate Code is the type of eligibility category.
- Cost data reports are based on the Rate Code at time of payment.
- Utilization data reports are based on the Rate Code on the claim.

Opportunistic Infections (OI)

There were 536 distinct demonstration enrollees during DY14. Distinct MaineCare members totaled 388. Distinct member counts are higher than end of the year counts as they capture everyone who was a member during the year.

The most common OI was viral and bacterial pneumonias with twenty (20) demonstration enrollees and twenty (20) Medicaid members, or 3.73% and 5.15%, respectively. The next two most prevalent conditions were strep and staph and gram negative septicemias and other specified infection and parasitic diseases with four (4) demonstration enrollees and twelve (12) Medicaid members, or 0.75% and 3.09%, respectively and other specified infection and parasitic diseases with six (6) demonstration enrollees and eight (8) Medicaid members, or 1.12% and 2.06% respectively. These top three OIs only differ slightly from the three highest in DY13.

Viral and bacterial pneumonias and strep and staph and gram negative septicemias appeared in the top three most common OIs in DY13; however, other specified infection and parasitic diseases did not (herpes zoster and simplex did). Other OIs occurred at low rates. Fifty-nine (59) distinct members, or 11.01% of the demonstration enrollees, had an OI compared to the 53 distinct members, or 13.66% of Medicaid members.

Additional information is available in: **Attachment G: Number of Distinct MaineCare ID's and Claims with Opportunistic Infection Diagnosis**

The ten AIDS defining conditions are actinomycosis, coccidiosis, cryptococosis, cryptosporidiosis, opportunistic mycosis, oral hairy leukoplakia, other named variant of lymphosarcoma, other specified Infections and parasitic diseases, salmonella diseases, and strongyloidiasis. Out of the ten AIDS defining conditions, there was one Medicaid member who had cryptococosis, one Medicaid member who had other named variant of lymphosarcoma, and eight Medicaid members who had other specified infection and parasitic disease. One of the demonstration enrollees had cryptococosis, two had other named variant of lymphosarcoma, and six had other specified infection and parasitic disease.

Women's Healthcare

One hundred sixty-five (165) distinct women over 18 years of age were enrolled as demonstration enrollees or Medicaid members in MaineCare. Of the 165, 57 were demonstration enrollees, thirty-five percent (35%), and 108 were Medicaid members, sixty-five percent (65%).

Seventy-nine percent (79%) (45 of 57) of female demonstration enrollees were age 40 or over. Seventy-five percent (75%) (81 of 108) of female Medicaid members were age 40 or over. Thirty five percent (35%) of female demonstration enrollees and twenty-six percent (26%) of female Medicaid members were screened for breast cancer using mammography. Forty-four percent (44%) of female demonstration enrollees and thirty-nine percent (39%) of female Medicaid members were screened for cervical cancer using a pap smear. Many members have other primary coverage (i.e. Medicare or a private plan). For these members, their primary coverage often pays for these services. MaineCare Services has no way to track, monitor, or count those claims.

Refer to attachment H: Number of Distinct MaineCare IDs and Claims for Women's HealthCare

Tuberculosis Testing

This measure is difficult to determine using claims data because providers rarely bill for this service separately. There was one demonstration enrollee user with a case of tuberculosis in DY14. **Refer to attachment G: Number of Distinct MaineCare IDs and Claims with Opportunistic Infection Diagnosis**

Utilization of Services

Utilization of services was tracked by category of service, number of distinct members and per member per month costs from the beginning of the program to the end of SFY 2010. As of DY09, utilization of services has been tracked using allocation provider type claim instead of category of service.

During DY14, the total amount spent on services per demonstration enrollee was \$1,726.75 per month. The total amount spent on services per Medicaid member was \$1,836.23 per month. **Refer to attachment I: Amount Spent by Provider Type Claim and the Number of Users**

Hospitalization Rates

- Emergency Department (ED) Services - 198 or thirty-seven (37%) of demonstration enrollees received ED services during DY14, compared to 178 or forty-six percent (46%) of Medicaid members. The top ED diagnoses are low back pain, chest pain, and acute bronchitis, unspecified. The Nurse Coordinator and other staff are continuing to work with members, their providers, and their case managers to reduce non-urgent ED utilization.
- Physician Visits - 454 or eighty-five percent (85%) of demonstration enrollees were seen by a physician during DY14, compared to 308 or seventy-nine percent (79%) of Medicaid members. Demonstration enrollees had a 2.4% increase and Medicaid members had a 16% decrease over DY13.
- General Inpatient Services - 55, or ten percent (10%) of demonstration enrollees were admitted to the hospital during DY14, compared to 56, or fourteen percent (14%) of Medicaid members. Demonstration enrollees' usage increased by twenty five percent (25%) over DY13, while Medicaid members had a sixteen percent (16%) decrease. The top inpatient diagnoses are sepsis, unspecified organism, Human

Immunodeficiency Virus (HIV) disease, and non-ST elevation (NSTEMI) myocardial infarction.

- Inpatient Behavioral Health Services – There was one, or 0.19% demonstration enrollee who utilized inpatient behavioral health services. However, there were three Medicaid members, or 0.77%, who used these services during DY14. Note that inpatient behavioral health services are not a MaineCare covered service for individuals between the ages of 21 – 64; however, Maine is currently part of the Medicaid Emergency Psychiatric Demonstration (MEPD). This demonstration covers inpatient psychiatric hospital services for adults who meet the criteria and are between the ages of 21- 64. **Refer to Attachment K: Number of Distinct Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Mental Claims and Users**
- The most common reasons for demonstration members' hospital admissions were encounter for antineoplastic chemotherapy, non-ST elevation (NSTEMI) myocardial infarction, and Human Immunodeficiency Virus (HIV) disease.
- The most common reasons for Medicaid members' hospital admissions were sepsis, unspecified organism, encounter for antineoplastic chemotherapy, and Human Immunodeficiency Virus (HIV) disease.

Refer to Attachment J: Top 10 Hospitalization Reasons

Adherence to Therapy

Medication compliance calls totaled 314 for DY14. Compliance calls are structured to provide interventions for members in various groups, based on their CD4 count.

Medication adherence calls totaled 1,025 for DY14. Barriers continue to be identified and, where possible, removed.

Refer to Attachment C: Contact Tracking Summary

Death Rates

Twelve enrollees or members died during DY14. Of the deceased members, three were demonstration enrollees, a decrease of three from DY13. Of the deceased members, nine were Medicaid members, which represented an increase of three over DY13. A total of 188 members have died since the beginning of the demonstration project. One hundred and twenty-seven (127) of the deaths were Medicaid members and 61 were demonstration enrollees.

Refer to Attachment L: Deceased

Disenrollment

Nineteen (19) demonstration enrollees moved to receive full MaineCare services, 19 enrollees re-enrolled as 5Bs (demonstration enrollees), 66 demonstration enrollees are no longer enrolled in MaineCare, and four demonstration enrollees died during DY14.

Refer to Attachment M: Disenrollment tracking for Demonstration Group

Summary

As a result of the fourteenth year of this demonstration, the Office of MaineCare Services has continued to improve access to medical services for Maine residents. The 1115(a) Demonstration Project has provided medical services to 538 demonstration enrollees. In addition, 388 Medicaid members had the benefit of enhanced care

coordination. Personal contacts were made through meetings with agencies such as the AIDS Drug Assistance Program (ADAP), Ryan White Part B, Physician Advisory Committee (PAC), Office for Family Independence (OFI), Maine Center for Disease Control & Prevention (MeCDC), educational workshops with members, educational trainings with counselors and providers, and visits with the case managers. Posters and brochures continue to be distributed throughout the state to the Office for Family Independence regional offices, pharmacies, physician offices, hospitals, soup kitchens, homeless shelters, high schools, universities, and municipalities. Mailings are done semi-annually to educate and raise awareness throughout the entire state. We will continue to focus on care coordination and data analysis.

Accomplishments

The demonstration project continued to accomplish many goals during the fourteenth year of implementation. Among them were:

- Increased statewide awareness of the existence of the benefit.
- Working with case managers and ADAP to provide intervention to members in the month of their MaineCare review to prevent members from “cycling off” and losing their health care coverage.
- Significantly increased collaboration and interaction among the Office of MaineCare Services (OMS), Maine CDC (including Ryan White services), AIDS Service Organizations (case management), and the AIDS Drug Assistance Program (ADAP).

- Better coordination of care, evaluation, and analysis of member and provider surveys.
- Continued compilation of a unique database that enables us to monitor and better understand utilization and disease progress in members living with HIV/AIDS.
- Improved medication adherence and compliance with members. The Nurse Coordinator is targeting calls to members with high viral loads or low CD4 counts.
- Collaboration with pharmacy manager and the drug companies to make the Drug Utilization Review (DUR) team aware of the newest HIV medications for MaineCare's formulary.
- Collaboration with Maine CDC to provide care management services.
- Ensuring all members are linked with an Infectious Disease and Primary Care Physician within their area.
- Continuing to work with providers to collect members' lab data (CD4 and viral load).
- Providing education on preventative health care measures, such as cervical examinations, mammograms, and necessary vaccinations; monitoring claims data and following up when necessary.
- Monitoring and providing linkage and referral, education, and follow up for non-emergent ER usage.

Project Status

The demonstration will continue to monitor quality measurements, clinical outcomes, and disease progression of its members. Continuous education is provided on

preventative health care and cost saving strategies. Our goal is to better the quality of care and life for members living with HIV/AIDS.

Policy and Administrative Overview

Co-payments and premiums (for waiver enrollees)

Waiver enrollees pay all of the regular Medicaid co-payments except for:

Physician visit: co-pay is \$10.00

Prescription drugs: co-pay is \$10.00/30-day supply for generic medications
 co-pay is \$20.00/90-day supply for brand name medications
 (by mail order only)

- The Maine ADAP pays deductibles, premiums, and co-pays (for medications on the ADAP’s formulary). This coverage wraps around MaineCare, Medicare Part D, and private insurance. The ADAP covers medications to treat: HIV, mental illness, high blood pressure, high cholesterol, hepatitis, diabetes, thyroid disease, heartburn, nausea, diarrhea, antibiotics, contraceptives, estrogen, and vaccines.

The full ADAP formulary can be found at:

<http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/provider/documents/adap-quarterly-formulary.pdf>.

- The ADAP assists with co-pays in the following way:
 - The ADAP pays 100% of the co-pay (for formulary medications) for members with MaineCare (up to \$10 per 30-day supply).
 - The ADAP pays 100% of the co-pay (for formulary medications) for members with MaineCare and Medicare Part D (up to \$5 per 30-day supply as this is the maximum co-pay amount).
- Enrollees with an individual income of 150% of the FPL or higher are required to pay a monthly premium to receive services under the waiver. If a member submits their premium bill to the ADAP, the program will assist them with these payments. The premium amounts are as follows:

INCOME LEVEL	MONTHLY PREMIUM
Equal to, or less than, 150% of Federal Poverty Level	0

150.1% - 200% of Federal Poverty Level	\$34.22
200.01% - 250% of Federal Poverty Level	\$68.43

*Note: premiums are inflated by five percent (5%) annually

Complaints/Grievances

There are three points of contact for demonstration and MaineCare members to access for assistance with a question, concern, or complaint.

1. The MaineCare Member Services helpdesk has a toll-free number to answer calls from all demonstration and MaineCare members. Member Services answers the question or resolves the complaint and the contact is noted in a tracking database. If the contact is related to HIV/AIDS and the issue is not resolved, it is referred to the Nurse Coordinator or Program Manager for more detailed assistance.
2. Ryan White Case Management agencies also receive concerns or complaints from demonstration enrollees or MaineCare members via personal contact, calls, or emails and notify the Nurse Coordinator or Program Manager when additional assistance is needed.
3. Direct calls, emails, or written correspondence is also made to the Nurse Coordinator and/or Program Manager.

All of the complaints, concerns, or questions received are then entered into an electronic tracking system for resolution and tracking.

In DY14, there was one complaint. The complaint was resolved.

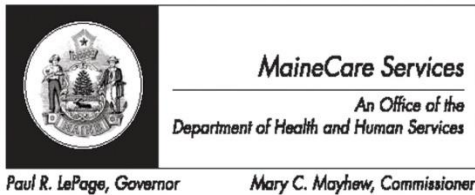
Attachment N: Nurse Coordinator Complaint Log

System and Reporting Issues

In June 2014, several fields in certain HIV reports and the HIV algorithm were changed.

All affected reports were those that previously used the Provider Type Claim and/or Provider Specialty Claim fields. The reports now use the Allocation Provider Type and Allocation Provider Specialty Claim fields. This change was made because the Provider Type Claim and Provider Specialty Claim fields would often return missing data. Using Allocation Provider Type and Allocation Provider Specialty as fields returns more accurate data as less claims appear “missing.” As a result, the Medicaid (algorithm) enrollment increased, beginning in June.

Attachment B
Outreach Letters



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-1864
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

December 12, 2015

Dear MaineCare Member,

We wish you a happy birthday!

In order to keep you healthy, we encourage you to contact your provider and set up your annual physical exam and vaccinations if you haven't already done so. The exams **may** include the following:

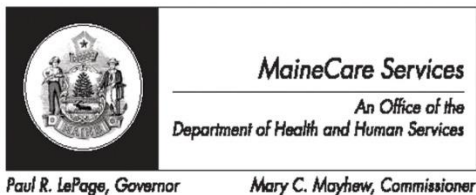
- Medication review
- Immunization review (including Hepatitis A and B, pneumonia, and an annual flu shot)
- Breast exam (mammogram)
- Cervical exam (pap smear)
- Colon exam (colonoscopy)
- Rectal exam (anal pap)
- Prostate
- Cholesterol (LDL, HDL and triglycerides)
- Blood sugar (glucose)
- Skin (dermatologist)
- Teeth (dentist)
- Eyes

Please check with your provider before scheduling any appointments to make sure it is a covered service. You can also call MaineCare Member Services at 1-800-977-6740. Enclosed is a chart to use with your doctor to determine which exams and vaccinations you need to schedule. Your doctor may recommend a different exam or schedule depending on your health status.

If you have any questions or concerns please call me toll free at 1-866-796-2463 ext. 44008 or directly at 207-624-4008. TTY users dial 711 (Maine Relay).

Sincerely,

Sherry Boochko, RN
Nurse Coordinator, Special Benefit Waiver
MaineCare Services
11 State House Station
Augusta, ME 04333
1-866-796-2463 ext. 44008



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-1864
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Date

Dear MaineCare Member,

I am writing to introduce myself. My name is Sherry Boochko and I am a nurse working for MaineCare. I have been hired to help members who need help getting care. These are some of the areas that I can help with;

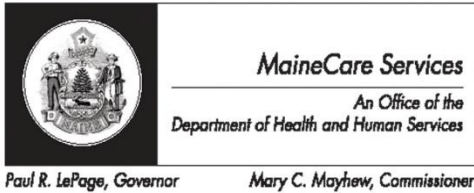
- getting transportation to your medical appointments,
- giving you information about covered services,
- answering questions about your medications,
- any other areas you need help with.

Please call me toll free at 1-866-796-2463 extension 44008. TTY users dial 711. You may also email me at sherry.boochko@maine.gov.

My goal is to work with you and your doctor to make sure you are getting the best healthcare possible. I look forward to working with you.

Sincerely,

Sherry Boochko, RN
Nurse Coordinator, Special Benefit Waiver
MaineCare Services
11 State House Station
Augusta, ME 04333
1-866-796-2463 ext. 44008



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-1864
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Date

Dear MaineCare Member,

My name is Sherry Boochko and I am a nurse working for the MaineCare Program. My role is to help MaineCare members stay healthy.

I do not have record of a primary care doctor or an infectious disease specialist listed for you. It is important to have a provider to help you stay well. Please let me know the name of your doctor or infectious disease specialist by filling out the form below. Mail it back to me in the postage paid envelope provided.

If you do not have a doctor or an infectious disease specialist please call or write to me so that I can help you find one. Please call me at 1-866-796-2463 ext. 44008 or write me at the address below or e-mail me at sherry.boochko@maine.gov. It is very important for you to have a doctor. Regular care will help delay the onset of serious illness related to your condition.

Sincerely,

Sherry Boochko, RN
Nurse Coordinator, Special Benefit Waiver
MaineCare Services
11 State House Station
Augusta, ME 04333
1-866-796-2463 ext. 44008

Please return this part of the letter to me

Name: _____ MaineCare Number: _____

Infectious Disease Specialist Name: _____

Infectious Disease Specialist Address: _____

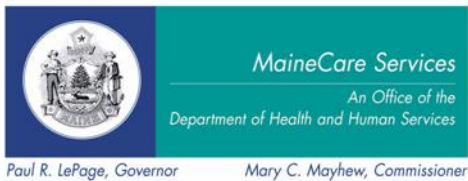
Primary Care Doctor Name: _____

Primary Care Doctor Address: _____

No, I do not have a doctor and would like help getting one.

If you checked above, how can we best reach you? _____

Please return in the postage paid envelope. Thank you!



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-1864
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Date

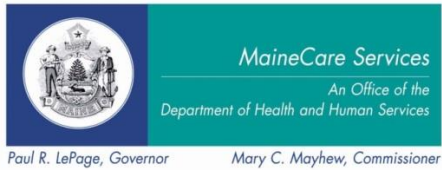
Dear MaineCare Member,

Please fill out and sign the enclosed Special Benefit Waiver Authorization form. We must have your signed form in order to continue your MaineCare benefit. Please return the form to us in the enclosed envelope. If you change your doctor and/or Ryan White Case Management Agency, you will be sent a new form.

If you have any questions, contact the Nurse Coordinator at the toll free number 1-866-796-2463 ext. 44008 or directly at 207-624-4008. TTY users dial 711 (Maine Relay).

Sincerely,

Sherry Boochko, RN
Nurse Coordinator, Special Benefit Waiver
MaineCare Services
11 State House Station
Augusta, ME 04333
1-866-796-2463 ext. 44008



Department of Health and Human Services
 MaineCare Services
 Nurse Coordinator
 11 State House Station
 Augusta, Maine 04333-0011
 Tel.: (207) 624-4008; Fax: (207) 287-8601
 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Authorization to Release Information

We are committed to the privacy of your health information. Please read this form carefully.

<input checked="" type="checkbox"/> Office of Maine Care Services	<input type="checkbox"/> Substance Abuse and Mental Health Services
<input checked="" type="checkbox"/> Office for Family Independence	<input type="checkbox"/> Office of Child and Family Services
<input type="checkbox"/> Maine Centers for Disease Control and Prevention	<input type="checkbox"/> Office of Aging and Disability Services
<input type="checkbox"/> Dorothea Dix Psychiatric Center	<input checked="" type="checkbox"/> Other: MaineCare Member Services
<input type="checkbox"/> Riverview Psychiatric Center	

Your Name:	Your Date of Birth:
	Your Social Security Number:
Your Address:	
Street	Town/City
State	Zip Code
Records to be released, including written, electronic and verbal communication:	
<input checked="" type="checkbox"/> All Healthcare, including treatment, services, supplies and medicines	
<input checked="" type="checkbox"/> Billing, payment, income, banking, tax, asset, and/or other information regarding financial eligibility for DHHS program benefits such as MaineCare	
<input type="checkbox"/> Other: _____	
<input type="checkbox"/> Limit to the following date(s) or type(s) of information: (e.g. "lab test dated June 2, 2013" or "hospital records from 1/1/12- 1/15/12")	

I authorize the DHHS office(s) checked above to:

Release my information to: Obtain my information from:

Ryan White or named Case Management Agency:

Address:

Street

Town/City

State

Zip Code

Infectious Disease Specialist:

Address:

Street

Town/City

State

Zip Code

If requesting that electronic information be transmitted by email, please clearly print the email address below

I understand that DHHS systems may not be able to send my information securely through email. I understand that email and the internet have risks that DHHS cannot control and that the information could be read by a third party. I accept those risks and still request that DHHS send my information by email.
Initials _____

Please allow the office(s) named above to disclose my information for the following purpose(s):

Legal Insurance Coordination of Care Personal Request Other:

By initialing below, I wish for my release to include the following types of records:

_____ **Mental health treatment provider or program**
(initials)

_____ **Substance/Alcohol/drug abuse treatment provider or program**
(initials)

_____ **HIV infection status or test results:** Maine law requires us to tell you that releasing this information (initials) may have implications. Positive implications may include giving you more complete care, and negative implications may include discrimination if the data is misused. **DHHS will protect your HIV data, and all your records, as the law requires.**

I (individual/personal representative of individual named above,) give permission to the DHHS office(s) listed above to release and/or share my records as written on this form. This form will remain in effect for one year from the date below. Other releases of my information are permitted during that time unless I revoke this form.

I further understand and agree that:

- DHHS will not condition my treatment, payment for services, or benefits on whether I sign this form, unless I need to sign this form so that the right offices of DHHS can make eligibility or enrollment decisions.

- I have the right to make a written request to access and copy my healthcare or billing information, and a copy fee will be charged as permitted by law.
- If I want a review of my mental health program or provider records before they are released, I can check here. I understand that the review will be supervised.
- I may take back my permission to share the records listed on this form at any time by contacting the Privacy Officer of the specific DHHS office: Beth Glidden 207-624-6913
- I understand that taking back my permission does not apply to the information that was already shared, as a result of my signing this form. If I revoke my permission, it may be the basis for denial of health benefits or other insurance coverage.
- I may refuse to disclose all or some health care information, but that refusal may result in improper diagnosis or treatment, denial of coverage or a claim for health benefits or other insurance, or other adverse consequences.
- DHHS offices will keep my information confidential as required by law. If I give my permission to share my records with people who are not required by law to keep them private, they may no longer be protected by confidentiality laws.
- If alcohol or drug provider or program records are included in this release, DHHS will tell the person receiving the records that they may not be shared with others who are not on this form without my written permission, unless required or permitted by law.
- I am signing this form voluntarily, and I have the right to a signed copy of this form if I request one.

Date: Signature

Personal Representative's authority to sign: _____



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station

Augusta, Maine 04333-0011

Tel.: (207) 624-4008; Fax: (207) 287-1864

Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Date

Dear *Doctor Name*,

The MaineCare HIV/AIDS 1115 Demonstration Waiver has completed its thirteenth year. MaineCare Services is continuing a series of initiatives aimed at improving the care of members who are HIV positive. In order to fulfill the quality care initiatives required by the Centers for Medicare and Medicaid Services (CMS) we collect lab data such as viral loads and CD4 results, which are used to establish baseline data for tracking disease progression.

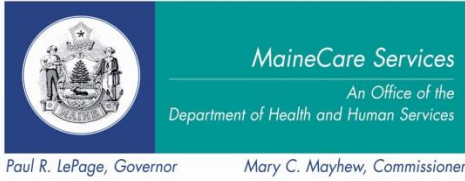
According to our records, you are the provider for the member(s) on the enclosed form. The enclosed form outlines the lab results we need. Please complete all of the requested information with the most recent results, and return it in the enclosed self-addressed envelope. We will repeat this mailing semi-annually to update any necessary information.

If you have any questions call Sherry Boochko, RN, the Nurse Coordinator in the Division of Health Care Management at 207-624-4008.

Thank you in advance for your help with this quality initiative.

Sincerely,

Beth Ketch, Director
Policy and Provider Services
Office of MaineCare Services



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 287-4758; Fax: (207) 287-1864
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

May 2016

Dear *Doctor Name*,

We recently sent you a clinical data request for MaineCare members seen in your practice. Our records indicate that we have not received a response from you. In order to fulfill the quality care initiatives required by the Center for Medicare and Medicaid Services (CMS) we need to have lab results such as viral loads and CD4's to use as baseline data to track disease progression for MaineCare members who have HIV/AIDS. Please send us the needed information so we are able to demonstrate our goal's and continue to receive Federal and State funding for our members.

The enclosed form outlines the lab results we need. Please complete all of the requested information with the most recent results and return it in the enclosed self-addressed envelope. If you have any questions call Sherry Boochko, RN, the Nurse Coordinator in the Division of Health Care Management at 207-624-4008.

Thank you in advance for your help with this quality initiative.

Sincerely,

Beth Ketch, Director
Policy and Provider Services
Office of MaineCare Services



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-1864
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Date

Dear *(insert members name)*,

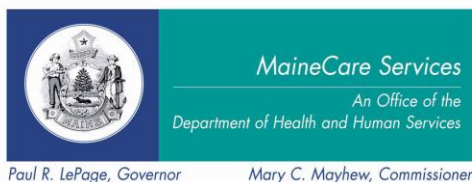
My name is Sherry Boochko and I am a nurse working for the MaineCare program.

I have been unable to reach you by phone and I would like to speak with you about your health care.

Please contact me toll free at 1-866-796-2463 ext. 44008 or directly at 624-4008 and let me know the best time or way to reach you.

Sincerely,

Sherry Boochko, RN
Nurse Coordinator, Special Benefit Waiver
MaineCare Services
11 State House Station
Augusta, ME 04333
1-866-796-2463 ext. 44008



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-1864
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

July 1, 2016

Dear MaineCare Member,

Have you had your routine cervical exam? The Pap test is also called a Pap smear and is part of the cervical exam. If you have not had this exam, please check with your provider to see if you need one. For more information, please see the yellow card included with this letter.

If you have any questions or need help making your medical appointments, call me toll free at 1-866-796-2463 ext. 44008 or directly at (207) 624-4008. TTY users, dial 711 (Maine Relay).

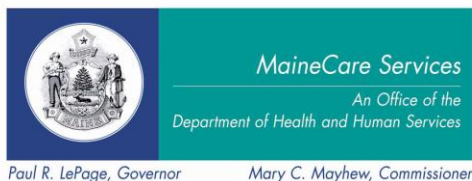
Thank you for your time in this important matter.

Thank you for your time in this important matter.

Sincerely,



Sherry Boochko, RN
Nurse Coordinator, Special Benefit Waiver
MaineCare Services
11 State House Station
Augusta, ME 04333
1-866-796-2463 ext. 44008



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-1864
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

July 1, 2016

Dear MaineCare Member,

Have you had your annual mammogram (breast exam)? If not, please check with your provider to see if you need one. For more information, please see the blue card included with this letter.

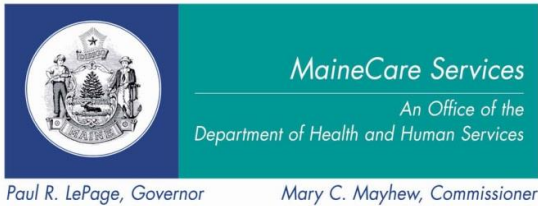
If you have any questions or need help making your medical appointments, please call me toll free at 1-866-796-2463 ext. 44008 or directly at (207) 624-4008. TTY users, dial 711 (Maine Relay).

Thank you for your time in this important matter.

Sincerely,

A handwritten signature in black ink that reads "Sherry A. Boochko, RN". The signature is written in a cursive style.

Sherry Boochko, RN
Nurse Coordinator, Special Benefit Waiver
MaineCare Services
11 State House Station
Augusta, ME 04333
1-866-796-2463 ext. 44008



Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-8601
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

November 28, 2016

Dear MaineCare Provider:

You are receiving this informational letter because you have been identified as a provider for one or more MaineCare members living with HIV. The Department of Health and Human Services has developed quality initiatives to improve care for these MaineCare members. One of these quality initiatives is to provide timely, important information to providers on certain aspects of HIV care. The Department finds it important to provide information to you, as a Primary Care Provider (PCP), because not all PCPs who see MaineCare members living with HIV are experienced in the use of anti-retroviral medication.

Enclosed, please find information from the FDA regarding HIV medication changes and alerts. For more information, please refer to the FDA's website.

Please contact Sherry Boochko, RN at 207-624-4008 if you currently have no patients with HIV.

If you have any questions, you may contact me by sending an email to beth.ketch@maine.gov or the Nurse Coordinator, Sherry Boochko, RN at sherry.boochko@maine.gov.

Sincerely,

Beth Ketch, Director
Policy and Provider Services
Office of MaineCare Services



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Department of Health and Human Services
MaineCare Services
Nurse Coordinator
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 624-4008; Fax: (207) 287-8601
Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

April 22, 2016

Dear Organization:

MaineCare’s Waiver benefit for individuals living with HIV/AIDS now has an enrollment of 464 members. Enclosed is a poster and brochures about the benefit. We would appreciate your assistance in displaying this material in your office or facility.

If you have any questions or need more materials, please call or email me at 207-624-4008 or sherry.boochko@maine.gov.

Thank you in advance for your help with this initiative!

Sincerely,

Sherry Boochko, RN
Nurse Coordinator, Special Benefit Waiver
MaineCare Services
11 State House Station
Augusta, ME 04333
1-866-796-2463 ext. 44008


Attachment E
Waiver Survey's

Provider Name: _____ Email Address: _____

1. Identify your practice specialty:

- Family/General Practice Internal Medicine Infectious Disease Pediatrics Other

2. How many patients with HIV/AIDS have you managed or co-managed (for any diagnosis) in the last year?

- 1-10 11-20 21-40 >40 None  If none, stop survey here.

3. Do you keep up to date with treatment guideline changes and new recommendations for HIV/AIDS patients?

- Always Sometimes Never

4. Please identify the top three (3) barriers you feel affect treatment compliance with your HIV/AIDS patients.

Label your choices with a 1, 2 and 3 (1 being the biggest barrier)

- | | | |
|---|---|---|
| <input type="checkbox"/> Decreased Cognition | <input type="checkbox"/> Mental Health | <input type="checkbox"/> Co-morbidities |
| <input type="checkbox"/> Pharmacy Issues | <input type="checkbox"/> Keeping Appointments | <input type="checkbox"/> Regimen Complexity |
| <input type="checkbox"/> Medication Affordability | <input type="checkbox"/> Transportation | <input type="checkbox"/> Side Effects |
| <input type="checkbox"/> Access/Affordability to Specialty Care | <input type="checkbox"/> Substance Abuse | <input type="checkbox"/> Language Barriers |
| <input type="checkbox"/> Other: | | |
-

5. Please indicate your awareness of the following:

HIV training and funding opportunities through the Maine AIDS Education and Training Center (MEAETC).

- Not at all Aware Slightly Aware Moderately Aware Very Aware Extremely Aware

Maine's waiver for individuals living with HIV/AIDS who are at or below 250% of the Federal Poverty Level (FPL) and do not qualify for regular MaineCare.

- Not at all Aware Slightly Aware Moderately Aware Very Aware Extremely Aware

The Ryan White/AIDS Drug Assistance Program (ADAP) and the financial assistance they offer (i.e. dental, housing, food, heat, copayments and premiums).

- Not at all Aware Slightly Aware Moderately Aware Very Aware Extremely Aware

6. Would you like to be added to an HIV-specific listserv where FDA medication alerts and changes are sent?

 NoYes 

If yes, please provide your email address at the top of the survey.

7. Tell us briefly how the HIV/AIDS waiver program can help you and your patients with HIV/AIDS.
(use back if needed)

MaineCare Satisfaction Survey

Please complete this survey if you have MaineCare or the MaineCare Special Benefit Waiver.

Please think about your experience with MaineCare over the last year. Circle one answer for each question. If you need help or have questions, please call Sherry at 207-624-4008 or Emily at 207-624-4005. The results of this survey will help us better serve you in the future.

1a. Have you spoken with Sherry, a nurse from the MaineCare Program?

Yes No \implies **If no, skip question 1b**

1b. If you spoke with Sherry, were you satisfied with the information you received?

Comments: _____

2. Please rate your experience: (circle a number)

	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Does Not Apply
a. I understand if I have questions about my MaineCare, I can call MaineCare Member Services at: 1-800-977-6740	1	2	3	4	5	6
b. I can afford my co-pays and premiums.	1	2	3	4	5	6
c. I can easily get my medications filled.	1	2	3	4	5	6
d. I understand how and when to take my medications.	1	2	3	4	5	6
e. I am able to get mental health services when needed.	1	2	3	4	5	6
f. I am able to get dental services when needed.	1	2	3	4	5	6
g. I am able to get substance abuse services when needed.	1	2	3	4	5	6
h. I am able to pay for my basic needs (housing, food, and heat)	1	2	3	4	5	6

i. I am always able to get transportation for my medical needs.	1	2	3	4	5	6
j. I feel healthy most of the time.	1	2	3	4	5	6
k. I see my Infectious Disease doctor as recommended.	1	2	3	4	5	6

Only answer the questions below if you got case management services in the last 12 months. Please check the agencies you got case management from. If you did **not** get case management services, **stop the survey here.**

3. In the last 12 months, check the agencies that you got case management services from.

- Ellsworth** Health Equity Alliance (formerly Down East AIDS Network)
- Bangor** Health Equity Alliance (formerly Down East AIDS Network)
- Frannie Peabody Center (FPC)
- Horizon Program
- St. Mary’s Regional Medical Center
- Community Health and Counseling Services (CHCS)
- Other: _____

4. Please rate your experience with case management: (circle a number)

	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree
a. I can reach my case manager easily.	1	2	3	4	5
b. I am able to see my case manager when I need to.	1	2	3	4	5
c. My case manager helped me find services I needed.	1	2	3	4	5
d. I would recommend case management to others.	1	2	3	4	5

5. How often do you talk to or see your case manager?

- About once a week
- About once a month
- About once every 3 months
- About twice a year

6. How long have you had a case manager for?

- Less than one year
- Between 1 and 3 years
- Between 3 and 5 years
- More than 5 years

Additional comments: (use back of survey if more space is needed)

Thank you for completing this survey!
Please put your surveys in the postage-paid envelope and drop it in the mail!

Special Demonstration Benefits Project: Annual Reports For Demonstration Year 13

Attachment I: Amount Spent By Allocation Provider Type and Number of Users
 Data Source: MIOSS - I/MIS Paid Claims Header - Pooled Paid Claims Start Date (07/01/2002 to 12/31/2013)
 Hospital Claims Have been Adjusted According to Rate as Pay Date

Per Member Per Month (PMPM)	DY09	DY10	DY11
Demonstration Enrollees	\$963.84	\$1,228.40	\$1,418.60
Medicaid Members*	\$1,086.87	\$1,514.82	\$1,432.56

Allocation Provider Type	DY09			DY10			DY11			DY12			DY13			DY14		
	Demonstration Enrollees	Medicaid Members*	PMPM	Demonstration Enrollees	Medicaid Members*	PMPM	Demonstration Enrollees	Medicaid Members*	PMPM	Demonstration Enrollees	Medicaid Members*	PMPM	Demonstration Enrollees	Medicaid Members*	PMPM	Demonstration Enrollees	Medicaid Members*	PMPM
Total	475	395	\$963.84	475	395	\$1,228.40	475	395	\$1,418.60	475	395	\$1,432.56	475	395	\$1,432.56	475	395	\$1,432.56

*Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members Member Enrolled and claims paid by other Wavers. Therefore, enrollment and number of claims may be slightly higher compared to CMS Financial reports.

** -Missing allocation provider type indicates reversed claims (negative dollars). This is due to an issue where the allocation provider type is assigned a *-Missing* value.

Special Benefits Demonstration Project
 Count of Members By Group at the End of Each Month

Month	SFY2003 - DY01			SFY2004 - DY02			SFY2005 - DY03			SFY2006 - DY04			SFY2007 - DY05			SFY2008 - DY06			SFY2009 - DY07			SFY2010 - DY08			SFY2011 - DY09			SFY2012 - DY10			SFY2013 - DY11			2013 (2nd half) - DY11		
	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total			
July	85	228	313	124	280	404	143	301	444	191	309	500	272	305	577	293	275	568	286	269	555	331	283	614	382	307	689	416	292	708	416	201	617	420	221	641
August	94	226	320	125	277	402	141	300	441	207	303	510	273	301	574	291	273	564	276	272	548	332	280	612	386	308	694	417	284	701	420	201	621	425	218	643
September	97	224	321	131	273	404	140	297	437	213	301	514	277	300	577	281	283	564	269	269	538	333	281	614	383	295	678	417	284	701	412	195	608	430	215	645
October	94	244	338	132	292	424	143	299	441	224	295	519	282	289	571	294	272	566	270	269	539	337	284	621	374	289	663	429	291	711	417	179	595	443	216	659
November	94	244	338	134	286	420	146	295	441	228	287	515	282	289	571	293	270	564	269	269	538	339	286	625	379	294	673	428	286	714	415	185	603	446	215	661
December	98	241	339	134	286	420	146	296	442	239	280	519	291	285	576	283	267	550	296	282	578	346	290	636	395	289	683	423	283	706	409	197	606	449	211	660
January	102	258	360	134	295	429	156	305	461	248	291	539	298	281	579	289	256	545	300	284	584	348	296	644	396	289	685	414	248	662	408	204	612			
February	108	256	364	140	292	432	160	301	461	256	287	543	301	276	577	291	257	548	302	283	580	349	298	647	399	281	680	420	242	662	414	199	613			
March	113	253	366	143	288	431	163	297	460	256	283	539	292	276	568	287	262	549	312	290	602	350	301	651	407	289	696	413	177	590	411	212	623			
April	117	264	381	144	286	432	174	308	482	263	297	560	298	274	572	288	267	555	315	288	603	355	300	655	413	296	711	419	183	602	418	211	629			
May	119	265	384	142	291	433	179	302	481	261	296	557	292	274	566	295	265	560	316	284	600	369	301	670	413	296	709	417	187	604	421	209	630			
June	123	263	386	140	290	430	181	299	479	264	292	556	282	274	556	295	263	558	323	280	603	381	313	694	415	290	705	417	193	612	420	209	629			

Month	2014 - DY12			2015 - DY13			2016 - DY14		
	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
January	445	212	657	454	312	766	464	314	778
February	445	214	659	456	311	767	467	323	790
March	450	209	659	459	312	771	461	316	777
April	447	212	659	456	313	769	461	313	774
May	452	206	658	448	317	765	460	313	773
June	446	227	673	446	317	763	463	307	770
July	449	320	769	454	315	769	457	310	767
August	443	320	763	457	312	769	453	314	767
September	446	321	767	462	320	782	463	316	779
October	443	324	767	456	321	777	462	312	774
November	445	319	764	464	313	777	458	313	771
December	444	316	760	461	311	772	456	312	768

**Department Of Health And Human Services
MaineCare Services**

Special Benefits Demonstration Project

Attachment O: Count of Members by Gender and Age at the End of Each Month

Month	Demonstration Enrollees				Medicaid Members				Total
	Total	Female	Male	Under 18	Total	Female	Male	Under 18	
July-02	85	8	77	0	228	68	160	4	313
August-02	94	8	86	0	226	67	159	4	320
September-02	97	8	89	0	224	66	158	5	321
October-02	94	6	88	0	244	70	174	5	338
November-02	94	7	87	0	244	69	175	5	338
December-02	98	7	91	0	241	68	173	5	339
January-03	102	7	95	0	258	74	184	7	360
February-03	108	7	101	0	256	75	181	7	364
March-03	113	7	106	0	253	75	178	7	366
April-03	117	9	108	0	264	77	187	7	381
May-03	119	9	110	0	265	78	187	7	384
June-03	123	8	115	0	263	77	186	7	386
July-03	124	7	117	0	280	83	197	8	404
August-03	125	7	118	0	277	83	194	8	402
September-03	131	7	124	0	273	82	191	8	404
October-03	132	6	126	0	292	82	210	8	424
November-03	134	6	128	0	286	80	206	8	420
December-03	134	7	127	0	286	80	206	8	420
January-04	134	6	128	0	295	80	215	8	429
February-04	140	8	132	1	292	78	214	7	432
March-04	143	8	135	1	288	77	211	7	431
April-04	144	8	136	1	288	78	210	5	432
May-04	142	9	133	1	291	79	212	5	433
June-04	140	8	132	1	290	78	212	5	430
July-04	143	8	135	1	301	79	222	5	444
August-04	141	8	133	1	300	80	220	5	441
September-04	140	8	132	1	297	80	217	5	437
October-04	143	10	133	1	298	79	219	5	441
November-04	146	12	134	1	295	79	216	5	441
December-04	146	14	132	1	296	77	219	5	442
January-05	156	16	140	1	305	78	227	6	461
February-05	160	16	144	1	301	76	225	6	461
March-05	163	16	147	1	297	76	221	6	460
April-05	174	16	158	1	308	85	223	7	482
May-05	179	16	163	1	302	84	218	7	481
June-05	181	15	166	1	298	85	213	7	479
July-05	191	16	175	1	309	90	219	7	500
August-05	207	18	189	1	303	90	213	7	510
September-05	213	20	193	1	301	88	213	7	514
October-05	224	21	203	1	295	86	209	7	519
November-05	228	21	207	1	287	84	203	7	515
December-05	239	23	216	1	280	82	198	7	519
January-06	248	23	225	1	291	90	201	8	539
February-06	256	21	235	1	287	90	197	8	543
March-06	256	21	235	1	283	90	193	7	539
April-06	263	22	241	1	297	93	204	4	560
May-06	261	21	240	1	296	92	204	4	557
June-06	264	25	239	1	292	91	201	4	556
July-06	272	26	246	1	305	96	209	4	577
August-06	273	25	248	1	301	96	205	4	574
September-06	277	26	251	1	300	96	204	4	577
October-06	292	27	265	1	289	94	195	5	581
November-06	292	27	265	1	288	95	193	5	580
December-06	291	28	263	1	285	93	192	5	576
January-07	298	28	270	1	281	97	184	6	579
February-07	301	29	272	1	276	95	181	7	577
March-07	292	30	262	1	276	94	182	7	568
April-07	298	30	268	1	274	92	182	6	572
May-07	292	30	262	1	274	91	183	6	566
June-07	282	27	255	1	274	91	183	6	556
July-07	293	27	266	1	275	95	180	6	568
August-07	291	27	264	1	273	95	178	6	564
September-07	281	27	254	1	269	94	175	6	550
October-07	284	30	254	1	272	93	179	6	556
November-07	283	29	254	1	270	93	177	6	553
December-07	283	31	252	1	267	92	175	6	550
January-08	289	33	256	1	256	89	167	6	545
February-08	291	32	259	1	257	90	167	5	548
March-08	287	30	257	1	262	94	168	5	549
April-08	288	30	258	1	267	93	174	6	555
May-08	295	31	264	1	265	93	172	6	560
June-08	295	30	265	1	263	92	171	6	558
July-08	286	28	258	1	269	91	178	3	555
August-08	276	25	251	1	272	90	182	3	548
September-08	283	28	255	1	269	90	179	3	552
October-08	288	29	259	1	270	91	179	3	558
November-08	289	28	261	1	275	97	178	3	564
December-08	296	31	265	1	282	99	183	3	578
January-09	300	31	269	1	284	97	187	3	584
February-09	302	30	272	1	288	96	192	3	590
March-09	312	33	279	1	290	93	197	3	602
April-09	315	34	281	1	288	92	196	3	603
May-09	316	34	282	1	284	92	192	3	600
June-09	323	33	290	1	280	92	188	3	603

July-09	331	36	295	1	283	95	188	3	614
August-09	332	36	296	1	280	95	185	3	612
September-09	333	36	297	1	281	95	186	3	614
October-09	337	38	299	1	284	96	188	3	621
November-09	339	38	301	1	286	95	191	3	625
December-09	346	40	306	1	290	96	194	3	636
January-10	348	40	308	1	296	97	199	3	644
February-10	349	41	308	1	298	100	198	3	647
March-10	350	43	307	1	301	102	199	3	651
April-10	355	44	311	1	300	105	195	4	655
May-10	369	45	324	1	301	104	197	4	670
June-10	381	44	337	1	313	105	208	8	694
July-10	382	43	339	1	307	102	205	3	689
August-10	386	44	342	1	308	103	205	3	694
September-10	363	43	320	1	295	99	196	3	658
October-10	371	45	326	2	289	99	190	3	660
November-10	379	47	332	2	294	102	192	4	673
December-10	395	45	350	2	288	103	185	4	683
January-11	396	46	350	2	289	103	186	5	685
February-11	399	46	353	2	281	100	181	5	680
March-11	407	48	359	2	289	103	186	5	696
April-11	413	46	367	2	298	110	188	5	711
May-11	413	47	366	2	296	108	188	5	709
June-11	415	47	368	2	290	108	182	6	705
July-11	416	48	368	2	292	111	181	5	708
August-11	417	49	368	2	284	107	177	5	701
September-11	417	49	368	2	284	107	177	6	701
October-11	420	48	372	2	291	109	182	7	711
November-11	428	51	377	2	286	106	180	7	714
December-11	423	50	373	2	283	104	179	6	706
January-12	414	48	366	2	248	92	156	6	662
February-12	420	51	369	2	242	89	153	6	662
March-12	413	48	365	2	177	61	116	4	590
April-12	419	50	369	2	183	62	121	5	602
May-12	417	48	369	2	187	62	125	5	604
June-12	417	47	370	2	195	65	130	4	612
July-12	416	43	373	2	201	68	133	4	617
August-12	420	43	377	2	201	66	135	5	621
September-12	412	44	368	2	196	66	130	5	608
October-12	417	46	371	2	178	59	119	4	595
November-12	415	47	368	2	185	63	122	4	600
December-12	409	48	361	2	197	68	129	5	606
January-13	408	47	361	2	204	69	135	5	612
February-13	414	49	365	2	199	68	131	5	613
March-13	411	49	362	2	212	70	142	5	623
April-13	418	51	367	2	211	72	139	5	629
May-13	421	51	370	3	209	71	138	5	630
June-13	420	53	367	3	209	71	138	5	629
July-13	420	53	367	3	221	84	137	6	641
August-13	425	54	371	3	218	83	135	6	643
September-13	430	55	375	3	215	80	135	6	645
October-13	443	57	386	3	216	81	135	7	659
November-13	446	57	389	3	215	78	137	6	661
December-13	449	62	387	3	211	81	130	7	660
January-14	445	61	384	3	212	80	132	7	657
February-14	445	61	384	3	214	80	134	7	659
March-14	450	62	388	2	209	78	131	7	659
April-14	447	60	387	2	212	76	136	7	659
May-14	452	60	392	2	206	74	132	7	658
June-14	448	61	387	2	327	111	216	10	775
July-14	449	64	385	4	320	109	211	9	769
August-14	443	63	380	4	320	109	211	9	763
September-14	446	63	383	4	321	109	212	9	767
October-14	443	59	384	4	324	115	209	9	767
November-14	445	60	385	4	319	112	207	9	764
December-14	444	59	385	4	316	113	203	9	760
January-15	454	58	396	4	312	112	200	9	766
February-15	456	57	399	4	311	108	203	9	767
March-15	459	56	403	4	312	111	201	9	771
April-15	456	57	399	4	313	112	201	9	769
May-15	448	56	392	4	317	113	204	9	765
June-15	446	56	390	4	317	116	201	9	763
July-15	454	55	399	4	315	114	201	9	769
August-15	457	54	403	4	312	113	199	10	769
September-15	462	55	407	4	320	117	203	10	782
October-15	456	53	403	4	321	115	206	11	777
November-15	464	54	410	4	313	111	202	11	777
December-15	461	56	405	4	311	108	203	10	772
January-16	464	55	409	4	314	112	202	11	778
February-16	467	59	408	4	323	114	209	12	790
March-16	461	61	400	5	316	112	204	12	777
April-16	461	61	400	5	313	108	205	12	774
May-16	460	61	399	5	313	108	205	12	773
June-16	463	60	403	5	307	105	202	12	770
July-16	457	58	399	3	310	107	203	14	767
August-16	453	57	396	3	314	107	207	14	767
September-16	463	59	404	3	316	109	207	15	779
October-16	462	60	402	3	312	110	202	15	774
November-16	458	60	398	3	313	109	204	15	771
December-16	456	59	397	3	312	105	207	12	768

**Department Of Health and Human Services
MaineCare Services**

Special Benefits Demonstration Project

Attachment A: Distinct Member Counts By Quarter

State Fiscal Year	Quarter	Total Membership	Demonstration Program	Medicaid Members	Members in Both*	Members in Cohort	Members in Medicaid Exclusive**	Moved from Cohort to Demonstration Group
2003	1	331	104	231	4	211	23	3
2003	2	345	101	246	2	206	44	4
2003	3	372	116	260	4	202	60	2
2003	4	391	124	268	1	198	73	3
2004	1	413	132	284	3	194	96	6
2004	2	427	135	297	5	188	114	5
2004	3	436	143	301	8	186	120	5
2004	4	440	151	294	5	185	115	6
2005	1	451	147	308	4	183	131	6
2005	2	452	153	305	6	178	134	7
2005	3	466	164	305	3	173	138	6
2005	4	495	189	311	5	171	147	7
2006	1	523	218	314	9	168	153	7
2006	2	537	246	298	7	167	140	9
2006	3	551	267	295	11	160	146	11
2006	4	576	286	305	15	158	157	10
2007	1	592	287	313	8	158	165	10
2007	2	596	304	296	4	155	151	10
2007	3	587	308	285	6	153	142	10
2007	4	581	305	280	4	150	141	11
2008	1	576	302	281	7	145	146	10
2008	2	575	298	288	11	142	157	11
2008	3	567	301	276	10	139	149	12
2008	4	586	309	282	5	136	158	12
2009	1	578	299	284	5	137	157	10
2009	2	585	301	287	3	134	165	12
2009	3	615	321	304	10	135	181	12
2009	4	624	336	301	13	135	178	12
2010	1	632	341	295	4	128	179	12
2010	2	649	354	313	18	131	196	14
2010	3	669	366	325	22	132	208	15
2010	4	704	383	326	5	132	208	14
2011	1	711	398	337	24	132	220	15
2011	2	704	405	313	14	129	198	14
2011	3	719	418	308	7	129	193	14
2011	4	733	431	309	7	127	194	12
2012	1	728	434	300	6	125	186	11
2012	2	730	438	303	11	124	193	14
2012	3	690	437	257	4	123	148	14
2012	4	631	431	206	6	118	100	12
2013	1	646	437	218	9	115	118	15
2013	2	637	436	209	8	115	109	15
2013	3	644	421	226	3	112	127	13
2013	4	649	433	218	2	110	120	12
2014 (DY11)	1 (5)	675	443	234	2	106	140	12
2014 (DY11)	2 (6)	691	460	237	6	101	146	10

Calendar Year	Quarter	Total Membership	Demonstration Program	Medicaid Members	Members in Both*	Members in Cohort	Members in Medicaid Exclusive**	Moved from Cohort to Demonstration Group
2014	1							
2014	2							
2014	3							
2014	4							
2015	1							
2015	2							
2015	3							
2015	4							

2014	1	686	463	226	3	100	136	10
2014	2	793	463	333	3	101	241	9
2014	3	794	464	331	1	101	241	11
2014	4	794	457	340	3	100	250	10
2015	1	800	473	334	7	99	246	11
2015	2	790	469	329	8	98	242	11
2015	3	807	476	335	4	99	247	11
2015	4	806	478	332	4	99	244	11
2016	1	805	478	333	6	98	246	12
2016	2	793	473	325	5	97	239	11
2016	3	803	476	333	6	97	247	11
2016	4	799	476	328	5	95	246	13

* Members moved from Demonstration Program to Full MaineCare(Medicaid) or Full MaineCare to Demonstration Program during the Quarter

**Previously "Members in Quarter Only". As of SFY11 this field was renamed "Members in Medicaid Exclusive" to provide a more accurate field description.

**SPECIAL BENEFITS DEMONSTRATION PROJECT
ATTACHMENT C: CONTACT TRACKING SUMMARY**

Contact Reason	DY01		DY02		DY03		DY04		DY05		DY06		DY07		DY08		DY09		DY10		DY11		DY12		DY13		DY14	
	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing
Adherence	0	0	0	0	0	0	0	0	50	305	36	381	42	438	118	758	128	887	74	492	288	1473	292	1029	280	924	237	788
Ambulance/Transportation	4	13	2	0	6	13	0	0	12	13	8	10	3	7	5	5	2	8	10	7	4	5	11	6	7	11	29	48
Case Management Services	98	81	395	510	551	1137	727	1051	688	1044	503	891	241	614	171	381	376	396	504	459	410	514	205	286	333	376	410	441
Collaboration Care Coordination	0	0	0	0	0	0	147	125	552	577	313	364	102	102	16	23	68	85	58	104	75	36	23	34	136	112	103	111
Compliance	36	152	105	565	37	202	48	240	24	181	21	71	26	189	81	480	68	434	23	188	75	463	86	421	96	335	57	257
Eligibility	31	50	69	96	52	86	72	101	134	135	126	145	158	164	244	456	132	349	164	444	303	843	152	595	207	741	328	782
ER																	13	82	12	40	37	216	64	382	68	348	95	369
Family Planning	0	3	3	3	10	21		3	0	0	2	2	5	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0
Hospital Services	5	5	6	8	16	34	8	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inpatient																							1	0	7	26	19	68
Introductory Call																	4	48	27	135	35	160	54	200	51	153	41	121
Laboratory/X-ray	1	0	0	0	0	0			1	1	1	2	2	1	0	1	6	25	3	11	4	0	1	1	15	30	21	41
Medications																	16	20	77	94	56	85	31	51	63	61	81	136
Member Survey																		89	328	2	1	57	243	73	285	46	256	
Mental Health/Substance Abuse	7	10	3	4	0	0	1	1	3	2	1	0	0	1	0	0	1	0	0	0	0	3	7	7	7	5	8	11
Other	115	214	239	326	389	415	299	297	0	0	0	0	12	45	0	77	21	39	78	97	129	260	360	387	390	469	381	445
Outdated Contact																	10	47	33	102	71	340	66	297	14	43	8	42
Pharmacy	0	0	0	0	0	0	88	96	219	208	119	121	53	48	39	41	23	50	24	52	14	51	22	160	7	113	4	65
Phone Call Follow-up																	11	99	55	207	43	377	10	309	10	266	19	271
Physician Services	81	254	94	133	13	37	15	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Policy	0	0	0	0	0	0	6	5	99	123	32	50	19	24	1	2	1	1	0	2	2	0	0	0	0	0	0	0
Provider Services	0	0	0	0	0	0	6	2	15	12	1	3	18	52	62	129	51	80	73	89	47	69	37	38	38	71	28	65
Unpaid Claims	0	0	0	0	0	0	0	0	0	0	0	0	5	2	24	21	20	20	13	18	25	39	43	97	75	143	39	99
Viral Loads	1	3	29	39	136	243	55	113	47	82	86	201	109	416	21	63	33	25	10	14	5	11	0	3	2	15	10	3
Total	379	785	945	1684	1210	2188	1472	2060	1844	2683	1252	2242	801	2109	782	2437	984	2695	1327	2884	1605	4947	1522	4546	1879	4527	1964	4419

Attachment N
 Nurse Coordinator Complaint Log
 Demonstration Year 14

Complaint ID	Date Contacted	Message Type	Type	Contact Note	Disposition	Resolution	Date of Resolution
56012	5/18/2016	Incoming	Call	Member called to report that he is unhappy with one of the State's transportation brokers because on separate occasions, the drivers have no showed, been late to get him, or showed up with a flat tire.		Nurse Coordinator sent the member complaint to the transportation unit at MaineCare. This unit outreached and worked directly with the broker to address, resolve and respond to the member's concerns.	5/18/2016

District/Member	Demonstration Year #1				Demonstration Year #2				Demonstration Year #3				Demonstration Year #4				Demonstration Year #5				Demonstration Year #6				Demonstration Year #7				Demonstration Year #8				Demonstration Year #9				Demonstration Year #10				Demonstration Year #11				Demonstration Year #12				Demonstration Year #13				Demonstration Year #14			
	Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*		Demonstration Enrollees		Medical Members*													
	Users	Users (%)	Claims	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims	Users (%)	Users (%)	Claims												
District Members	1351																																																							
Emergency Room Visits	114	8.4%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%	111	11	10.5%									
Physician Visits	74	5.4%	872	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%	1422	14	1.9%									
General Inpatient Services	11	0.8%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%	39	0	0.0%									
Inpatient Behavioral Health Services	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%									

*Members from United Cancer and Care Management Group Contributed. This report was last reviewed by Michigan Act Congress and contains members enrolled in and claims paid by other Veterans. Therefore, enrollment and number of claims may be slightly higher compared to CMS Financial reports.

Special Benefits Project: Annual Reports For Demonstration Year 13
Attachment L: Deceased

	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14
Demonstration Enrollees	3	2	3	0	5	6	2	4	8	4	10	5	6	3
Medicaid Members	12	9	14	11	13	17	6	5	10	7	5	3	6	9
Total	15	11	17	11	18	23	8	9	18	11	15	8	12	12

Special Benefits Project: Annual Reports For Demonstration Year 14
Attachment M: Disenrollment Tracking for Demonstration Group

Summary	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14
Deceased	3	3	3	4	3	6	2	4	8	4	10	8	6	3
Moved to Full MaineCare	8	14	7	24	12	13	16	17	17	16	11	7	10	19
Re-enrolled in 5B	3	2	3	3	8	21	17	9	25	11	26	12	13	19
Moved out of state*	1	1	3	5	14	15	5	5						
Not enrolled in MaineCare	5	15	9	10	11	28	30	41	39	48	78	65	70	66
Total	20	35	16	19	48	83	70	76	89	79	125	92	99	108

*As of DY09 we no longer have the ability to track members who moved out of state.

Top 10 Diagnosis Codes for Hospitalization-Demonstration Enrollees

Code	Description	Claims	Clients
Z5111	Z5111 Encounter for antineoplastic chemotherapy	9	5
I214	I214 Non-ST elevation (NSTEMI) myocardial infarction	7	4
B20	B20 Human immunodeficiency virus [HIV] disease	5	3
F314	F314 Bipolar disord, current episode depressed, severe	5	3
I5023	I5023 Acute on chronic systolic (congestive) heart failure	4	2
A419	A419 Sepsis, unspecified organism	3	2
I25110	I25110 ASHD of native coronary artery with unstable angina	3	2
J441	J441 Chronic obstructive pulmonary disease with (acute) exacerbation	3	2
E1010	E1010 Type 1 diabetes mellitus with ketoacidosis without coma	3	2
I6521	I6521 Occlusion and stenosis of right carotid artery	2	2

Top 10 Diagnosis Codes for Hospitalization - MaineCare(Medicaid) Members

Code	Description	Claims	Clients
A419	A419 Sepsis, unspecified organism	9	9
Z5111	Z5111 Encounter for antineoplastic chemotherapy	6	5
B20	B20 Human immunodeficiency virus [HIV] disease	5	4
I5023	I5023 Acute on chronic systolic (congestive) heart failure	5	4
F332	F332 Major depressive disorder, recurrent severe without current episode	4	3
I214	I214 Non-ST elevation (NSTEMI) myocardial infarction	4	2
J189	J189 Pneumonia, unspec organism	4	2
T8744	T8744 Infection of amputation stump, left lower extremity	3	1
A047	A047 Enterocolitis due to Clostridium difficile	2	1
A4101	A4101 Sepsis due to Methicillin susceptible Staphylococcus aureus	2	1

*Previously hospitalizations were determined using category of service. As of SFY 2011 hospitalizations are determined using diagnosis admit UB, the admitting diagnosis on a facility claim record.

Special Benefits Waiver - Annual Reports For Demonstration Year 13
 Attachment H: Number of District Maternity EPs and Claims For Women HealthCare
 Data Source: MMDS- MMS-Paid Claims Header, Paded Via Service Start Date: 07/01/2003 to 12/31/2013

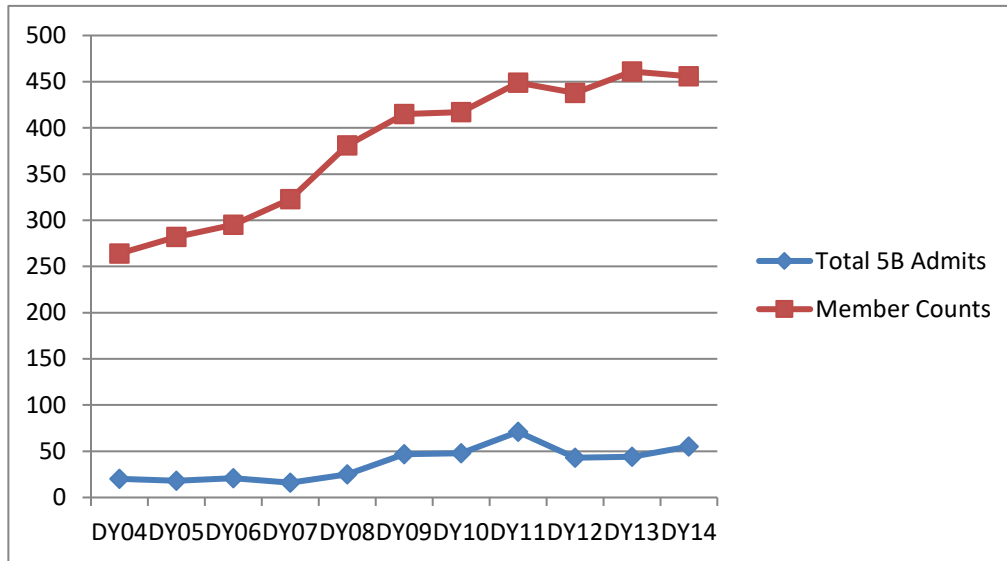
Demonstration Year	Demonstration Year 1		Demonstration Year 2		Demonstration Year 3		Demonstration Year 4		Demonstration Year 5		Demonstration Year 6		Demonstration Year 7		Demonstration Year 8		Demonstration Year 9		Demonstration Year 10		Demonstration Year 11		Demonstration Year 12		Demonstration Year 13		Demonstration Year 14		Demonstration Year 15	
	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members
Maternity	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Maternity & Obstetrics	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Maternity & Pediatrics	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Demonstration Year	Demonstration Year 1		Demonstration Year 2		Demonstration Year 3		Demonstration Year 4		Demonstration Year 5		Demonstration Year 6		Demonstration Year 7		Demonstration Year 8		Demonstration Year 9		Demonstration Year 10		Demonstration Year 11		Demonstration Year 12		Demonstration Year 13		Demonstration Year 14		Demonstration Year 15	
	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members	Enrollment	Medical Members
Maternity	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
Maternity & Obstetrics	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Maternity & Pediatrics	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

*Members from Infol Group and Ciba Neutralization Group Combined. This report has not been filtered by Recipient AIC Categories and contains members enrolled in and claims paid by other Waivers.
 †Enrollment, enrollment and number of claims may be slightly higher compared to CMS Provider Reports.

Attachment P: General Inpatient Services Compared to Demonstration Enrollment

Year	Total 5B Admits	Member Counts
DY04	20	264
DY05	18	282
DY06	21	295
DY07	16	323
DY08	25	381
DY09	47	415
DY10	48	417
DY11	71	449
DY12	43	438
DY13	44	461
DY14	55	456



Social Demonstration Benefits Project: Annual Reports For State Fiscal Year 2010
Amount Spent by Category of Service and the Number of Users
 Data Source: MANDMS MIS03 Paid Claims Header - Patient Via Service Start Date (07/01/2009 to 06/30/2010)
 Hospital Claims Have been Adjusted According to Rate at Pay Date

Per Member Per Month (PMPM)

	State Fiscal Year 2003	State Fiscal Year 2004	State Fiscal Year 2005	State Fiscal Year 2006	State Fiscal Year 2007	State Fiscal Year 2008	State Fiscal Year 2009	State Fiscal Year 2010
Demographic Enrollees	\$1,229	\$1,121	\$893	\$863	\$829	\$729	\$689	\$689
Medical Members	\$1,865	\$2,045	\$2,025	\$1,968	\$1,695	\$1,935	\$1,624	\$1,387

Category of Service	State Fiscal Year 03			State Fiscal Year 04			State Fiscal Year 05			State Fiscal Year 06			State Fiscal Year 07			State Fiscal Year 08			State Fiscal Year 09			State Fiscal Year 10					
	Enrollees	Members	PMPM	Enrollees	Members	PMPM	Enrollees	Members	PMPM	Enrollees	Members	PMPM	Enrollees	Members	PMPM	Enrollees	Members	PMPM	Enrollees	Members	PMPM	Enrollees	Members	PMPM			
Total	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766			
Administrative Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Medical Services	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766
Hospital Services	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766	142	295	\$1,336.766
Outpatient Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Home Health Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

* Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient All Categories and contains members Member Enrolled and claims paid by other Walkers. Therefore, enrollment and number of claims may be slightly higher compared to CMS Financial reports.