

Nevada Comprehensive Care Waiver (NCCW)

Section 1115 Quarterly Report

Demonstration/Quarter Reporting Period:

Demonstration Year: 2 (7/1/2014 – 6/30/2015)

Federal Fiscal Quarter: 2/2015 (01/2015 – 03/2015)

Introduction

On June 28, 2013, the Nevada Division of Health Care Financing and Policy (DHCFP) received approval for the Nevada Comprehensive Care Waiver (Project Number 11W-00284/9) from the Centers for Medicare & Medicaid Services (CMS) in accordance with section 1115(a) of the Social Security Act. Approval for the NCCW is effective from July 1, 2013 through June 30, 2018.

Under the NCCW, the DHCFP has implemented mandatory care management services throughout the State for a subset of high-cost, high-need beneficiaries not served by the existing Managed Care Organizations (MCOs). This subset of beneficiaries will receive care management services from a Care Management Organization (CMO), named the Health Care Guidance Program (HCGP). This entity will support improved quality of care, which is expected to generate savings/efficiencies for the Medicaid program. Enrollment in the HCGP is mandatory for demonstration eligible Fee-For-Service (FFS) Medicaid beneficiaries with qualifying chronic health conditions. The HCGP launched on June 2, 2014.

The NCCW demonstration will assist the State in its goals and objectives as follows:

Goal 1: Provide care management to high-cost, high-need Medicaid beneficiaries who receive services on a FFS basis.

Objective 1.1: Successfully enroll all Medicaid beneficiaries who qualify for the NCCW program.

Objective 1.2: Stratify all enrollees into case management tiers according to assessed needs.

Objective 1.3: Complete a comprehensive assessment of enrollees with complex or high risk needs.

Objective 1.4: Complete a comprehensive assessment of enrollees with moderate or low risk needs.

Objective 1.5: Increase utilization of primary care, ambulatory care, and outpatient services for members with chronic conditions.

Goal 2: Improve the quality of care that high-cost, high-need Nevada Medicaid beneficiaries in FFS receive through care management and financial incentives such as pay for performance (quality and outcomes).

Objective 2.1: Increase use of preventive services by 10 percent.¹⁻¹

Objective 2.2: Increase follow-up ambulatory care visit after hospitalization by 10 percent.¹⁻¹

¹⁻¹ The goal for all measures to increase performance by 10 percent refers to the hybrid Quality Improvement System for Managed Care (QISMC) methodology for reducing the gap between the performance measure rate and 100 percent by 10 percent.

Objective 2.3: Increase patient compliance with anti-depressant medication treatment protocols by 10 percent. ¹⁻¹

Objective 2.4: Increase use of best practice pharmacological treatment for persons with chronic conditions by 10 percent. ¹⁻¹

Goal 3: Establish long-lasting reforms that sustain the improvements in the quality of health and wellness for Nevada Medicaid beneficiaries and provide care in a more cost-efficient manner.

Objective 3.1: Reduce hospital readmissions by 10 percent. ¹⁻¹

Objective 3.2: Reduce emergency department utilization by 10 percent. ¹⁻¹

Goal 4: Improve NCCW enrollee's satisfaction with care received.

Objective 4.1: NCCW enrollee satisfaction improves over baseline.

Enrollment Information

Demonstration Populations (in person counts)	Enrolled in Current Quarter (03/31/15)	Disenrolled in Current Quarter (03/31/15)	Current Enrollees (04/30/15)
Population 1: MAABD	22,578	0	19,887
Population 2: TANF/CHAP	15,039	0	14,915
Total:	37,617	0	34,802

Demonstration-Qualifying Conditions (in person counts)	Enrolled in Current Quarter (03/31/15)	Disenrolled in Current Quarter (03/31/15)	Current Enrollees (04/30/15)
Diagnosis 1: Asthma	5363	0	4810
Diagnosis 2: Cerebrovascular disease, aneurysm, and epilepsy	3451	0	2937
Diagnosis 3: Chronic obstructive pulmonary disease, chronic bronchitis, and emphysema	3172	0	2905
Diagnosis 4: Diabetes mellitus	3433	0	3480
Diagnosis 5: End stage renal disease and chronic kidney disease	1219	0	1142

Demonstration-Qualifying Conditions (in person counts)	Enrolled in Current Quarter (03/31/15)	Disenrolled in Current Quarter (03/31/15)	Current Enrollees (04/30/15)
Diagnosis 6: Heart disease and coronary artery disease	1410	0	1316
Diagnosis 7: HIV/AIDS	340	0	320
Diagnosis 8: Mental health	12832	0	11043
Diagnosis 9: Musculoskeletal system	4055	0	3823
Diagnosis 10: Neoplasm/cancer	103	0	3328
Diagnosis 11: Obesity	3705	0	3328
Diagnosis 12: Substance use disorder	7025	0	6310
Diagnosis 13: Pregnancy	2141	0	2386
Diagnosis 14: Complex Condition/High Utilizer	533	0	455

Note: enrollees may be counted twice due to multiple diagnoses under column “Enrollees at close quarter).

Determinations

The following chart reflects data on demonstration eligibility determinations during Q2/2015 as required under STC 26:

# of Determinations (by methodology)	Determination methodology (in person, telephonic, etc.)	Determination outcomes by determination methodology
Approximately 60,000, eligible members provided to vendor.	Per vendors automated medical claims analysis and stratification	Approximately 37,617 enrolled beneficiaries at quarter ending 03/31/15

Disenrollments

The following chart reflects data on demonstration disenrollments during Q2/2015 as required under STC 26:

# of disenrollments (by reason)	Reason(s) for disenrollment
0	N/A

Note: DHCFP uses the formalized process according to CFR 42 438.56; which states there are two ways in which a disenrollment occurs. (1) State request for disenrollment or (2) the beneficiary request disenrollment. It is not considered disenrollment when someone is removed from the program due to eligibility status change.

Non-compliance

The following chart reflects data on beneficiaries determined non-compliant during Q2/2015 as required under STC 27:

# of recipients categorized as noncompliant	0
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# of demonstration-eligible beneficiaries on CMO waiting list	# added to waiting list since previous quarter	# moved from waiting list to enrollment in the CMO
0	0	0

Enrollment Fluctuations

The STCs require the DHCFP to report any changes in enrollment and/or participation that fluctuate 10 percent or more in relation to the previous quarter within the same Demonstration Year (DY) and the same quarter in the previous DY. No changes/fluctuations are reported for Q2/2015.

Outreach/Innovative Activities

The DHCFP continued CMO outreach activities with McKesson during Q2/2015. A strong emphasis is being placed on provider outreach as the DHCFP believes that provider buy-in is necessary for the CMO to succeed. The following chart lists the outreach activities for Q2/2015:

Date	Outreach Activity	Summary of Activity
1/6/2015	HAWTHORNE NEVADA LOCAL LIBRARY; RURAL NEVADA HEALTHY COMMUNITIES COALITION	Community Meeting to discuss needs of the rural community of Hawthorne, bringing key stakeholders together to begin to build opportunities for collaboration and integrated care. Presented by Erin Snell.
1/7/15	WASHOE COUNTY JUVENILE JUSTICE- RENO NV JOE HAAS & TEAM	General Presentation, Review referral process, discuss any questions. Presented by Erin Snell and Dr Ryan Ley.
1/12/15	UNIVERSITY OF NEVADA RENO, REDFIELD CAMPUS, COMMUNITY MEETING, NORTHERN NEVADA	Monthly Meeting to discuss issues regarding mental health in the Northern Nevada Region. Left Referral information,

Date	Outreach Activity	Summary of Activity
	MENTAL HEALTH COALITION	executive summaries and business cards. Presented by Erin Snell, and Dr. Ryan Ley.
1/13/15	COMMUNITY MEETING, GARDNERVILLE, DOUGLAS COUNTY HEALTH CARE COALITION	Monthly Meeting that includes stakeholders throughout Douglas County to discuss health care access and issues in the community and share resources. Presented by Erin Snell.
1/14/15	COMMUNITY MEETING 525 ROBERTS STREET RENO NV COMMUNITY TRIAGE CENTER (CTC) MONTHLY COALITION	Monthly Meeting to discuss the stats of the CTC and other mental health collaboration locally. Presented by Dr. Ryan Ley.
1/16/15	DR RON ZEBEKS OFFICE- ALICIA TUCKER, DIRECTOR OF PSYCHOPATHOLOGY, EASTERN LAS VEGAS NV	Face to Face meeting with director of psychopathology and Office Manager sharing info about the program and answering questions. Presented by Waddington.
1/21/15	NEVADA PSYCHIATRIC ASSOCIATION, RENO NV	Update on Medicaid and Info on HCGP, RTR Eligibility and Ineligibility reviewed. Presented by Dr. Ryan Ley.
1/22/15	COMMUNITY MEETING, HSH MEETING-STOREY AND LYON COUNTIES-BUILDING HEALTH SERVICES, SCHOOL BASED CLINIC ETC.	Quarterly meeting that includes key stakeholders from Storey & Lyon counties-through an HRSA grant with Healthy Communities to build opportunities for integrated health care (Community RN) and resource sharing. Presented by Erin Snell.
1/22/15	COMMUNITY MEETING, SILVER LEGACY RENO NV DHCFP, MEDICAID, DRUG USE REVIEW BOARD.	Overview presentation of HCGP presented by Dr. Ryan Ley.

Date	Outreach Activity	Summary of Activity
1/22/15	STRATEGIC PLANNING COMMITTEE, CHILDRENS CABINET RENO NV NEVADAS FIRST EPISODE PSYCHOSIS STRATEGIC PLANNING MEETING	Initial Planning Committee Meeting to discuss the FEP program in Nevada. General Overview, RTR, Eligibility and ineligibility criteria, letter of authority, contact information Presented by E Snell.
1/27/15	RENO CONVENTION CENTER HEALTH FAIR PROJECT HOMELESS CONNECT, RENO NV	Set up Tables, Provide information and Real time assessments for the HCGP. Presented by E. Snell and staff.
1/27/15	DESERT ROSE COUNSELING LAS VEGAS NV	General Presentation, review referral process, discuss any questions. Presented by Snell, Graves
1/28/15	OPEN ARMS COUNSELING OWNER AND STAFF	General Overview, Provide information about HCGP and Discussion of questions as well as referral process presented by Snell, Ley, Swain, Tave
1/29/15	UNSOM FAMILY MEDICINE CENTER FIRE MESA, LV	Overview of HCGP and referral process by Dr. Amy Khan and Cheri Glockner
1/29/15	UNSOM LV FIRE MESA, LV	Care Management roles and functions; identification and communication by Dr. Amy Khan
1/29/15	UNITED HEALTHCARE TENAYA, LV	HPN Medical Director Meeting, Overview of HCGP and referral process presented by Dr. Amy Khan
1/29/15	COMMUNITY MEETING 2655 ENTERPRISE RD, RENO NV 89512; CHILDRENS BEHAVIORAL HEALTH CONSORTIUM	Presenting Information about the HCGP presented by Dr. Ryan Ley and Erin Snell.

Date	Outreach Activity	Summary of Activity
1/31/15	SUCCESSFUL AGING EXPO, CASHMAN CENTER, LV	Shared HCGP with participants, stakeholders, and providers by DebReast, McCallum-Crawford
2/3/15	WIC IMMUNIZATION LINKAGE, KAMERON KELIN; WIC DIRECTORS	HCGP overview by Debrest, Svab
2/5/15	STRATEGIC PLANNING COMMITTEE, CHILDRENS CABINET RENO NV, NEVADAS FIRST EPISODE PSYCHOSIS STRATEGIC PLANNING MEETING	Initial Planning Committee meeting to discuss the FEP program in Nevada presented by Snell.
2/5/15	SOUTHERN NV IMMUNIZATION & HEALTH COALITION	Maternal Child Health by Svab
2/6/15	STATE ADVISORY DPBH CARSON CITY; TELECONFERENCES TO LV AND ELKO	HCGP Overview by Dr.Ryan Ley and Dr. Amy Khan
2/9/15	WCHD RENO, NORTHERN NEVADA MCH COALITION MEETING	HCGP Overview by Dr. Amy Khan
2/9/15	COMMUNITY MEETING, UNR REDFIELD CAMPUS, NORTHERN NEVADA MENTAL HEALTH COALITION, MONTHLY MEETING TO DISCUSS ISSUES REGARDING MENTAL HEALTH IN THE NORTHERN NEVADA REGION	Referral information, executive summaries and business cards given. Presented by E. Snell.

Date	Outreach Activity	Summary of Activity
2/10/15	TELECONFERENCE/MLK NHC CLINIC W/ DR.M CONOLLY, CMS MARCIA EVANS, ROBERTA AND NATALIE	HCGP Overview discussed referral process and integration of services by Crawford, Glockner, Dr. Amy Khan, Tammy Trollope, and Bridget Vanetti
2/11/15	COMMUNITY MEETING, 525 ROBERTS ST RENO NV, COMMUNITY TRIAGE CENTER (CTC) MONTHLY COALITION	Monthly Meeting to discuss the stats of the CTC and other mental health collaboration locally. Presented by E Snell, Dr. Ryan Ley.
2/14/15	FACE TO FACE MEETING, RENO NEVADA, DR. ERIKA RYST, CHILD FELLOWSHIP PROGRAM AT UNR.	Face to Face to discuss the HCGP presented E.Snell, Dr. Ryan Ley
2/17/15	MOJAVE NORTH, MOANA LANE RENO NV	HCGP Services Reviewed, Mojave Shared scope of practice. Left Post it notes for patients and executive summaries for staff. Completed by Dr. Ryan Ley, Dr. Amy Khan, and Erin Snell
2/17/15	FACE TO FACE MEETING 745 WEST MOANA LANE RENO NV 89509 MOJAVE CHILDREN AND FAMILY SERVICES.	Face to face to discuss the HCGP, presented by Snell, Ley, Khan
2/19/15	ECHO TELECONFERENCE, RURAL PROVIDERS: GRAND ROUNDS; DRS. JENNIFER HAGEN AND DAN SHAPIRO	Care Management Roles and Functions; identification and communication. Reviewed executive Summary and RTRs. Completed by Dr. Amy Khan, McCallum-Crawford, Nelson.
2/20/15	FACE TO FACE MEETING, DR. SORENSON RENO NEVADA, UNR SCHOOL OF PSYCHIATRY.	Face to Face discussion Regarding the HCGP by Dr. Ryan Ley.

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2/20/15	MACK AUDITORIUM, RENOWN, RENO NV; DRS JENNIFER HAGEN AND DAN SHAPIRO	OD Prevention among high risk persons by Dr. Amy Khan
2/25/15	MEETING WITH LIFE QUEST COUNSELING, ANNE LAVOY 61 CONTINENTAL RENO NV 89509	Face to Face discussion regarding the HCGP presented by E. Snell.
2/25/15	FALLON TRIBAL HEALTH CLINIC 1001 RIO VISTA DR FALLON NV WITH JOE HERMAN, ADMINISTRATOR; CLINIC STAFF	Care Management Roles and functions; identification and communication presented by Dr. Amy Khan, Rachel Marchetti, Hansen
2/25/15	BANNER CHURCHILL HOSPITAL, FALLON NV. HOSPITAL CMs and SW	Care Management Roles and Functions; Identification and communication presented by Hansen.
3/3/15	WCMS, BAKER LANE, RENO NV. PHYSICIANS ON ALLIED HEALTH COMMISSION	Issues relevant to public health of community, including measles vaccination rates presented by Dr. Amy Khan
3/4/2015	I-95 CORRIDOR RURAL HEALTH SERVICES NETWORK MEETING, TONOPAH NV COMMUNITY MEETING.	General Overview, provide information about HCGP & discussion of questions as well as referral process. Presented by E.Snell.
3/4/15	HEALTHINSIGHT COMMUNITY ROOM, LV; JILL KRESTON, DONNA THORSON, HEALTH LEADERS ALLIANCE OF EAST LAST VEGAS	Focused on the homeless corridor and readmission reduction bringing all stakeholders together presented by DeBrest, Svab, Regan, Vanetti, Williams
3/5/15	COMMUNITY MEETING, 480 GALLETTI WAY SPARKS NV 89431 BLDG 2A FEP STATEWIDE MEETING	Bi-weekly meeting to discuss issues regarding mental health in the Nevada region. Referral information, executive summaries and business cards.

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3/9/15	COMMUNITY MEETING, UNR REDFIELD CAMPUS, NORTHERN NEVADA MENTAL HEALTH COALITION.	Monthly meeting to discuss issues regarding mental health in the Northern Nevada Region presented by E. Snell, Nowak.
3/9/15	NORTHERN NEVADA ED PHYSICIAN GROUP; DR TROY FERGUSON PRESIDENT, ED MEDICAL GROUP OF 52 PHYSICIANS COVERING NNMC, RENOWN REGIONAL AND RENOWN SOUTH MEADOWS	HCGP Overview and referral process, executive summaries and RTRs explained and left. Presented by Dr. Amy Khan
3/10/15	COMMUNITY MEETING 3416 GONI ROAD D-132 CARSON CITY NV 89706 AND VIA CONFERENCE CALL, COMMISSION ON AUTISM SPECTRUM DISORDERS OUTREACH	General Overview, provide information about HCGP and discussion of questions as well as referral process presented by E. Snell.
3/10/15	PUC 1150 E WILLIAM STREET CC. ATTENDEES OF THE SIM GRANT PUBLIC WORKSHOP HELD IN CARSON CITY	Opportunities related to the plan to improve the NV Health system presented by Dr. Amy Khan
3/11/15	UNR REDFIELD CAMPUS NEIL J REDFIELD BLDG A, QUARTERLY RURAL NV HEALTH SERVICES NETWORK.	Quarterly meeting to discuss issues regarding mental health in the Northern Nevada region presented by E. Snell.
3/11/15	DHCFP BEHAVIORAL HEALTH, CONFERENCE CALL	Monthly meeting to discuss issues regarding mental health in the Northern Nevada Region.
3/11/15	RENOWN, RENO NV UNSOM INT MED RESIDENT CONFERENCE, DR. DURSUN CHIEF RESIDENT, AND DR PATANI, AMBULATORY	Education on care management services in primary care and NV HCGP. Provider handbook, POS sticky notes and RTR left for providers. Presented by Dr. Amy

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	CLINIC DIRECTOR	Khan.
3/11/15	ARTISAN CAFÉ, RENOWN, RENO, NV DR JAMES WILSON, UNR COMMUNITY HEALTH SERVICES	Infectious disease forecasting and HCGP presentation by Dr. Amy Khan.
3/11/15	ELKO HILTON GARDENS HOTEL, 3650 E IDAHO ST, ELKO, NV KIM TEIXERIA, HPES EDUCATOR	Join HPES to learn the resources and tools available for Nevada Medicaid Provider; Prospective providers meeting 3/12/15. HCGP brochure and RTR presented by Tammy Tollope, and Teixeira
3/12/15	SW PIPELINE MAPPING COLLABORATIVE CONFERENCE CALL.	Monthly Meeting to discuss issues regarding mental health in the Northern Nevada Region presented by E. Snell.
3/12/15	MEETING WITH BETSY SEXTON UNR-WASHOE COUNTY SCHOOL DISTRICT UNR BIBO COFFEE SHOP.	General Overview, provide information about HCGP & discussion of questions as well as referral process presented by E Snell.
3/13/15	DR JENNIFER MCKAY WITH MAPLESTAR.	Face to face discussion with the HCGP presented by Dr Ryan Ley.
3/17/15	CHILDRENS CABINET-NV CHILDRENS BEHAVIORAL HEALTH CONSORTIUM 2655 ENTERPRISE ROAD RENO NV 89512	General overview, provide information about HCGP and discussion of questions as well as referral process.
3/18/15	RED ROCK, LAS VEGAS, NV; DR.BARD COATS, SVP HEALTHCARE PARTNERS NEVADA	Reviewed HCGP goals and opportunity to support HCP in care of HCGP members presented by Dr. Amy Khan

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3/18/15	DESERT PEDIATRICS, 2150 S EASTERN AVENUE LV; DESERT PEDIATRICS-DR WEINER AND ADMINISTRATOR PAT LAYTON	HCGP Overview and referral process. Provided provider handbook, POS Sticky notes and RTRs to staff. Presented by Dr. Amy Khan.
3/18/15	RED ROCK MEDICAL GROUP(NPI 1912995309); DR RACHAKONDA PRABHU, MR. CHRIS MOORE, APRN, AND TEIDA CLARK, OFFICE MANAGER.	HCGP Overview and referral process, Provider Handbook, POS Sticky notes and RTR left with staff. Presented by Dr. Amy Khan, Paiva
3/18/15	APEX MEDICAL CENTER, BEARDEN, LAS VEGAS, NV; MARIANNE MADISON PRACTICE MANAGER, MICHELLE, ANESTH, KAREN, ELIGIBILITY VERIFICATION AND DR. EZEANOLUE (IM AND PAIN MED)	HCGP Overview and referral process. Provider handbook, POS sticky notes and RTR left with staff. Presented by Dr. Amy Khan and Aguas
3/18/15	TONOPAHO AND PAHRUMP COUNSELING AND SUPPORTIVE SERVICES CLINICS WITH SUSAN HAUT, PROGRAM MANAGER. COLLABORATION DISCUSSION.	General Overview RTR, Eligibility & Ineligibility Criteria, Letter of Authority, Contact Information provided. Presented by Erin Snell.
3/18/15	VETERANS STAND DOWN, COMMUNITY HEALTH FAIR, CASHMAN CENTER 850 LAS VEGAS BLVD. NORTH, LV, NV.	General Overview, provide information about HCGP & discussion of questions as well as referral process. General overview, RTR, Eligibility & ineligibility Criteria, Letter of Authority, Contact information. Presented by Lizotte, Graves, Ciminise, Swain, Tave, Thomas.

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3/18/15	KIARA WOODS N. LV SILVERCREST RESIDENCES; GARY GRAVES SALVATION ARMY VETERANS SERVICES; HAROLD HANKINS SALVATION ARMY VETERANS SERVICES; CHERRY RICHARDSON LUTHERAN SOCIAL SERVICES; JANE MCGUIRE VIBRANT LIFE HOLISTIC HEALING; JOE TASBY THE AMERICAN LEGION; MARIE HOLCOMB AND JEFFREY JANTZ NVDVS; CHRIS CARTER HOME HEALTH CARE. CASHMAN CENTER 850 LAS VEGAS BLVD. NORTH, LV, NV COMMUNITY FAIR	General Overview, provide information about HCGP & discussion of questions as well as referral process. General overview RTR, Eligibility and & Ineligibility criteria, letter of authority, contact information. Presented by Lizotte.
3/18/15	NORTH VISTA MEDICAL CENTER, GEORGE WALEY, COO	HCGP Overview and referral process. Provider handbook, POS Sticky notes and RTR left with Dr. Presented by Dr. Amy Khan and Aguas
3/19/15	CARSON CITY & RURAL COUNSELING & SUPPORTIVE SERVICES WITH REBEKA BOCK, PROGRAM MANAGER. COLLABORATION DISCUSSION, CONFERENCE CALL.	Collaboration Discussion presented by Erin Snell.
3/19/15	MICHAEL ANDERSON USAF HVAC; MARK HOMELESS PATIENT ALIGNED CARE TEAM; DENISE MADISON-MCMILL SOUTHERN NV ADULT MG SERVICES; STEPHANIE THOMAS MIND	General overview, provide information about HCGP & discussion of questions as well as referral process. Community Fair, RTR, Eligibility & ineligibility Criteria, letter of authority, contact information

Date	Outreach Activity	Summary of Activity
	<p>OVER MATTER BG AGENCY; SHERRIE BURCH COMMUNITY COUNSELING CENTER OF SNV; DONNIE STARLING TEAM RED WHITE BLUE; CHALYN SCHOENBERG WESTCARE NEVADA; KEVEN WHALEN VA COMMUNITY RESOURCE AND REFERRAL CENTER; JOHN NEVADA HEALTH CENTERS; CAROL KIRBY APOSTOLIC BH INC. CASHMAN CENTER 850 LAS VEGAS BLVD. NORTH LV,NV</p>	<p>presented by Lizotte.</p>
<p>3/19/15</p>	<p>SNHD LAS VEGAS NV; DR LARRY RUBIN, RAYLEEN EARNEY, CHES, DIABETES EDUCATOR, BONNIE SORENSEN, COMMUNITY HEALTH SERVICES</p>	<p>HCGP Overview and referral process; opportunities to join community health fairs. Presented by Glockner, Khan, Vanetti, Searing</p>
<p>3/19/15</p>	<p>SUMMERLIN HOSPITAL- VALLEY HEALTH SYSTEM; DR DAN MCBRIDE, ANN SAVIN, GINA PIEROTTI- BUTHMAN, ANN SAVIN, QUALITY, AND BARABARA WOODARD, REGULATORY</p>	<p>HCGP Overview and referral process; opportunities to improve TOC from hospital. Presented by Khan, Glockner, Searing</p>
<p>3/20/15</p>	<p>THIS IS HOMELESSNESS, EDDY HOUSE GRAND OPENING, YOU 423 EAST 6TH STREET, RENO NV 89501.</p>	<p>General Overview, provide information about HCGP & discussion of questions as well as referral process. RTRs, eligibility & ineligibility Criteria, letter of authority, contact information. Presented by Snell, Ogundimu, Nowak.</p>

Date	Outreach Activity	Summary of Activity
3/23/15	NORTHERN NEVADA FOOD BANK-JENNY YEAGER, MANAGER OF AGENCY RELATIONS. 550 ITALY DRIVE, MCCARRAN, NV 89434. FACE TO FACE MEETING	Face to Face discussion regarding the HCGP. General overview, RTR, eligibility and ineligibility criteria, letter of authority, contact information.
3/24/15	FALLON MENTAL HEALTH CLINIC, 151 N MAIN STREET FALLON NV. PRESENTATION & GROUP MEETING.	General overview, provide information about HCGP & discussion of questions as well as referral process. General Overview RTR, Eligibility & ineligibility Criteria, Letter of Authority, Contact information. Presented by Snell, Nowak, Freud, Marchetti
3/24/15	NVPC ASSN OFFICE, 755 N ROOP STREET SUITE 211 CARSON CITY NV. NANCY HOOK, EXEC DIRECTOR, ASSISTANT HOPE, NV PCA BOARD C DUARTE, L LATHAM, TINA DRAGO, WALTER DAVIS, LUIS ROCHA	HCGP Overview and referral process. Executive Summary and Logisticare brochure. Presented by Glockner, Khan
3/24/15	SERENITY MENTAL HEALTH-GENEVIEVE RAMOS, 755 N ROOP STREET CARSON CITY NV 89706. FACE TO FACE MEETING.	Face to face discussion of the HCGP. General overview, RTR, Eligibility & ineligibility Criteria, Letter of Authority, Contact information. Presented by Snell, Nowak, Freud.
3/24/15	NSMA OFFICE, BAKER LN, RENO NV, MEDICAL PRACTICE COMMISSION; DR. PASTORNAK AND PHYSICIAN MEMBERS	NSMA Medicaid Resolution. Presented by Dr. Amy Khan.

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3/25/15	VIDEO-CONFERENCES FROM LV; LEGISLATIVE BUILDING IN CARSON CITY. HHS SUBCOMITTEEE MEMBERS, MEDICAID ADMINISTRATOR AUDIENCE ATTENDEES AND CHAIRMAN OSCARSON	HCGP Promoting access and availability of care for enrolled members. HCGP Summary presentation presented by Glockner, Khan.
3/25/15	SALVATION ARMY OUTREACH JOSE SILONXOCHITLE 1931 SUTRO STREET RENO NV 89512.	Face to Face discussion regarding details of the HCGP. General overview, RTR, Eligibility & ineligibility criteria, letter of authority, contact information. Presented by Snell, Ley
3/25/15	NEVADA COUNTY HEALTH RANKINGS, 1001 E.NINTH STREET BLDG A COUNTY COMMISSIONS CHAMBERS RENO NV 89512. COMMUNITY MEETING	Community meeting to explore and examine data contained in the new 2015 Nevada County Health Rankings report. Erin Snell Participated in listening to the discussion
3/25/15	WCHD RENO NV, AGENCY PROVIDERS, STAKEHOLDERS, AND PUBLIC ATTENDEES	Presentation of 2015 NV County Health Rankings presented by Erin Snell
3/26/15	NEVADA CHILDRENS BEHAVIORAL HEALTH CONSORTIUM MEETING, NNCAS 2655 ENTERPRISE RD RENO NV 89512—DCFS 4126 TECHNOLOGY WAY 3 RD FLOOR CC NV 89706— TELECONFERENCE NUMBER 877-848-7030 ACCESS CODE 7247001.	Monthly Meeting to discuss issues regarding mental health in the Northern Nevada Region. General overview, RTR, Eligibility & ineligibility Criteria, Letter of Authority, Contact information. Presented by Erin Snell.
3/27/15	HPES, RENO, NV HPES AND DHC FP REPRESENTATIVES	Opportunities to Collaborate in service of HCGP enrollees presented by Glockner, Khan.

Date	Outreach Activity	Summary of Activity
3/30/15	ANYTHING IS POSSIBLE 4045 S SPENCER STREET STE A45 LAS VEGAS NV 89119.	Face to Face discussion regarding general overview of the program, RTRs, Eligibility, Letter of Authority, Contact information presented by E. Snell.
3/30/15	MONTEVISTA HOSPITAL WITH PEGGY CUNNINGHAM, 5900 W ROCHELLE AVENUE LAST VEGAS NV 89103	Face to face discussion regarding the HCGP. General overview, RTR, Eligibility and Ineligibility criteria, letter of authority, contact information provided by E. Snell.
3/30/15	LIFE QUEST 4780 ARVILLE STREET LAS VEGAS NV 89103.	Face to Face meeting regarding the HCGP. General Overview, RTR, Eligibility & ineligibility criteria, Letter of authority, Contact information presented by Erin Snell
3/31/15	DR SALEHA BAIG, 4560 S EASTERN AVENUE STE 17 LAS VEGAS NV 89119.	Face to face discussion regarding General overview, RTR, Eligibility and ineligibility criteria, letter of authority, contact information. Presented by E. Snell and Dr Ryan Ley.
3/31/15	HEALTHY MINDS WITH LISA DURRETTE 5516 S FORT APACHED RD. LAS VEGAS NV 89418.	Face to face discussion regarding General overview, RTR, Eligibility and ineligibility criteria, letter of authority, contact information. Presented by E. Snell and Dr Ryan Ley.
3/31/15	ST JUDE RANCH, TOUR AND MEETING WITH STAFF. 200 WILSON CIRCLE BOULDER CITY NV 89005. PRESENTATION AND GROUP MEETING.	Face to face discussion regarding General overview, RTR, Eligibility and ineligibility criteria, letter of authority, contact information. Presented by E. Snell and Dr Ryan Ley.

Date	Outreach Activity	Summary of Activity
3/31/15	SCHOOL BASED HEALTH CENTER, BASIC HIGH SCHOOL, LAS VEGAS NV 400 PALO VERDE DRIVE (PORTABLE C-128) HENDERSON NV 89015	Face to face discussion regarding General overview, RTR, Eligibility and ineligibility criteria, letter of authority, contact information. Presented by E. Snell and Dr Ryan Ley.
3/31/15	COMPASSIONATE CARE FOR WOMEN. 601 S RANCHO DR STE D34 LAS VEGAS NV 89106	Face to face discussion regarding General overview, RTR, Eligibility and ineligibility criteria, letter of authority, contact information. Presented by E. Snell and Dr Ryan Ley.

Note: for every provider outreach, team provides tools for immediate services such as; Real Time Referrals (RTR) forms, contact phone numbers to the 24/7 Nurse Advise Line, Provider Manuals and Access to the Provider Portal.

Operational Developments/Issues

- The Health Care Guidance Program (HCGP), presented at the Medical Care Advisory Committee (MCAC) on January 20, 2015. Presentation provided by Cheri Glockner, Executive Director and Dr. Ryan Ley, Behavioral Health Medical Director. Team provided an update on HCGP’s number of enrollees and the mental and behavioral health services provided.
- Following the guidance of STC 24. NCCW State Advisory Committee. The Public Advisory Group (PAB) met on January 28, 2015. The advisory board is lead by Dr. Amy Khan, full time Medical Director with McKesson. The purposes of the committee include the following; to disseminate and discuss information related to CMO initiatives and performance; to provide input and feedback on the CMO program delivery and communications; to advise the CMO on opportunities to improve care quality, value and health outcomes; to identify ways for the CMO to better collaborate with providers and engage patients; and to assist in reviewing and assessing the CMO program design and results as available.

The composition of the board reflects a cross-section of health care providers in Nevada including representatives from rural and urban locales, primary care and behavioral health specialties, acute care facilities and outpatient clinics, and public and private health care systems. The advisory board shall consist of a minimum of four and maximum of ten members.

Betsy Aiello, Deputy Administrator of the Division of Health Care Financing and Policy (DHCFP), provided an overview of key activities by Nevada Medicaid to address care access for Medicaid beneficiaries. Highlights included:

- Clinical Policy Updates related to behavioral health (BH) services and provider types, Increasing allowable encounters for Community/Tribal Health Centers, expanding acute Behavioral health bed capacity by increasing reimbursement.
- Coverage of Tele-medicine services by NV Medicaid, including a recent amendment removing any geographic restrictions.
- Changes to Physician Services such as billing for some non-HRSA approved services for approved provider types, bariatric surgery policy changes, and removal of some prior authorization requirements for certain dermatological codes; current policy review related to shared medical visits.
- Case Management for target groups is still provided by certain waivers, Care Management Organization (CMO) services now available for FFS Medicaid beneficiaries with qualifying conditions, and MCO's providing case management for their beneficiaries.
- Increased Access to Child/Adolescent Services by school-based health centers and Applied Behavioral Analysis for autism spectrum disorders.
- Increased Funding for services pursued through numerous grants to enhance care coverage of Medicaid services; NV awarded CMS State Innovation Model (SIM) planning grant to improve state health care system including care delivery, payment models and strengthen infrastructure.
- Provider Reimbursement rate increases requested by DHCFP for RN's working in Home Health Agency (on par with to PT/OT), for inpatient hospitals (2.5% aggregate), for physicians (overall 10% increase that varies by specialty).

Dr. Mitchell Forman, Dean, and Dr. Donald Havins, Legal Counsel, from Touro University provided an overview of the history and mission of Touro University Nevada in Henderson. The university currently offers Doctor of Osteopathy, Physical Therapy, Physician Assistant and Nursing programs. Identifying resources to sustain Graduate Medical Education was shared as a critical step toward enhancing and expanding the access and availability of medical providers in Nevada to meet the needs of Nevadans. Although telemedicine may also help expand access and will be a focus at the upcoming legislative session, several unanswered issues related to telehealth include availability, care quality, provider licensure, technology investment and delivery costs.

Dr. Ryan Ley, BH Medical Director for HCGP, provided an overview of BH program services, clinical guidelines, quality measures and community resources. The committee discussed key issues and opportunities related to serving FFS Medicaid beneficiaries with mental health/substance use conditions:

- Optimal management considering medication cost and Rx adherence
 - Polypharmacy concerns common, especially among children & adolescents
 - Need to reach private BH providers to elevate awareness of quality measures
 - Integration with primary care to do MH, SA, PHQ-9 and other screenings
 - Value-based reimbursement related to provision of Best Practices or outcome
 - Leverage e-consults with hard-to-access specialists
 - Increase medication therapy management (MTM) by pharmacists
- External Quality Review Organization (EQRO), Health Services Advisory Group (HSAG), conducted an interim assessment of the Nevada Medicaid Health Care Guidance Program (HCGP) for compliance with its contract six months after operations began in June 2014. The

purpose of the compliance review is to verify that HCGP had operationalized key elements of the program once services commenced. HSAG conducted the onsite compliance review of HCGP on December 10-11, 2014 revealed the program received a composite score of 84.6 percent. DHCFP team will be providing feedback to HCGP in June 2015

- The CMO vendor, in conjunction, with the DHCFP drafted a Waiting List Protocol. It was submitted on January 10, 2014 to the Centers for Medicare and Medicaid Services (CMS) (per STC 29(d)(ii)). On March 11, 2014, CMS requested additional feedback on the draft document. The DHCFP re-submitted the Waiting List Protocol draft to CMS on March 27, 2014, incorporating CMS feedback. On April 29, 2015 CMS provided feedback to DHCFP. CMS does not have to issue an approval of the Wait List Protocol. The state is only required to submit the plan to CMS.
- The DHCFP held conference call on June 2, 2015 with CMS to inform the HCGP is out of compliance as its currently not meeting the minimum enrolled recipients to the program
- The DHCFP, CMS and Milliman staffs are working together on developing a new Reconciliation Methodology. Per Amendment 1 Attachment B of STC's, methodology was approved for the first two demonstrations (DY), from July 1, 2013-June 30, 2015. A new methodology must be completed and approved by CMS for implementation in DY s 3-5, July 1, 2015 – June 30, 2018.
- The DHCFP received approval from CMS on May 2015 to move forward with amending the 1115 (a) Nevada Comprehensive Care Waiver (NCCW) also known as the Health Care Guidance Program and add pregnant women who have been determined eligible for “ambulatory pregnancy care only” through presumptive eligibility (PE) and adding the Medicaid Fee for Service (FFS) expansion population.
- The DHCFP held its Quarterly Health Care Guidance Meeting, January, 13, 2015. The purpose of the Quarterly Meeting is to discuss the care management and quality improvement efforts implemented by the CMO to improve the health and wellness of NCCW enrollees. The meetings follow a series of Quality Strategies modules. Using the NCCW Quality Strategy as the guide, DHCFP has designed a set of modules to ensure that the Quarterly Quality Meetings:
 - Support the implementation of the NCCW Quality Strategy
 - Support the DHCFP's ongoing monitoring and oversight of the NCCW program.
 - Focus on the quality and objectives of the NCCW program.
 - Provide stakeholders with the opportunity to participate and provide input into the strategic direction of the NCCW quality improvement program.
 - Continually review the CMO's enrollee outreach and care management activities and efforts to consistently improve the quality of services and health outcomes of NCCW enrollees.
- The DHCFP became aware that all recipients greater than 64 years old were excluded from the HCGP; upon review they should not be excluded. Now that we became aware a Production Discrepancy Report (PDR) was submitted on 03/02/15 to remove the age exclusion when preparing the CMO Monthly Eligible file.

Care Management Contracting

McKesson Technologies Inc. has entered into a sale agreement with Care Management Holding LLC, a Delaware limited liability company and affiliate of Comvest Investment Partners V, L.P. effective June 2, 2015. The DHCFP is in preparation on submitting Amendment 3 to reflect name change from the awarded contractor McKesson Technologies, Inc. to Falcon Subsidiary, LLC dba AxisPoint Health.

The DHCFP plans on submitting Amendment 4 of the contract. The purpose of Amendment 4 is to make the following changes; Table 1. Time Frames for State of Nevada Date Extracts of the STC’s Attachment B. This is to reflect with the actual date of program launch of June 2, 2014; Revise the order of constructive precedence of the Incorporated Documents and remove Attachment LL (Disenrollment Form); and revise Attachment EE (Clarification Points) to add disenrollment requirements to #32 (RFP section 3.4.7.2), and make minor corrections throughout the document; and add clarifying language to RFP Sections 3.6 and 3.11.

Policy Developments/Issues

During a NCCW team phone meeting with CMS on March 6, 2014, the addition of the new Medicaid-eligible Modified Adjusted Gross Income (MAGI) individuals to the CMO-eligible population was discussed. Due in large part to the implementation of health care reform, the Division of Welfare Supportive Services (DWSS) has consolidated eligibility categories into four main groups: childless adults, children, parents/caretakers and pregnant woman. These higher-income individuals recently gained eligibility through Medicaid expansion. On March 12, 2014, per CMS guidance, the DHCFP submitted a technical correction to the STCs to address this new Medicaid population and align the eligibility charts (STC 17) with the revised medical assistance AID categories. The childless adult group (CA) is not being added as a CMO eligible group at this time, but may be added as an amendment to the STCs at a later time. As of today we have not received any additional feedback and/or final approval from CMS regarding MAGI.

Financial/Budget Neutrality Development/Issues

There are no financial developments/issues/problems with accounting or budget neutrality to report for this quarter (Q2/2015).

Member Month Reporting

Demonstration Populations	Month 1 (Jan 2015)	Month 2 (Feb 2015)	Month 3 (Mar 2015)	Total Ending (April 2015)
Population 1: MAABD	22,485	22,538	22,578	67,601
Population 2: TANF/CHAP	15,357	14,983	15,039	45,379
Total:	37,842	37,521	37,617	112,980

Consumer Issues

There are no consumer issues to report for this quarter (Q2/2015).

Quality Assurance/Monitoring Activity

The DHCFP received approval on the NCCW Quality Strategy on March 11, 2015.

Per STCs 26 & 27, the State is required to report on demonstration eligibility determinations, the number deemed non-compliant and “on demand for noncompliance.” For this quarter (Q2/2015), please see table on page 3 for “noncompliance”.

Demonstration Evaluation

The DHCFP draft Evaluation Design Plan for the NCCW was submitted to CMS on October 14, 2013. On February 2, 2014, DHCFP received feedback from CMS. The DHCFP re-submitted the Evaluation Design Plan for the NCCW to CMS on March 5, 2014, incorporating CMS feedback. On February 24, 2015, the DHCFP received feedback from CMS. The DHCFP will make revisions and submit a revised Evaluation Plan to CMS.

Enclosures/Attachments

- 01/13/15, CMO/HCGP Quarterly Meeting Presentation, Agenda, Sign in Sheet and HCGP Appendix
- 01/13/15 Nevada Comprehensive Waiver (NCCW) Program, Quality Strategy Implementation and Program Monitoring Tool.
- 01/20/15, Medical Care Advisory Committee Presentation and Minutes (MCAC)
- 01/28/15, Provider Advisory Board (PAB), Minutes

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Date Submitted to CMS

June 30, 2015