



May 31, 2016

Ms. Jessica Woodard  
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Center for Medicaid and CHIP Services  
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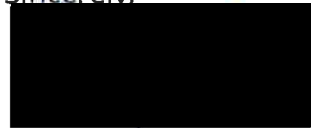
RE: TennCare II, STC 46, Quarterly Progress Report

Dear Ms. Woodard:

Enclosed please find the Quarterly Progress Report for the January – March 2016 quarter. This report is being submitted in accordance with STC 46.

Please let us know if you have comments or questions.

Sincerely,



Darin J. Gordon  
Director, Bureau of TennCare

cc: Jackie Glaze, Associate Regional Administrator, Atlanta Regional Office  
Kenni Howard, Tennessee Coordinator, Atlanta Regional Office  
Shantrina D. Roberts, Medicaid and CHIP Policy Branch Manager, Atlanta Regional Office

# **TennCare II**

## **Section 1115 Quarterly Report** *(For the period January - March 2016)*

**Demonstration Year: 14 (7/1/15 - 6/30/16)**  
**Federal Fiscal Quarter: 2/2016 (1/16 - 3/16)**  
**Waiver Quarter: 3/2016 (1/16 - 3/16)**

## I. Introduction

The goal of the TennCare Demonstration is to show that careful use of a managed care approach can enable the State to deliver quality care to all enrollees without spending more than would have been spent had the State continued its Medicaid program.

TennCare contracts with several Managed Care Contractors (MCCs) to provide services to over 1.5 million enrollees. During this quarter, these entities included Managed Care Organizations (MCOs) for medical, behavioral, and certain Long-Term Services and Supports (LTSS), a Dental Benefits Manager (DBM) for dental services, and a Pharmacy Benefits Manager (PBM) for pharmacy services.

There are two major components of TennCare. “TennCare Medicaid” serves Medicaid eligibles, and “TennCare Standard” serves persons in the demonstration population.

The key dates of approval/operation in this quarter are as follows, together with the corresponding Special Terms and Conditions (STCs), if applicable.<sup>1</sup>

**Table 1**  
**Key Dates of Approval/Operation in the Quarter**

| <b>Date</b>                      | <b>Action</b>   | <b>STC #</b> |
|----------------------------------|---|--------------|
| <b>January and February 2016</b> | The Monthly Call was not held.  | 45           |
| <b>1/6/16</b>                    | CMS sent the State a letter confirming that its application to renew the TennCare Demonstration included the necessary elements and was therefore complete.                                       |              |
| <b>1/25/16</b>                   | The State sent the CMS Project Officer a courtesy copy of SPA TN-16-0001, which concerns families’ Medicaid eligibility under Transitional Medical Assistance.                                    | 7            |
| <b>2/2/16</b>                    | CMS issued written approval of Amendments 27 and 28. Included with the approval were revised versions of the Waiver List, Expenditure Authorities, and STCs.                                      |              |
| <b>2/22/16</b>                   | The State sent CMS a letter accepting the approval of Amendments 27 and 28. The letter also outlined technical corrections to be made to the waiver materials that had accompanied CMS’ approval. |              |
| <b>2/29/16</b>                   | The State submitted the Quarterly Progress Report for the October-December 2015 quarter to CMS.   | 46           |

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<sup>1</sup> The STC numbering system used throughout this Quarterly Progress Report is the one introduced in the waiver materials that accompanied the approval of Demonstration Amendments 27 and 28 on February 2, 2016.

| <b>Date</b>    | <b>Action</b>   | <b>STC #</b> |
|----------------|---|--------------|
| <b>3/3/16</b>  | The State sent CMS additional technical corrections to the waiver materials that had accompanied CMS' approval of Amendments 27 and 28.   |              |
| <b>3/4/16</b>  | The State submitted two documents to CMS: a study of the State's eligibility and enrollment systems (conducted by Manatt, Phelps & Phillips) and a study of uncompensated care costs for the uninsured in Tennessee (conducted by Public Consulting Group). | 69, 70       |
| <b>3/17/16</b> | The State notified the public of its intent to submit Demonstration Amendment 30 to CMS. Amendment 30 outlined program reductions that would be necessary if the Tennessee General Assembly did not renew the annual hospital assessment fee.               | 15           |
| <b>3/17/16</b> | CMS approved MCO Contract Amendment 3 and TennCare Select Contract Amendment 38.  | 41           |
| <b>3/22/16</b> | The CMS Project Officer requested that the Monthly Call for March be moved to April.  | 45           |
| <b>3/22/16</b> | In reference to the State's application to renew the TennCare Demonstration, CMS shared with the State a policy outline that would inform discussions of budget neutrality.   |              |

## II. Enrollment and Benefits Information

Information about enrollment by category is presented in Table 2.

**Table 2**  
**Enrollment Counts for the January – March 2016 Quarter**  
**Compared to the Previous Two Quarters**

| <b>Demonstration Populations</b>                | <b>Total Number of TennCare Enrollees</b> |                       |                       |
|---|---|-----------------------|-----------------------|
|   | <b>Jul – Sept 2015</b>                    | <b>Oct – Dec 2015</b> | <b>Jan – Mar 2016</b> |
| EG1 Disabled, Type 1 State Plan eligibles       | 142,205                                   | 142,136               | 143,752               |
| EG9 H-Disabled, Type 2 Demonstration Population | 306                                       | 282                   | 258                   |
| EG2 Over 65, Type 1 State Plan eligibles        | 197                                       | 141                   | 206                   |
| EG10 H-Over 65, Type 2 Demonstration Population | 39  | 44                    | 38                    |
| EG3 Children, Type 1 State Plan eligibles       | 749,605                                   | 759,289               | 773,217               |

| Demonstration Populations  | Total Number of TennCare Enrollees |                  |                  |
|--|------------------------------------|------------------|------------------|
|  | Jul – Sept 2015                    | Oct – Dec 2015   | Jan – Mar 2016   |
| EG4 Adults, Type 1 State Plan eligibles  | 413,342                            | 428,937          | 448,332          |
| EG5 Duals, Type 1 State Plan eligibles and EG11 H-Duals 65, Type 2 Demonstration Population                    | 143,895                            | 145,490          | 147,871          |
| EG6E Expan Adult, Type 3 Demonstration Population  | 814                                | 793              | 780              |
| EG7E Expan Child, Type 3 Demonstration Population  | 63                                 | 61               | 55               |
| EG8, Med Exp Child, Type 2 Demonstration Population, Optional Targeted Low Income Children funded by Title XIX | 0                                  | 0                | 0                |
| Med Exp Child, Title XXI Demonstration Population  | 18,894                             | 18,734           | 18,634           |
| EG12E Carryover, Type 3, Demonstration Population  | 3,792                              | 3,531            | 3,223            |
| <b>TOTAL*</b>  | <b>1,473,142</b>                   | <b>1,499,438</b> | <b>1,536,366</b> |

\* Unique member counts for reporting quarter, with at least 1 day of eligibility. To avoid duplication, the member counts are based on the last eligibility group (EG) of the quarter.

The majority of TennCare’s enrollment continues to be categorized as Type 1 EG3 children and Type 1 EG4 adults, with nearly 80 percent of TennCare enrollees appearing in one of these categories.

The Managed Care Contractors providing services to TennCare enrollees as of the end of the quarter are listed in Table 3.

**Table 3  
TennCare Managed Care Contractors as of March 31, 2016**

|                                   |   |
|-----------------------------------|---|
| <b>Managed Care Organizations</b> | Amerigroup<br>BlueCare <sup>2</sup><br>UnitedHealthcare Community Plan <sup>3</sup><br>TennCare Select <sup>4</sup> |
| <b>Pharmacy Benefits Manager</b>  | Magellan Health Services  |

<sup>2</sup> BlueCare is operated by Volunteer State Health Plan, Inc. (VSHP), which is an independent licensee of the BlueCross BlueShield Association and a licensed HMO affiliate of its parent company, BlueCross BlueShield of Tennessee.

<sup>3</sup> UnitedHealthcare Community Plan, formerly known as “AmeriChoice,” is operated by UnitedHealthcare Plan of the River Valley, Inc.

<sup>4</sup> TennCare Select is operated by Volunteer State Health Plan, Inc. (VSHP).

|                         |            |
|-------------------------|------------|
| Dental Benefits Manager | DentaQuest |
|-------------------------|------------|

Three proposed amendments to the TennCare Demonstration were in various stages of development during the quarter.

**Demonstration Amendment 27: Employment and Community First CHOICES.** On June 23, 2015, following an in-depth eighteen-month stakeholder input process with individuals with intellectual and developmental disabilities and their families and providers, and more than a year of discussion with CMS on a Concept Paper, TennCare submitted Amendment 27. Amendment 27 concerns a new program named Employment and Community First (ECF) CHOICES, which would—according to the text of the proposal—implement “an integrated managed long-term services and supports (MLTSS) program that is specifically geared toward promoting and supporting integrated, competitive employment and independent, integrated community living as the first and preferred option for individuals with intellectual and developmental disabilities (I/DD).”

As the January-March 2016 quarter began, negotiations regarding Amendment 27 were ongoing. The TennCare Bureau supplied CMS detailed definitions of the services to be provided under ECF CHOICES and answered all questions posed by the federal agency. In addition, the parties collaborated in drafting a set of STCs for the TennCare Demonstration, defining the manner in which ECF CHOICES would operate within TennCare’s managed care system. This process culminated on February 2, 2016, when CMS issued written approval of Amendment 27. Accompanying the approval letter were amended versions of the Waiver List, Expenditure Authorities, and STCs comprising TennCare’s Demonstration Agreement with CMS. On February 22, 2016, the Bureau sent CMS a letter accepting the revised materials but identifying a set of technical corrections to be made.

With federal approval of the ECF CHOICES program secured, TennCare spent much of the January-March quarter making preparations for implementation. These efforts included developing amendments to managed care contracts, finalizing program requirements, beginning to build provider networks, and making systems changes. Readiness activities will continue during the April-June 2016 quarter.

**Demonstration Amendment 28: Closure of Standard Spend Down Category.** TennCare submitted Amendment 28 to CMS on October 8, 2015. Amendment 28 would close a TennCare eligibility category called “Standard Spend Down” (or “SSD”), which provides coverage to approximately 800 individuals who are not otherwise eligible for Medicaid but 1) are aged, blind, disabled, or the caretaker relative of a Medicaid-eligible child and 2) have enough unreimbursed medical bills to allow them to “spend down” to the Medically Needy Income Standard, a very low threshold. New enrollment in the category has been closed since 2013, and TennCare anticipates that many of the remaining enrollees may be eligible for health coverage through either Medicare or the Health Insurance Marketplace established by the Affordable Care Act.

CMS approved Amendment 28 on February 2, 2016. Current SSD enrollees will remain eligible in that category until they are due for redetermination. As part of the redetermination process, TennCare will review SSD enrollees for eligibility in all open categories of TennCare coverage. Any individual found to qualify in another category will be transferred with no interruption in coverage. Individuals who do not qualify in another category will be disenrolled from TennCare and referred to Medicare and/or the Health Insurance Marketplace.

**Demonstration Amendment 30: Program Modifications.** During the January-March 2016 quarter, TennCare notified the public of another amendment to be submitted to CMS. Amendment 30 outlines program changes proposed in previous years that were made unnecessary each time by the Tennessee General Assembly's passage or renewal of a one-year hospital assessment fee. Changes to the TennCare benefit package for non-exempt adults that would be necessary if the fee were not renewed in 2016 are as follows:

- A combined annual limit of eight days per person for inpatient hospital and inpatient psychiatric hospital services;
- An annual limit on non-emergency outpatient hospital visits of eight occasions per person;
- A combined annual limit on health care practitioners' office visits of eight occasions per person;
- An annual limit on lab and X-ray services of eight occasions per person; and
- Elimination of coverage for occupational therapy, speech therapy, and physical therapy.

The Bureau opened its public notice and comment period regarding Amendment 30 on March 17, 2016. By the conclusion of the January-March quarter no comments had been received. TennCare leadership decided that, if the General Assembly were to renew the hospital assessment fee by the end of the comment period (or soon thereafter), Amendment 30 would not be submitted to CMS.

**Cost Sharing Compliance Plan.** In its April 18, 2012, letter approving the Bureau of TennCare's cost sharing compliance plan for the TennCare Standard population, CMS stipulated that "each Quarterly Report . . . must include a report on whether any families have contacted the State to document having reached their aggregate cap, and how these situations were resolved." During the January-March 2016 quarter, the Bureau received no notifications that a family with members enrolled in TennCare Standard had met its cost sharing limit. It should be noted that this is the thirteenth consecutive quarter since the plan was implemented in which no notifications have been received.

### III. Innovative Activities to Assure Access

**Early and Periodic Screening, Diagnosis and Treatment (EPSDT).** EPSDT, or “TennCare Kids,” outreach is a significant area of interest for TennCare. The TennCare Bureau maintains a contract with the Tennessee Department of Health (TDH) to conduct a community outreach program for the purpose of educating families on EPSDT benefits and encouraging them to use those benefits, particularly preventive exams.

Table 4 summarizes the community outreach activity during this quarter and the previous two quarters. Quarterly variations in the categories presented here are usually the result of the following factors:

- Seasonal events. Each year, National Children’s Dental Health Month in February, back-to-school events in August, and Child Health Week in October all have a profound influence on the focus and direction of outreach efforts during their respective quarters. TDH’s communications strategy for each is based on an evaluation of past successes and current opportunities. During one round of Dental Health Month, for instance, TDH employed scrolling billboards prominently, whereas the strategy for Child Health Week eight months later placed greater emphasis on radio and television broadcasts and magazine articles.
- Collaborative partners. A variety of TDH’s activities are dependent on the opportunities offered by other State agencies and by entities within the community. For example, publication of articles in newsletters and magazines is usually possible only when local media outlets offer space in their periodicals at no charge. Similarly, TDH’s ability to educate the public through television and radio broadcasts is tied to the availability of open timeslots in those platforms. Even certain types of telephone outreach require input from other sources: calls to families to reinforce the importance of dental checkups (detailed in Table 4), for instance, are possible only because of referrals from the School-Based Dental Prevention Program (SBDPP).

**Table 4**  
**Tennessee Department of Health**  
**Community Outreach Activity for EPSDT**  
**January – March 2016 Compared to the Previous Two Quarters**

| Activities  | Jul – Sept<br>2015 | Oct – Dec<br>2015 | Jan – Mar<br>2016    |
|---|--------------------|-------------------|----------------------|
| Number of outreach activities/events  | 3,649              | 3,141             | 3,127                |
| Number of people made contact with (mostly face to face at outreach events) | 203,202            | 188,186           | 138,556 <sup>5</sup> |
| Number of educational materials distributed                                 | 218,290            | 180,304           | 143,622              |

<sup>5</sup> Lower turnout at community outreach events during the January-March 2016 quarter is attributable in part to inclement weather during the first two months of the year. This decrease in participation, in turn, helps explain the reduced number of educational materials distributed during the same quarter.



| <b>Activities</b>  | <b>Jul – Sept<br/>2015</b> | <b>Oct – Dec<br/>2015</b> | <b>Jan – Mar<br/>2016</b> |
|--|----------------------------|---------------------------|---------------------------|
| Number of coalitions/advisory board meetings attended or conducted                           | 85                         | 68                        | 88                        |
| Number of attendees at coalitions/advisory board meetings                                    | 1,471                      | 1,121                     | 1,637                     |
| Number of educational preventive health radio/TV broadcasts                                  | 962                        | 1,067                     | 1,264                     |
| Number of educational preventive health newsletter/magazine articles                         | 29                         | 45                        | 64                        |
| Number of educational preventive health billboards, scrolling billboards and bulletin boards | 5,804                      | 5,807                     | 7,194                     |
| Number of presentations made to enrollees/professional staff who work with enrollees         | 118                        | 129                       | 134                       |
| Number of individuals attending presentations  | 4,370                      | 3,699                     | 4,786                     |
| Number of completed telephone calls regarding the importance of dental checkups              | 66                         | 305                       | 368                       |
| Number of home visits completed  | 23                         | 30                        | 196                       |

The TennCare Bureau also contracts with TDH for a TennCare Kids Call Center that employs operators to call all newly enrolled and newly re-certified members with children to inform them about TennCare Kids and to offer assistance with appointment scheduling and transportation. Data from the Call Center is summarized in Table 5.

**Table 5**  
**Tennessee Department of Health**  
**TennCare Kids Call Center Activity**  
**January – March 2016 Compared to the**  
**Previous Two Quarters**

| <b>Activities</b>  | <b>Jul – Sept<br/>2015</b> | <b>Oct – Dec<br/>2015</b> | <b>Jan – Mar<br/>2016</b> |
|--|----------------------------|---------------------------|---------------------------|
| Number of enrollees reached  | 23,944                     | 23,913                    | 21,137                    |
| Number of enrollees who were assisted in scheduling an EPSDT exam for their children | 766                        | 723                       | 637                       |
| Number of enrollees who were assisted in arranging for transportation                | 19                         | 37                        | 16                        |

#### IV. Collection and Verification of Encounter and Enrollment Data

Edifecs is the software system being used by Information Systems staff to review encounter data sent from the MCOs and to identify encounters that are non-compliant so that they can be returned to the MCOs for correction. Edifecs enables the State to reject only the problem encounters, rather than rejecting and requiring resubmission of whole batches of encounter data because of a problem found. Table 6 illustrates the progress that has been made in reducing the number of claims that are returned to the MCOs due to data errors.

**Table 6**  
**Number of Initial Encounters Received by TennCare During the January-March 2016 Quarter, and Percentage that Passed Systems Edits, Compared to the Previous Two Quarters**

|   | <b>Jul – Sept<br/>2015</b> | <b>Oct – Dec<br/>2015</b> | <b>Jan – Mar<br/>2016</b> |
|---|----------------------------|---------------------------|---------------------------|
| No. of encounters received by TennCare (initial submission)   | 16,066,893                 | 15,597,491                | 17,161,264 <sup>6</sup>   |
| No. of encounters rejected by Edifecs upon initial submission   | 11,183                     | 19,529                    | 71,521                    |
| Percentage of encounters that were compliant with State standards (including HIPAA) upon initial submission | 99.96%                     | 99.87%                    | 99.58%                    |

#### V. Operational/Policy/Systems/Fiscal Developments/Issues

##### A. CHOICES

As required by STC 32.d., the State offers the following table delineating CHOICES enrollment as of the end of the quarter, as well as information about the number of available reserve slots.

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<sup>6</sup> During the January-March 2016 quarter, two sets of encounter data were reprocessed: Amerigroup resubmitted transportation claims that had originally been denied instead of being paid at \$0, and UnitedHealthcare resubmitted claims involving an incorrect billing provider. These reprocessing projects help explain the higher volume of encounters during the quarter.

**Table 7**  
**TennCare CHOICES Enrollment and Reserve Slots**  
**for January – March 2016 Compared to the Previous Two Quarters**

|  | Statewide Enrollment Targets and Reserve Capacity <sup>7</sup> | Enrollment and Reserve Slots Being Held as of the End of Each Quarter |                |                |
|--|--|---|----------------|----------------|
|  |  | Jul – Sept 2015   | Oct – Dec 2015 | Jan – Mar 2016 |
| CHOICES 1                                  | Not applicable   | 17,169  | 17,202         | 17,136         |
| CHOICES 2                                  | 12,500   | 8,455   | 8,588          | 8,744          |
| CHOICES 3<br>(including Interim CHOICES 3) | To Be Determined   | 4,690   | 4,376          | 4,052          |
| Total CHOICES                              | Not applicable   | 30,314  | 30,166         | 29,932         |
| Reserve capacity                           | 300  | 300   | 300            | 300            |

The CMS letter approving CHOICES implementation in Middle Tennessee dated February 26, 2010, and STCs 44 and 46 require specific monitoring and reporting activities that include:

Data and trends of the designated CHOICES data elements: STC 44.d. requires the State to submit to CMS periodic statistical reports about the use of LTSS by TennCare enrollees. Nine separate reports—spanning the period of August 2011 through August 2015—had been submitted by the conclusion of the January-March 2016 quarter.

Taken together, the reports depict a program evolving according to the characteristics of LTSS recipients, with institutional care available to individuals with the highest acuity of need, and Home and Community-Based Services (HCBS) available to individuals whose needs can be safely and effectively met at home or in other non-institutional settings. Point-in-time data revealed declining use of NF services over time, with placement in institutional settings decreasing from 21,530 individuals on June 30, 2011, to 17,069 individuals on June 30, 2015. The aggregate number of TennCare enrollees accessing HCBS, by comparison, grew from 6,226 in the twelve-month period preceding CHOICES implementation in Middle Tennessee to 16,112 after CHOICES had been in place for four full fiscal years. This trend was mirrored in point-in-time data as well: on the day prior to CHOICES implementation, 4,861 individuals were using HCBS, but the number had grown to 13,240 by June 30, 2015. This information is summarized in Table 8.

<sup>7</sup> Of the three active CHOICES groups, only CHOICES 2 has an enrollment target. Interim CHOICES 3 closed to new enrollment on June 30, 2015; an enrollment target for CHOICES 3 has not been set at this time.

**Table 8**  
**Changes in Use of HCBS by Persons Who Are Elderly or Disabled (E/D) Before and After CHOICES Implementation**

| Annual Aggregate Data  |  |  | Point-in-Time Data  |   |  |
|--|--|--|---|---|--|
| No. of TennCare enrollees accessing HCBS (E/D), 3/1/09 – 2/28/10 | No. of TennCare enrollees accessing HCBS (E/D), 7/1/13 – 6/30/14 | Percent increase over a four-year period | No. of TennCare enrollees accessing HCBS (E/D) on the day prior to CHOICES implementation | No. of TennCare enrollees accessing HCBS (E/D) on 6/30/15 | Percent increase from the day prior to CHOICES implementation to 6/30/15 |
| 6,226  | 16,112   | 159%                                     | 4,861 <sup>8</sup>  | 13,240  | 172%   |

Enrollment of select members of the CHOICES population in Groups 1 and 2: STC 46.f. requires the State to provide “enrollment reports for individuals who would otherwise be eligible for Interim CHOICES 3 but who meet the modified institutional level of care, and whether CHOICES 1 or CHOICES 2 was selected by the individual.” The population of LTSS recipients described in this passage, then, consists of individuals who have been approved for Nursing Facility Level of Care in CHOICES 1 (NF) or CHOICES 2 (HCBS) despite having been assigned a score of less than 9 on the TennCare Nursing Facility Level of Care Acuity Scale. Each approval is based on a determination by TennCare that the applicant does not qualify for enrollment in Interim CHOICES 3. Such a determination would be made when the necessary intervention and supervision needed by the applicant could not be safely provided within the array of services and supports that would be available if the applicant were enrolled in Interim CHOICES 3, including—

- CHOICES HCBS up to the Expenditure Cap of \$15,000;
- Non-CHOICES HCBS available through TennCare (e.g., home health);
- Services available through Medicare;
- Services available through private insurance or other funding sources; and
- Unpaid supports provided by family members and other caregivers.

During the period from January 1, 2016, through March 31, 2016, NF PreAdmission Evaluations (PAEs) were approved for 286 individuals with acuity scores lower than 9, and 147 of these individuals were subsequently enrolled in CHOICES 1 during the measurement period. Reasons that the remaining individuals were approved for—but not yet enrolled in—CHOICES 1 include:

<sup>8</sup> The total of 4,861 comprises 1,479 individuals receiving HCBS (E/D) in Middle Tennessee on February 28, 2010 (the day prior to CHOICES implementation in that region), and 3,382 individuals receiving HCBS (E/D) in East and West Tennessee on July 31, 2010 (the day prior to CHOICES implementation in those regions).

- Pending notification by Nursing Facilities of the exhaustion of other sources of reimbursement (e.g., Medicare, other insurance, or private payment);
- Medicaid financial eligibility determination pending; and
- Failure of the individual to meet Medicaid financial eligibility requirements.

In the same reporting period, HCBS PAEs were approved for 189 individuals with acuity scores lower than 9, and 151 of the individuals were subsequently enrolled in CHOICES 2. The remaining applicants did not meet Medicaid financial eligibility requirements or otherwise failed to qualify for, or proceed with, enrollment in CHOICES 2.

Frequency and use of MCO-distributed transition allowances (CHOICES approval letter dated February 26, 2010): The allocation of CHOICES transition allowance funds is detailed in Table 9.

**Table 9**  
**TennCare CHOICES Transition Allowances**  
**for January – March 2016 Compared to the Previous Two Quarters**

| Grand Region    | Frequency and Use of Transition Allowances |              |                |              |                |              |
|-----------------|--|--------------|----------------|--------------|----------------|--------------|
|                 | Jul – Sept 2015                            |              | Oct – Dec 2015 |              | Jan – Mar 2016 |              |
|                 | # Distributed                              | Total Amount | # Distributed  | Total Amount | # Distributed  | Total Amount |
| East            | 13   | \$19,431     | 20             | \$20,435     | 15             | \$13,891     |
| Middle          | 9  | \$6,009      | 14             | \$13,089     | 12             | \$14,015     |
| West            | 12   | \$8,256      | 15             | \$15,179     | 11             | \$10,033     |
| Statewide Total | 34   | \$33,696     | 49             | \$48,703     | 38             | \$37,939     |

**B. Financial Monitoring by the Tennessee Department of Commerce and Insurance**

**Claims Payment Analysis.** The prompt pay requirements of T.C.A. § 56-32-126(b) mandate that each Managed Care Organization (MCO) ensure that 90 percent of clean claims for payment for services delivered to a TennCare enrollee are paid within 30 calendar days of the receipt of such claims and that 99.5 percent of all provider claims are processed within 60 calendar days of receipt. TennCare’s contract with its Dental Benefits Manager (DBM) requires the DBM to process claims in accordance with this statutory standard as well. TennCare’s contract with its Pharmacy Benefits Manager (PBM) requires the PBM to pay 100 percent of all clean claims submitted by pharmacy providers within 15 calendar days of receipt.

The MCOs, the DBM, and the PBM are required to submit monthly claims data files of all TennCare claims processed to the Tennessee Department of Commerce and Insurance (TDCI) for verification of statutory and contractual prompt pay compliance. The plans are required to separate their claims data by claims processor (e.g., MCO, vision benefits manager, etc.). Furthermore, the MCOs are required to identify separately non-emergency transportation

(NEMT) claims in the data files. Finally, the MCOs are required to submit separate claims data files representing a subset of electronically submitted NF and applicable HCBS claims for CHOICES enrollees. TDCI then performs an analysis and reports the results of the prompt pay analyses by NEMT and CHOICES claim types, by claims processor, and by total claims processed for the month.

If an MCO does not comply with the prompt pay requirements based on the total claims processed in a month, TDCI has the statutory authority to levy an administrative penalty of \$10,000 for each month of non-compliance after the first instance of non-compliance was reported to the plan. The TennCare Bureau can also assess liquidated damages pursuant to the terms of the TennCare Contract. If the DBM and PBM do not meet their contractual prompt pay requirements, only the TennCare Bureau can assess applicable liquidated damages against these entities.

**Net Worth and Company Action Level Requirements.** According to Tennessee’s “Health Maintenance Organization Act of 1986” statute (T.C.A. § 56-32-101 *et seq.*), the minimum net worth requirement for each TennCare MCO is calculated based on premium revenue for the most recent calendar year, as well as any TennCare payments made to the MCO that are not reported as premium revenue.

During the January-March 2016 quarter, the MCOs submitted their National Association of Insurance Commissioners (NAIC) Annual Financial Statements. As of December 31, 2015, TennCare MCOs reported net worth as indicated in the table below.<sup>9</sup>

**Table 10**  
**Net Worth Reported by MCOs as of December 31, 2015**

|   | <b>Net Worth Requirement</b> | <b>Reported Net Worth</b> | <b>Excess/ (Deficiency)</b> |
|---|------------------------------|---------------------------|-----------------------------|
| Amerigroup Tennessee  | \$29,016,782                 | \$169,567,033             | \$140,550,251               |
| UnitedHealthcare Plan of the River Valley (UnitedHealthcare Community Plan) | \$55,361,026                 | \$423,305,536             | \$367,944,510               |
| Volunteer State Health Plan (BlueCare & TennCare Select)                    | \$43,251,806                 | \$330,831,416             | \$287,579,610               |

During the January-March 2016 quarter, the MCOs were also required to comply with Tennessee’s “Risk-Based Capital for Health Organizations” statute (T.C.A. § 56-46-201 *et seq.*).

<sup>9</sup> The “Net Worth Requirement” and “Reported Net Worth” figures in the table are based on the MCOs’ company-wide operations, not merely their TennCare operations. Amerigroup and Volunteer State Health Plan, for instance, operate Medicare Advantage Plans, while UnitedHealthcare has several lines of business in Illinois, Iowa, Virginia, and Tennessee.

Risk-based capital (RBC) involves a method of calculating the minimum amount of capital necessary for a health entity to support its overall business operations depending on its size and risk profile. A health entity with a higher amount of risk is required to hold a higher amount of capital. The RBC statute gives TDCI the authority and mandate to use preventive and corrective measures that vary depending on the amount of capital deficiency indicated by the RBC calculations. A “Company Action Level” deficiency (defined at T.C.A. § 56-46-203(a)) would require the submission of a plan to correct the entity’s capital deficiency.

The following table compares the MCOs’ net worth to the Company Action Level requirements as of December 31, 2015:

**Table 11**  
**Company Action Level Reported by MCOs as of December 31, 2015**

|   | <b>Company Action Level Requirement</b> | <b>Reported Net Worth</b> | <b>Excess/ (Deficiency)</b> |
|---|---|---------------------------|-----------------------------|
| Amerigroup Tennessee  | \$104,759,436                           | \$169,567,033             | \$64,807,597                |
| UnitedHealthcare Plan of the River Valley (UnitedHealthcare Community Plan) | \$189,545,450                           | \$423,305,536             | \$233,760,086               |
| Volunteer State Health Plan (BlueCare & TennCare Select)                    | \$133,523,082                           | \$330,831,416             | \$197,308,334               |

All TennCare MCOs far exceeded their minimum net worth requirements and Company Action Level requirements as of December 31, 2015.

**C. Departure of TennCare Director**

On March 30, 2016, Tennessee Governor Bill Haslam announced that TennCare Director and Deputy Commissioner of Health Care Finance and Administration Darin Gordon would enter the private sector at the end of June. Having taken on his role in 2006, Mr. Gordon is not only the longest serving TennCare director in state history but also the longest serving Medicaid director in the country.

During his tenure, TennCare gained national recognition as a model of an innovative Medicaid managed care program. Mr. Gordon led TennCare to maintain the lowest cost trend in its history, make significant improvements in a substantial number of quality measures, and gain national recognition for innovations in managed care and payment and delivery system reform. His contributions extend beyond Tennessee, as evidenced by his service as president of the National Association of Medicaid Directors.

Mr. Gordon started his career in Tennessee state government as an intern for the Senate Finance Committee in 1996, and he has more than eighteen years of experience in public health

care finance and management. Prior to 2006, he held key executive management positions within TennCare, first as the Director of Managed Care Programs and subsequently as Chief Financial Officer. Mr. Gordon's last day with TennCare will be June 30. Until that time, he will continue to work on TennCare's renewal application (discussed in greater detail below) and help facilitate the transition to new leadership.

#### **D. Application to Renew the TennCare Demonstration**

As detailed in the Bureau's previous Quarterly Progress Report, an application to renew the TennCare Demonstration was submitted to CMS on December 22, 2015. The current approval period ends on June 30, 2016, and the State is seeking a renewal of the Demonstration through June 30, 2021.

The extension application requests only one change to the Demonstration: that the waiver of retroactive eligibility currently scheduled to expire on June 30, 2016, be extended throughout the next approval period. CMS published the document for a federal comment period lasting from January 7 through February 6, 2016. Following the conclusion of the federal comment period, CMS communicated a preliminary list of topics for future discussion with the State. Negotiations on points identified are expected to progress throughout the April-June 2016 quarter.

#### **E. Payment Reform**

In February 2013, Governor Haslam launched Tennessee's Health Care Innovation Initiative to change the way that health care is paid for in Tennessee. The desired direction is to move from paying for volume to paying for value by rewarding health care providers for certain outcomes such as high quality and efficient treatment of medical conditions, and to help in maintaining people's health over time.

The Tennessee Health Care Innovation Initiative is located in HCFA, the agency in which TennCare is located as well. Although the Initiative's goals transcend Medicaid, there is much emphasis on Medicaid and TennCare as playing a pivotal role in meeting these goals. All of TennCare's providers are included in the Initiative.

Two of the most important strategies being used to reform health care payment approaches are primary care transformation and episodes of care:

- Primary care transformation focuses on the role of the primary care provider in promoting the delivery of preventive services and managing chronic illnesses over time. The Initiative is developing an aligned model for multi-payer Patient Centered Medical Homes (PCMHs), Health Homes for TennCare members with Serious and Persistent Mental Illness, and a shared care coordination tool that includes hospital and Emergency Department admission, discharge, and transfer alerts for attributed providers.



- Episodes of care focuses on the health care delivered in association with acute health care events, such as a surgical procedure or an inpatient hospitalization. Episodes encompass care delivered by multiple providers in relation to a specific health care event. Each episode has a principal accountable provider (or “quarterback”) who leads and coordinates the team of care providers and helps drive improvement through various activities including, but not limited to, care coordination, early intervention, and patient education.

Both of these strategies have benefitted from the input of Technical Advisory Groups (TAGs) composed of subject matter experts. TAG recommendations span a variety of topics, including the patient journey and care pathways, the definition of the principal accountable provider (i.e., the quarterback), any aspects of care delivery unique to Tennessee, the components of the episode of care, and appropriate quality measures.

During the January-March 2016 quarter, the State and participating insurance companies worked to implement TAG recommendations concerning the PCMH program. TAG recommendations related to the fifth set (“Wave 5”) of episodes of care are expected in early summer 2016. The Wave 5 episodes are Breast Cancer Mastectomy, Breast Cancer Medical Treatment, Breast Biopsy, Tonsillectomy, Otitis, Anxiety, and Chronic Depression.

#### **F. Electronic Health Record Incentive Program**

The Electronic Health Record (EHR) Incentive Program is a partnership between federal and state governments that grew out of the Health Information Technology for Economic and Clinical Health (HITECH) Act. The purpose of the program is to provide financial incentives to Medicaid providers<sup>10</sup> to replace outdated, often paper-based approaches to medical record-keeping with electronic systems that meet rigorous certification criteria and that can improve health care delivery and quality. The federal government provides 100 percent of the funding for the incentive payments and 90 percent of the administrative costs.

Currently, Medicaid providers may qualify for the following types of payments:

- First-year payments to providers (eligible hospitals or practitioners) who either—
  - Adopt, implement, or upgrade to certified EHR technology capable of meeting “meaningful use” in accordance with CMS standards, or
  - Achieve meaningful use of certified EHR technology for any period of 90 consecutive days;
- Second-year payments to providers who have received first-year payments and who achieved meaningful use for a subsequent period of 90 consecutive days;

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<sup>10</sup> CMS allows two types of providers to participate in the Medicaid EHR Incentive Program: medical professionals (physicians, nurse practitioners, certified nurse midwives, dentists, and certain kinds of physician assistants) and hospitals (acute care hospitals, critical access hospitals, and children’s hospitals).

- Third-year, fourth-year, and fifth-year payments to providers who continue to demonstrate meaningful use.

With CMS approval, TennCare issues incentive payments to eligible hospitals over a three-year period, while eligible practitioners must attest over a six-year period.

EHR payments made by TennCare during the January-March 2016 quarter as compared with payments made throughout the life of the program appear in the table below:

**Table 12**  
**EHR Payments**  
**Quarterly and Cumulative**

| <b>Payment Type</b>  | <b>No. of Providers Paid During the Quarter</b> | <b>Quarterly Amount Paid (Jan-Mar 2016)</b> | <b>Cumulative Amount Paid To Date</b> |
|----------------------|---|---|---------------------------------------|
| First-year payments  | 299 <sup>11</sup>                               | \$7,086,203                                 | \$164,214,386                         |
| Second-year payments | 14  | \$963,935                                   | \$51,150,193                          |
| Third-year payments  | 52  | \$6,374,511                                 | \$23,336,549                          |
| Fourth-year payments | 38  | \$311,668                                   | \$1,705,673                           |
| Fifth-year payments  | 17  | \$144,500                                   | \$144,500                             |

The Bureau’s technical assistance activities, outreach efforts, and other EHR-related projects intensified during the quarter. This increase, which coincided with newly implemented “Modified Stage 2” meaningful use measures, included:

- Acceptance of meaningful use attestations involving Modified Stage 2 measures beginning on January 12, 2016;
- Conducting seven onsite visits to physician offices;
- Holding 82 technical assistance calls;
- Responding to 640 emails received in the EHR meaningful use mailbox;
- Participation throughout the quarter in several Southeast Regional Collaboration for HIT/HIE (SERCH) calls;
- Monthly newsletters and occasional alerts distributed by the Bureau’s EHR ListServ; and
- A quarterly reminder to Tennessee providers who had registered at the federal level but who have not registered or attested at the state level.

TennCare continues to schedule EHR workshops with a variety of provider organizations to maintain the momentum of the program. Events planned for the spring of 2016, for instance, include participation in the statewide meeting of the Tennessee Medical Association. The Bureau is also making every effort to alert eligible professionals and eligible hospitals that 2016

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<sup>11</sup> Of the 299 providers receiving first-year payments in the January-March 2016 quarter, 1 earned the incentive by successfully attesting to meaningful use of EHR technology in the first year of participation in the program.

is the last year in which they may enroll in the EHR program and begin attesting (as specified by the HITECH Act).

### **G. Award for General Counsel**

On January 26, 2016, The Nashville Business Journal announced the winners of its annual “40 Under 40” distinction, which celebrates 40 professionals under the age of 40 for their excellence in business as well as contributions to their Middle Tennessee communities. TennCare General Counsel John G. (Gabe) Roberts was one of the individuals honored.

Mr. Roberts is a licensed Certified Public Accountant who worked in the Memphis office of Ernst & Young as an auditor of publicly traded and privately held Tennessee companies. After graduating from Vanderbilt University Law School, Mr. Roberts practiced law at the Nashville firm of Sherrard & Roe, where his business law practice intersected regularly with the health care industry and regulatory environment. He joined TennCare as its General Counsel in April 2013.

## **VI. Action Plans for Addressing Any Issues Identified**

TennCare continues to comply with orders issued in the *Wilson v. Gordon* court action.

## **VII. Financial/Budget Neutrality Development Issues**

Revenue collections were mixed—though mostly positive—during the January-March 2016 quarter. In two of the three months, total state and local revenue collections were higher than during the corresponding months of 2015, with a four percent improvement in February and a sixteen percent improvement in March. In January 2016, however, revenue collections were three percent lower than in January 2015.<sup>12</sup>

Employment prospects demonstrated positive and steady progress throughout the quarter. The unemployment rate fell from 5.4 percent in January to 4.9 percent in February and then to 4.5 percent in March. These figures represent an improvement on the results from one year ago, when the Tennessee unemployment rate exceeded six percent in all three months of the quarter. Furthermore, Tennessee reversed the gap between the state and national unemployment rates this quarter: Tennessee’s unemployment rate was 0.5 percent higher than the national rate in January but was 0.5 percent lower than the national rate in March.<sup>13</sup>

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<sup>12</sup> The Department of Revenue’s collection summaries are available online at <https://www.tn.gov/revenue/article/revenue-collections-summaries>.

<sup>13</sup> Information about Tennessee’s unemployment rate is available on the Department of Labor and Workforce Development’s website at <https://www.tn.gov/workforce/news>.

## VIII. Member Month Reporting

Tables 13 and 14 below present the member month reporting by eligibility group for each month in the quarter.

**Table 13**  
**Member Month Reporting for Use in Budget Neutrality Calculations**  
**January – March 2016**

| Eligibility Group   | January<br>2016  | February<br>2016 | March<br>2016    | Sum for<br>Quarter<br>Ending<br>3/31/16 |
|---|------------------|------------------|------------------|---|
| <i>Medicaid eligibles (Type 1)</i>  |                  |                  |                  |   |
| EG1 Disabled, Type 1 State Plan eligibles   | 144,395          | 143,815          | 143,112          | 431,322                                 |
| EG2 Over 65, Type 1 State Plan eligibles  | 130              | 162              | 191              | 483                                     |
| EG3 Children, Type 1 State Plan eligibles   | 764,369          | 767,722          | 769,343          | 2,301,434                               |
| EG4 Adults, Type 1 State Plan eligibles   | 436,992          | 441,733          | 446,498          | 1,325,223                               |
| EG5 Duals, Type 1 State Plan eligibles  | 139,098          | 139,459          | 139,837          | 418,394                                 |
| <i>Demonstration eligibles (Type 2)</i>   |                  |                  |                  |   |
| EG8 Med Exp Child, Type 2 Demonstration Population, Optional Targeted Low Income Children funded by Title XIX | 0                | 0                | 0                | 0                                       |
| EG9 H-Disabled, Type 2 Demonstration Population   | 261              | 258              | 251              | 770                                     |
| EG10 H-Over 65, Type 2 Demonstration Population   | 34               | 36               | 35               | 105                                     |
| EG11 H-Duals, Type 2 Demonstration Population   | 6,020            | 5,993            | 6,020            | 18,033                                  |
| <b>TOTAL</b>  | <b>1,491,299</b> | <b>1,499,178</b> | <b>1,505,287</b> | <b>4,495,764</b>                        |

**Table 14**  
**Member Month Reporting Not Used in Budget Neutrality Calculations**  
**January – March 2016**

| Eligibility Group                                     | January<br>2016 | February<br>2016 | March<br>2016 | Sum for Quarter<br>Ending 3/31/16 |
|---|-----------------|------------------|---------------|-----------------------------------|
| EG6E Expan Adult, Type 3,<br>Demonstration Population | 781             | 777              | 774           | 2,332                             |
| EG7E Expan Child, Type 3,<br>Demonstration Population | 57              | 56               | 56            | 169                               |
| Med Exp Child, Title XXI<br>Demonstration Population  | 18,671          | 18,630           | 18,591        | 55,892                            |
| EG12E Carryover, Type 3,<br>Demonstration Population  | 3,302           | 3,196            | 3,162         | 9,660                             |
| <b>TOTAL</b>  | <b>22,811</b>   | <b>22,659</b>    | <b>22,583</b> | <b>68,053</b>                     |

### IX. Consumer Issues

**Eligibility Appeals.** TennCare eligibility appeals are handled by the Bureau of TennCare. Table 15 presents a summary of eligibility appeal activity during the quarter, compared to the previous two quarters.

**Table 15**  
**Eligibility Appeals for January – March 2016**  
**Compared to the Previous Two Quarters**

|   | Jul – Sept<br>2015 | Oct – Dec<br>2015 | Jan – Mar<br>2016 |
|---|--------------------|-------------------|-------------------|
| No. of appeals received   | 4,382              | 4,794             | 5,889             |
| No. of appeals resolved or withdrawn                            | 3,205              | 3,487             | 2,556             |
| No. of appeals taken to hearing                                 | 1,966              | 1,380             | 2,617             |
| No. of hearings resolved in favor of<br>appellant <sup>14</sup> |                    | 210               | 342               |

**Medical Service Appeals.** Medical service appeals are handled by the Bureau of TennCare. Table 16 below presents a summary of the medical service appeals handled during the quarter, compared to the previous two quarters.

<sup>14</sup> This category of eligibility appeals data has been added at CMS’s request. The State is furnishing data not only for the current quarter but for one previous quarter as well (for purposes of comparison).

**Table 16**  
**Medical Service Appeals for January – March 2016**  
**Compared to the Previous Two Quarters**

|   | Jul – Sept<br>2015 | Oct – Dec<br>2015 | Jan – Mar<br>2016 |
|---|--------------------|-------------------|-------------------|
| No. of appeals received   | 2,149              | 2,188             | 2,064             |
| No. of appeals resolved   | 1,800              | 2,285             | 2,033             |
| • Resolved at the MCC level   | 795                | 972               | 828               |
| • Resolved at the TSU level   | 132                | 209               | 177               |
| • Resolved at the LSU level   | 873                | 1,104             | 1,028             |
| No. of appeals that did not involve a valid factual dispute                   | 235                | 264               | 261               |
| No. of directives issued  | 201                | 315               | 295               |
| No. of appeals taken to hearing   | 873                | 1,104             | 1,028             |
| No. of appeals that were withdrawn by the enrollee at or prior to the hearing | 293                | 333               | 342               |
| Appeals that went to hearing and were decided in the State’s favor            | 293                | 355               | 346               |
| Appeals that went to hearing and were decided in the appellant’s favor        | 28                 | 43                | 48                |

By way of explanation:

- The “MCC” level is the level of the Managed Care Contractors. MCCs sometimes reverse their decisions or develop new recommendations for addressing an issue after reviewing an appeal.
- The “TSU” level is the TennCare Solutions Unit. The TSU might overturn the decision of the MCC and issue a directive requiring the MCC to approve provision of the service under appeal. Alternatively, if, following review, TennCare agrees with the MCC’s decision, the appeal typically proceeds to TennCare’s Legal Solutions Unit (LSU), where it is scheduled for administrative hearing before an Administrative Law Judge.
- The “LSU” level is the Legal Solutions Unit. This unit ensures that enrollees receive those procedural rights to which they are entitled under the law. LSU represents TennCare and its MCCs at administrative hearings and takes those steps necessary to ensure that such appeals come to a timely resolution.

**LTSS Appeals.** In the CMS letter approving CHOICES implementation in Middle Tennessee dated February 26, 2010, the Bureau was asked to monitor and provide information on CHOICES-specific appeals. In the approval letter sent to the State on August 3, 2010, CMS said that they looked forward to “continuing our collaboration with the State for monitoring the

CHOICES Program through sharing of standardized reports, monthly Demonstration monitoring calls, and the Quarterly and Annual Reports.” The following table provides information regarding certain appeals administered by the Long-Term Services and Supports Division for the quarter, compared to the previous two quarters.

**Table 17**  
**Long-Term Services and Supports Appeals for January – March 2016**  
**Compared to the Previous Two Quarters**

|  | Jul – Sept<br>2015 | Oct – Dec<br>2015 | Jan – Mar<br>2016 |
|--|--------------------|-------------------|-------------------|
| No. of appeals received                                      | 297                | 258               | 230               |
| No. of appeals resolved or withdrawn                         | 147                | 142               | 118               |
| No. of appeals set for hearing                               | 72                 | 78                | 80                |
| No. of hearings resolved in favor of appellant <sup>15</sup> |                    | 1                 | 2                 |

## X. Quality Assurance/Monitoring Activity

**Population Health.** “Population Health” (PH) is TennCare’s model of targeted health care interventions. Key benefits of PH include—

- Selection of a much larger portion of the TennCare population than had been attempted previously;
- Identification of risky behaviors likely to lead to disease in the future (such as poor eating habits, physical inactivity, and drug use);
- Assistance to enrollees in discontinuing such activities; and
- Interventions to assist enrollees who already have a complex chronic condition.

Enrollees are assigned to one of three levels of health risk and one of seven programs for reducing risk. Information on the risk levels addressed by PH, the manner in which these risks are addressed, and the total number of unique members enrolled in PH at the conclusion of the October-December 2015 quarter is provided in Table 18. Data for the period of January through March 2016 will be provided in the next Quarterly Progress Report.

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<sup>15</sup> This category of LTSS appeals data has been added at CMS’s request. The State is furnishing data not only for the current quarter but for one previous quarter as well (for purposes of comparison).

**Table 18**  
**Population Health Data\*, October – December 2015**

| <b>Risk Level</b>             | <b>Intervention Type</b>       | <b>Intervention Goal(s)</b>  | <b>Number of Unique Members at End of Quarter</b> |
|-------------------------------|--------------------------------|--|---|
| Level 0: no identified risk   | Wellness Program               | Keep members healthy as long as possible   | 772,628   |
| Level 1: low or moderate risk | Maternity Program              | Engage pregnant women in timely prenatal care and deliver a healthy, term infant without complications   | 16,703  |
|                               | Health Risk Management         | Prevent, reduce, or delay exacerbation and complications of a condition or health risk behavior  | 619,908   |
|                               | Care Coordination              | Assure that members receive the services they need to reduce the risk of an adverse health outcome   | 26,657  |
| Level 2: high risk            | Chronic Care Management        | Provide intense self-management education and support to members with multiple chronic conditions to improve their quality of life, health status, and use of services | 5,426   |
|                               | High Risk Pregnancy Management | Engage pregnant women in timely prenatal care and deliver a healthy, term infant without complications   | 2,201   |
|                               | Complex Case Management        | Move members to optimal levels of health and well-being through timely coordination of quality services and self-management support                                    | 918   |
| <b>Total PH Enrollment</b>    |                                |  | <b>1,444,441</b>                                  |

\* The data in this table is a snapshot of PH enrollment on the last day of the reporting period. Because members move between risk levels and intervention types, enrollment may vary on a daily basis.

**Provider Data Validation Report.** In January 2016, TennCare’s External Quality Review Organization (EQRO), Qsource, published the results of its provider data validation survey for the October-December 2015 quarter. Qsource took a sample of provider data files from TennCare’s MCCs<sup>16</sup> and reviewed each for accuracy in the following categories:

- Contract status with MCC
- Provider address

<sup>16</sup> TennCare’s Pharmacy Benefits Manager (PBM) was not included in the survey.



- Provider credentialed specialty / behavioral health service code
- Open / closed to new patients
- Services to patients under age 21
- Services to patients age 21 or older
- Primary care services
- Prenatal care services
- Availability of routine care services
- Availability of urgent care services

The validity of such information is one measure of providers' availability and accessibility to TennCare enrollees. Qsource's report concluded that "[o]verall, the MCCs' accuracy rates have maintained a high level," especially in the categories of "active contract status with MCC" (98.1 percent accuracy), "provider credentialed specialty / behavioral health service code" (96.2 percent accuracy), "routine care services" (96.5 percent accuracy), "urgent care services" (97.0 percent accuracy), "primary care services" (99.5 percent accuracy), and "prenatal care services" (99.7 percent accuracy).

Because October-December 2015 was only the fourth quarter in which all of the MCOs delivered services statewide, the results of the survey were not entirely comparable to results achieved by the MCOs during the corresponding quarters of 2014, when accuracy was measured on a regional basis. Compared with the first three quarters of the statewide approach, however, the MCCs—according to the report—"have maintained relatively high accuracy rates this quarter." Nonetheless, to ensure ongoing improvement in all ten categories of the survey, TennCare required each of its MCCs to submit a Corrective Action Plan no later than March 7, 2016. The Bureau, in turn, had received, reviewed, and accepted all of the plans by March 10, 2016. Results for the January-March 2016 quarter will be discussed in the next Quarterly Progress Report.

## **XI. Demonstration Evaluation**

On October 30, 2015, in compliance with STC 47, the State submitted to CMS its Draft Annual Report for Demonstration Year 13. Part V of that report provided the progress to date on the performance measures outlined in the approved Evaluation Design. It is the State's intention to provide updated information on the performance measures in each Annual Report.

Furthermore, on November 18, 2015, the State submitted to CMS its annual update of the strategy to evaluate and improve the quality and accessibility of care offered to enrollees through the managed care network. The document, entitled *2015 Annual Update Report of the 2013 Quality Assessment and Performance Improvement Strategy*, remains available on TennCare's website.

In addition, on December 22, 2015, the State submitted its application to renew the TennCare Demonstration, Part VI of which was an Interim Evaluation Report addressing progress in three areas: 1) medical and behavioral health measures; 2) efficiency, stability, and viability measures; and 3) measures for the TennCare CHOICES program. During subsequent negotiations on the renewal application, CMS expressed interest in revisiting the State's Evaluation Design.

## **XII. Essential Access Hospital Pool<sup>17</sup>**

### **A. Safety Net Hospitals**

Regional Medical Center at Memphis (The MED)  
Vanderbilt University Hospital  
Erlanger Medical Center  
University of Tennessee Memorial Hospital  
Johnson City Medical Center Hospital (with Woodridge Psych)  
Metro Nashville General Hospital

### **B. Children's Hospitals**

LeBonheur Children's Medical Center  
East Tennessee Children's Hospital

### **C. Free Standing Psychiatric Hospitals**

Pathways of Tennessee  
Ridgeview Psychiatric Hospital and Center  
Rolling Hills Hospital

### **D. Other Acute Care Hospitals**

Parkridge Medical Center (with Parkridge Valley Psych)  
Jackson – Madison County General Hospital  
Methodist Healthcare – Memphis Hospitals  
Saint Jude Children's Research Hospital  
Methodist Healthcare – South  
Parkwest Medical Center (with Peninsula Psych)  
Methodist Healthcare – North  
TriStar Centennial Medical Center

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<sup>17</sup> Within the four Essential Access Hospital (EAH) groupings (Safety Net Hospitals, Children's Hospitals, Free Standing Psychiatric Hospitals, and Other Acute Care Hospitals), hospitals are arranged—in descending order—according to the amount of compensation each receives from the EAH pool.

TriStar Skyline Medical Center (with Madison campus)  
Wellmont Holston Valley Medical Center  
University Medical Center (with McFarland Psych)  
Parkridge East Hospital  
Saint Francis Hospital  
Saint Thomas Rutherford Hospital  
Lincoln Medical Center  
Saint Thomas Midtown Hospital  
Maury Regional Hospital  
Baptist Memorial Hospital for Women  
Wellmont Bristol Regional Medical Center  
Cookeville Regional Medical Center  
Fort Sanders Regional Medical Center  
Tennova Healthcare – Physicians Regional Medical Center  
Blount Memorial Hospital  
Delta Medical Center  
TriStar Summit Medical Center  
TriStar StoneCrest Medical Center  
Skyridge Medical Center  
Southern Hills Medical Center  
NorthCrest Medical Center  
Gateway Medical Center  
TriStar Horizon Medical Center  
Sumner Regional Medical Center  
Morristown – Hamblen Healthcare System  
Dyersburg Regional Medical Center  
Baptist Memorial Hospital – Tipton  
Methodist Medical Center of Oak Ridge  
TriStar Hendersonville Medical Center  
Jellico Community Hospital  
LeConte Medical Center  
Harton Regional Medical Center  
Takoma Regional Hospital  
Tennova Healthcare – LaFollette Medical Center  
Grandview Medical Center  
Baptist Rehabilitation – Germantown  
Skyridge Medical Center – Westside  
Southern Tennessee Medical Center  
United Regional Medical Center and Medical Center of Manchester  
Sycamore Shoals Hospital  
Indian Path Medical Center  
Lakeway Regional Hospital  
Roane Medical Center  
Laughlin Memorial Hospital

Starr Regional Medical Center – Athens  
 Regional Hospital of Jackson  
 Hardin Medical Center  
 Crockett Hospital  
 Henry County Medical Center  
 Stones River Hospital  
 Wellmont Hawkins County Memorial Hospital  
 River Park Hospital  
 Jamestown Regional Medical Center  
 Hillside Hospital  
 Livingston Regional Hospital  
 Heritage Medical Center  
 Baptist Memorial Hospital – Union City  
 McNairy Regional Hospital  
 Claiborne County Hospital  
 McKenzie Regional Hospital  
 Erlanger Health System – East Campus  
 Henderson County Community Hospital  
 Volunteer Community Hospital  
 Wayne Medical Center  
 DeKalb Community Hospital  
 Cumberland River Hospital  
 Decatur County General Hospital  
 Baptist Memorial Hospital – Huntingdon  
 Emerald Hodgson Hospital

### **XIII. Graduate Medical Education (GME) Hospitals**

Note: Attachment A to the STCs directs the State to list its GME hospitals and their affiliated teaching universities in each quarterly report. As CMS is aware, Tennessee does not make GME payments to hospitals. These payments are made, rather, to medical schools. The medical schools disburse many of these dollars to their affiliated teaching hospitals, but they also use them to support primary care clinics and other arrangements.

The GME medical schools and their affiliated universities are listed below:

| <b>Universities</b>             | <b>Hospitals</b>   |
|---------------------------------|--|
| East Tennessee State University | Mountain State Health Alliance<br>Wellmont<br>ETSU Quillen<br>Mission Hospital |

| Universities                       | Hospitals   |
|------------------------------------|---|
|                                    | Johnson City Medical Center<br>Johnson City Health Center<br>Woodridge Hospital<br>Holston Valley Medical Center<br>Bristol Regional Medical Center |
| Meharry Medical College            | Metro General<br>Meharry Medical Group  |
| University of Tennessee at Memphis | The Regional Medical Center (The MED)<br>Methodist<br>LeBonheur<br>Erlanger<br>Jackson Madison<br>St. Francis                                       |
| Vanderbilt University              | Vanderbilt Hospital   |

#### **XIV. Critical Access Hospitals**

Camden General Hospital  
Copper Basin Medical Center  
Cumberland Medical Center  
Erlanger Bledsoe Hospital  
Johnson County Community Hospital  
Lauderdale Community Hospital  
Macon County General Hospital  
Marshall Medical Center  
Medical Center of Manchester  
Pioneer Community Hospital of Scott  
Rhea Medical Center  
Riverview Regional Medical Center  
Saint Thomas Hickman Hospital  
Three Rivers Hospital  
TriStar Ashland City Medical Center  
Trousdale Medical Center  
Wellmont Hancock County Hospital

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**Date Submitted to CMS: May 31, 2016**

# **Attachment A**

## **Budget Neutrality Calculations for the Quarter**

## Actual TennCare Budget Neutrality (January - March 2016)

### I. The Extension of the Baseline

| Baseline PMPM                | SFY 2016 PMPM |
|------------------------------|---------------|
| 1-Disabled (can be any ages) | \$1,724.79    |
| 2-Child <=18                 | \$500.86      |
| 3-Adult >= 65                | \$1,118.37    |
| 4-Adult <= 64                | \$1,009.94    |
| Duals (17)                   | \$714.44      |

#### Actual Member months of Groups I and II

|                              |                  |
|------------------------------|------------------|
| 1-Disabled (can be any ages) | 432,092          |
| 2-Child <=18                 | 2,301,434        |
| 3-Adult >= 65                | 483              |
| 4-Adult <= 64                | 1,325,223        |
| Duals (17)                   | 436,427          |
| <b>Total</b>                 | <b>4,495,659</b> |

#### Ceiling without DSH

|                              | Baseline * MM          |
|------------------------------|------------------------|
| 1-Disabled (can be any ages) | \$745,268,171          |
| 2-Child <=18                 | \$1,152,698,855        |
| 3-Adult >= 65                | \$540,175              |
| 4-Adult <= 64                | \$1,338,393,361        |
| 17s                          | \$311,802,167          |
| <b>Total</b>                 | <b>\$3,548,702,729</b> |

#### DSH

|                                   |                      |
|-----------------------------------|----------------------|
| <b>DSH Adjustment (Quarterly)</b> | <b>\$115,999,213</b> |
|-----------------------------------|----------------------|

#### Total Ceiling

|                              |                        |
|------------------------------|------------------------|
| <b>Budget Neutrality Cap</b> |                        |
| Total w/DSH Adj.             | <b>\$3,664,701,942</b> |

### II. Actual Expenditures

#### Group 1 and 2

|                              |                |
|------------------------------|----------------|
| 1-Disabled (can be any ages) | \$ 544,105,130 |
| 2-Child <=18                 | \$ 473,505,367 |
| 3-Adult >= 65                | \$ 208,674     |
| 4-Adult <= 64                | \$ 459,664,956 |



|              |    |                      |
|--------------|----|----------------------|
| Duals (17)   | \$ | 348,393,753          |
| <b>Total</b> |    | <b>1,825,877,881</b> |

**Group 3**

|                              |    |                   |
|------------------------------|----|-------------------|
| 1-Disabled (can be any ages) | \$ | -                 |
| 2-Child <=18                 | \$ | 12,910,960        |
| 3-Adult >= 65                | \$ | 44,526,134        |
| 4-Adult <= 64                | \$ | 813,293           |
| Duals (17)                   | \$ | -                 |
| <b>Total</b>                 |    | <b>58,250,388</b> |

**Pool Payments and Admin**

|                            |  |                    |
|----------------------------|--|--------------------|
| <b>Total Pool Payments</b> |  | <b>167,263,608</b> |
|----------------------------|--|--------------------|

|              |    |                    |
|--------------|----|--------------------|
| <b>Admin</b> | \$ | <b>126,759,887</b> |
|--------------|----|--------------------|

Quarterly Drug Rebates \$ (151,326,116)

Quarterly Premium Collections \$ -

**Total Net Quarterly Expenditures \$ 2,026,825,648**

**III. Surplus/(Deficit)**

Federal Share

|                        |
|------------------------|
| <b>\$1,637,876,294</b> |
| <b>\$1,065,192,848</b> |

| HCI Result  | MM201601         | MM201602         | MM201603         | TOTAL            | HCI ASO             | HCI Rx               | HCI DTL             | HCI MCO CAP (TCS Admin) | UNK Allocation      | TOTAL                  |
|---|------------------|------------------|------------------|------------------|---------------------|----------------------|---------------------|-------------------------|---------------------|------------------------|
| EG1-TYPE1 (disabled, type1 state plan eligibles)  | 144,395          | 143,815          | 143,112          | 431,322          | \$75,588,035        | \$135,132,359        | \$1,741,429         | \$328,600,992           | (1,219,706)         | \$539,843,109          |
| EG1-TYPE2 (disabled, type2 transition group)      | 0                | 0                | 0                | 0                | \$0                 | \$0                  | \$0                 | \$0                     | -                   | \$0                    |
| EG2-TYPE1 (over 65, type1 state plan eligibles)   | 130              | 162              | 191              | 483              | \$7,155             | \$28,405             | \$0                 | \$173,508               | (394)               | \$208,674              |
| EG2-TYPE2 (over 65, type2 state plan eligibles)   | 0                | 0                | 0                | 0                | \$0                 | \$0                  | \$0                 | \$0                     | -                   | \$0                    |
| EG3-TYPE1 (children, type1 state plan eligibles)  | 764,369          | 767,722          | 769,343          | 2,301,434        | \$11,875,494        | \$75,569,667         | \$32,735,660        | \$354,397,621           | (1,073,074)         | \$473,505,367          |
| Med Exp Child (Title XXI Demo Pop; EG3-Type2)     | 18,671           | 18,630           | 18,591           | 55,892           | \$582,302           | \$3,256,836          | \$1,080,310         | \$7,970,889             | (28,840)            | \$12,861,496           |
| EG4-TYPE1 (adults, type1 State plan eligibles)    | 436,992          | 441,733          | 446,498          | 1,325,223        | \$1,630,860         | \$79,147,738         | \$2,965,688         | \$376,967,090           | (1,046,420)         | \$459,664,956          |
| EG4-TYPE2 (adults, type2 demonstration pop)       | 0                | 0                | 0                | 0                | \$0                 | \$0                  | \$0                 | \$0                     | -                   | \$0                    |
| EG5-TYPE1 (duals, state plan eligibles)           | 139,098          | 139,459          | 139,837          | 418,394          | \$1,201,629         | \$1,266,660          | \$940,876           | \$286,338,831           | (655,567)           | \$289,092,430          |
| EG6E-TYPE3 (Expan adult, type3 demonstration pop) | 781              | 777              | 774              | 2,332            | \$0                 | \$151,196            | \$5,234             | \$658,682               | (1,818)             | \$813,293              |
| EG7E-TYPE3 (Expan child, type3 demonstration pop) | 57               | 56               | 56               | 169              | \$754               | \$23,310             | \$2,165             | \$23,344                | (110)               | \$49,464               |
| EG8-TYPE2 (med exp child)                         | 0                | 0                | 0                | 0                | \$0                 | \$0                  | \$0                 | \$0                     | -                   | \$0                    |
| EG9 H-Disabled (TYPE 2 Eligibles)                 | 261              | 258              | 251              | 770              | \$0                 | \$322,378            | \$6,154             | \$3,948,199             | (14,711)            | \$4,262,020            |
| EG10 H-Senior                                     | 34               | 36               | 35               | 105              | \$0                 | \$8,424              | \$0                 | \$573,841               |                     | \$582,265              |
| EG11H, H-Dual                                     | 6,020            | 5,993            | 6,020            | 18,033           | \$1,542             | \$13,040             | \$9,711             | \$59,407,582            | (130,553)           | \$59,301,323           |
| EG12E, Carryovers                                 | 3,302            | 3,196            | 3,162            | 9,660            | \$0                 | \$142,170            | \$11,453            | \$43,886,363            | (96,117)            | \$43,943,870           |
| <b>Total</b>                                      | <b>1,514,110</b> | <b>1,521,837</b> | <b>1,527,870</b> | <b>4,563,817</b> | <b>\$90,887,771</b> | <b>\$295,062,182</b> | <b>\$39,498,681</b> | <b>\$1,462,946,943</b>  | <b>-\$4,267,309</b> | <b>\$1,884,128,269</b> |
| HCI Result  | MM201601         | MM201602         | MM201603         | TOTAL            | HCI ASO PMPM        | HCI Rx PMPM          | HCI DTL PMPM        | HCI MCO CAP (TCS Admin) | UNK Allocation      | TOTAL                  |
| EG1-TYPE1 (disabled, type1 state plan eligibles)  | 144,395          | 143,815          | 143,112          | 431,322          | \$175.25            | \$313.30             | \$4.04              | \$761.85                | -\$2.83             | \$1,251.60             |
| EG1-TYPE2 (disabled, type2 transition group)      | 0                | 0                | 0                | -                |                     |                      |                     |                         |                     |                        |
| EG2-TYPE1 (over 65, type1 state plan eligibles)   | 130              | 162              | 191              | 483              | \$14.81             | \$58.81              | \$0.00              | \$359.23                | -\$0.82             | \$432.04               |
| EG2-TYPE2 (over 65, type2 state plan eligibles)   | 0                | 0                | 0                | -                | -                   | -                    | -                   | -                       | -                   | -                      |
| EG3-TYPE1 (children, type1 state plan eligibles)  | 764,369          | 767,722          | 769,343          | 2,301,434        | \$5.16              | \$32.84              | \$14.22             | \$153.99                | -\$0.47             | \$205.74               |
| Med Exp Child (Title XXI Demo Pop; EG3-Type2)     | 18,671           | 18,630           | 18,591           | 55,892           | \$10.42             | \$58.27              | \$19.33             | \$142.61                | -\$0.52             | \$230.11               |
| EG4-TYPE1 (adults, type1 State plan eligibles)    | 436,992          | 441,733          | 446,498          | 1,325,223        | \$1.23              | \$59.72              | \$2.24              | \$284.46                | -\$0.79             | \$346.86               |
| EG4-TYPE2 (adults, type2 demonstration pop)       | 0                | 0                | 0                | -                |                     |                      |                     |                         |                     |                        |
| EG5-TYPE1 (duals, state plan eligibles)           | 139,098          | 139,459          | 139,837          | 418,394          | \$2.87              | \$3.03               | \$2.25              | \$684.38                | -\$1.57             | \$690.96               |
| EG6E-TYPE3 (Expan adult, type3 demonstration pop) | 781              | 777              | 774              | 2,332            | \$0.00              | \$64.84              | \$2.24              | \$282.45                | -\$0.78             | \$348.75               |
| EG7E-TYPE3 (Expan child, type3 demonstration pop) | 57               | 56               | 56               | 169              | \$4.46              | \$137.93             | \$12.81             | \$138.13                | -\$0.65             | \$292.69               |
| EG8-TYPE2 (emd exp child)                         | 0                | 0                | 0                | -                |                     |                      |                     |                         |                     |                        |
| EG9 H-Disabled (TYPE 2 Eligibles)                 | 261              | 258              | 251              | 770              | \$0.00              | \$418.67             | \$7.99              | \$5,127.53              | -\$19.10            | \$5,535.09             |
| EG10 H-Senior                                     | 34               | 36               | 35               | 105              | \$0.00              | \$80.23              | \$0.00              | \$5,465.15              | \$0.00              |                        |
| EG11H, H-Dual                                     | 6,020            | 5,993            | 6,020            | 18,033           | \$0.09              | \$0.72               | \$0.54              | \$3,294.38              | -\$7.24             | \$3,288.49             |
| EG12E, Carryovers                                 | 3,302            | 3,196            | 3,162            | 9,660            | \$0.00              | \$14.72              | \$1.19              | \$4,543.10              | -\$9.95             | \$4,549.05             |
| <b>Total</b>                                      | <b>1,514,110</b> | <b>1,521,837</b> | <b>1,527,870</b> | <b>4,563,817</b> | <b>\$19.91</b>      | <b>\$64.65</b>       | <b>\$8.65</b>       | <b>\$320.55</b>         | <b>-\$0.94</b>      | <b>\$412.84</b>        |

\* Unknown allocation was performed within the Service category totals.