

AmeriHealth Caritas Louisiana
 Provider Advisory Council (PAC) Meeting Minutes
 Tuesday, July 27, 2021 11:00 a.m.

Attendees:

Present from AmeriHealth Caritas Louisiana:	Guest Attendee:
Kelli Nolan, Director- Provider Operations and Administration	Angela Williams, Director of Clinical Services-Affinity Health Group
Chris McNeil, Program and Innovation Analyst-Administration	Steve Buckner, Corporate Director-Southeasterns
Carrie Blades, Quality Performance Specialist Clinical, Quality Management	David McManus, Strategic Client Coordinator-Avesis
Kenya Foster, Provider Communications Consultant-Communications	Jennifer Williams, Data Analyst-Affinity/Vantage Health Plan
Tamika Kehoe, Manager Network Operations-Provider Operations and Administration	Dr. Daniel Levy, Chief Optometric Officer-Avesis
Grover Harrison, Director Community Education-Community Outreach	Les Tompkins, AVP Managed Care-Ochsner Health
Dr. Betty Muller, Medical Director-BH-Administration	Dr. Michael Exler, Chief Dental Officer-Avesis
Audrey Burton, Provider Performance Analyst Sr, Provider Performance	Gary Morgan, Manager, Christus Health
Lindsey Crouse Mitrook, Director Value Based Programs, Provider Performance	Chatrian Kanger, Vice President, Population Health-Access Health of Louisiana
Tricia Grayson, Director Communications & Marketing-Communications	Kristi Jones, Clinical Quality Management Supervisor, Affinity
Nancy Thibodeaux, Provider Network Analyst-Provider Operations and Administration	Julie Widmer, Director of Utilization Review-Brentwood Hospital
Danette Marshall, Contract Account Manager-Plan Operations & Administration	Kabrina Smith, COO-Caresouth Medical and Dental
Melody Sherrod, Quality Performance Specialist-Quality Management	Sheneka Dunn, Patient Care Coordinator-Caresouth Medical and Dental
Charleen Gauthreaux, Manager Provider Network Management, Provider Network Mgmt.	Shelley Malsam, Revenue Cycle Director-Jackson Parish Hospital
Ke'Wannda Bell, Provider Network Account Executive, Provider Network Management	Juanice Moses, Administrator-Life Changing Solutions LLC
Jimmy Kasischke, Provider Network Account Executive, Provider Network Management	Natalie Simmons, Director of Payor Relations-Ochsner Health
Kyle Viator, Market President AC Louisiana, Administration	Greg Ivey, COO-Pediatric Center of Southwest Louisiana
Kellye Anderson, Provider Network Account Executive, Provider Network Management	Cherie Martin, Office Manager-Red Stick Pediatrics
Renee Nash, Delegation Contract Coordinator, Clinical Vendor Oversight	Elaine Ward, Department Head Utilization Management-St Tammany Parish Hosp
Gwen Matthews, Manager Provider Network Management, Provider Network Mgmt.	Sherice Forte, Network Operations-Verity HealthNet
Lynette Hinton, Provider Network Account Executive, Provider Network Management	Mary Hestily, Christus
Millissa Harrison, Provider Network Account Executive, Provider Network Management	April Broussard
	Tunjia Corbin
	Patti Williams
	Lauren Findley
	Sheri Amos
	Jennifer Frizzell
	Jessica Donaho
	Cheryl Thibodeaux
	Mary Martin
	Charlotte Sonnier, Pediatric Center of Southwest Louisiana
	Patricia Fazio
	Giovanna Pringle, Director of Revenue Cycle, Credentialing & Patient Registration-Crescent Care

AGENDA ITEM	DISCUSSION			
I. Call to Order	Tamika Kehoe, Manager Network Operations for ACLA, announced the housekeeping for the meeting at 11:00 a.m. (CST) and then welcomed everyone to the second PAC Meeting of 2021 at 11:01 virtually via Zoom.	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE
II. Transportation Services in Monroe Follow-Up	<p>Steve Buckner, Corporate Director of Southeastrans provided the following Monroe area transportation data:</p> <ul style="list-style-type: none"> • Currently have about 20 transportation providers in Region 8 • 4 new providers added in the 1st quarter (which includes a new wheelchair provider) • Staff increased (includes a new Provider Relations Manager) • Additional providers in the pipeline based in Monroe • Public transit built into their system 	<p>Angela Williams with Affinity Health stated she appreciated all their efforts and wanted to know if member is notified about the services.</p> <p>Angela said if they have any written printed material that they would be glad to give to their patients</p>	<p>Steve responded, not from Southeastrans but suggested to work with ACLA to get communications out to the members.</p> <p>Steve said definitely he'll see about getting materials to the providers.</p> <p>Tamika commented that they will work offline with Steve to see about getting communications to the members.</p>	

<p>III. Avesis Dental/Vision Benefit</p>	<p>David McManus, Strategic Client Partner, Avesis introduced the Avesis Eye Care and Dental programs:</p> <ul style="list-style-type: none"> • Avesis has been in the Government space for over 25 years: <ul style="list-style-type: none"> ○ Specifically with AmeriHealth Caritas since 2012 and particularly with AmeriHealth Caritas Louisiana since January 2020 ○ 30 contracts with 13 health plans ○ Implementing in Ohio goes live January 2022 ○ Live with Texas October 2021 ○ Government benefits management for 6.6 million covered lives (94% Medicaid and 6% Medicare Advantage) <p>Dr. Daniel Levy, Chief Optometric Officer, Avesis shared facts regarding the Eye Care benefits:</p> <ul style="list-style-type: none"> • Cover all medical eye care services in addition to routine • Overall care not just for eyes but entire body • Optometrists have good scope of licensure to provide great primary and tertiary care and Ophthalmologists the medical and surgical care encourages them to work together for the patient's care. • 2,621 ACLA members were diagnosed with diabetes by their eye care provider • Utilization is at 23.1% since January 2020 but is currently at the uptick since COVID is somewhere behind us. • Comprehensive eye model all services of care at the time of care. <p>Dr. Michael Exler, Chief Dental Office, Avesis discussed the Dental plan:</p> <ul style="list-style-type: none"> • Value added benefit for ACLA adult members ages 21 and over • Limited but very important and they cover preventive, diagnostic restorative and more importantly the periodontal and oral surgery • Almost 280 providers and is increasing • Claims over 44, 000 for a group of this size • Utilization around 20% and trying to get the word out to the members to show them benefits of getting dental services for overall health • Drive medical cost reduction through preventive utilization by maintaining periodontal oral care which in turn can prevent more serious disease such as diabetes and preventing premature births with pregnant members. 	<p>Dr. Levy added how he and Dr. Exler coordinate care and work as a single source entity on eye care and oral care to ensure the members are getting all the care they need or are missing.</p> <p>Angela Williams with Affinity, stated they do their own diabetic retinopathy screening in house and wants to make sure they have the information needed to bill for ACLA members to be reimbursed so she inquired if the codes are on their website.</p>	<p>Dr Levy responded that all covered CPT codes are on their website.</p>	
<p>IV. Navinet COVID-19 Vaccination Eligibility and Overdue Status Report</p>	<p>Carrie Blades, Quality Performance Specialist Clinical, Quality Management presented a COVID-19 Vaccination Initiative overview:</p> <ul style="list-style-type: none"> • AmeriHealth Caritas Louisiana has begun a Performance Improvement to ensure vaccination access to all vaccine eligible enrollees: <ul style="list-style-type: none"> ○ Pfizer 12 and up ○ Moderna 18 and up ○ Johnson & Johnson 18 and up • Vaccination status may be accessed through the NaviNet COVID19 Vaccination Eligibility and Overdue Report • Assistance in enrolling as a vaccine provider with LDH, info is on LDH website or Carrie said she will help and provided her phone number • Incentive payments to providers based on the volume of members who receive the COVID-19 vaccine which 	<p>Greg Ivey with Pediatric Center of Southwest Louisiana wanted to know percentage of ACLA pediatric providers and out of that % how many are giving vaccines. Pediatricians are not being considered as important in this effort and he wants them more involved.</p>	<p>Kyle Viator offered response to Greg and said he will escalate this request immediately and appreciated Greg's input</p>	

	<p>is included in the Provider Alert sent on June 4 2021. Extra benefit to providers who actually provide the vaccine versus members going to vaccination site or pharmacy.</p> <ul style="list-style-type: none"> • ACLA is assisting members with vaccine appointments • ACLA is partnering with providers to assist in community vaccine events. Contact Carrie or Account Executive. 	<p>He also requested who has best practice on administering the vaccine.</p> <p>Giovanna Pringle with Crescent Care asked if they will be reimbursed for the administration cost of the vaccine at FQHC.</p>	<p>Angela Williams said she'd be happy to give him their immunization coordinator's information.</p> <p>Carrie said she would find out and let her know.</p>	
<p>V. Vaccination Member Incentive Program</p>	<p>Tricia Grayson, Director Communications & Marketing-Communications informed the attendees about the ACLA COVID-19 Vaccination Initiative (joining LDH in the Sleeves Ups Campaign) for members:</p> <ul style="list-style-type: none"> • Reward available of \$10 on the members CARE Card for each vaccine does completed between June1, 2021 and August 31, 2021 • Online attestation form at www.amerhealthcaritsla.com/covid19incentive for members (not required but speeds up the process for getting their reward) • Created tear-off pads for providers to give to their patients with the vaccination info they need to complete the application. 	<p>Charlotte Sonnier with Pediatric Center of SWLA asked for tear-off pads for their patients</p> <p>Cherie Martin from Red Stick Pediatrics would like some as well.</p>	<p>Tricia said absolutely and will see about getting them sent to both.</p>	
<p>VI. Behavioral Health Member Satisfaction Survey</p>	<p>Dr. Betty Muller, Medical Director-BH-Administration briefed attendees on the Behavioral Health Member Satisfaction Survey:</p> <ul style="list-style-type: none"> • Survey performed every year by IPRO and IPRO recommends actionable improvement: • 3.4% of the 1800 child surveys sent responded • 5.72% of the 1800 adult surveys sent responded • 59.2% adult and 65.9% child survey respondents rated their BH providers as 8, 9 or 10 (10 being best 	<p>Dr. Muller reiterated that this is a very small percentage of members who responded to this survey and to keep that in mind with the score results.</p>		

	<p>and 0 being worst)</p> <ul style="list-style-type: none"> 62.3% adult and 72.7% child rated ACLA as 8, 9 or 10 (again 10 being best and 0 being worst) Access and Quality of Care scores (child and adult) ranged from 69% to 84% Social Determinants of Health scores (child) ranged from 32% to 50% Social Determinants of Health scores (adult) ranged from 52% to 76% Action Plan: <ul style="list-style-type: none"> Educate members on their patient's rights, informed consent, management of care, health promotion, grievance process and right to question care decisions. Education and trainings for providers Community Navigators and Case Management continue to provide education to members Provider Network Management send communications to all BH providers regarding contract expectations Use of secret shoppers to identify appointment availability for various BH providers Interdepartmental meetings to review providers with deficiencies to determine next course of action Internal SDOH member surveys performed by Case Management, Rapid Response, Community Educators and Member Services. Escalation and follow-up process until the SDOH is resolved Rapid Response assist members with SDOH concerns to find resources, appointments, transportation and providers Provider feedback is essential to address the items review in the action plan 			
VII. New Member ID Cards	<p>Tricia Grayson, Director Communications & Marketing-Communications informed the group about the New Member ID Cards:</p> <ul style="list-style-type: none"> By June 30th, all Healthy Louisiana members must receive new ID cards containing a QR code The code can be scanned for the members' Medicaid ID Members should keep both ACLA and Medicaid cards with them The letter included with the card encourages members to reach out and schedule routine appointment with their PCP 			
VIII. Universal Prior Authorization Form	<p>Kenya Foster, Provider Communications Consultant-Communications spoke on the upcoming Universal Prior Authorization Form:</p> <ul style="list-style-type: none"> Automation through Optimal Character Recognition technology The process is intended to improve timely response to providers regarding auth decisions Not to be used for drug-related HCPCS codes, self-administered drugs, or provider-administered drugs and instead should use the Louisiana Uniform Prescription Drug Prior Authorization Form Submit prior auth online through our provider portal for easier and efficient results through NaviNet Full details on this is in the Provider Alert sent June 25, 2021 			
IX. AmeriHealth Caritas Louisiana Remittance Advice	<p>Tamika Kehoe, Manager Network Operations-Provider Operations and Administration presented slides of the ACLA Remittance Advice to:</p> <ul style="list-style-type: none"> Encourage feedback from the providers on how to enhance or improve our remittance advice to ease the administrative burden To find out how we compare to the other MCOs with their remittance advices 	<p>Cherie Martin with Red Stick Pediatrics asked about code A4728 for COVID test to make sure they are billing correctly because claims are being denied.</p>	<p>Tamika informed Cherie to give all claim numbers to the Account Executive to submit to a Research Analyst to review all claims to determine the issue and provide</p>	

		<p>Cherie asked if Suzette Franklin was her Account Executive</p> <p>Kenya commented that the Network Operations Director (Kelli Nolan) messaged in the chat that she would review the code and get back with Cherie.</p>	<p>feedback to her.</p> <p>Kyle Viator confirmed that Suzette is her Account Executive.</p>	
<p>X. Compass Program Initiative</p>	<p>Audrey Burton, Provider Performance Analyst Sr, Provider Performance provided information to attendees regarding the COMPASS Program Initiative:</p> <ul style="list-style-type: none"> • A voluntary referral optimization program that give PCPs increased visibility into the performance of participating specialist to make informed referrals for their patients • Not all provider are included in the program but only those attributed to specific episodes (i.e. Bipolar Disorder, Depression & Anxiety, Pregnancy, Schizophrenia, Substance Use Disorder and Trauma & Stressors Disorder) • Participating specialists who have attributed to 5 or more episodes within a 1 year reporting period for chronic episodes and a 2-year reporting period for procedural/other episodes, and who are affiliated with an entity that has not opted out of the program • Non-participating specialist who did not meet episode volume requirements during the reporting period or those affiliated with an entity that has opted out of the program • August 18th deadline for opt out and providers should get with their Account Executive • AmeriHealth Caritas COMPASS Referral Guide is a pdf report organized by episode, specialty type, and hospital referral region that provides AmeriHealth Caritas COMPASS scores in the form of a compass indicator for high-performing participating specialists • PCPs are encouraged to use this Referral Guide (once it goes live August 25th) and can access it after logging into NaviNet under Resources • Scores are calculated using: <ul style="list-style-type: none"> ○ Attribute episodes for individual specialist ○ Episode case rates ○ Apply episode-specific risk adjustment ○ Evaluate quality and efficiency performance ○ Use quality and efficiency performance to rank the specialists within each HRR ○ Calculate AmeriHealth Caritas COMPASS scores for participating specialists • The program is launching in Louisiana on August 25th. LDH and provider notification went out July 21, 2021. • Providers are encouraged to log into NaviNet to view and download the guides once they are available on August 25th and updated guides will be available biannually in October and April. • PCPs are encourage to use the guide as a tool when referring patients for care that falls within one of the six episode categories being implemented • Specialists are encouraged to leverage the guide as a tool to track performance against like peers. • The COMPASS Program Guide will be available on ACLA website and the provider’s Account Executive is the Plan point of contact for program questions or concerns 			

XI. Open Discussion	<p>Tamika asked if anyone had additional questions or feedback.</p>	<p>Kenya spoke up to give the providers a heads up about the Provider Satisfaction Survey that will be launched soon and how valuable the feedback is to us and we encourage participation</p>		
XII. Adjournment	<p>Tamika Kehoe adjourned the meeting at 12:16 pm (CST). The next meeting is on Thursday, October 21, 2021 (location unknown at this time).</p> <p>Respectfully submitted by:</p> <p>Kelli Nolan, Director, Provider Network Operations Date</p> <p>_____ <i>Kelli Nolan</i> _____</p> <p>Recorder: <u> <i>Nancy Thibodeaux</i> </u> Nancy Thibodeaux, Provider Network Analyst, Provider Network Operations</p>			