

AmeriHealth Caritas Louisiana  
 Provider Advisory Council (PAC) Meeting Minutes  
 Wednesday, October 14, 2020 11:00 a.m.

**Attendees:**

<b>Present from AmeriHealth Caritas Louisiana:</b>	<b>Guest Providers:</b>
Kelli Nolan, Director- Provider Operations and Administration	Angela Williams, Director of Clinical Services-Affinity Health Group, Inc.
Lee Reilly, Director Practice Transformation Director-Practice Transformation	Angela Gottschalk, Director of Care Coordination-St. Tammany Health System
Charleen Gauthreaux, Manager-Provider Network Management	Carol Robertson, Billing/Credentialing Supervisor-NW LA Human Services District
Chris McNeil, Program and Innovation Analyst-Administration	Cindy Rainbolt, ESPC-MCMC
Stacie Zerangue, Director-Provider Network Management	Jennifer Williams, Data Analyst-Vantage Health Plan
Faleshia Carrere, Provider Communications Consultant-Communications	Juanice Moses, Administrator-Life Changing Solutions
Tamika Kehoe, Manager Network Operations-Provider Operations and Administration	Kabrina Smith, COO-CareSouth
Grover Harrison, Director Community Education-Community Outreach	Karen Emery, Network Operations Specialist-Verity HealthNet
Sandra Workman, Supervisor Integrated Care Management-Rapid Response	Les Tompkins, Assistant Vice President-Ochsner Health
Rachel Weary, Director Mkt Clin Population Health-Utilization & Case Management	Rhonda Collingsworth, Physician Support Representative-Affinity Health Group, LLC
Glynda Hurm, Manager-Provider Network Management	Rob Salus, CEO/Clinical Director-Family Care Inc.
Dr. Betty Muller, Medical Director BH-Administration	Rosa Bates, Admin Coord 4-NLHSD
Susan Martinez-Hernandez, Mgr Regional Response & Outreach-Rapid Response	Samantha Banguel, Director of Quality-Caresouth Medical and Dental
Mary Scorsone, Director-Quality Management	Sheneka Dunn, Patient Care Coordinator-Caresouth Medical and Dental
AJ Farria, Supervisor Comm Health Navigator-Community Outreach	Bryan McCauley
Nancy Thibodeaux, Provider Network Analyst-Provider Operations and Administration	

AGENDA ITEM	DISCUSSION			
<b>I. Call to Order</b>	Kelli Nolan, Director – Provider Network Operations – Welcomed everyone and called the meeting to order shortly after 11:04 a.m. (CST) virtually via Zoom.	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE

<p><b>II. Purpose of PAC</b></p>	<p>Kelli Nolan presented PAC's Purpose:</p> <p>PAC's Purpose:</p> <ul style="list-style-type: none"> <li>• A forum for providers to give input on ACLA clinical policy and development.</li> <li>• It will promote collaborative efforts to enhance services, provider satisfaction and the whole member/provider experience.</li> <li>• Promote data sharing and value based strategies.</li> </ul> <p>Kelli Nolan presented PAC's Goals:</p> <ul style="list-style-type: none"> <li>• Identify feedback from providers to set standards for utilization of reporting tools to improve outcomes of attributed members for providers to continue qualifying for program participation.</li> <li>• Gather feedback to assess standards set for reporting tools to ensure data is demonstrating meaningful outcome reporting.</li> <li>• Contribute to the development, implementation, and review of provider education strategies and efforts. This will include input from provider on training topics, provider education materials, dates/locations of provider education workshops and events.</li> <li>• Demonstrate compliance with NCQA and HEDIS standards for involving members by identifying and prioritizing opportunities for improvement.</li> </ul>			
<p><b>III. Transportation Services Issues Follow-Up</b></p>	<p>Sandra Workman reported the Transportation Services Issues Follow-Up from the last PAC Meeting:</p> <ul style="list-style-type: none"> <li>• Members have access to same day transportation for Primary Care Provider/Urgent Care Centers/and SoutheastTrans (SET) as required to accommodate per the SOW.</li> <li>• Rapid Response Care Manager will assist members with urgent same day transportation. If it is not urgent, the 48 hour rule is reinforced.</li> <li>• SET can provide bus passes for the following servicing providers/areas: <ul style="list-style-type: none"> <li>○ River Parishes Transit Authority (RPTA) in LaPlace, LA</li> <li>○ Alexandria Transit in Alexandria, LA</li> <li>○ Good Earth Transit in Terrebonne Parish</li> <li>○ Sportrans in Shreveport, LA</li> <li>○ Capital Area Transit System (CATS) in Baton Rouge, LA</li> <li>○ New Orleans Regional Transit (NORTA) in New Orleans, LA</li> </ul> </li> </ul>	<p>Angela Williams with Affinity questioned bus transportation opportunities in the Monroe area.</p>		

<p><b>IV. Sharing of Behavioral Health Clinical Data Follow-Up</b></p>	<p>Charleen Gauthreaux reported on the Sharing of Behavioral Health Clinical Data Follow-Up from the last PAC Meeting:</p> <ul style="list-style-type: none"> <li>• BH Value-based Provider Pilot to enhance current alerts on NaviNet when an Admission, Discharge and Transfer (ADT) is received by the health plan. The BH Provider test group will be able to view the ADT alert and it will also include info from Psychiatric Hospital, Distinct Part Psych Facility, and Acute Hospital for specific diagnosis code and admit reasons.</li> <li>• BH providers can access HEDIS results, cost of care data, and perform population health drilldown of the highest clinically ranked risk score for the most recent 12 months of data allowing for 3 months of claims lag through the piloting of a 3M BH dashboard.</li> </ul>			
<p><b>V. Telehealth</b></p>	<p>Lee Reilly presented information regarding new Telehealth policy:</p> <ul style="list-style-type: none"> <li>• NCQA removed Telehealth exclusion for HEDIS measures for the following: <ul style="list-style-type: none"> <li>○ Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents</li> <li>○ Breast Cancer Screening</li> <li>○ Colorectal Cancer Screening</li> <li>○ Controlling High Blood Pressure</li> <li>○ Comprehensive Diabetes Care</li> <li>○ Kidney Health Evaluation for Patients with Diabetes (new measure)</li> <li>○ Antidepressant Medication Management</li> <li>○ Follow-up Care for Children Prescribed ADHD Medication</li> <li>○ Follow-up After Hospitalization for Mental Illness</li> <li>○ Follow-up After Emergency Department Visit for Mental Illness</li> <li>○ Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication</li> <li>○ Diabetes Monitoring for People with Diabetes and Schizophrenia</li> <li>○ Adherence to Antipsychotic Medications for Individuals with Schizophrenia</li> <li>○ Prenatal and Postpartum Care</li> <li>○ Well-Child Visits in the First 30 Months of Life (retired W15)</li> </ul> </li> </ul>			

**VI. ER Diversion Program and Ready Responders Program**

- Child and Adolescent Well Care Visits (combines W34 and AWC and added age groups 7-11 years old)
- Louisiana Medicaid now encourages the use of telemedicine/telehealth for any and all healthcare services (not just those related to COVID-19 symptoms). A link was provided to the Louisiana Department of Health's website for Informational Bulletins regarding telehealth services during COVID-19.

Rachel Weary presented the following information regarding these programs:

- If a member is unable to secure a same day appointment with PCP/Specialist and they report any complaint on the provided list.
- Member reporting a non-emergency need but reports an urgent care can be eligible for this program.
- The responders will come to the patient's location to service as follows:
  - Obtain full set of vitals and a physical assessment
  - Contact a Ready Responders Physician or Nurse Practitioner via telemedicine
  - Provide a full report to the physician or nurse practitioner
  - Diagnose, treat and prescribe medicine if necessary
  - Assure navigation to pharmacy, PCP, case manager etc.

**VII. Virtual Wellness Days**

Glynda Hurm presented the following regarding virtual wellness days:

- A list of members with gaps that need to be closed will be provided to the provider for outreach and ACLA Wellness Team will assist providers with the outreach.
- Account Execs will work with the provider to get educational info to the practice before the Wellness Day.
- ACLA will work with the provider to set up a Zoom and assist with any questions during the Wellness Day.
- A form will be provided to complete at the time of the member’s visit.
- A list will be emailed to the area Account Exec so any incentives received for the member can be loaded on the member’s Care Card and will be processed approximately 3 days after the Wellness Event.
- Account Executives link was provided.

**VIII. Update of Virtual Trainings for Evidence Based Practice and Crisis Stabilization Centers**

Chris McNeil presented:

- The following trainings are scheduled:
  - CALOCUS/LOCUS
  - Treatment Planning, Clinical Documentation, ROI, and Member Rights and Responsibilities
  - Screening, Brief Intervention, and Referral to Treatment (SBIRT)
  - Medication Assisted Treatment (MAT)
  - Audit Tool
  - Other Various Topics
- Project ECHO- Case based learning initiative utilizing case conferencing technology (Zoom) to disseminate specialty care knowledge, address complex care issues, and aid with resource identification.
- ABA Services- Current discussions are ongoing involving LDH and the other MCOs.
- 0-5 Evidenced Based Practices (EBP)
- Crisis Stabilization Centers
- CPST/PSR Services-ACLA, other MCOs and LDH are working to edit the BH Services Manual to provide clarity and better definition of guidelines related to these services.
- List of EBP tracking codes were presented.

Kelli Nolan added that EBP tracking codes are to be entered in field #19 of the CMS 1500 claim form.

**IX. Mental Health First Aid**

Grover Harrison presented:

- Mental Health First Aid (MHFA) an in-person or virtual training for anyone who wants to learn about mental illnesses and addictions, including risk factors and warning signs.
- 8 hour training that teaches participants a 5-step action plan to help a person in crisis connect with professional, peer, social and self-help care and

**X. CPT Lookup Tool, Website Makeover Update/Resources Available and Provider Trainings**

trains you to:

- Initiate timely referrals to MH & SU treatment
- Recognize signs and symptoms of MI & SUD
- De-escalate crisis situations safely

Faleshia Carrere presented:

- AmeriHealth Caritas Louisiana about to roll out a new Prior Authorization Lookup tool that providers will be able to enter CPT/HCPCS codes to verify authorization requirements for the code.
- An overview of the new AmeriHealth Caritas Louisiana website was presented as well as provider resources available to providers.
- The following online provider education opportunities were presented:
  - Anxiety Disorders: Behavioral Health
  - A Physician’s Practical Guide to Culturally Competent Care
  - Attention Deficit Hyperactivity Disorder: Behavioral Health Training
  - Depression: Behavioral Health Training
  - HEDIS® Plus Provider Training (PDF)
  - Opioid Use Disorder: Behavioral Health Training
  - Primary Care Providers Working in Mental Health Settings: Improving Health Status in Persons with Mental Illness
- Upcoming provider webinars were announced:
  - NAVINET (secure provider portal) Tools Trainings
  - Top Denials Training
  - Access and Availability Training
  - HEDIS Training
  - BH Claims Training
  - Cultural Competency Training
  - Provider Resources
- A list of important telephone numbers was also given

**XI. Open Discussion and Provider Feedback**

Sandra Workman was able to follow up on the bus opportunities question and she stated there are currently no bus passes available in the Monroe area.

Angela Williams offered to assist in obtaining bus pass opportunities and other services available in other areas of the state to be available in the Monroe area as well.

Rachel Weary asked if anyone had any questions regarding the ER Diversion/Ready Responders Program since she was unable to hear during the meeting. No questions were asked.

Les Tompkins with LSU in Shreveport (Oschner) expressed his appreciation of the info in the meeting and asked if slides will be sent because he’s interested in the Virtual Wellness Days including the link to get info about the program.



