

OPEN MEETING MINUTES

Name of Governmental Body: Medicaid Advisory Committee (MAC)			Attending: Dipesh Navsaria, Randy Samuelson, Kyle Nondorf, Laura Waldvogel, Kelly Carter, Randi Espinosa, John Rathman, Bobby Peterson, Allison Espeseth, Paula Tran
Date: 3/6/2024	Time Started: 9:00 a.m.	Time Ended: 11:30 a.m.	
Location: Virtual Zoom Meeting			Presiding Officer: Laura Waldvogel
Minutes			

Members absent: David Gundersen, Marguerite Burns

Others present: Bill Hanna, Amanda Dreyer, Cheryl Jatzak-Glenn, Gina Anderson

Meeting Call to Order, Laura Waldvogel, MAC Chairperson

- Roll was called. Ten members were present, constituting a quorum.
- The agenda was reviewed.
- Minutes from the 12/6/24 will be reviewed and approved at the next meeting due to a technical issue.

Public Comment

No public were present for the meeting.

Updates and Discussion with the Medicaid Director, Bill Hanna

- State Plan Amendments update-pending submission at end of the quarter
 - Had issue with security breach and DHS detached from the issue, and waived all issues related to claims and any related disruptions in terms of how claims were handled, even if it meant paper claims. Some organizations were disrupted, and many folks have moved to contingency plans.
 - There are daily calls with Medicaid Directors and not sounding like it is going to be resolved quickly and are in the process of rebuilding and have not been able to regain control of their current system. They are posting one day at a time updates but the consensus is that it is not going to be resolved in a few days or weeks. Tribal payments were approved by the Joint Finance Committee recently, and the SPA will be submitted by the end of the month with an effective date of 1/1/24. The change is appreciated and it will be a game changer for tribes.
 - Planning to submit the updated state plan amendment this week to CMS
 - Working on technical assistance and working to enroll once the SPA is approved.
- Continuous eligibility – this is a federal law that changed which makes it federal law that children have 12 months of continuous coverage.

Public Health Emergency Unwinding

What activities should DMS continue? Why? How would you prioritize? What could we systematize?

- Laura - offered info and will track responses on what should be prioritized based on feedback from the MAC.
- MAC member comment: Revitalization of the RENS has been outstanding and if that could be maintained that would be positive. The monthly state-wide RENS meeting is a great trouble shooting group.
- MAC member comment: Knowledge levels – consumer, advocate all levels, how do we address those, we've taken good steps forward for better info sharing, better problem resolution, trying to get ahead of it and not see the issues after they have blown up. An example is issue related to emergency services and have a dialogue. Also,

what is the appropriate venue. The IM partner workgroup is a good example of partnerships. Also need to explore other opportunities.

- MAC member comment: Better understand the trends and the data and lift up the concerns. From the community serving organizations just need more on data and would like this to not go away in terms of the sharing.
 - Bill – always nuance to all this data, who is the user is important, vs what do we communicate to the public that is simple and easy to digest. Other point to take back is the HMOs – making sure they are part of the communication groups so coordination is important. Bill is also open to taking comments in writing to him for specific recommendations like which workgroup worked well as any specific info will be useful for actually being implemented. .

Behavioral Health

Caring for youth with complex needs, substance abuse services, behavioral health service. What are the pain points?

- MAC member: Many issues with lack of providers, being a conflict with help in the schools as the focus also needs to be on academics, what is the baseline assessment for managed care plans and what type of continuous education is happening. Helping managed care organizations become more competent and provide more education and support with customers trying to navigate the system and getting systems to work together. Building stronger knowledge of staff within organizations is helpful.
- MAC member: Shipping children out of state is a bad system. Expertise out there is very slim. We want to be supportive. Our client experiences and our own experiences trying to navigate could be very helpful.
- MAC member: None of the systems line up. We have had cases contacting 85 places in and out of state and are unable to find a facility that will help the child.
- MAC member: How can we bring services here and make them more readily available? United Way set up in school services. There is a lack of psychiatrists who specialize in children. We've had to go telehealth out of state
Laura - We can get Medicaid empanelment within 30 days and it takes MCOs up to 9 months. Why these delays? There are not enough providers for pediatric services. Prior authorization, people often need additional services once they get started not included on the prior auth.
- Bill – small Q quality, what all goes into managing an HMO contract, what is care coordination expectations and ensuring have access to care. just starting to scratch the surface in that conversation but interested in how oversight of them can be done, also the customer experience and member feedback.

Quality Strategies with HMOs

What are the three areas of Quality that are most important?

- MAC member: We look at what has the most impact and focus on Diabetes and Hypertension
- MAC member: What is the baseline assessment for staff and what is done to continue that? Building stronger knowledge for staff.
- MAC member: There is quality of care and there is engagement with the members and customer service. It varies by each of the MCOs. What happens with complaints? How are easily are they reconciled and do the same complaints keep coming up again and again?
- MAC member: how can Medicaid be a driver of good outcomes?

Committee Membership Recruitment, Amanda Dreyer Deputy Medicaid Director

Discuss vacant positions

Amanda shared the opening/vacancies on the MAC and that an application process (including a resume if possible) will be done in April, selections in May and announced in June 2024. The members of the MAC will be notified once selections have been made.

- MAC member asked about the onboarding process and important that people understand that contributions are valuable, believes is a critical piece to get onboarded and understanding the process that it is an opportunity for the big picture.
- Is anyone interested in being a mentor? Bobby may be interested in doing the onboarding, same from Alison.
- MAC member mentioned it is important if we are bringing in Medicaid members and that it is a welcoming environment especially if thoughts diverge with others.
- MAC member comment: Mutual respect but not a love fest. There can be gains and opportunities, talking before or after the meeting and being ok with sharing.
- Send applications to Gina for individuals interested in being a MAC member.

Wrap-up, Laura Waldvogel, MAC Chairperson

Suggested topics for June 5, 2024 meeting. 2024 Meetings remaining: June 5, September 4, December 4

- Future meetings Suggested topics – protecting self against cyber security, understanding the broader plan for putting things in place and being done to protect members.
- MAC member would like to find out more about the Wayfinder program.
 - Bill indicated that HCBS ARPA funds were used for Wayfinder but it will take ongoing state funding to continue, maybe talking to legislators about the importance but we need to start now thinking about sustainability.
- MAC member brings a topic that he indicates may be more appropriate at the tribal health directors as it relates to incarcerated.
 - Bill indicates there are some upcoming /what's next per CMS options in that space, but Medicaid is just prior to release which is under discussion with CMS on what that means.
- MAC member suggested engagement with partners to talk about Medicaid Expansion.
- MAC member suggested sedation dentistry, some member are driving 3-4 hours to Madison just to get these services. How can we provide better access?
- Bill will take the topics back and work with Laura to identify what can be covered in the next meeting.
- As a reminder, send info to Bill and Gina for MAC member applications and any topics for future discussion.

Adjourn

- A motion to adjourn was not obtained. The meeting concluded at 11:30 am central time.

Prepared by: Cheryl Jatzak-Glen and Gina Andearson on 3/7/2024.

These minutes were reviewed and approved by the governmental body on: