FLORIDA MEDICAID 1115 Managed Medical Assistance Waiver Extension

Public Meeting Agency for Health Care Administration



Better Health Care for All Floridians AHCA.MyFlorida.com

Webinar Participant Questions

- Attendee lines will be **muted** for the duration of the meeting.
- You may ask questions/make comments at any time by submitting your questions/comments into the "Questions" text box of your webinar control panel.
- All questions/comments submitted through the "Questions" text box will be collected as part of the extension request and considered official public record.
- In the interest of time and to accurately capture all questions and comments, the "Raise Your Hand" feature will be disabled.



	File View Help ⊕-	$ \Box$ Σ \times
	▼ Audio	5
	View audio options	
	▼ Questions	5
	[Enter a question for staff]	
,		Send
	TEST	
	Webinar ID: 161-612-323	
	🛞 GoToWebina	r



AHCA.MyFlorida.com

2

1115 Research and Demonstration Waivers

- Section 1115 of the Social Security Act grants the Secretary of Health and Human Services the authority to approve experimental, pilot, or demonstration projects.
- Demonstrations authorized under this authority provide states additional flexibility to design and improve health care delivery systems and programs.
- Policy approaches that may be demonstrated and evaluated include:
 - 1. Expanding eligibility to individuals who are not otherwise eligible for Florida Medicaid or CHIP
 - 2. Providing services not typically covered by Florida Medicaid
 - 3. Using innovative service delivery systems that improve care, increase efficiency, and reduce costs



1115 Managed Medical Assistance Waiver

Current Waiver Approval Period: July 1, 2017 through June 30, 2022

Extension Request:

2-year extension through June 30, 2024



Better Health Care for All Floridians AHCA.MyFlorida.com

MMA Waiver Extension Request

The 2-year extension of the Managed Medical Assistance (MMA) Waiver will allow the State to continue efficiently operating and evaluating all programs and pilots authorized through the waiver for an additional two-year period. This extension request does not include any amendments to the current waiver



Public Notice and Comment Period

Prior to submitting an application to the Centers for Medicare and Medicaid Services (CMS) for a new demonstration project or <u>an</u> <u>extension of a previously approved demonstration project</u>, the State must provide **at least a 30-day** public notice and comment period.

The public notice document must include a comprehensive description of the program as well as a means for public comment. The public notice document for the MMA Waiver extension request is available at the link below; this document will be available for review and comment from June 1, 2020 through June 30, 2020.

https://ahca.myflorida.com/Medicaid/Policy_and_Quality/Policy/federal_ authorities/federal_waivers/index.shtml



Public Comment Submission

Comments and/or suggestions regarding the MMA 2-year extension request may be provided at public meetings <u>or</u> submitted from June 1 – June 30, 2020:

Mail: 1115 MMA Waiver Extension Request Agency for Health Care Administration 2727 Mahan Drive, MS #20 Tallahassee, Florida 32308

Email: FLMedicaidWaivers@ahca.myflorida.com



Public Meetings

Public Meeting Schedule

Location	Date	Time
Webinar GoToMeeting: https://attendee.gotowebinar.com/register/509 7900362915034381	June 8, 2020	3:00 p.m. – 4:00 p.m.
Webinar GoToMeeting: https://attendee.gotowebinar.com/register/272 7264232989173008	June 17, 2020	3:00 p.m. – 4:00 p.m.



MMA Waiver Extension Goals

The 2-year extension request will allow us to continue and build upon the successes of the MMA program's goals:

- Improving Program Performance
- Broader Access to Care
- Patient Engagement
- Care Coordination
- Enhancing Fiscal Responsibility



Improving Program Performance Outcomes and Gains



AHCA.MyFlorida.com

HEDIS Performance Measures

- HEDIS = Healthcare Effectiveness Data and Information Set
- HEDIS is the National Committee for Quality Assurance's standardized set of performance measures.
- Used by over 90% of health plans in the U.S.
- Detailed technical specifications allow "apples-to-apples" comparison of health plans.
- Examples: childhood immunizations, prenatal care visits, appropriate diabetes and hypertension control



HEDIS Improvements

- In 2017 and 2018, Florida scored <u>above</u> the national average in 58% of the measures.
- 15% of the 2018 measures were below the national average, but improved over the calendar year 2017.
- 73% of the 2018 measure scores were better than, or the same as, 2017.
- 2017 and 2018's HEDIS scores are a 10percentage point improvement from 2016 HEDIS cores

MMA Enrollee Satisfaction

CAHPS Adult Survey Results

CAHPS Item	Rate Description	2016	2017	2018	2019
Rating of Health Plan	% of Respondents rating their Health Plan an 8, 9, or 10 on a scale of 0-10	73%	76%	76%	77%
Getting Needed Care	% of Respondents reporting it is usually or always easy to get needed care	80%	83%	81%	82%
Getting Care Quickly	% of respondents reporting it is usually or always easy to get care quickly	82%	84%	82%	83%
Customer Service	% of respondents reporting they usually or always get the help/info needed from their plan's customer service	88%	88%	88%	88%
Rating of Health Care	% of respondents rating their health care an 8, 9, or 10 on a scale of 0-10	75%	77%	74%	76%



MMA Enrollee Satisfaction

CAHPS Child Survey Results

CAHPS Item	Rate Description	2016	2017	2018	2019
Rating of Health Plan	% of Respondents rating their Health Plan an 8, 9, or 10 on a scale of 0-10	84%	86%	85%	85%
Getting Needed Care	% of Respondents reporting it is usually or always easy to get needed care	83%	83%	84%	83%
Getting Care Quickly	% of respondents reporting it is usually or always easy to get care quickly	89%	89%	89%	89%
Customer Service	% of respondents reporting they usually or always get the help/info needed from their plan's customer service	88%	88%	89%	90%
Rating of Health Care	% of respondents rating their health care an 8, 9, or 10 on a scale of 0-10	86%	89%	87%	88%



Quality Goals

- Reduce Potentially Preventable Hospital Events
 - Admissions
 - Readmissions
 - Emergency Department Visits
- Improve Birth Outcomes by reducing:
 - Primary C-sections
 - Pre-Term births

syndrome



- Babies born with neonatal abstinence

Quality Initiatives: Potentially Preventable Events & Super-Utilizers

- The Agency convened a Potentially Preventable Events
 Stakeholder Workgroup in June 2019
- Focused on key strategies and evidence-based interventions to reduce potentially preventable hospital admissions, readmissions, and emergency department visits
- Participants:
 - Medicaid health plans
 - Providers (e.g., Florida Hospital Association, Florida Medical Association, Florida Academy of Emergency Physicians, Florida Council for Community Mental Health, Florida Association of Community Health Centers)



Community organizations and sister state agencies

Potentially Preventable Events

The PPEs Stakeholder Workgroup selected pilots aimed at reducing admissions (PPAs), readmissions (PPRs), and ED

Admissions – Provider Toolkit and Outreach Pilot (Statewide)

- Toolkit of chronic disease resources
- Outreach to providers regarding services available to patients through the plans.

visits (PPVs). Readmissions – Discharge Planning Pilot (Regions 8 and 10):

 Focus on weekly case round calls between hospitals and plans, aimed at connecting high-risk members to appropriate services. ED Visits – ED Diversion Program Pilot (Regions 1 and 7).

- Focus on member education
- Establishment of medical homes; and
- Use of health information technology to better coordinate care.



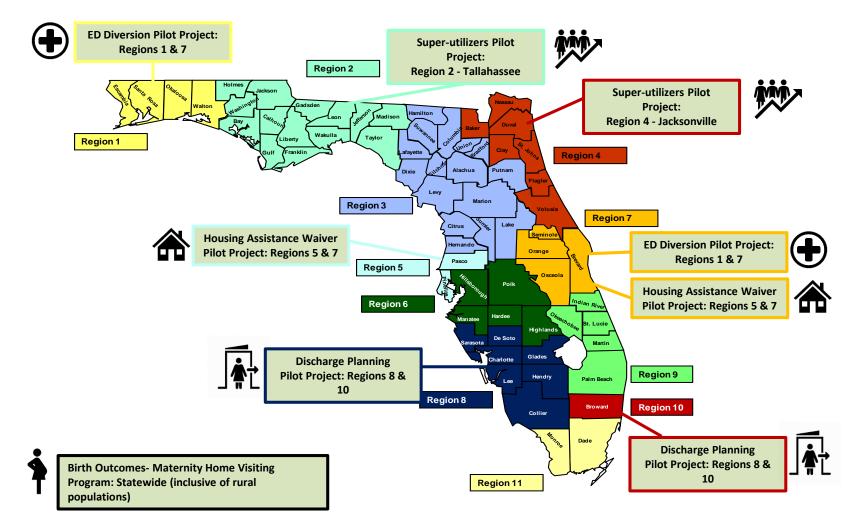
51

Super-Utilizer Initiative

The Agency convened Super-utilizer Learning Collaboratives in Jacksonville and Tallahassee in late 2019.

Goal: Reduce over utilization of the ED among Medicaid Super Utilizers (member seen in the ED more than 12 times in a year) Collaborative Participants: Health plans, sister agencies, law enforcement, hospitals, community mental health centers, FQHCs, social service agencies, and other health care and social service providers. Intervention: Establishing medical homes and intensive case management for super-utilizers to address the medical, mental/behavioral health, and social welfare needs of these Medicaid recipients.







MMA Program Cost Savings

 From FY 2009-10 through FY 2017-18 Florida Medicaid's per member, per year costs grew by 9%

Compared to:

- The Consumer Price Index, which grew by almost 15%, and
- The Medical Consumer Price Index, which grew by more than 25%



MMA Background and Program Design



AHCA.MyFlorida.com

History of MMA Waiver

- July 1, 2011 June 30, 2014: Three-Year Extension Granted lacksquare
 - MMA Waiver Amendment: June 2013
 - The Agency received CMS approval to amend the waiver to terminate the Medicaid Reform program, implement the MMA program statewide, and rename the waiver to the "Managed Medical Assistance."
- July 31, 2014 June 30, 2017: Three-Year Extension Granted
- July 1, 2017 June 30, 2022: Five-Year Extension Granted
 - MMA Waiver Amendment: November 2018
 - Prepaid Dental Health Program approved
 - MMA Waiver Amendment: March 2019
 - Behavioral Health and Supportive Housing Assistance Pilot approved



MMA Eligibility

- <u>Mandatory Recipients</u> All Medicaid recipients are enrolled in a managed care plan unless specifically cited as exempt.
- Voluntary Recipients The following individuals may choose to enroll in the MMA program:
 - Individuals who have other creditable health care coverage, excluding Medicare;
 - Individuals age 65 and over residing in a mental health treatment facility meeting the Medicare conditions of participation for a hospital or nursing facility;
 - Individuals in an intermediate care facility for individuals with intellectual disabilities;
 - Individuals with developmental disabilities enrolled in the home and community- based waiver pursuant to Florida Statute, and Medicaid recipients waiting for waiver services;
 - Children receiving services in a Prescribed Pediatric Extended Care facility; and



Medicaid eligible recipients residing in group home facilities licensed under section 393.067, Florida Statutes.

Populations Not Eligible for MMA

- Groups Excluded from MMA Program Participation
 - Individuals who are eligible for emergency Medicaid for aliens;
 - Women who are eligible only for family planning services;
 - Women who are eligible through the breast and cervical cancer services program;
 - Individuals who are residing in residential commitment facilities operated through the Department of Juvenile Justice, as defined in State Statute; and
 - Individuals who are eligible for the Medically Needy program.



MMA Managed Care Plans

- Standard Plans 5
 - Offer acute and preventive services under the MMA program.
- Comprehensive Plans 7
 - Offer both Long-Term Care and MMA services.
- Long-Term Care Plus Plan 1
 - MMA services and LTC services (MMA <u>only</u> recipients are not eligible for this plan)
- Specialty Plans 4
 - Provide MMA services to Medicaid recipients who meet specified criteria based on age, medical condition, or diagnosis.

Dental Plans - 3

 Provide preventive and therapeutic dental services to all MMA recipients and all individuals fully eligible for fee-for-service



Medicaid.

SMMC Participating Health and Dental Plans		
Known as:	Full Business Name:	
Aetna	Coventry Health Care of Florida D/B/A/ Aetna Better Health of Florida	
Humana	Humana Medical Plan	
Molina	Molina Health Care of Florida	
Simply	Simply Healthcare Plan (Formerly Amerigroup and Better Health)	
Staywell	Wellcare of Florida D/B/A Staywell Health Plan of Florida	
Sunshine	Sunshine State Health Plan	
United	United Health Care of Florida	
FCC	Florida Community Care	
Vivida	Best Care Assurance D/B/A Vivida Health	
Prestige	Florida True Health D/B/A/ Prestige Health Choice	
ССР	SFCCN D/B/A Community Care Plan	
Lighthouse	Lighthouse Health Plan	
Miami Children's	Miami Children's Health Plan	
Sunshine - Child Welfare Specialty Plan	Sunshine - Child Welfare Specialty Plan	
Children's Medical Services Network	Children's Medical Services Network	
Clear Health Alliance- HIV/AIDs Specialty Plan	Clear Health Alliance- HIV/AIDs Specialty Plan	
Staywell- Serious Mental Illness Specialty Plan	Staywell- Serious Mental Illness Specialty Plan	
MCNA	Managed Care of North America	
DentaQuest	DentaQuest of Florida	
Liberty	Liberty Dental Plan of Florida	

Plan Types

Comprehensive Plans Long-Term Care Plus Plans Managed Medical Assistance Plans Specialty Plans Dental Plans

Standard MMA Benefit Package

Advanced practice registered nurse services	Mental health services
Ambulatory surgical treatment center services	Medical supplies, equipment, prostheses, and orthoses
Birthing center services	Nursing
Chiropractic services	Laboratory and imaging services
Birth Center and Licensed Midwife Services	Optometrist services
Early periodic screening diagnosis and treatment services for recipients under age 21	Physical, occupational, respiratory, and speech therapy services
Emergency services	Physician services, including physician assistant services
Family planning services and supplies Pursuant to 42 C.F.R. s. 438.102, plans may elect to not provide these services due to an objection on moral or religious grounds, and must notify the agency of that election when submitting a reply to an invitation to negotiate	Podiatric services
Healthy start services, except as provided in s. <u>409.975</u> (4).	Prescription drugs
Optical services and supplies	Renal dialysis services
Home health agency services	Respiratory equipment and supplies
Hospice services	Rural health clinic services
Hospital inpatient services	Substance abuse treatment services
Hospital outpatient services	27 Transportation to access covered services.

Expanded Benefit Packages

The MMA plans awarded contracts for the 2018 – 2023 contract term are providing the most comprehensive and robust expanded benefit package in the history of Florida's 1115 MMA Waiver with

61 Expanded Benefit Services.



General Expanded Benefits (10)

(Available for Children and/or Adults)

Cellular Services

(minutes and/or data)

Circumcision

(newborns only)

CVS Discount Program

(20% discount off certain items)

Doula Services

(birth coach who helps pregnant women)

Home Delivered Meals

Housing Assistance

(rent, utilities, and/or grocery assistance)

Meal Stipend

(available for long distance medical appointment day-trips)

Over-the-Counter Benefit

Swimming Lessons

(children only)

Transportation Services to Non-Medical Appointments/Activities

Adult Expanded Benefits (51)

(These services are only available for adults because they are <u>already covered for children</u> on Medicaid when medically necessary)

Acupuncture Services	Durable Medical Equipment/Supplies	Mental Health Targeted Case Management
Art Therapy	Equine Therapy	Nutritional Counseling
Behavioral Health Assessment/Evaluation Services	Group Therapy (Behavioral Health)	Occupational Therapy
Behavioral Health Day Services/Day Treatment	Hearing Services	Outpatient Hospital Services
Behavioral Health Intensive Outpatient Treatment	Home Health Nursing/Aide Services	Pet Therapy
Behavioral Health Medical Services (e.g., medication management, drug screening, etc.)	Homemaker Services (e.g., hypoallergenic carpet cleanings)	Physical Therapy
Behavioral Health Psychosocial Rehabilitation	Home Visit by a Social Worker	Prenatal Services
Behavioral Health Screening Services	Individual/Family Therapy	Primary Care Services
Chiropractic Services	Massage Therapy	Respiratory Therapy
Computerized Cognitive Behavioral Therapy	Medication Assisted Treatment Services	Speech Therapy

Adult Expanded Benefits (cont.)

(These services are only available for adults because they are <u>already covered for children</u> on Medicaid when medically necessary)

Substance Abuse Treatment or Detoxification Services (Outpatient)	Nursing Facility to Community Setting Transition Assistance
Therapeutic Behavioral On-Site Services	Child Welfare Specialty Plan Services - These services are only available for enrollees in a specialty plan
Vaccine - Influenza	Care Grant
Vaccine - Pneumonia	Life Skills Development
Vaccine - Shingles	Transition Assistance - Youth Aging Out of Foster Care
Vaccine - TDaP	HIV/AIDS Specialty Plan Services – these services are only available for enrollees in a specialty plan
Vaccine - Hepatitis B	Home and Community-Based Services
Vaccine - Human Papilloma Virus	Vision Services
Vaccine - Meningococcal	Waived Copayments
Assisted Living Facility/Adult Family Care Home - Bed Hold Days	Long-Term Care Services These services are only available for LTC enrollees

Individual Therapy Sessions for Caregivers

MMA Demonstration Programs

- All of the MMA demonstration programs will continue throughout the requested 2-year waiver extension period.
 - Prepaid Dental Health
 - Behavioral Health and Supportive Housing Assistance
 - Healthy Start
 - Program of All Inclusive Care for Children
 - Comprehensive Hemophilia Disease Management
 - Low-Income Pool



32

Prepaid Dental Health Program

There are three Prepaid Dental Health Plans that serve Florida Medicaid recipients statewide:

- DentaQuest
- Liberty
- MCNA

The dental program provides dental services to eligible recipients:

- All recipients who receive MMA services
- All recipients who receive their medical services through the fee-for-service system (including Medically Needy and iBudget enrollees)

All beneficiaries must choose a Prepaid Dental Health Plan; limited exceptions apply.



Dental Services

Standard Dental Benefit Package

Preventive Services	Therapeutic Services	
Diagnostic Testing	Oral and Maxillofacial Surgery	
Restorative Services Periodontics		
Diabetic Testing		



AHCA.MyFlorida.com

Expanded Benefits for Adults

Benefit	DentaQuest	Liberty	MCNA
Preventive	\checkmark	\checkmark	\checkmark
Diagnostic	\checkmark	\checkmark	\checkmark
Restorative	\checkmark	\checkmark	\checkmark
Periodontics	\checkmark	\checkmark	\checkmark
Oral and Maxillofacial Surgery	\checkmark	\checkmark	\checkmark
Adjunctive General Services	\checkmark	\checkmark	\checkmark
Diabetic Testing	\checkmark	\checkmark	\checkmark
Practice Acclimation for Individuals with Intellectual Disabilities	\checkmark	\checkmark	\checkmark



Behavioral Health and Supportive Housing Assistance Pilot

Began December 1, 2019

This pilot provides additional behavioral health services and supportive housing assistance services for persons aged 21 and older with serious mental illness (SMI), substance use disorder (SUD), or SMI with co-occurring SUD, and who are homeless or at risk of homelessness due to their disability.

Medicaid Regions 5 (Pasco & Pinellas Counties)

& 7 (Seminole, Brevard, Orange, and Osceola Counties)

Participating Plans

Aetna	Staywell
Simply	Magellan



Behavioral Health and Supportive Housing Assistance Pilot

Services include:

- 1. Transitional Housing Services
- 2. Tenancy Sustaining Services
- 3. Mobile Crisis Management
- 4. Self-Help/Peer Support



Behavioral Health and Supportive Housing Assistance Pilot

Additional time provided through the extension will help determine the program's effectiveness by:

- 1. Allowing program operations and data collection to continue for an additional two years, and
- 2. Evaluating the program's effectiveness based on the data to determine the degree to which the provision of these services resulted in:
 - Improved integration of all services,
 - Increased care coordination effectiveness,
 - Increased individual involvement in their care,
 - Improved health outcomes, and
 - Reductions in unnecessary or inefficient use of health care services.



Behavioral Health and Supportive Housing Assistance Pilot

The waiver extension would afford opportunities to improve:

- Access to a continuum of care in additional settings and locations while
- Increasing the identification, initiation, and engagement of beneficiaries diagnosed with SUD and SMI/SED and
- Increasing beneficiaries' adherence to, and retention in, SUD and SMI/SED treatment



Healthy Start Program

- Florida's Health Start Program is comprised of two components:
- MomCare

Includes outreach and case management services for all women presumptively eligible and eligible for Medicaid under SOBRA.

Healthy Start Coordinated System of Care

Includes outreach and case management services for eligible pregnant women and children identified at risk through the Healthy Start program.



MomCare

Care Facilitator to assist the beneficiary with the provision of needs including:

Enrollment Assistance with a	Prenatal Risk
Prenatal Care Provider	Screening
WIC	Family Planning
Enrollment	Services
Connection with	Medicaid Enrollment
Community Resources	for the Infant



AHCA.MyFlorida.com

Healthy Start Coordinated System of Care

Voluntary participation and Services may Include:

Case Coordination	Education and Referral on Identified Risks
Risk Assessments	Resource Information
Childbirth Education	Parenting Education
Tobacco Cessation	Breastfeeding Education
Nutritional Counseling	Psychosocial Counseling



Program for All Inclusive Care for Children (PACC)

The PACC program provides pediatric palliative care support services to children enrolled in the Children's Medical Services Plan who have been diagnosed with potentially life-limiting conditions.

Participation is voluntary and individuals are referred by their primary care provider.



Program for All Inclusive Care for Children (PACC)

Provided Pediatric Palliative Care Support Services:

Child and Family	Hospice Nursing	
Support Counseling	Services	
Expressive Therapies	Personal Care	
Music, Art, and Play	Pain or Emotional Trauma	
Respite Support	Pain and Symptom	
Inpatient and In-Home	Management	
Bereavement and Volunteer Services		



Comprehensive Hemophilia Disease Management Program

Populations enrolled in this program have a diagnosis of hemophilia, are currently Medicaid eligible, and receive prescribed drugs for the treatment for hemophilia or von Willebrand.

Dual Medicaid-Medicare eligible individuals may voluntarily enroll in this program.



Comprehensive Hemophilia Disease Management Program

The following services are provided, at no additional cost to the State, in addition to product distribution:

Pharmacy Benefit Management	Direct Beneficiary Contact
Personalized Education	Enhanced Monitoring
Direct Support of Beneficiaries in the event of Hospitalization	24/7 Access to Registered Nurses and Pharmacists



Low-Income Pool (LIP)

- The LIP provides federal financial support for safety net providers: hospitals, medical school faculty physician practices, community behavioral health providers, and federally qualified health centers.
- It helps cover the cost of uncompensated care for low-income individuals who are uninsured.
- The annual LIP allotment is capped at \$1.5 billion and may not roll over into the next year.



MMA Waiver Extension and the Demonstration Programs

Medicaid programs are complex and shaped by a diverse set of interconnected policies and components, including eligibility standards, benefit designs, reimbursement and payment policies.

Under the proposed 2-year extension, all MMA programs, pilots, and policies would remain in place and accessible to individuals enrolled in Florida Medicaid.



Statewide Medicaid Managed Care Site http://ahca.myflorida.com/smmc







Reminder:

You may ask questions and submit comments in the "Questions" text box of your webinar control panel.

All questions/comments submitted through the "Questions" text box will be collected as part of the extension request and are considered official public record.

Comments and/or suggestions regarding the MMA 2-Year Extension Request may also be provided through June 30, 2020 by either:

> Mail: 1115 MMA Waiver Extension Request Agency for Health Care Administration 2727 Mahan Drive, MS #20 Tallahassee, Florida 32308

Email: FLMedicaidWaivers@ahca.myflorida.com

The **Public Notice Document** is available at the following link:

https://ahca.myflorida.com/Medicaid/Policy_and_Quality/Policy/federal_authoriti es/federal_waivers/index.shtml

