

Performance Measurement & Member Engagement (PMME) Subcommittee Meeting

April Meeting
4.27.2023



Meeting Objective

The primary goals of this meeting are to continue discussions regarding the Member Health Needs Survey and to provide feedback on alignment of RAE and BHASO regions in ACC Phase III.

Colorado Department of Health Care Policy & Financing (HCPF) Mission

Improve health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.

PMME Conversation Guidelines

Reminder:

Non-voting members, please
use the chat only.

- Assume best intent.
- Be tough on issues, soft on people.
- Step forward/step backward so everyone participates.
- Avoid acronyms.
- Acknowledge what hat you're wearing.
- The answer to "but" is "yes"
- Be thoughtful and respectful.
- Mute yourself when you're not speaking and please use the chat feature when appropriate.

Agenda

3:00 - 3:20: Welcome, Introductions, and Housekeeping

3:15 - 4:00: ACC Phase III: Aligning RAE and BHASO Regions

4:00 - 4:20: Health Needs Survey Research: Other States

4:20 - 4:25: Public comment

4:25 - 4:30: Next Steps and Wrap Up





March Meeting Minutes

PMME Charter Review

April PIAC Update

- Subcommittee updates
- ACC Phase III
 - Aligning RAE and BHASO Regions
 - Integrated Care Benefit Proposal

ACC Phase III: Aligning RAE and BHASO Regions

Suman Mathur - Colorado Health Institute (CHI)

Allie Morgan from CHI - Colorado Health Institute (CHI)

Member Health Needs Survey

Health Needs Survey- Recap

- Optional survey for Members
- Members would only encounter it in their enrollment letter or *if* they call in to change their primary care provider.
- Committee heard Member Feedback on the survey.
 - Never took it; What's in it for me; feel they have to fill out same info all the time.
- Survey completion rates are low.
- RAEs each shared their experience using the Health Needs Survey data

Health Needs Survey Questions

1. Have you been told you have any of the following health conditions? If yes, please check all that apply. (Asthma, Chronic Pain, Diabetes, Epilepsy, Heart Disease, HIV, High Blood Pressure, Mental or Behavioral Health Conditions, Other Ongoing Health Conditions)
2. Do you need help managing these health conditions? If yes, what kind of help? (Health information and education, Finding a provider, Medication Management, Transportation to appointments, Other health care needs)
3. In the past 12 months, how many times have you been hospitalized?
4. In the past 12 months, how many times have you gone to the emergency room?
5. Are you pregnant?
6. Would you like information about birth control and family planning?
7. Do you want help with other resources? If yes, select all that apply: (Housing resources, Food Assistance, Transportation, Other)
8. Do you have a disability? If yes, do you need help with every day things like bathing, eating, and dressing?
9. Are you filling out this survey for someone under 21 years of age? If yes, do you have any of the following concerns? (Growth/Development, Learning, Behavior, Self-care/Doing things for themselves, Weight (underweight or overweight), Other)



Health Needs Survey-Requirements

§ 42 C.F.R. § 438.208 Coordination and Continuity of Care

(b) *Care and coordination of services for all MCO, PIHP, and PAHP enrollees.* Each MCO, PIHP, and PAHP must implement procedures to deliver care to and coordinate services for all MCO, PIHP, and PAHP enrollees. These procedures must meet State requirements and must do the following:

(3) Provide that the MCO, PIHP or PAHP makes a best effort to conduct an initial screening of each enrollee's needs, within 90 days of the effective date of enrollment for all new enrollees, including subsequent attempts if the initial attempt to contact the enrollee is unsuccessful;

Member Health Needs Survey: What are other state Medicaid Programs doing?

Research by Jessica Nguyen, HCPF

Health Needs Survey -Administration

The entity that administers Health Needs Surveys varies amongst states.

- In some states the state Medicaid agency is responsible for administering the survey (e.g. Colorado contracting with its enrollment broker, Maximus).
- In other states (e.g. Ohio, Indiana, and Iowa) the managed care organization administer the surveys.
- Sometimes this responsibility is shared between State agencies and managed care organizations.

Health Needs Survey -Administration (cont.)

- Surveys vary in length.
- Members often need to complete their survey within 90 days of enrollment.
- An incentive is often offered for Members to complete their health needs survey if it is being administered by their managed care organization.

Health Needs Survey -Incentive

Health Risk Screening



ITC needs to know how we can help care for you. Plus, we'll reward you for telling us!

The Health Risk Screening (HRS) is a questionnaire that asks you about your health history and if you have any healthcare conditions. We want to know about your health right away so we can help match your needs with the right healthcare team. **That's why we give you a \$30 My Health Pays® reward if you complete this questionnaire within 90 days of becoming a member.**

Complete your HRS by choosing one of these options:



Member Portal

- Log in to your [secure member portal](#) or sign up for an account.
- Under Medical Information, click on "Let Us Know."
- Complete the HRS and Supplemental Assessments.



Mobile App

- Search "Iowa Total Care" in the [App Store](#) or [Google Play](#) and download the app.
- Click on the main menu in the upper left corner and select "My Health."
- Select and complete both the HRS and Supplemental Assessments.

Source: [Iowa total Care](#)

Health Needs Survey -Administration (cont.)

- In Colorado, the Health Needs Surveys are administered to Members then survey results are sent to RAEs to help with care coordination needs.
- For other states, such as [California](#) (2018) and [Rhode Island](#) (2021), the “member health needs survey or assessment” were distributed to Medicaid members and a comprehensive report is written highlighting broad population data.

Health Needs Survey -Terminology

- Terminology used for the Health Needs Survey may be different from other state's terminologies and/or refer to different purposes of a “health needs survey”.
- Some entities use initial Health Needs Survey or Assessment synonymously with Health Risk Assessment (HRA) while others will distinguish those two assessments as separate components of Medicaid.
- Reviewing questions in both these types of assessments will be beneficial in identifying examples of questions to consider for any changes to the Department’s Member Health Needs Survey.

Health Needs Survey- Types of Questions

<p>Demographics</p> <ul style="list-style-type: none"> ▪ What is the primary language used in your family? ▪ Are there any additional phone numbers that can be used to reach you? ▪ Do you anticipate moving from your present address in the next six months? ▪ Do you know the phone number to get help with Medicaid problems or questions? 	<p>Health Conditions</p> <ul style="list-style-type: none"> ▪ Do you need to use medical care, mental health, home health, or other health services at least once every three months? ▪ Do you have any of the following conditions? If so, check all that apply: asthma, behavioral health needs, breathing problems, cancer, congestive heart failure, COPD, dementia, depression, digestive problems, epilepsy, heart disease, hepatitis B, hepatitis C, diabetes, high blood pressure, kidney failure, multiple sclerosis, quadriplegia, schizophrenia, HIV/AIDS, stroke.
<p>PCP or Specialist(s)</p> <ul style="list-style-type: none"> ▪ Do you have a primary care provider? ▪ Do you have a medical problem that requires one or more specialist doctors? 	<p>Self-Evaluation of Overall Health</p> <ul style="list-style-type: none"> ▪ In general, compared to other people your age, would you say that your health is excellent, very good, good, fair, or poor?
<p>Recent/Planned Health Service Use</p> <ul style="list-style-type: none"> ▪ Do you have surgery planned for the future? ▪ Have you been admitted to the hospital or inpatient behavioral health facility in the past 3 months? ▪ Have you been seen in the emergency room in the past 3 months? ▪ Has your child or family member been in the hospital? 	<p>Mental Health/Substance Abuse Assessment</p> <ul style="list-style-type: none"> ▪ Do you need or get treatment for any kind of mental health, substance abuse/alcohol, or emotional problem? ▪ Have you been consistently depressed or down most of the day or nearly every day for the past two weeks?
<p>Pregnancy</p> <ul style="list-style-type: none"> ▪ Are you currently pregnant? Are you seeing a doctor for this pregnancy? 	<p>Prescription Information</p> <ul style="list-style-type: none"> ▪ Do you currently need or use medicine prescribed by a doctor (other than vitamins)? ▪ Are you taking any prescriptions that need to be filled?

Source: [Center for Health Care Strategies, Inc.](#)

Health Needs Survey- Other States

- **California** requires members to complete a comprehensive health assessment with their primary care physician within 120 days from enrollment.
- **Indiana** uses financial incentives for Members to complete health Needs screenings.
- **Iowa** Health risk screening and assessment tools are administered by their managed care groups. They have multiple modalities to access these assessments including. Member portal, mobile app, phone or mail. Also incentivizes Members.

Health Needs Survey- Other States

- **Michigan** has a Health Risk Assessment(HRA) completed before a Member's first scheduled appointment and must be updated annually. Primary Care Physician visit must be scheduled within 60 days of becoming a Member.
- **North Carolina** focuses on social determinants of health screening, asking about food, housing and safety questions among others.

Health Needs Survey Example- Michigan

Health Needs Survey Example- North Carolina

Health Needs Survey Example- Nevada

Discussion



Public Comment

Next Steps and Wrap Up

Next Steps:

- ACC Phase III discussions

Upcoming PMME Meeting:

- May 25, 2023