



Medicaid Medical Advisory Committee

November 14, 2023 Meeting Slides

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Health & Human Services

Agenda at a Glance

Follow-up Items

- MMAC website updates
- Assign member terms
- Onboarding and member survey workgroup report
- 2024 Meeting Schedule

Medical Services Division Updates

- Medicaid Renewals
- PCCM Program Ending
- State Plan Amendments
- Waiver Updates

Did You Know?

- Autism
- Cross Disability Waiver Council

Discussion

- Provider Town Halls and Provider Ad Hoc Committees

Education

- ND Medicaid Member Engagement Committee and Member E-News

Follow-up Items

MMAC website updates

Assign member terms

Onboarding and member survey workgroup report

2024 Meeting Schedule

CMS Ensuring Access to Medicaid Services proposed rule **UPDATE**

- Full rule [here](#). Public comments closed 7/3.

Waiting to hear if rule will be amended or made final and for a compliance timeframe.



MMAC Website Updates

MMAC purpose statement updated

Information added about who can join and how to apply

Updated Charter added

MMAC Term Length Volunteers – Survey results

* will be doing updated/new survey post-meeting

1-year terms

• 8

1. Judy Lee
2. ?
3. ?
4. ?
5. ?
6. ?
7. ?
8. ?

2-year terms

• 8

1. Jacob Sutton
2. Janelle Moos
3. Nancy Froslic
4. ?
5. ?
6. ?
7. ?
8. ?

3-year terms

• 9

1. Courtney Koebele
2. Donene Feist
3. Tim Mathern
4. Melissa Bingham
5. Beth Larson-Steckler
6. Shawn Stuhaug
7. Brad Peterson
8. Dr. Joan Connell

9. State Health Officer – Dr. Wehbi

MMAC Members must include representation of at least one member from the following categories:

State or local consumer advocacy groups or other community-based organizations that represent the interests of or directly serve Medicaid beneficiaries

Participating Medicaid managed care plans, or State health plan associations representing such plans as applicable; and

Other State agencies that service Medicaid beneficiaries, including a designee from the Indian Affairs Commission as ex officio members

Clinical providers or administrators, including one or more board-certified physicians, who are familiar with the health and social needs of Medicaid beneficiaries and with the resources available and required for their care (includes primary, behavioral health, reproductive health, pediatrics, dental and oral health, direct care workers, and long-term care)

The State Health Officer

New member onboarding and surveying

- Workgroup report



Onboarding

Review MMAC Charter

Review Meeting Materials (most recent year)

Review the Medicaid Provider (last four) and Member newsletters (last two –towards bottom of page)

Meet with Medicaid MMAC Facilitator

~~Visit with a person on Medicaid and a health care provider who works with Medicaid members~~ *Item removed per member discussion.

Annual member survey

Proposed Questions

How would you rate the overall effectiveness of MMAC meetings?

Scale 1-5 with 1 being very ineffective and 5 being very effective.

What aspects of our meetings are effective?

List of answers (can choose more than 1): Online format, clear agenda, detailed minutes, active participation, education topics, meeting facilitation, subcommittees/working committees, other.

What aspects of our meetings could be improved? How would you suggest to improve them?

List of answers (can choose more than 1): Online meeting format, meeting length, active participation, agendas, minutes, education topics, meeting facilitation, subcommittees/working committees, other.

Do you participate in MMAC subcommittees or workgroups?

Yes or no answer.

If not, what barriers prevent you from participating? List of answers (can choose more than 1): lack of time, lack of expertise, lack of interest, unclear objective, unclear time commitment, other.

What recommendations do you have for improving the overall effectiveness of the MMAC?

Free text answer.

**Poll results
time!**



2024 Meeting Date & Time Poll Results

• 11 responses

1. I like the current meeting time of the 3rd Tuesday of the month from 3-5pm CT. I would like to keep that meeting time for 2024 quarterly meetings.

[More Details](#)

- Yes 10
- No 1
- I'd like to explore other meeting... 0



4. Is taking off time from work to attend meetings a barrier that will likely prevent your regular attendance?

[More Details](#)

- Yes 0
- No 1
- Maybe 0



2. What time of day do you prefer MMAC to meet?

[More Details](#)

- Morning 0
- Lunch Hour 1
- Afternoon 0
- Other 0



5. What day(s) of the week would you prefer to meet? (You may select more than one)

[More Details](#)

- Monday 1
- Tuesday 1
- Wednesday 1
- Thursday 1
- Friday 0



3. If your answer to Question 1 was Other, what time would you prefer to meet? (please give a 2 hour window)

1 Responses

ID ↑	Name	Responses
1	anonymous	Current meeting time is when I have to pick up my kids from school so mid-morning, lunch hour, or early afternoon would be better.

2024 Meeting Date & Time Poll Results

• 10 responses

7. What Medicaid topics would you like to learn more about in the upcoming year?

1 Responses

ID ↑	Name	Responses
1	anonymous	I'd love to learn more about types of programs and services offered that are less common. I would never have known about some of the programs that have been so beneficial for my children had I not been an eligibility worker and I would love to see more information disseminated to households so more individuals can benefit from services.

1 Responses

ID ↑	Name	Responses
1	anonymous	I love the trainings/educational bits!

Medical Services Division Updates

Medicaid Renewals

Primary Care Case Management Program Ending

State Plan Amendments

Waiver Updates



North Dakota's Unwinding of Medicaid Continuous Enrollment

November 13, 2023

Medicaid Medical Advisory Committee



Health & Human Services

North Dakota Timeline for Unwinding

March 31, 2023
End of Medicaid
Continuous Eligibility



Month 1 (April 2023)
ND initiated its first
unwinding renewals.

Nov. 2023

Month 12 (March 2024)
Last month for ND to
initiate unwinding
related activities

Month 14 (May 2024)
Last month to
complete all
unwinding-related
renewals

Medicaid Renewals Dashboard

Total Medicaid Individuals Due For Review

132,722
Individuals

Medicaid Individuals By Review Status

71,228
Completed

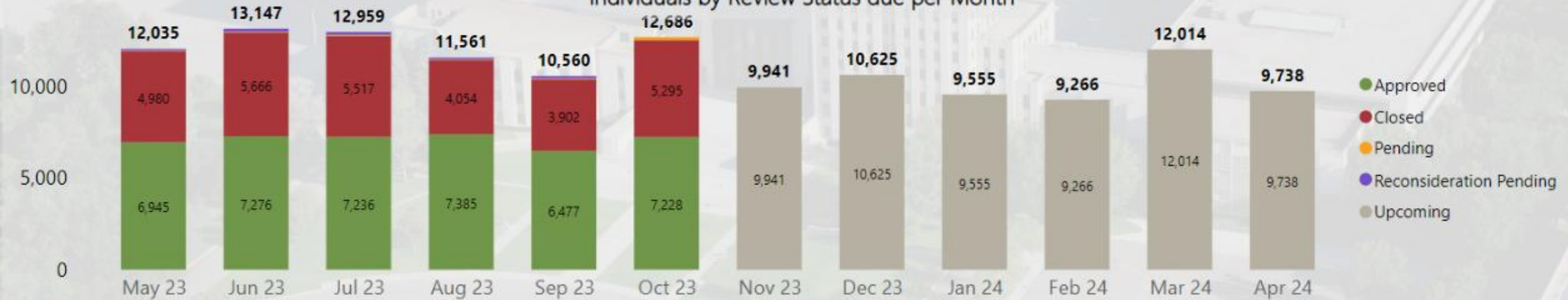
358
Pending

61,136
Upcoming

● Completed ● Not Completed



Individuals by Review Status due per Month



The top summary level counts match with the CMS PHE report, the distribution by month metric number has the variance of less than 0.01%. Medicaid Eligibility Reviews started on 1st April 2023 and will take 14 months to complete.

Individuals: The number of individuals who were enrolled as of March 31st when the continuous coverage ended, whose benefits were to be reviewed during the 14-month PHE unwinding period.
Approved: The number of Individuals whose renewal was processed and approved.
Closed: The number of Individuals whose renewal was processed and denied.

Upcoming: The number of Individuals whose benefits will be reviewed but the renewal process has not yet started.
Pending: The number of Individual whose benefits review has started but is not completed.
Completed: The number of Individuals whose review is completed. Includes both approved and closed individuals.
Reconsideration Pending: Reviews not completed due to form received after the review due date.

*Web users can right click the graph and select 'Show as a table' to view the details of the Reconsideration Pending Reviews counts.

Current Efforts to Mitigate Loss of Coverage

- CMS is offering many flexibilities and strategies to assist with renewals.
 - So far ND has utilized nine of these flexibilities.
- Leveraging partnerships with community organizations
- Increased outreach and communication efforts asking members to update their contact information
 - Text messages and emails to members
 - Website with regularly updated information and FAQs
 - Radio ads (Including tribal radio)
 - Digital media campaign
 - Social media

Here's How You Can Prepare



Update Information

If you recently moved or your contact information has changed, let us know!



Check Your Mail

ND Medicaid may mail you a letter about your coverage and steps to keep it, if you still qualify.



Complete Renewal

If your letter includes a renewal form, complete and return it to the Customer Support Center right away. Completing your renewal form will help us determine if you still qualify for coverage.



Home

Service Areas ▾

For Providers ▾

Administration and Careers ▾

News and Events ▾

Contact Us ▾



Medicaid Members

Update your contact information so you can receive important information about your coverage.

[Learn More](#)

Questions?



New Policy

General Information for Providers Manual

New language can be identified between «» symbols throughout the manual.

ND Medicaid

October 2023

«PREVENTIVE SERVICES AND CHRONIC DISEASE MANAGEMENT

Preventive care is a key component to member wellness. North Dakota Medicaid covers preventive services including many A and B grade recommendations from the United States Preventive Services Task Force (USPSTF), recommended immunizations by the Advisory Committee on Immunization Practices (ACIP), and Bright Futures/American Academy of Pediatrics (AAP) recommendations.

PREVENTIVE MEDICINE SERVICES

Staying current with recommended wellness visits is key to early prevention and treatment of health issues. Preventive medicine services are comprehensive and relate to the age of the patient.

Components of preventive medicine visits

- Comprehensive history and physical exam findings, and
- Age-appropriate
 - counseling/anticipatory guidance/risk factor reduction interventions,
 - screening labs,
 - and tests.

Preventive visits have no major complaint or illness as their focus. Providers should perform a comprehensive

- system review
- past, family, social history
- assessment
- history of pertinent risk factors.

These components differ from a problem-focused exam because they are based on the patient's age and risk factors.

State Plan Amendments



Upcoming – Community
Emergency Service Paramedics

- September 27, 2023 Tribal Consultation Letter
 - Increases in eligibility limits for certain Medicaid groups
 - 1915(i) amendment

Sunset of the Primary Care Case Management (PCCM) Program

Jane Stokke RN BSN, Program Administrator



The 2023 Legislative session passed House Bill 1044 which ends the Primary Care Case Management (PCCM) Program effective December 31, 2023. This will make Medicaid easier to use for both providers and members!



What does that mean for providers?

Providers will no longer need to write referrals for specialists or diagnostic tests. Other insurance companies may require referrals.



Previously, providers received \$2 per member per month payments for being a Primary Care Provider (PCP). These payments will stop effective December 31, 2023.



What does this mean for members?

Members will not lose their coverage. Members will be automatically enrolled in Medicaid's Traditional Benefit plan called Fee for Service effective January 1, 2024.



Members will be able to see any enrolled Medicaid provider without a referral. This includes any specialist they feel they need to see.



Out-of-State rules still apply

- Members must be seen by an enrolled Medicaid provider.
- Members must get a referral for services.



ND Medicaid Communication

Letters to providers were sent out on October 16, 2023.

Letters to members were sent out on November 13, 2023.

Articles in September's Medicaid provider's newsletter and November's Medicaid member's newsletter.



The North Dakota Health & Human Service website will be updated by December 31, 2023.



The PCCM Program contents will be removed. For any questions, contact information will remain.



The list of enrolled Medicaid providers will remain on our website.



Questions from Providers or Members?

Contact the ND Medicaid Call Center at:

- (701) 328-7098
- Or Toll Free (877) 328-7098
- 711 (TTY)

Members can go online
at applyforhelp@nd.gov

Providers can go online at MMISinfo@nd.gov



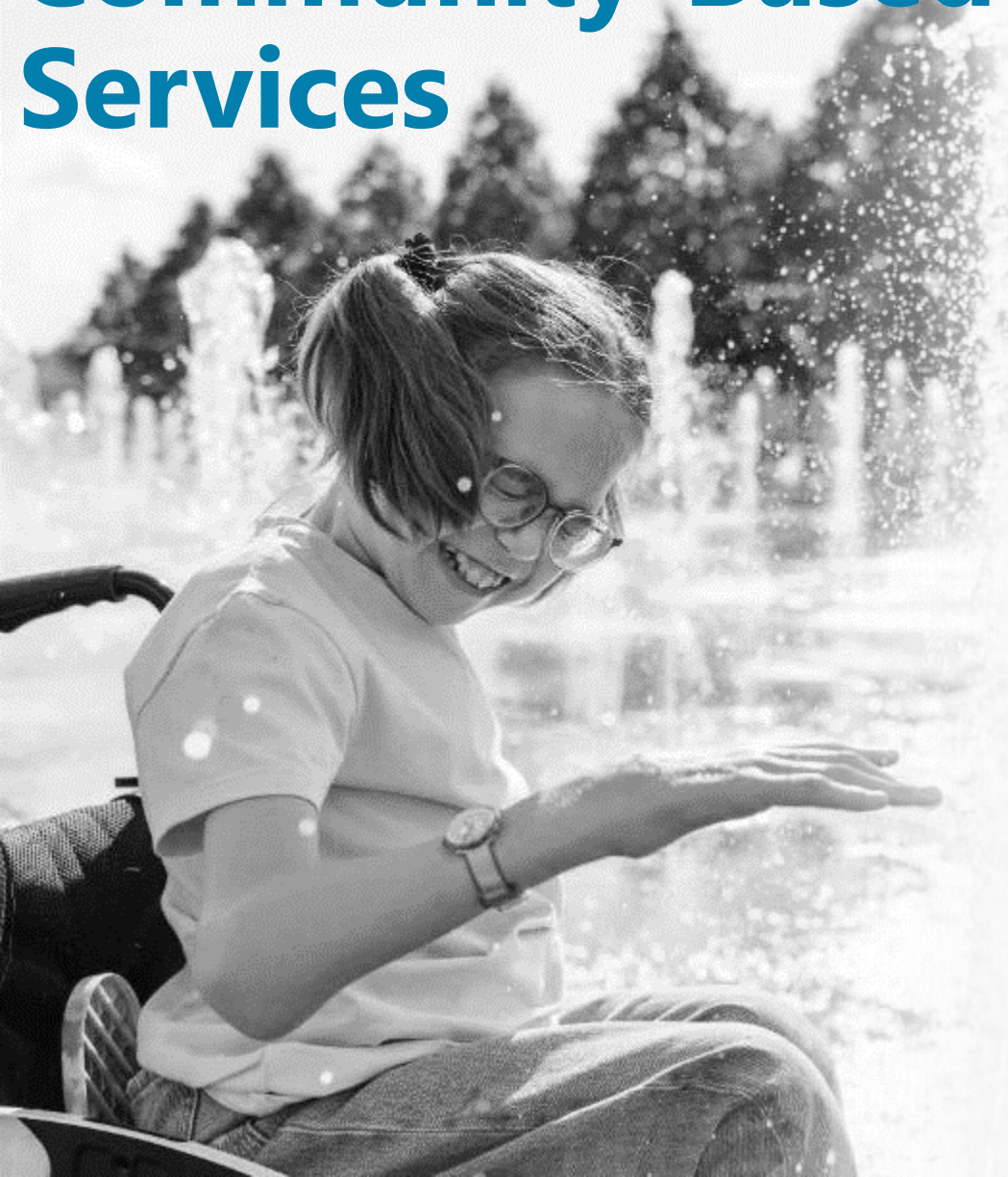
Q & A



I appreciate
the opportunity
to present to
you all today

Sincerely,
Jane Stokke

Home and Community-Based Services



- Waivers are a method for a state to test new or different ways to deliver and pay for health care services
 - Cannot waive the basic tenants of Medicaid
 - Cannot cap overall Medicaid enrollment
 - Must be cost/budget neutral
- Can vary from existing federal Medicaid requirements in certain areas
 - Access to services
 - Level of care requirements
 - Services Provided
 - Population Served
- Specific process to obtain Waivers
 - Requires a series of detailed steps, including an application and public notice
 - Requires a series of negotiations between the state and the federal government
- State Plan options may also be used to access home and community-based services.

North Dakota's HCBS Waivers at a Glance

Eligibility	<u>Autism Spectrum Disorder</u>	<u>Hospice Waiver</u>	<u>Medically Fragile Children</u>	<u>Traditional HCBS Waiver</u>	<u>Traditional Intellectual Disabilities and Developmental Disabilities HCBS Waiver</u>
Age	0-17	0-21	3-17	65+ or 18-64 with a physical or other disability	0+
Diagnosis	Autism Spectrum Disorder	Medically fragile youth	Medically fragile youth	See above	Intellectual disability or developmental disability
Level of Care	Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)	Nursing facility	Nursing facility	Nursing facility	Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)
Services	Respite Service Management (RD within SM) Assistive Tech Community Connect Remote GPS Service	Case Management, Respite, Hospice, Skilled Nursing, Bereavement Counseling, Equipment and Supplies, Expressive Therapy, Palliative Services	Case Management, Institutional Respite, Dietary Supplements, Environmental Modifications, Equipment & Supplies, Individual and Family Counseling, Transportation Services	Adult Day Care, Adult Residential Care, Case Management, Homemaker, Residential Habilitation, Respite Care, Supported Employment, Adult Foster Care, Chore, Community Support Services, Community Transition Services, Companion Services, Emergency Response, Environmental Modification, Extended & Family Personal Care, Home Delivered Meals, Non-medical Transportation, Specialized Equipment and Supplies, Transitional Living Services	Day Habilitation, Homemaker, Independent Habilitation, Individual Employment Support, Prevocational Services, Residential Habilitation, Extended Home Health Care, Adult Foster Care, Behavioral Consultation, Community Transition Services, Environmental Modifications, Equipment and Supplies, Family Care Option, In-home Supports, Infant Development, Parenting Support, Small Group Employment Support Services *to access services the individual must also qualify for Developmental Disabilities Program Management (DDPM)

North Dakota's HCBS Waiver Updates

Eligibility	<u>Autism Spectrum Disorder</u>	<u>Hospice Waiver</u>	<u>Medically Fragile Children</u>	<u>HCBS Waiver</u>	<u>Traditional Intellectual Disabilities and Developmental Disabilities HCBS Waiver</u>
Current Effective Date	November 1, 2023	July 1, 2023	October 1, 2023	April 1, 2023	January 1, 2021
DRAFT Amendment or Renewal	None pending	None pending	None pending	<u>DRAFT Amendment</u> pending	<u>DRAFT Renewal</u> pending
Public Comment Period	N/A	N/A	N/A	Closed September 26, 2023	Closed October 19, 2023
Proposed changes to note	<p>Increased number of people able to be served (slots) – 195 new slots</p> <p>Age limit increased through age 17</p> <p>Additional services added: Community Connector for helping to integrate and prevent isolation, rural differential to Service Management, GPS remote locator for elopement risk</p>		<p>Increased slots to 50 (25 new)</p> <p>Increased waiver cap from \$18,966 to \$25,300 per fiscal year.</p>	<p>New service of Waiver Personal Care added</p>	<p>Limit on environmental modifications increased from \$20,000 to \$40,000</p> <p>Participants can have both self-directed and provider-managed in-home supports authorized at the same time</p> <p>Respite will be a stand-alone service</p>

Did You Know?

Autism

Cross Disability Advisory Council (CDAC)

Autism changes

Autism Task Force sunset on July 1, 2023

Autism Voucher is sunsetting on December 31, 2023

Autism Spectrum Disorder (ASD) 2022 Survey Report is now available (will be available with post-meeting materials)



North Dakota
Cross Disability
Advisory Council

Parts of Senate Bill NO. 2276



Independent third party to facilitate

- shall appoint the cross-disability advisory council members
- establish the length of member terms and the structure of the cross-disability advisory council
- serve as the presiding officer of the advisory council

The cross-disability advisory council members, excluding the contracted facilitator,

- are entitled to reimbursement from the department for travel and lodging at the same rate as provided for state officers and employees.



Facilitators
Kevin & Kathy
Miiller
Bismarck, ND



Parts of Senate Bill NO. 2276



Cross-Disability Advisory Council

- provide feedback to the department regarding
- **the implementation, planning, and design of the cross - disability children's waiver,**
- level of care reform for the comprehensive developmental disabilities Medicaid home and community - based waiver,
- a service option that will allow payment to a legally responsible individual who provides extraordinary care to an eligible individual through the Medicaid 1915(c) waivers.

- consists of up to fifteen voting members.
- A majority of the members of the council must be family members of individuals with a disability, or must be individuals with a disability, who receive Medicaid home and community - based services.
- must represent different regions of the state
- broad range of disabilities that pertain to the Medicaid home and community - based services.
- shall meet at least quarterly and may appoint subcommittees

Key 2023 Milestones



- ❖ Nov 10 – Began interviewing potential members
- ❖ Nov 13 – Last day of applications
- ❖ Nov 20 – Notify council members
- ❖ Dec 13 – Initial ND-CDAC meeting

Applications Matrix



Partial list of Matrix Criteria (99 columns of data)

- ✓ Regions in North Dakota
- ✓ Have a Disability, Parent of, Advocate, Service Provider, Teacher, Employer
- ✓ Age range of children: 0-2, 3-6, 7-14, 15-18, 19-21, 22-64
- ✓ Waiver experience: Autism Spectrum, Children's Hospice, ID/DD Traditional & Early Intervention, ID/DD Behavioral Health Needs, Medically Fragile
- ✓ Services provided: School, Employment, HCBS In Home, HCBS Outside Home, Intermediate Care Facility
- ✓ Types of disabilities
- ✓ Financial need

Cross-Disability Advisory Council

Learn more about the
Cross-Disability Advisory Council [here](#).

Discussion

Provider Town Halls and Ad Hoc Provider Committees

Education Topic

Medicaid Member
Engagement
Committee and
Member E-News





Member Engagement Coordinator Update

Jen Sheppard

Annual Medicaid Member Newsletter

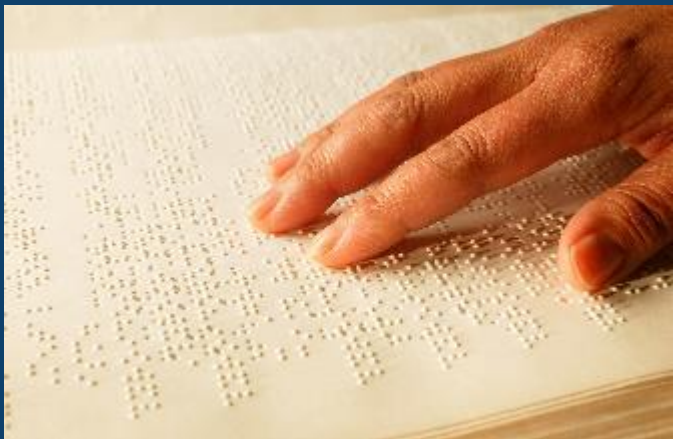


- The Annual Medicaid Newsletter has gone out!
- Medical Services is improving member access to information by writing this letter in a simple language.
 - The annual letter has been mailed to all members this month. A digital issue was sent via email
 - Provides Medicaid updates, introduces the member engagement webpage and the new Medicaid Member Handbook, and offers links to webpages so members can learn more about topics and apply for help

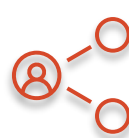
Medicaid Member E-Newsletter

- Announcing a periodic Medicaid Member E-Newsletter
 - Share program updates and Medicaid-related happenings
 - Offer helpful tips and tools like how to find a local dentist or seeing your provider vs. visiting the ER
 - Single-click navigation to Medicaid sites for more information and aiming for the ability of LEP members to read in their preferred language
 - Written to be relatable and easily understood





- Rewriting our website in plain language
- Designing layouts for easier navigation
- Applying ADA practices for use of materials by those with disabilities
- Created a Medicaid Member Engagement landing page on our state website



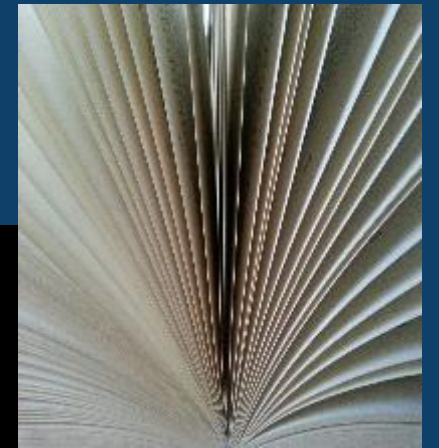
Check out the [Medicaid Member Engagement](#) landing page and stay tuned for more content!

Medicaid Member Handbook

- Summarizes Medicaid services all in one place
- Explained in plain language
- One-click links to pages, helping members navigate our website to find in-depth information
- Organizes all information in a way that assists in understanding how Medicaid functions and connects to other services
- Includes benefits beyond traditional health care such as cancer screenings, tobacco cessation, transportation, and Medicare Savings programs



Review the [Medicaid Member Handbook](#) and feel free to share feedback!



Medicaid Member Engagement Committee (MMEC)



- Helps us connect to our members by meeting regularly, listening to feedback, and developing plans to make sure Medicaid works for our members
- Hosting monthly meetings with other states' Engagement Coordinators to explore best practices
- Advertising the chance to apply in the Medicaid newsletter, state website, and at community events
- Applications being accepted through December 15, 2023

Please share about the [MMEC](#) with members that may be interested!

MMEC Work

- Members will help review notices to the public, the Medicaid Member Handbook, and website navigation and readability
- Members can offer suggestions to influence Medicaid
- Sharing lived experiences as a Medicaid member
- Sharing meeting minutes and suggestions from the MMEC with the MMAC



The MMEC will bring suggestions to the MMAC to shape Medicaid based on Member Experiences



Feel Free to Contact Me



- Jen Sheppard
- jsheppard@nd.gov
- 701-328-8666

Questions?

Public Comment



Stay Covered ND Resources!

<https://www.hhs.nd.gov/human-services/medicaid/StayCoveredND>



What you need to know about ND Medicaid renewals

And how you can encourage members to take action!

Starting April 1, 2023, ND Medicaid may need to contact members to see if they still qualify for coverage.

What do ND Medicaid members need to know?

ND Medicaid is working to inform members about steps they need to take to stay covered, if they qualify. These include:

-  Ensure contact information is correct.
-  Check the mail.
-  Complete their renewal form (if they get one).

#StayCoveredND

NORTH Dakota | Health & Human Services
Be Legendary.

Here's how you can help:

- 1. Share where and how to update their information.**
 - Contact the Customer Support Center toll-free 866-614-6005, 711 (TTY) or email applyforhelp@nd.gov.
- 2. Offer assistance.**
 - Help them update their contact information, read and understand the letter they may receive in the mail or submit the requested documentation online. (e.g. pay stubs, income tax returns, proof of disability, etc.).
- 3. Share resources.**
 - Encourage conversations about renewals and/or share resources in your community.

If they no longer qualify for ND Medicaid and need help finding a plan on the federal Health Insurance Marketplace, have them contact ND Navigators at ndcpd.org/NDNavigator or 1-800-233-1737.



Learn more or visit [hhs.nd.gov/StayCoveredND](https://www.hhs.nd.gov/StayCoveredND)



Downloadable Resources and Materials

Help us spread the word! More materials are still under development including several flyers, posters and other resources in Spanish and Somali languages. Check back often! To access the materials, click on the + sign.

Community Toolkit	+
Tribal Toolkit	+
Stakeholder Toolkit	+
School Toolkit	+

Frequently Asked Questions

Why are regular Medicaid renewals resuming?	+
What can members do now to prepare?	+
How should members update their contact information?	+
What is the renewal process?	+
What if I lose coverage?	+
What are the other health care coverage options?	+
What else is ND Medicaid doing to communicate with members?	+