

# STATE OF CONNECTICUT Consumer Advisory Board

## Meeting Summary Tuesday, October 7, 2014

**Members Present:** Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair); Alice Ferguson; Michaela I. Fissel; Kevin Galvin; Stephen Karp; Robert Krzys; Theanvy Kuoch; Sharon D. Langer; Fernando Morales; Richard J. Porth

**Members Absent:** Jeffrey G. Beadle; Cheryl Harris Forbes; Bryte Johnson; Nanfi Lubogo

**Other Participants:** Mark Schaefer

Meeting was called to order at 1:15 p.m.

### **1. Public Comment**

There was no public comment.

### **2. Acceptance of minutes**

***Motion to accept the minutes of the June 11th Consumer Advisory Board Meeting – Michaela Fissel; seconded by Theanvy Kuoch.***

There was no discussion.

***Vote: all in favor.***

***Motion to accept the minutes of the June 25th Consumer Advisory board Meeting – Stephen Karp; seconded by Michaela Fissel.***

There was no discussion.

***Vote: all in favor.***

***Motion to accept the minutes of the July 9th Consumer Advisory Board Meeting – Michaela Fissel; seconded by Stephen Karp.***

Michaela Fissel requested the vote on the SIM Test Grant Application letter of support be included in the minutes. It was noted that the results of the vote are reflected in the July 17<sup>th</sup> meeting meetings. No change was made to the July 9<sup>th</sup> minutes.

***Vote: all in favor.***

***Motion to accept the minutes of the July 17th Consumer Advisory Board special email vote – Stephen Karp; seconded by Michaela Fissel.***

There was no discussion.

***Vote: all in favor.***

### **3. Update on replacement for Cece Pepper-Johnson**

Patricia Checko said she had not been able to move forward with the search for the replacement. She planned to bring a recommendation forward in the future.

#### **4. Update on SIM grant and response to CMMI Questions**

Mark Schaefer provided an update on the grant application. The state received a first set of questions from CMMI about its application at the end of August. The response to those questions has been posted on the SIM web site. CMMI followed up with a second set of questions and a request for a high level meeting done via video teleconference. In addition to state agency representatives, stakeholder representatives included Dr. Checko (CAB representative), Robin Lamott Sparks (Steering Committee consumer advocate representative), Robert McLean (physician representative), Mary Bradley (employer representative), Patrick Charmel (hospital representative), and Jill Hummel (payer representative). Connecticut was the first state to be interviewed. The first half hour was the state's presentation followed by a question and answer period with the stakeholder representatives.

Dr. Checko said the interview was positive. The independent consumer advocate letter was raised ([found here](#)). Ms. Lamott Sparks said the state has listened and responded to advocate concerns. It was noted in the interview that a grant award did not automatically guarantee the proposed changes to Medicaid would be put into place. Any changes to the state's Medicaid program would still require due process for CMS approval. The program management office will work with the Council on Medical Assistance Program Oversight's Care Management Committee (MAPOC) to develop program details. The board briefly discussed Sharon Langer's participation on this committee.

***Motion: to recommend that Sharon Langer serve as the CAB designee to the MAPOC Care Management Committee – Richard Porth; seconded by Arlene Murphy.***

Dr. Schaefer will follow up with Olivia Puckett to determine if there are other consumer advocate representatives on the Care Management Committee.

***Vote: all in favor.***

Dr. Schaefer said the responses to the second set of questions have not yet been submitted to CMMI but will be made available to CAB members.

Dr. Schaefer also shared that the PMO was in the final stages of interviews for a consulting services request for proposals. The selected consultant will support the PMO and the workgroups. Ms. Fissel asked who was responsible for reviewing the proposals. There is a CAB member and a Steering Committee advocate on the evaluation team.

Theanvy Kuoch referenced a meeting she attended with the Hispanic Health Council. A question was raised whether a Spanish speaking APRN could be appointed as medical director of a behavioral health program in light of the new state law allowing APRNs to practice independently. She asked if Medicaid was aware of the law. Dr. Schaefer said that Medicaid rules are federal law so that federal law would need to be changed. He said he could follow up with Bill Halsey who oversees behavioral health for the Department of Social Services.

#### **5. Update on SIM work groups**

Each of the CAB liaisons provided updates on the work group activities. Ms. Murphy said there was overlap in the work of the Practice Transformation, Quality, and Equity and Access groups as each works on different perspectives of the same whole. Dr. Checko said the consultant team hired will have to make cross-group connections.

***Practice Transformation Taskforce Update:*** Nanfi Lubogo, who could not attend the Board's meeting, sent a written summary of Practice Transformation Taskforce (PTTF) activities ([found](#)

[here](#)). The PTTF is reviewing NCQA Person Centered Medical Home Standards and determining if certain elements should be required. There has been concern regarding the difficulty in achieving 2014 level 3 NCQA standards.

**Quality Council Update:** Ms. Murphy provided an update of the council's activities. Their goal is to develop common scorecard. The group has been developing guiding principles ([draft 5 found here](#)). Dr. Schaefer said that the Department of Social Services will work with the Council on Medical Assistance Program Oversight (MAPOC) to develop Medicaid related measures which will be brought back to the Quality Council. There was discussion as to how under service related to the council's work. Sharon Langer said Connecticut Voices for Children has made recommendations with regard to under service. Ms. Fissel said there have been focus groups to define methods to determine the quality of Department of Mental Health and Addiction Services (DMHAS) programs. The Quality Council has developed design groups on both health equity and behavioral health in primary care. Participation in these design groups is open.

There was discussion as to whether under service measures would move beyond Medicaid. Medicare and private payers are the only entities that have entered into shared savings program arrangements and neither deals with the traditionally under served. Medicare does ask patients utilizing care from an accountable care organization if they experienced difficulties with access to specialty care. Dr. Schaefer said the trick will be to figure out a way to reward for care experience. In the state's proposal there would be separate surveys for Medicaid and commercial covered patients in order to make the gaps transparent. Ms. Langer noted there are Medicaid clients that go back and forth between Medicaid and commercial plans. Dr. Schaefer said one challenge will be addressing access to specialty care.

**Workforce Council Update:** Robert Krzys provided an update on the efforts to date to stand up this council. There was a meeting with the deputy commissioner of the Department of Labor (DOL) regarding the State Innovation Model and how the DOL could be involved in terms of providing data and providing information on healthcare jobs at employment centers. Kevin Galvin met with DMHAS Commissioner Patricia Rehmer about getting involved with the council. There have been concerns expressed that the council move beyond the academic arena. Dr. Schaefer said that Alice Pritchard, who oversees the Allied Health Workforce Policy Board, has been invited to participate. There will also be work with the Department of Public Health to modify the license and certification renewal process to capture more data. Mr. Krzys said there would be a wider variety of voices at the table. Dr. Checko said the council needs much broader representation than what has been proposed. Ron Preston, who is overseeing the development of the council, has expressed an interest in meeting with consumer and advocate representatives from the Steering Committee. Dr. Checko said she was concerned about how community health workers would be addressed. She said the council would need to move beyond academia. Dr. Schaefer said the difficulty with community health workers is that is a term used broadly with a lack of specificity. That makes it difficult to design training, roles and functions. Ms. Fissel said that in behavioral health there are recovery coaches and recovery support services that are available only to Medicaid clients. She suggested this be a topic for discussion for the Workforce Council.

The Workforce Council was not included in the solicitation for consumer/advocate workgroup members. The CAB has previously recommended Mr. Krzys be appointed to the Workforce Council. It was suggested that member solicitation be discussed at a future meeting. The Steering Committee has not yet approved the composition for this group.

**Equity and Access Council Update:** Dr. Checko said there have been issues with attendance at this meeting. She suggested there may be a scheduling issue. Fernando Morales was recently appointed to the Council as a liaison. Ms. Murphy will discuss participation with him offline. At the September 18<sup>th</sup> meeting, Ellen Andrews gave a presentation on under service monitoring ([found here](#)). That presentation will be shared with the CAB.

**Health Information Technology Council Update:** There was a question raised at the last Steering Committee meeting as to whether ex-officio members were voting workgroup members. The intent was that the ex-officio members would be non-voting. The PTTF, Equity and Access, and Health Information Technology councils have non-voting, ex-officio members.

#### **6. Discussion of CAB Taskforces on Chronic Disease, Behavioral Health and Health Equity**

Ms. Fissel and Ms. Kuoch met to discuss behavioral health ([please see report here](#)). Among the items they are considering is ethnic diversity and removing barriers to feedback. There are a number of reports that have been developed that they will examine. Ms. Langer said Voices for Children planned to look at where the various reports align. She said there may be implications for the State Innovation Model. Ms. Fissel and Ms. Kuoch will continue to compare notes.

#### **7. Other business**

Dr. Schaefer discussed the Advanced Medical Home Pilot. He said he would email information on the proposal to the Board so they would have an opportunity to weigh in.

The Board will next meet on November 18<sup>th</sup> from 3 to 5 at Bridgeport Child Advocacy Coalition. Additional information will be communicated via e-mail. Immediately following this meeting, the Coalition has a forum planned. Members were encouraged to attend the forum, if possible. On a related note, the Board plans to address the topic of holding evening meetings.

Dr. Checko asked the Board whether they wanted to be involved in the interview process for the CAB coordinator. All agreed.

***Motion to adjourn – Stephen Karp; seconded by Sharon Langer.***

There was no discussion.

***Vote: all in favor.***

Meeting adjourned at 3:24 p.m.