

# Commission On Medicaid Care Management

July 11, 2013

**Welcome!**

# Beginning Conversation Concerning Recommendation #2...

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Purpose:

**To Assure At Start-up The Prompt  
Identification And Remediation Of  
Any Priority Concerns**

# Priority Concerns -

- Consumer Protection In Necessary, Health Access And Quality,
- Stability Of Safety Net Providers,
- Operating Performance And Efficiency.

# Consumer Protection

- Agenda For August Discussion:
  - DHHS Present / Commission Discussion Of:
    - Requirements On Appeals And Grievance Process
    - Survey Plans For Customer Satisfaction
    - Client Services Unit Operations And Analytics Plans
  - Examples Of Recommendation:
    - Each MCO And DHHS, As Part Of Their Enrollment Information, Provide A Standard Notice Of Specific Appeals And Grievance Process
    - Etc.

# The Stability Of Safety Net Providers

- Agenda For August Discussion:
  - DHHS Present / Commission Discussion Of:
    - Plan For Access, Quality, And MCO Performance Monitoring
  - Examples Of Recommendation:
    - Submission Of Formal Medicaid Care Management Operations Report, To The Governor In \_\_\_\_Days Post “Go-live”
    - Etc.

# Review of Operating Performance And Improvement Of Efficiency

- Agenda For August Discussion:
  - DHHS Present / Commission Discussion Of:
    - Document MCO Reports Required In Contract And DHHS Analytic/Reporting Plans
    - A Mail Out Of Endowment For Health, Urban Institute Contract For Review Of NH Medicaid Care Management
  - Example Of Recommendation:
    - DHHS Begin An Ongoing Process For System's Efficiency Improvement Through Standardizing 3 MCO And DHHS, Care Management Procedures, Into A Uniform Provider Operations System
    - Etc.

**Result:**

State Of NH Action Plan To To Assure The Prompt  
Identification And Remediation Of Any Priority  
Concerns As We “Go-live”;

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Aim For Recommendation #2 In September!