

Meeting Recap

Medicaid Quality Forum
Doubletree Hotel, Olympia
April 29, 2015

Attendees: See attached registration list

Welcome and Introductions:

- Peggy Evans, Vice President and Ricci Rimpau, Operations Manager, welcomed guests, facilitated introductions among attendees and outlined the day's presentations. Peggy Evans provided an overview of Qualis Health.

HCA Update

Barbara Lantz, MN, RN, Section Manager for Quality and Care Management provided updates on Apple Health Managed Care (AHMC) programs, along with information on the enrollment process, program coverage/benefits, anticipated changes and current activity:

- Enrollment for AHMC is 1.4 million; significant increases have occurred in Apple Health Adult coverage (adult expansion populations, a result of the Affordable Care Act) and the Apple Health Family program.
- The enrollment process has been streamlined.
- Healthplanfinder /Medicaid – New/Planned Changes:
 - Auto-recertification through Healthplanfinder
 - Ability for individuals to select their health plan online (beginning May, 2015)
 - Under consideration: earlier enrollment for Medicaid-eligible enrollees, eliminating wait-time
- Engrossed SSB 2572 – fully integrated physical/behavioral health care services: HCA is working on initial contracts and identifying potential system issues.

DBHR Update

Melena L. Thompson, MEd, Regional Support Network Operations Manager, Division of Behavioral Health and Recovery defined and shared timelines for the following:

- Regional Service Areas (different from RSNs): new geographical boundaries for state purchased behavioral and physical healthcare through managed care contracts.
- Behavioral Health Organizations: organizations that combine the local administration and purchase of mental health and chemical dependency under managed care. DBHR will begin contracting for BHOs in 2015, for services starting in April 2016.
- Early Adopters: an alternate way to purchase services in the Regional Service Areas.
- The Accountable Community of Health Model and designated pilots.

Featured Presentation: *Working Together for a Healthier Washington, State SHCIP Initiatives*

Laura Kate Zaichkin, Administrator, Office of Health Innovation and Reform, discussed health system transformation and three specific strategies for achieving a healthier state population by 2019:

1. Building healthier communities through a collaborative regional approach
2. Ensuring health care focuses on the whole person (integrating services for physical health, mental health and chemical dependency – Senate Bill 6312)
3. Improving payment for services (shifting from paying for volume to paying for value)

Foundational elements that support these three core strategies and help achieve the triple aim of better health, better care and lower costs:

- Measurement and transparency
- Measuring performance in early adopter regions
- Using data and analytics for decisions
- Consumer engagement
- Evaluation

Featured Training: *The Nuts and Bolts of Quality Improvement*

Sharon Eloranta, MD, Medical Director, Qualis Health presented on the Model for Improvement, sharing methods for designing sustainable projects and achieving change.

MCO Breakout Session: *Advancing Health Equity through Culturally and Linguistically Appropriate Service*

Vazaskia VC Caldwell, Health Equity and CLAS Manager and Mick Pettersen, JD, Health Equity Leadership, HCA, discussed the Culturally and Linguistically Appropriate Service Standards Initiative to advance health equity, improve quality and help eliminate health care disparities.

RSN Breakout Session: *Performance Improvement Projects: Standards and Life Cycle*

Craig Mott, Program Manager and Heather Okey, Clinical Review Specialist, Qualis Health, provided information on the DBHR PIP requirements, approval process, standards and scoring guidelines.