§1115 Post Award Forum & HOPE Vision Update

November 28, 2018

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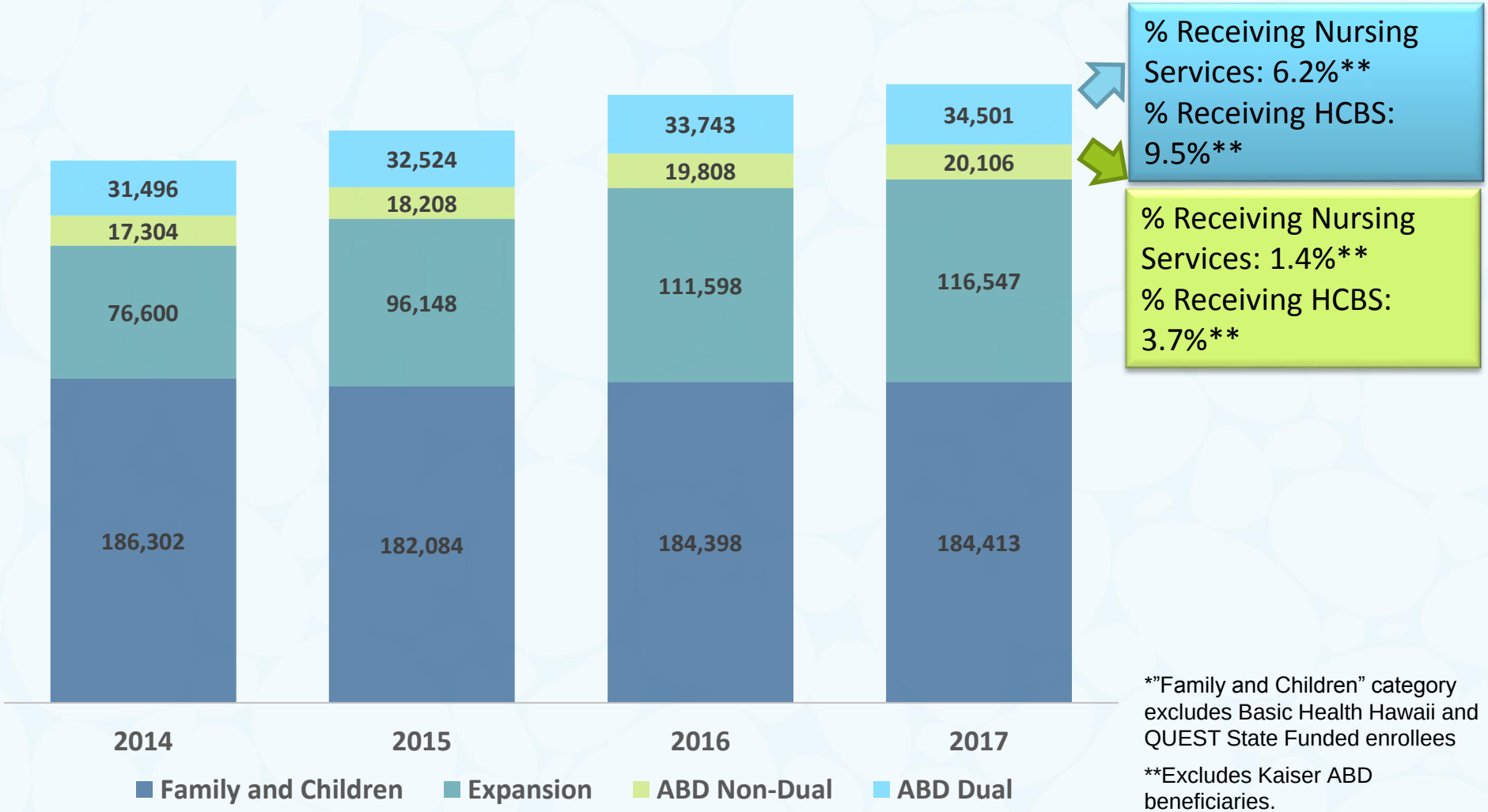
Updates on Enrollment and Expenditures

Enrollment has grown substantially from 2003 to 2017

FY 04	FY 05	FY 06	FY 07	FY 08	FY 09	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17
190,381	200,534	202,980	205,397	212,489	235,203	259,307	272,218	287,902	292,423	318,756	328,373	333,322	360,622

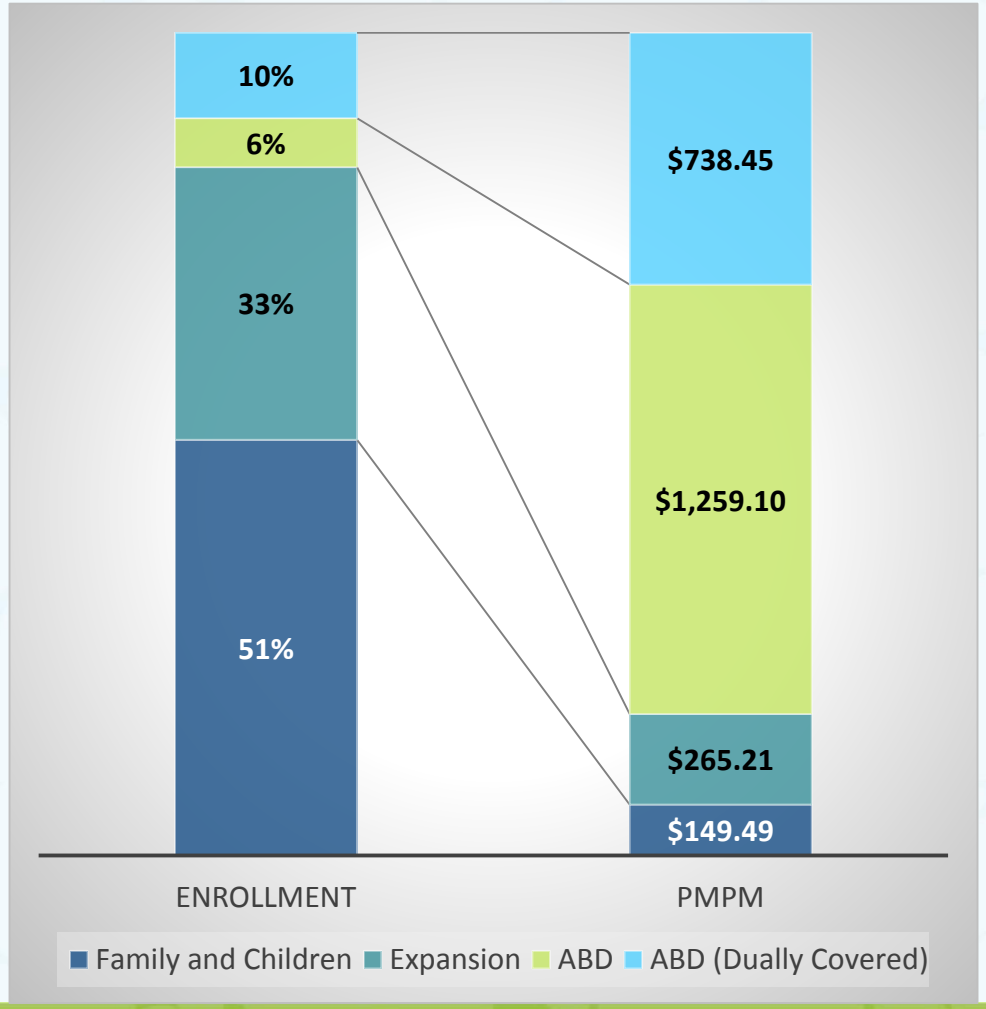
Enrollment increases have not been uniform across eligibility categories from 2014 to 2017*



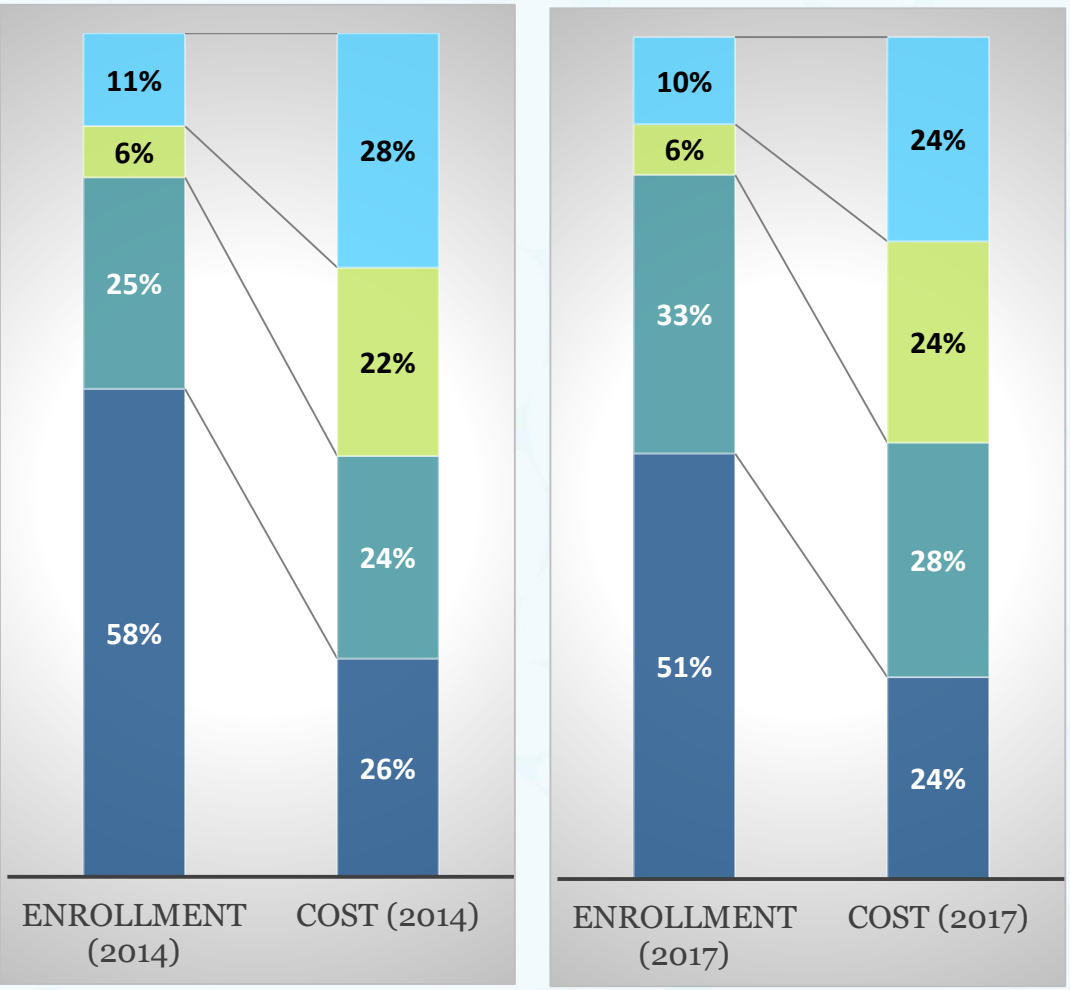
*"Family and Children" category excludes Basic Health Hawaii and QUEST State Funded enrollees

**Excludes Kaiser ABD beneficiaries.

Different enrollment categories* experienced different average PMPM** expenditures in 2017



Enrollment and expenditures have varied across enrollment categories from 2014 to 2017**



ABD (Dually Covered)
Proportion is stable; costs have shrunk slightly.

Aged, Blind & Disabled (ABD)
Proportion is stable; costs have risen slightly.

Expansion
Proportion is growing; costs have shrunk.

Family & Children
Proportion is shrinking; costs have risen slightly.

Overall costs are increasing because the population size is increasing.

- Family and Children
- Expansion
- ABD
- ABD (Dually Covered)

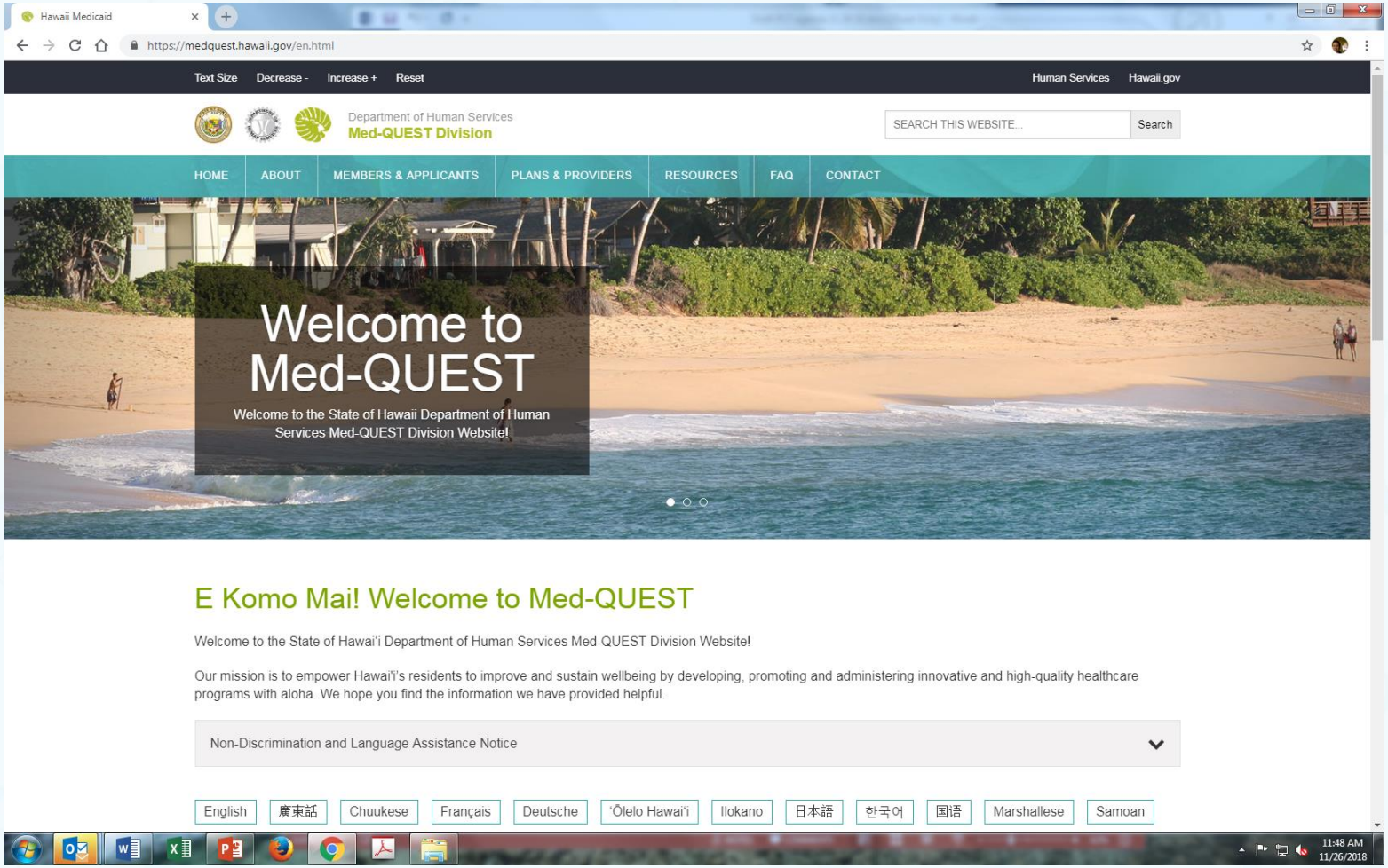
Source: Milliman. Prepared on behalf of the Hawaii Department of Human Services, MedQUEST Division.

Updates and Highlights on QI Initiatives and Activities

MQD continued to successfully work on its business process redesign project for eligibility workers

- The KALO Project: Business Process redesign
  - Kōkua: To help and serve
  - Aloha: Caring
  - Lokahi: Unity
  - Ohana: Family –
    we are all connected
- The KALO project is creating an environment where staff are working together to improve client service and create a positive workplace.
- Staff identified priorities that KALO is helping to resolve:
  - Training and development
  - Information technology fixes, slowness, timely/appropriate access
  - Documentation of work processes, procedures, and policies) and easy access to information
  - Inconsistencies
  - Feelings of being overwhelmed/out of control due to the above factors

MQD improved its website and is able to offer the public more information in a better format



CMS gave MQD the authority to provide supportive housing to beneficiaries in need of services

- On 10/31/2018, CMS approved MQD's §1115 amendment to provide "Community Integration Services," better known as supportive housing services.
- The amendment gives MQD the ability to support individuals that are homeless and at-risk of homelessness that meet a needs-based criteria.
  - Needs-based criteria includes either:
    - A mental health or substance use disorder (SUD) need; or
    - A complex physical health need.
- Under the QI program, health plans and providers will be able to provide services that will help place a beneficiary in a new home as well as provide support to keep the individual in the new home after they are placed.

MQD engaged in several high-profile initiatives and responses

- **Kaua‘i Flooding and Kilauea Volcano Response**
  - MQD extended Eligibility Review (ER) dates for beneficiaries affected by the Kaua‘i flooding and areas affected by the volcano on the island of Hawai‘i to ensure continuation of services.
  - MQD also worked with QI health plans to coordinate and increase outreach to beneficiaries and providers in affected areas.
- **Collaboration with Dept. of Education to increase claiming of School Based Services**
  - In response to 2018’s Senate Concurrent Resolution No. 81, MQD began participating in a workgroup with Department of Education (DOE), the Deputy Attorney’s General from DOE and DHS, and the Chair of Senate Committee on Education and Chair of House of Representatives Committee on Education to examine maximizing Medicaid reimbursement of support services offered during school hours by DOE.
    - A findings report will be submitted before the 2019 session.

Updates on the HOPE Vision and the Future of QUEST Integration

MQD released the HOPE Vision concept paper in 2017 to generate stakeholder discussion

- Hawaii ‘Ohana Nui Project Expansion (HOPE)
- 5 Year road map to accomplish vision of **healthy families and healthy communities.**
- Goals:
  - **Triple Aim: Better care, Better health, Sustainable costs**;
  - Align to a common framework:

“A multigenerational, culturally appropriate approach that invests in children and families over the life- cycle to nurture well-being and improve individual and population health outcomes.”

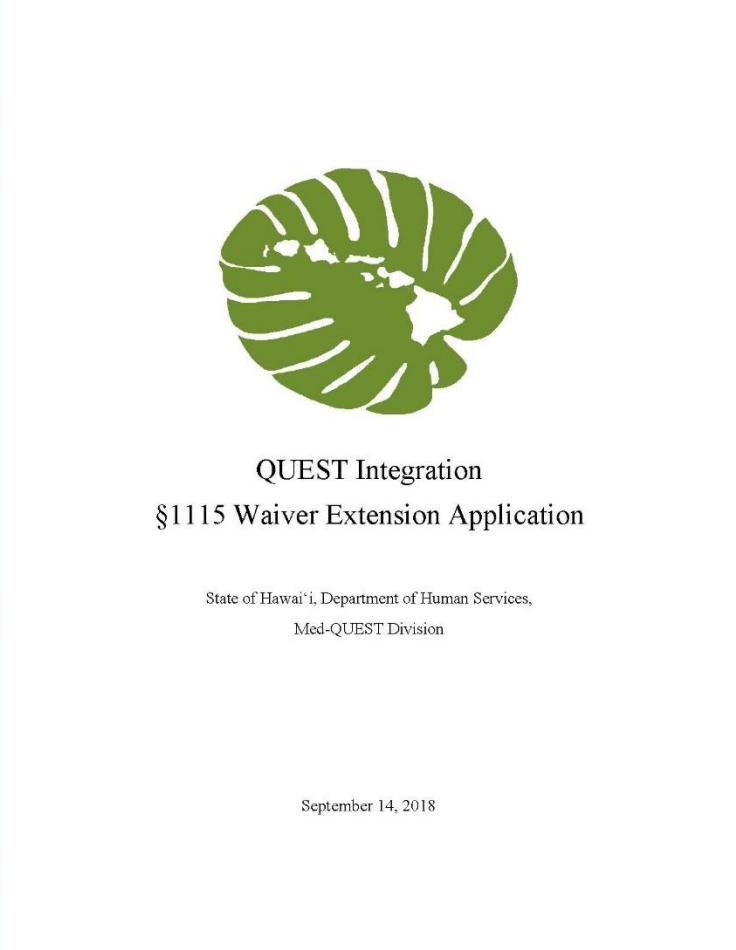
Framework for Innovation

- Assure continued access to health insurance and health care.
- ’Ohana Nui – Focus on young children and their families; Emphasizing whole person and whole family care over the life course
- Focus on behavioral health & care integration.
- Address the social determinants of health – beyond clinic walls to where we live, work, pray and play.
- Emphasis on health promotion, prevention, primary care.
- Emphasis on investing in system-wide changes AND
- Leverage and support community initiatives.

HOPE Project Summary

Goals	Healthy Families and Healthy Communities Achieving the Triple Aim – Better Health, Better Care, and Sustainable Costs			
Strategies	1. Invest in primary care, prevention, and health promotion	2. Improve outcomes for High-Need, High-Cost (HNHC) Individuals	3. Payment Reform and Financial Alignment	4. Support community driven initiatives
Foundational Building Blocks	1. Use **data & analytics** to drive transformation & improve care			
	2. Increase **workforce capacity**			
	3. Accountability, **Performance measurement** and evaluation			

Stakeholder comments on the HOPE Vision contributed to the §1115 Renewal



QUEST Integration

§1115 Waiver Extension Application

State of Hawai'i, Department of Human Services,

Med-QUEST Division

September 14, 2018

- The waiver renewal requests authority for Hawai'i to continue to operate the QI program with its current features, but with a new strategic focus centered on the HOPE Vision.
- MQD conducted two public comment periods and received comments from 32 different organizations.
- Waiver submitted to the federal government on 9/14/2018.
  - Approval expected in early 2019.

Stakeholder comments on HOPE and the §1115 renewal have helped shape the next QI procurement

- MQD is currently working on the Request for Proposals (RFP) for the next QI procurement.
- The RFP will be released in 2019 and it will be for a contract term of January 2020 to December 2025.
- On 9/20/2018, MQD released a Request for Information (RFI) for the QI procurement.
  - Received 25 responses from a range of stakeholders.
  - Comments to the RFI will be used to inform the RFP.

QUEST Integration (QI)

Request for Information
No. RFI-MQD-2019-002

Department of Human Services
Med-QUEST Division
September 20, 2018

Increased stakeholder communication and feedback is the model for future program developments

- In the past 12 months, MQD has conducted four major solicitations of stakeholder feedback to help inform the HOPE Vision, the §1115 renewal, and the QI procurement.
- MQD values the comments its receives and always tries to incorporate feedback into its vision and policies.
- The QI procurement is being informed by this ongoing dialogue with stakeholders.
- MQD will aim to continue this high level of engagement with stakeholders in the future. It will help guide MQD's future strategies and activities.

QUESTIONS?

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