Med-QUEST Healthcare Advisory Committee
October 16, 2024

Med-QUEST,
DHS

Med-QUEST Healthcare Advisory Committee Agenda

I. Welcome/Call to Order

II. Introductions/Roll Call

III. Review of meeting participation guidelines and process

IV. Med-QUEST Updates - Presentation on current Med-QUEST program activities

- a. Stay Well Stay Covered - Return to normal eligibility renewals process
- b. Community Outreach Events
  - i. Health Care Outreach Branch
  - ii. MQD partnering with other public and private partners
- c. Other Updates
- d. Public Comment
- e. MHAC Comments

V. Health Plan Member Communications Presentation

- a. 'Ohana Health Plan
- b. Public Comment
- c. MHAC Comments

VI. State Plan Amendment Presentations and Discussions

- a. State Plan Amendment: Updates - Presentation on the status of State Plan Amendments previously reviewed by the MHAC
- b. State Plan Amendments: New - Presentation of State Plan Amendments currently being submitted for CMS approval
  - i. SPA 24-0007 Vaccine Administration Rate Increase
- c. State Plan Amendments: Coming Soon – Presentation on upcoming State Plan Amendments
- d. Public Comment
- e. MHAC Comments

VII. Next Meeting: Wednesday, December 11, 2024

VIII. Adjourn

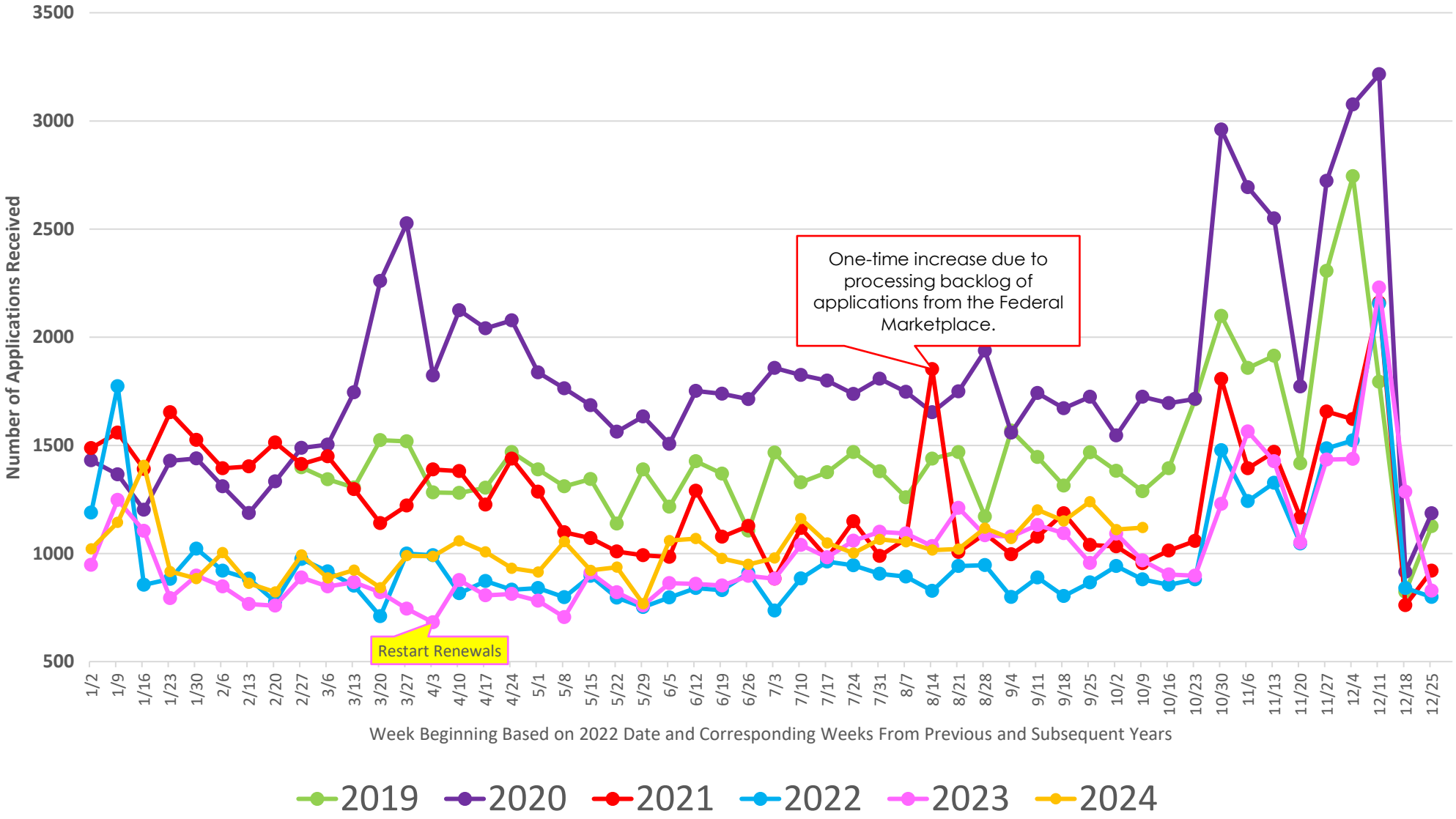
IV. MED-QUEST UPDATES

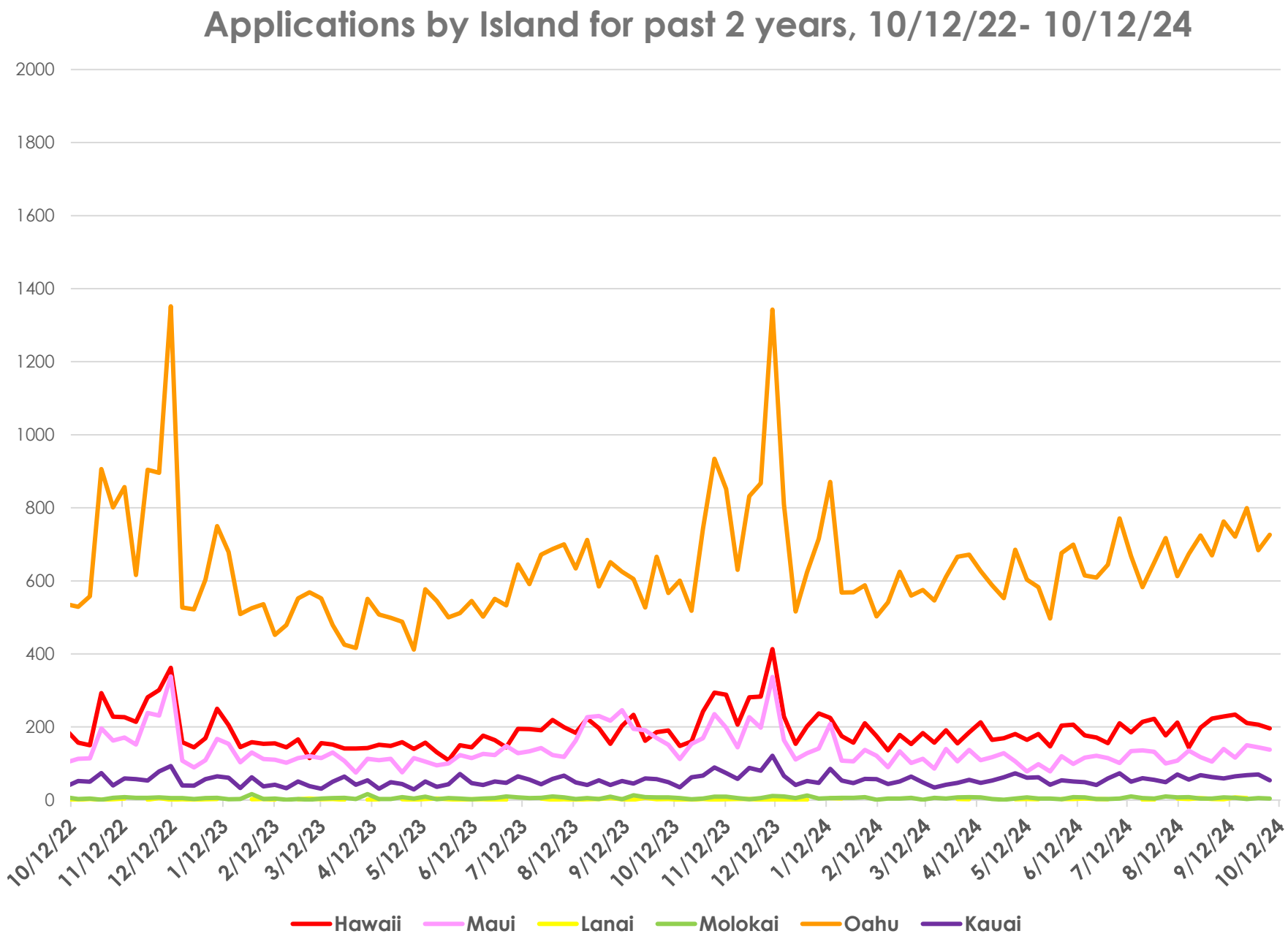
a. Stay Well Stay Covered - Return to normal eligibility renewals process
b. Community Outreach Events
   i. Health Care Outreach Branch
   ii. MQD partnering with other public and private partners
c. Other Updates
d. Public Comment
e. MHAC Comments

IV. MED-QUEST UPDATES

a. Stay Well Stay Covered - Return to normal eligibility renewals process

Hawai‘i Medicaid Applications Received:
March 2020 to March 2023 MQD Received 209,251 Applications
As of April 2023 - October 12, 2024 MQD has received 82,410 Applications

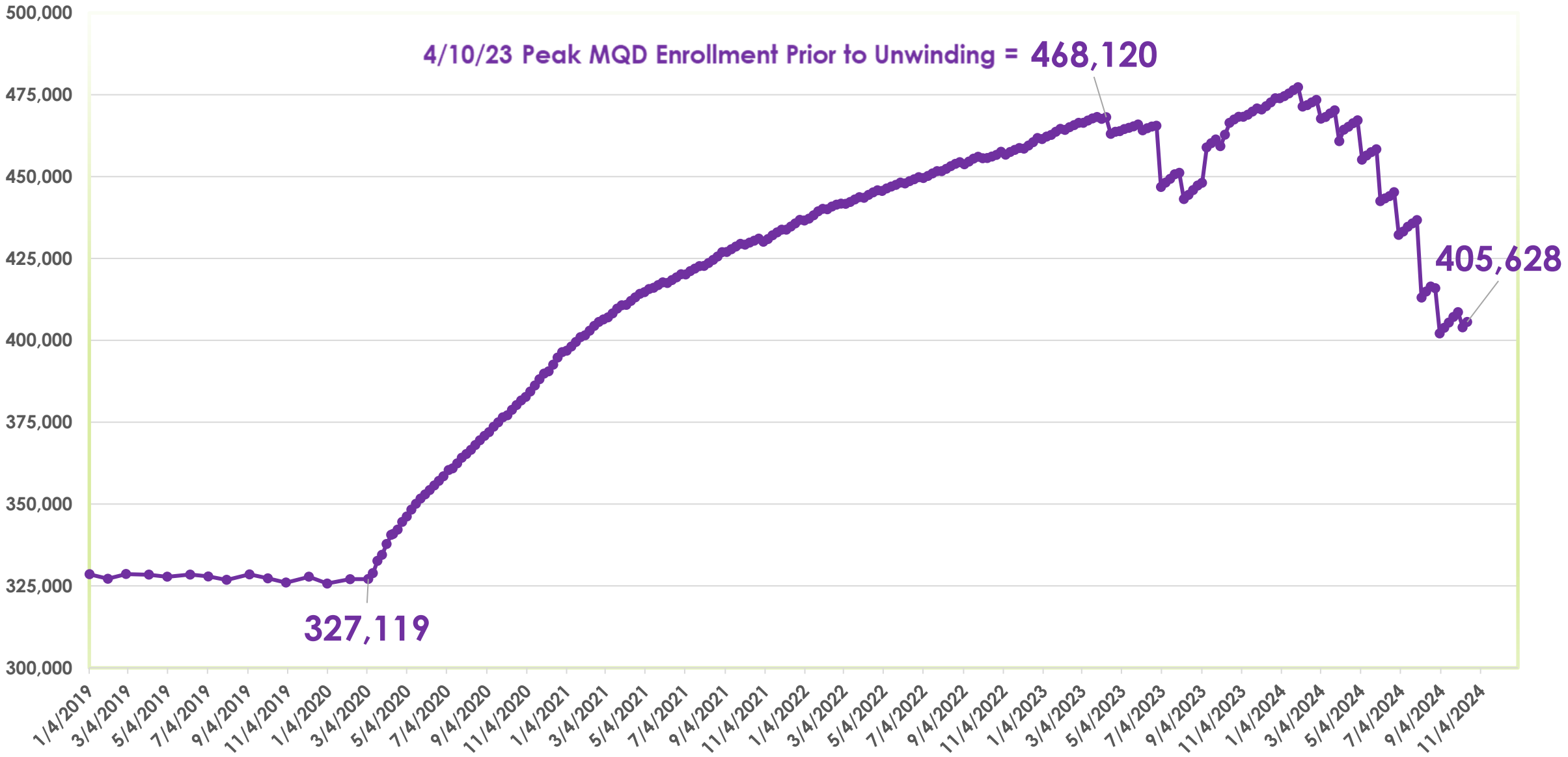



Applications by Island for past 2 years, 10/12/22- 10/12/24
2000
1800
1600
1400
1200
1000
800
600
400
200
0
10/12/22
11/12/22
12/12/22
1/12/23
2/12/23
3/12/23
4/12/23
5/12/23
6/12/23
7/12/23
8/12/23
9/12/23
10/12/23
11/12/23
12/12/23
1/12/24
2/12/24
3/12/24
4/12/24
5/12/24
6/12/24
7/12/24
8/12/24
9/12/24
10/12/24
Hawaii
Maui
Lanai
Molokai
Oahu
Kauai

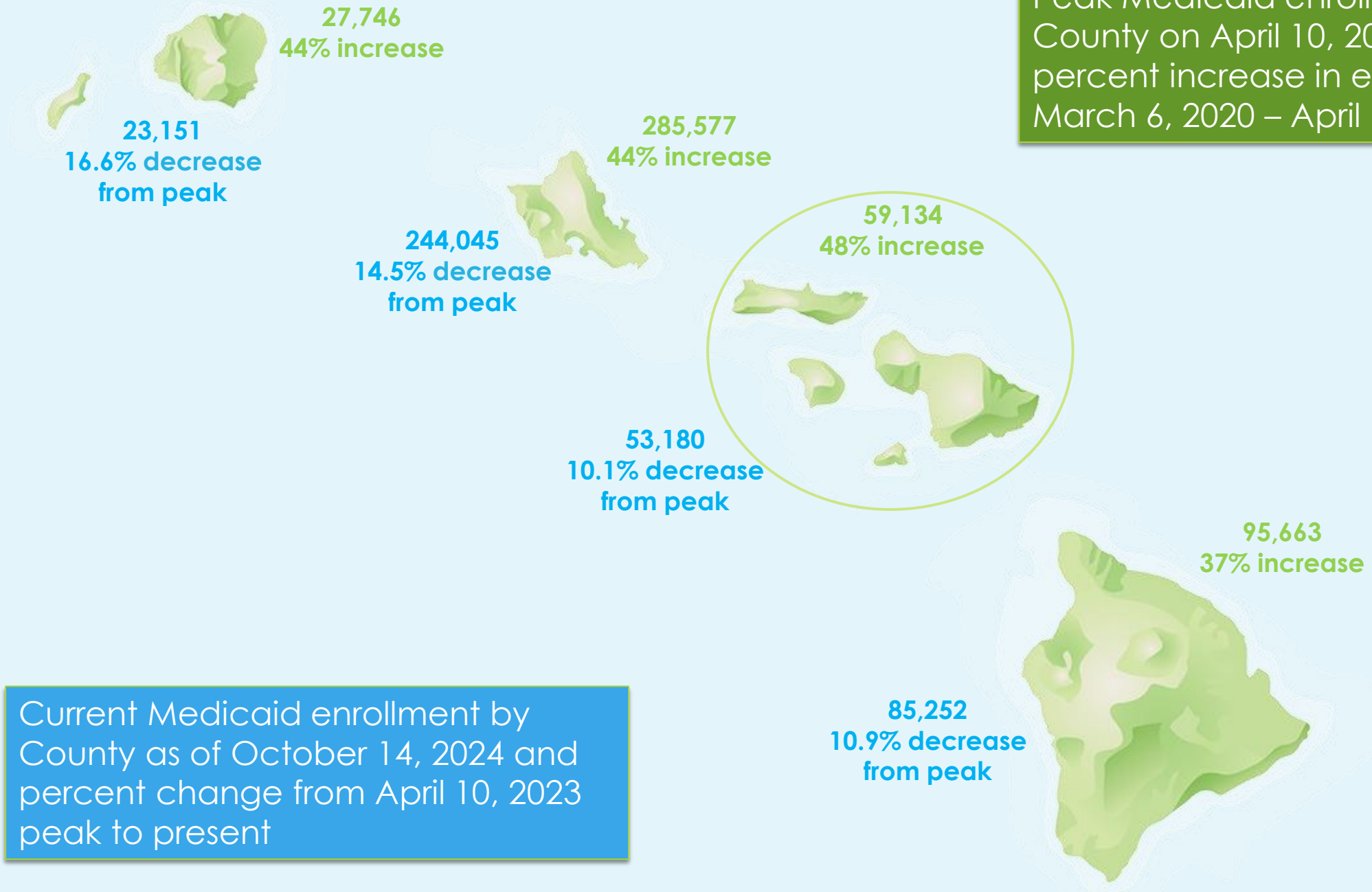
Hawai‘i Medicaid Monthly Enrollment: January 2019 to October 14, 2024

141,001 New Enrollments from 3/6/2020 – 4/10/2023 (43% Increase)

62,492 fewer enrollments from 4/10/23 to 10/14/24 (13.3% decrease from peak enrollment prior to unwinding)



Peak Medicaid enrollment by County on April 10, 2023 and percent increase in enrollments from March 6, 2020 – April 10, 2023



Current Medicaid enrollment by County as of October 14, 2024 and percent change from April 10, 2023 peak to present

IV. MED-QUEST UPDATES

b. Community Outreach Events

i. Health Care Outreach Branch

Health Care Outreach Branch in the Community

Saturday, September 14, 2024
Maui Family Support Services: Stand for Children Celebration

Whoever found Nemo, won the grand prize!

Health Care Outreach Branch in the Community

Saturday, September 21, 2024
Disaster Case Management Program – Outreach at UHMC Pilina Bldg

Kōkua in the Community – Legal Aid Society of Hawaii

Saturday, September 21, 2024
Filipino Resource Fair at the Fil Com

Explore Job Asssitance Services

Learn about the U.S. Citizenship process

Access Health Information

Other Essential Services

Health Care Outreach Branch in the Community

Saturday, September 24, 2024
Kahi Mohala Rapid Response

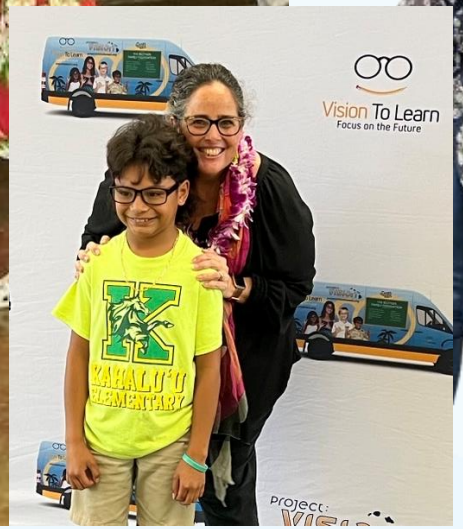
Provided services to one of two groups of employees at Kahi Mohala being laid off. Estimated total of 170 staff from management, food Service, nurses, social workers and HR laid off in October.

IV. MED-QUEST UPDATES

b. Community Outreach Events

ii. MQD partnering with other public and private partners

Project Vision/Vision to Learn:
Vision screenings and eyeglasses.
Hearing screens recently added.



Everyone deserves a time and place to heal.

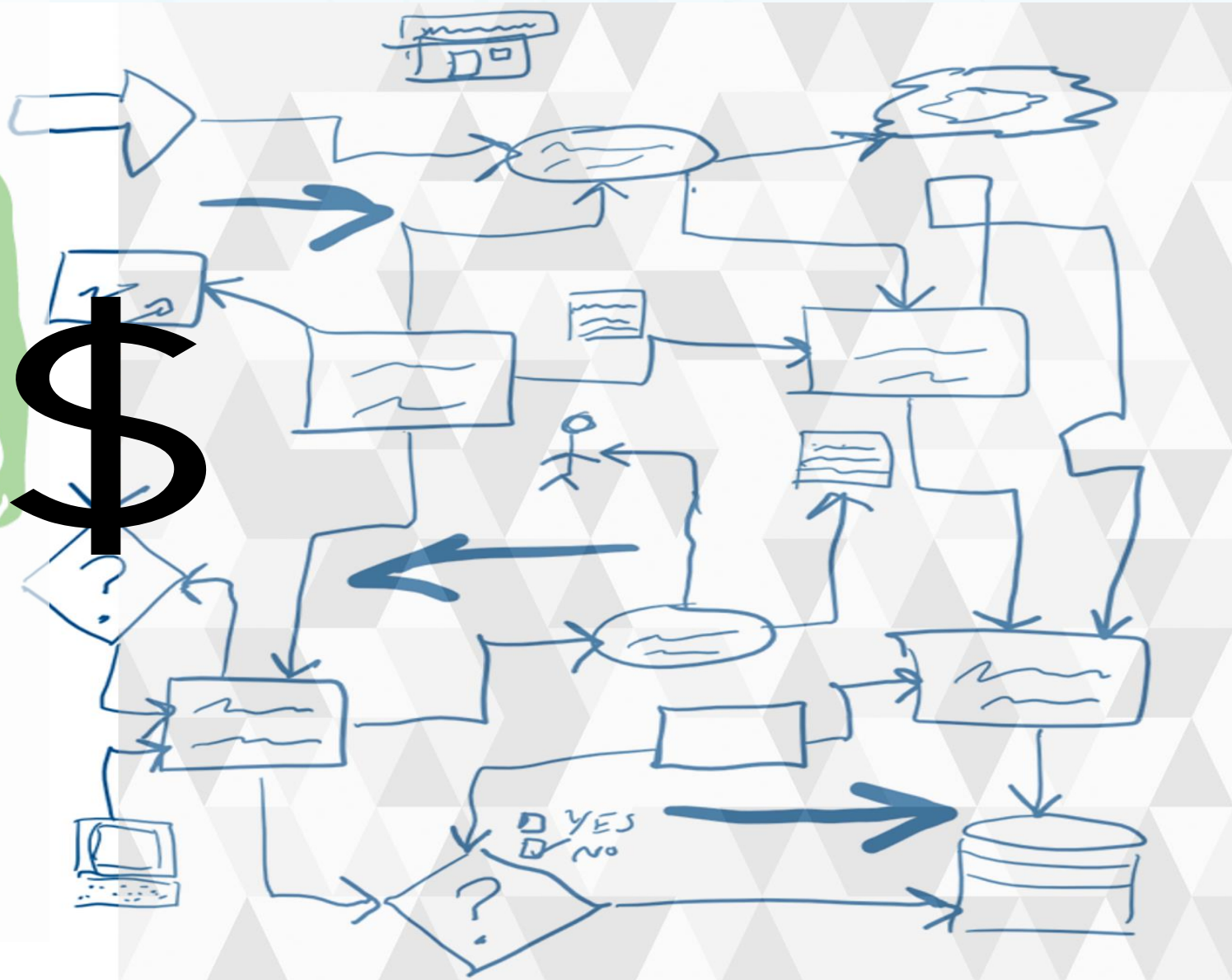
IV. MED-QUEST UPDATES

c. Other Updates

AHEAD MODEL - HAWAII

Why? Fragmented Confusing Expensive healthcare system

$$



Med-QUEST Primary Goals:

Healthy Families and Healthy Communities

Whole Person Health

Whole Family

Whole Community

Integrated Behavioral health

Social drivers of health

Equity Lens

Invest in **Primary Care/Preventive care**

Invest in **Care for People with complex care needs**

Align **FINANCIAL INCENTIVES!!**

What? AHEAD Model At-A-Glance

The States Advancing All-Payer Health Equity Approaches and Development, or the AHEAD Model, is a flexible framework designed to improve health outcomes across multiple states.

Statewide Accountability Targets

Total Cost of Care Growth (Medicare & All-Payer)
Primary Care Investment (Medicare & All-Payer)
Equity and Population Health Outcomes via State Agreements with CMS

Components

- Cooperative Agreement Funding
- Hospital Global Budgets (facility services)
- Primary Care AHEAD

Strategies

- Equity Integrated Across Model
- Behavioral Health Integration
- All-Payer Approach
- Medicaid Alignment
- Accelerating Existing State Innovations

d. PUBLIC COMMENT

e. MHAC COMMENT

V. HEALTH PLAN MEMBER COMMUNICATIONS PRESENTATION

a. Ohana Health Plan

Med-QUEST Healthcare Advisory Committee (MHAC)

Member Communications

October 16, 2024

Confidential and Proprietary Information

Agenda

01—

Who We Are

02—

Member Communication Strategies

03—

Beyond the Expected

04—

Questions and Comments

Who We Are

Confidential and Proprietary Information

‘Ohana Health Plan Senior Leadership Team

Scott Sivik, Plan President & CEO

Andy Lee, MD, FACHE, Chief Medical Officer

Glenn Roberts, Chief Financial Officer

Kari Shintaku, VP Population Health and Quality Improvement

Eric Burns, VP Operations

Christine Karamatsu, VP Compliance

Theresa Lyons, Executive Director, Community Care Services

Our Story

For more than 15 years, 'Ohana Health Plan has provided government-sponsored managed care services to families—from keiki to kupuna—and individuals with complex medical needs primarily through QUEST (Medicaid), Medicare Advantage and Medicare Prescription Drug Plans across the state.

- In 2009, ‘Ohana Health Plan began serving Hawaii’s most vulnerable populations through the Med-QUEST Division’s QUEST Expanded Access (QExA) program for the aged, blind and disabled (ABD) population.

- In 2013, ‘Ohana Health Plan was awarded the contract for the state’s Community Care Services (CCS) program, a highly specialized behavioral health care model to serve adults diagnosed with serious mental illness (SMI) or serious and persistent mental illness (SPMI).

Our Story

- In 2015, ‘Ohana was awarded the QUEST Integration contract to serve both ABD and non-ABD Medicaid members.

- In 2020, 'Ohana Health Plan became a wholly owned subsidiary of Centene Corporation, a leading multi-national healthcare enterprise committed to helping people live healthier lives.

Centene Overview

WHO WE ARE

MISSION Transforming the health of the communities we serve, one person at a time.

Centene provides access to high-quality healthcare, innovative programs, and a wide range of health solutions that help families and individuals get well, stay well and be well.

OUR PILLARS

Focus on the Individual + Whole Health + Active Local Involvement

St. Louis
Based company founded in Milwaukee in 1984

60,000 employees

Largest Medicaid Managed Care Company

#1 Marketplace Carrier

WHAT WE DO

50 states
with government-sponsored and commercial healthcare programs

Centene successfully provides **high-quality, whole health solutions for our diverse membership** by recognizing the significance of the many different cultures our members represent and by forming partnerships in communities that bridge social, ethnic and economic gaps.

28.5 million members

Serving more than
1 in 15
individuals nationwide

Membership and employee data as of June 30, 2024

Profile and Membership

Transforming the health of the communities we serve, one person at a time.

#22
FORTUNE 500® (2024)

#46
FORTUNE GLOBAL 500® (2024)

28.5 million members

50 states with government sponsored healthcare programs

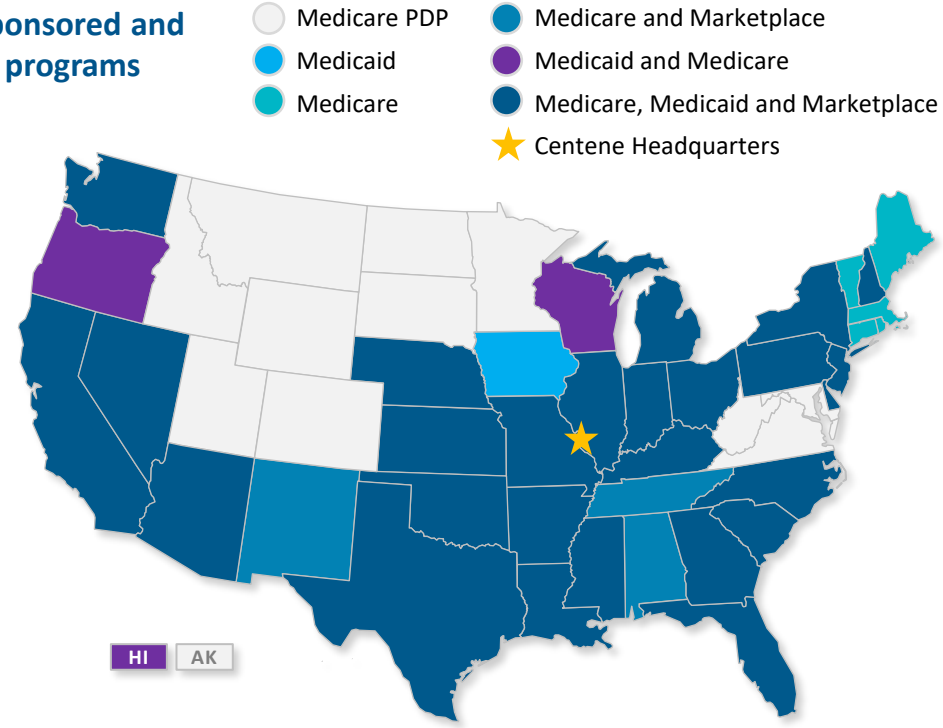
Leading government-sponsored and commercial healthcare programs

13.1M
Medicaid members across **30 STATES**

1.1M
Medicare members across **37 STATES**

4.4M
Marketplace members across **29 STATES**

6.6M
Prescription Drug Plan members across **50 STATES and the District of Columbia**



Membership as of June 30, 2024
**Represents the midpoint of our 2024 premium and service revenue guidance range*
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Who We Are

In your communities:

- We have more than 200 employees located on Oahu, Kauai, Maui County and Hawaii Island
- Offices located in Hilo and Honolulu

Workforce diversity:

- Largest ethnic group is Asian at 43%
- 24% identify as Native Hawaiian or Other Pacific Islander
- 77% Female
- 18 Health Coordinators are bilingual in 8 languages

Our membership:

- We serve a combined total of 48,000 Medicaid, CCS and Medicare members statewide.

Accreditations and Certifications

NCQA
Measuring quality. Improving health care.

National Committee for Quality Assurance
has awarded

WellCare Health Insurance of Arizona, Inc. dba Ohana Health Plan

Medicaid HMO

an accreditation status of

Accredited

for service and clinical quality that meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement.

ACCREDITED NCQA HEALTH PLAN

CHAIR, BOARD OF DIRECTORS — PRESIDENT — CHAIR, REVIEW OVERSIGHT COMMITTEE

09/04/2024 DATE GRANTED — 01/26/2027 EXPIRATION DATE

Health Plan Accreditation

Managed Behavioral Health Organization

OHANA HEALTH PLAN

'Ohana Health Plan Becomes Centene's First Certified Person-Centered Organization

Aug 10, 2023

The Person-Centered Organization (PCO) Certification is a recognition achieved after the successful implementation and tracked progress of a comprehensive plan that embeds person-centered practices into everyday functions in alignment with an organizations mission and values. The programs are designed to enhance both internal and external experiences improving employee, provider and member satisfaction and increasing employee retention.

Centene's Center of Excellence for Person-Centered Practices (CEPCP) collaborated with Support Development Associates (SDA) and 'Ohana's executive leadership and People Leaders to design their custom program. With support of a PCO Mentor, the team worked together to create a customized plan that identified problems, desired outcomes and goals to improve operations across the organization based on the use of person-centered concepts and tools.

Person-Centered Organization Certification

What We Offer

Product Overview

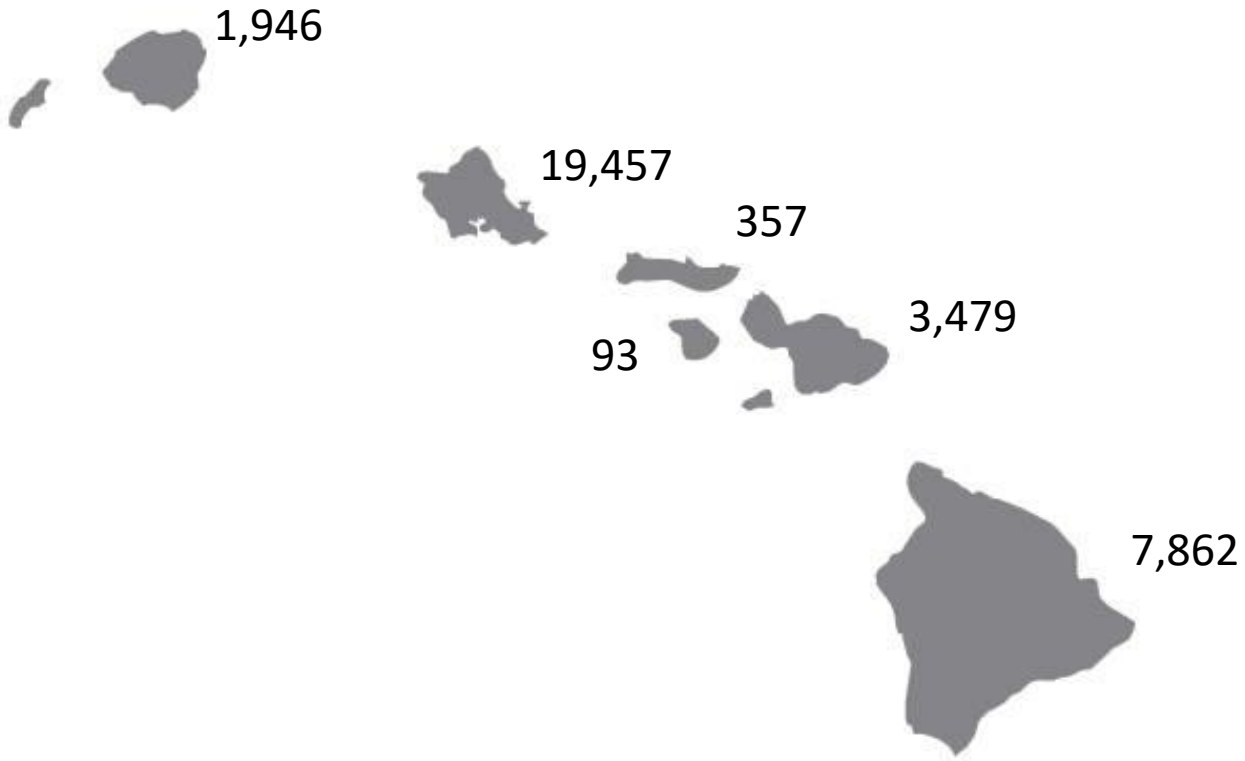
QUEST (Medicaid)	**Behavioral Health** Community Care Services (CCS)	**Medicare Advantage** (MA)	**Medicare Dual Special Needs Plan** (D-SNP)
Medicaid managed care program: • TANF • ABD • Expansion • LTSS • CHIP	Statewide carve-out program for QUEST (Medicaid) members with serious mental illness/serious and persistent mental illness (SMI/SPMI)	Managed care option for those eligible for Traditional Medicare	Medicare Advantage plan for those eligible for both Medicare and Medicaid. 'Ohana offers a HIDE and FIDE SNP
'Ohana membership: 33,194	**CCS membership: 4,945**	**MA membership: 5,931**	**D-SNP membership: 3,609**

** Membership as of 10/07/2024*

QUEST (Medicaid) Membership *(as of 10/14/24)*

Total: 33,194

Females: 16,604
Males: 16,590

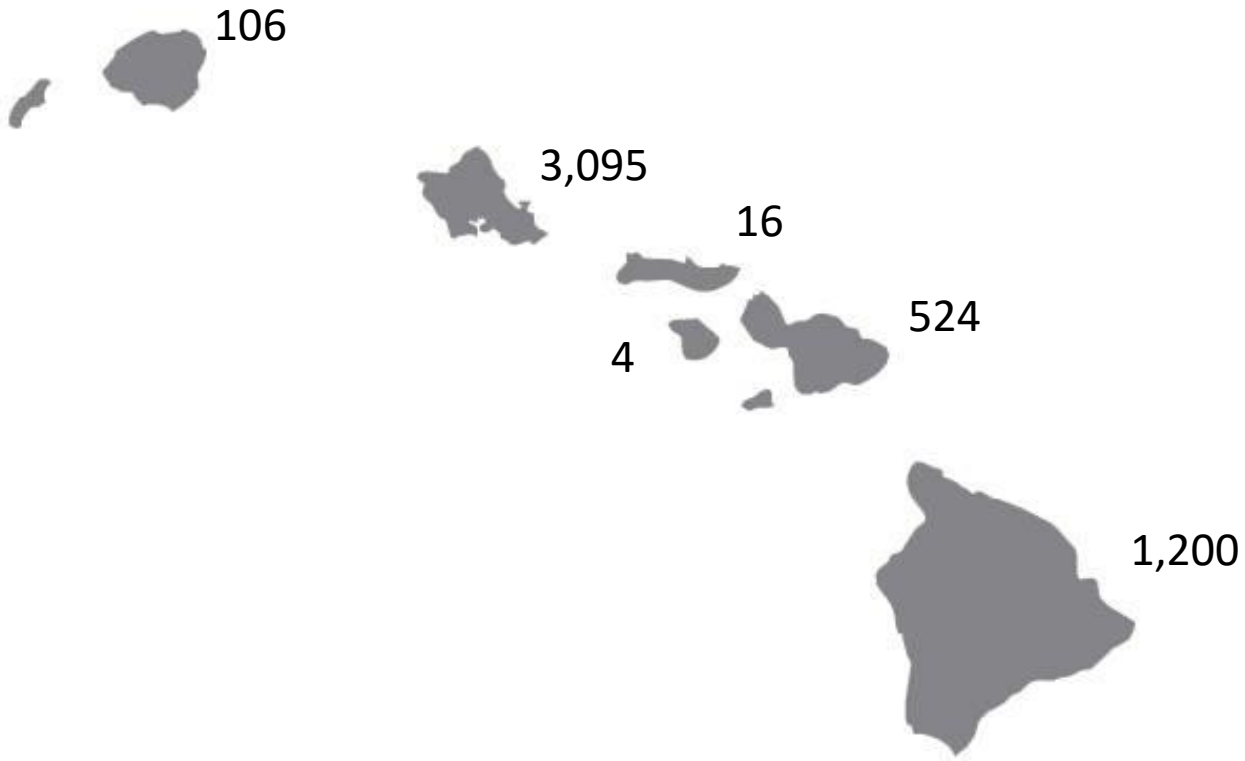


CCS Membership *(as of 10/14/24)*

Total: 4,945

Females: 2,464

Males: 2,481



Member Communication Strategies

Confidential and Proprietary Information

How We Communicate

We use language that is:

Easy to understand

- Improve health literacy
- Ensure readability

Inclusive

- Gender-neutral
- Takes culture into consideration

Person-centered

- Emphasize the person first, not the disability or condition

Mail

'ohana health plan.

QUEST (Medicaid)
Hawaii's Medicaid Program

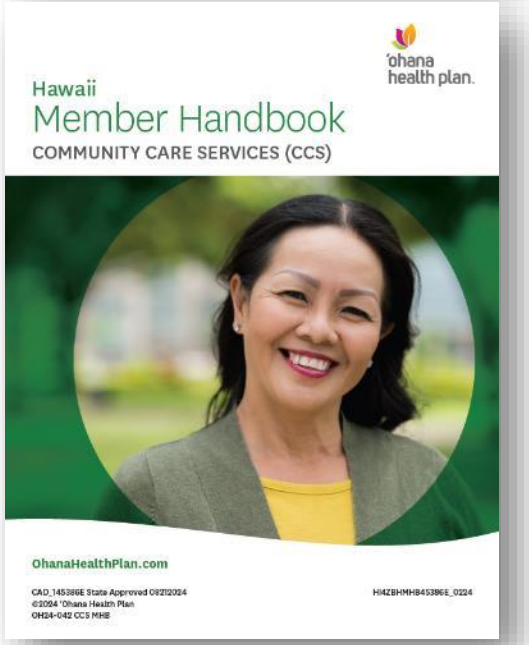
Member: **[Member Name]**[15]
Member ID: **[1234567890]**[4] Medicaid #: **[1234567890]**[96]
Member Date of Birth: **[XX/XX**
Effective Date: **[XX/XX/XXXX]**
Group ID: **[HI123]**[25]
Primary Care Provider (PCP):
[Phy Name][25]
[Phy Add1][26]
<Phy Add2>[27]
[Phy City, State, Zip][28-30]
PCP Phone: **[1-555-555-1234]**

'ohana health plan.

Community Care Services (CCS)

Member: **[Member Name]**[15]
Member ID: **[1234567890]**[4] Medicaid #: **[1234567890]**[96]
Member Date of Birth: **[XX/XX/XXXX]**[14]
Effective Date: **[XX/XX/XXXX]**[43]
Eligibility Recert Date: **[XX/XX/XXXX]**[118]
Case Manager / Agency:
[Case Manager or Agency Name][16]
[Phy Add1][26]
<Phy Add2>[27]
[Phy City, State, Zip][28-30]
Phone: **[1-555-555-1234]**[31]

Third Party Liability: **[Y/N]**[117]
RxBIN: **[XXXXXX]**[56]
RxPCN: **[XXXXXX]**[58]
RxGRP: **[XXXXXX]**[57]



Hallmark Member Engagement Project

WE'RE SO HAPPY
TO PARTNER
WITH SOMEONE
as wonderful as you.

Aloha <Susan>,

Just want to thank you for choosing us to be part of your health journey. We hope you take advantage of the helpful health and wellness reminders we've included. We're always here if you need anything!

All the best,
Your friends at 'Ohana

Relationships matter, particularly when it comes to making decisions about something as personal as your healthcare.

- Since 2021 'Ohana Health Plan has partnered with Hallmark to deliver customized greeting cards to targeted sets of members. These cards are designed to **foster a more personal connection with members and deliver relevant healthy messages.**

- In November 2024, 'Ohana will deliver two sets of messages to our Medicaid population:
    1. Well-Child Visit Education
    2. HbA1c and blood pressure care gaps

Hallmark

Member Outreach

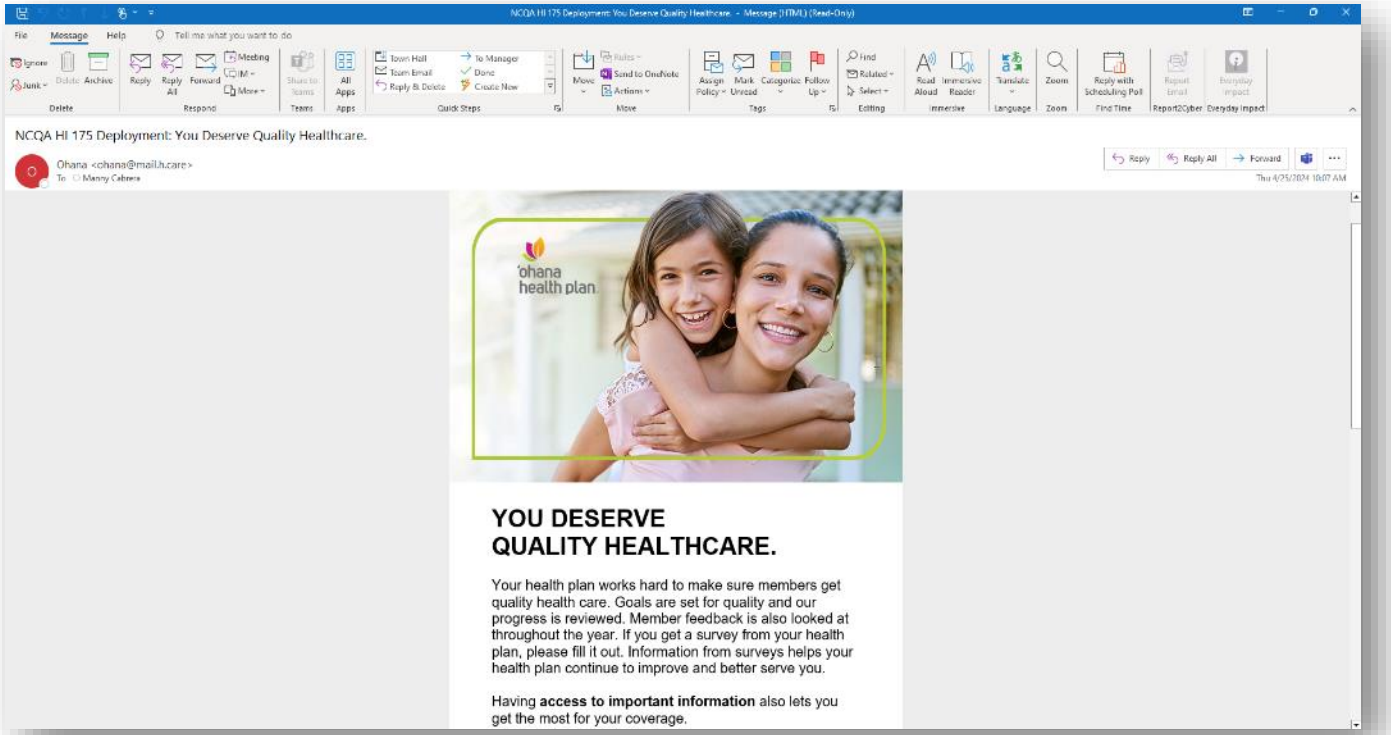
Telephonic

- Inbound calls: Hawaii-based call center
- Outbound calls
  - New member welcome calls, supporting members with their health and wellness, etc.
- SMS Text Messages
  - Eligibility renewal reminders, clinical campaigns, etc.

Ohana Health Plan: You're subscribed to receive texts about QUEST Medicaid renewal reminders. Reply HELP for info, STOP to cancel. Msg & data rates apply.

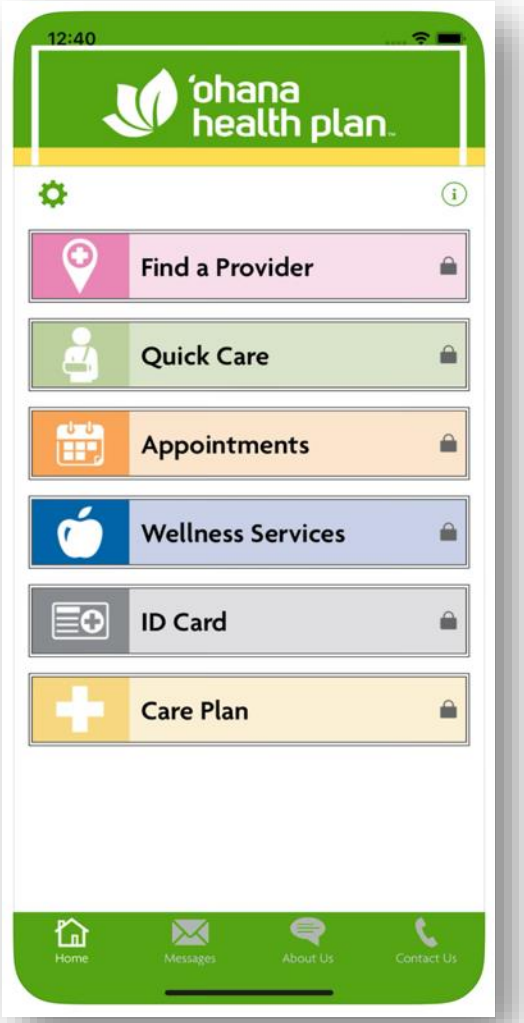
OHP: QUEST (Medicaid) eligibility renewal is now. Visit https://h.care/a6Q3vdYo to learn more. Reply STOP to cancel. Msg & data rates apply.

Member Outreach



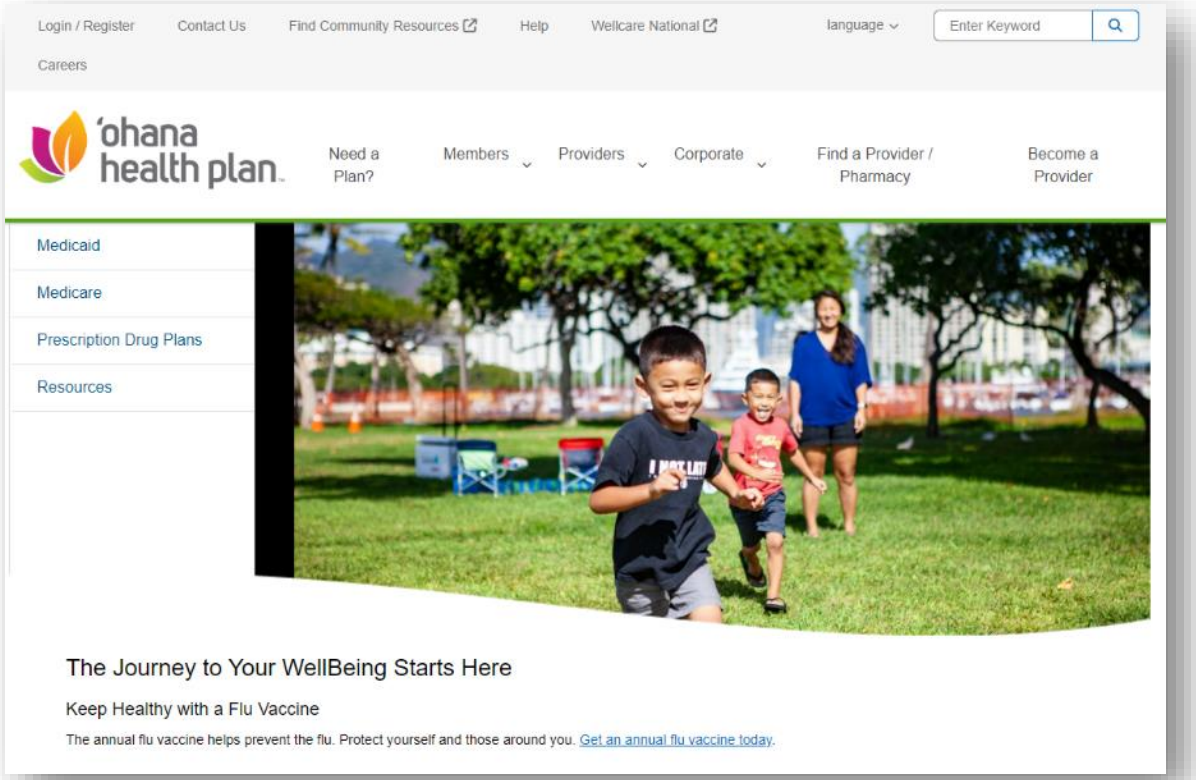
Emails

'Ohana Health Plan
Health & Fitness



'Ohana Health Plan Mobile App

Digital Touchpoints



Website

Facebook

Instagram

'ohana health plan™

Beyond the Expected: One Person at a Time

Confidential and Proprietary Information

Go Ask Aunty

Powered by Findhelp

Free community resource directory

Platform connects the people we serve to the help they need, quickly and easily

Programs listed in the network are verified and information is updated regularly

Address the social determinants of health

Increase closed-loop outcomes

Available to anyone

findhelp

Ohana Health Plan - CCS Assertive Outreach Program

- When CCS members are lost to contact, they are disenrolled from the program, losing valuable case management services that connect them to needed care
- Ohana Health Plan contracts with homeless outreach agencies for an Assertive Outreach program on Oahu, Maui and the Big Island
- **Street outreach workers find and engage our lost to contact CCS members, sometimes combing beach parks, homeless shelters, and prison facilities**
- Leveraging their outreach expertise means **finding our CCS members and re-connecting them with needed support services, critical behavioral treatment and medications to improve health and quality of life.**

‘Ohana Integrated Care Hub Hilo

‘Ohana Health Plan is excited to announce a brand-new **residential program for integrated care** with **Hope Services Hawaii, Inc.** Beginning September 2024, this first-of-its-kind health plan and housing agency partnership in Hawaii will offer **transitional housing** and structured support **for the most vulnerable and houseless ‘Ohana members**.

This Hilo-based home has **six beds dedicated exclusively for ‘Ohana Health Plan** and aims to provide integrated, sustained clinical care and case management for an average one-year stay.

‘Ohana Integrated Care Hub Hilo

The treatment-based residential program provides:

- BH case management
- Licensed BH clinician for therapy and psychosocial rehabilitation groups
- APRN for medication management and physical health needs
- Housing case managers
- Multi-disciplinary team working with health coordination for comprehensive care

This concentrated access to stable housing and care should **significantly reduce acute events for our members, reducing unnecessary emergency room visits or inpatient care, and improving overall behavioral and physical health outcomes**.

Mana ‘Ohana Partnership

- ‘Ohana Health Plan has partnered with Healthy Mothers Healthy Babies to ensure **EVERY expectant mother is offered the support they need to welcome a healthy baby.**
- HMHB works as a care extender to provide additional wrap around services that support a healthy pregnancy including addressing SDOH.
- The Mana ‘Ohana program focuses on **building trust and ensuring the whole family receives the care they need.**
  - HMHB delivers care right to the member’s door through their mobile clinic. They will engage any Ohana members within the household and render well child visits while taking care of mom’s prenatal visit.
- HMHB is **in our communities everyday** and serves as a **critical safety net**. With their reach, HMHB helps us identify some of our **most vulnerable members** and gets them the care they need.
  - HMHB is trusted community resource who attracts member’s who self-report a need for help. They are also regularly working with community shelters to ensure women have access to the care they need.

Investing in the Health of All Hawaii Keiki

- Engagement with Pediatric Providers
  - Increased outreach, engagement, and collaboration
- Focus on Well-Child and EPSDT Measures
  - Call Campaigns throughout the year to engage members
  - Member Incentives through ‘Ohana’s Member reward program
- Community Partnerships: Innovative ways to increase network capacity and member engagement
  - Mana ‘Ohana Program, Hazel Health, HICHC, DOH, and more

Questions?

Comments?

Mahalo!

Confidential and Proprietary Information

b. PUBLIC COMMENT

c. MHAC COMMENT

VI. State Plan Amendment (SPA) Presentations and Discussions: Updates 10/16/24

State Plan Updates

- **SPA 24-0004-Hearing Services Health Service Initiative (HSI)-**Approved 09/06/24 Effective Date 01/01/24
- **SPA 24-0010 Advanced Practice Registered Nurse (APRN) Provider Services-** Approved 09/06/24 Effective Date 07/01/24
- **SPA 24-0012 Personal Needs Allowance increase-** Submitted to CMS 09/25/24
- **SPA 24-0013 Income Standard of Optional State Supplemental Program increase -**Submitted to CMS 09/25/24
- **SPA 23-0007 Medicaid Application (DHS 1100 "Application For Health Coverage & Help Paying Costs") –**Under CMS review
- **SPA 24-0002 Diabetes Prevention Program-**SPA in Request for Additional Information (RAI)

VI. State Plan Amendment Presentations and Discussions: New

SPA 24-0007 Vaccine Administration Rate Increase

Background:

On February 3, 2023, under Title XIX and Section 1135 of the Social Security Act, Hawaii received approval for SPA 22-0007, “COVID-19 American Rescue Plan Act: Vaccine, Vaccine Administration, Treatment, and Testing." This approval helped ensure broader access to COVID-19 vaccines, tests, and treatments, expanded the pool of healthcare providers available to deliver needed interventions to the public, and temporarily increased the Federal Medical Assistance Percentage (FMAP) for COVID-19 vaccinations to 100%. This increase in federal matching allowed the Hawaii vaccine administration reimbursement rate for COVID-19 vaccines to increase from $4.00 to the prevailing Medicare rate. The approval of this amendment has ended on September 30, 2024, and the increase in vaccine administration reimbursement will revert back to $4.00 if no action is taken.

Hawaii is submitting SPA 24-0007 “Vaccine Administration rate increase” to increase the reimbursement amount for vaccine administration effective October 1, 2024, and seeking Centers for Medicare & Medicaid Services (CMS) review and approval. We are seeking to increase the reimbursement rate for all vaccine administration services for both pediatrics and adults up to 100% of the Medicare Fee Schedule in effect for the prior calendar year for codes listed. If the code is not listed on the Medicare Fee Schedule, the vaccine administration rate will be $18.00.

Submitted to CMS September 25, 2024 **Proposed Effective Date October 01, 2024**

SPA 24-0007 Vaccine Administration Rate Increase cont.

SPA language:

Currently the Physician Services Vaccine Administration page (Supplement to 2 to Attachment 4.19-B pg. 3) lists the $4 administration rate and methodology. Hawaii is amending this section to remove this language using a new page, Attachment 4.19-B pg. 1.3. The intent is to clarify and consolidate the payment parameters for vaccine administration following the payment methodology shown on Attachment 4.19-B pg.1.

Amended areas on Attachment 4.19-B pg. 1.3 includes:

1. Description of the Adult and Pediatric Vaccine Administration Payment Methodology.
2. Description of Home Vaccine Administration Fee Payment Methodology.
3. Link to location of rates: https://medquest.hawaii.gov/en/plans-providers/fee-for-service/fee-schedules.html

Submitted to CMS September 25, 2024 **Proposed Effective Date October 01, 2024**

Public Notice posted at https://medquest.hawaii.gov/en/about/state-plan-1115.html under the "Hawaii Medicaid State Plan Public Notice and Amendments" tab on September 25, 2024.

VI. State Plan Amendment: Coming Soon

- **SPA 24-0011 Child & Adolescent Mental Health Division (CAMHD) modifier update**

d. PUBLIC COMMENT

e. MHAC COMMENT

VII. Next Meeting: Wednesday, December 11, 2024

VIII. Adjourn

Mahalo!