

Member Advisory Task Force

MATF Notes
Co-Chairs: **Wanda Felty, Rachel Buckles**
December 2, 2017

Members Present: 13

Steering Committee Present: 10 OFN administrative staff: 2

Item	Notes	Recommendations / Golden Nuggets
Welcome, Consent Agenda	<p>Welcome and participants' introductions.</p> <p>Members were reminded to read notes from past meetings ahead of the meeting, to pay particular attention to the Golden Nuggets and review the Challenges as those identified drive future agendas.</p> <p>Co-chair, (MATF Parent) commented as an advocate at the Capitol, she hears that all Boards, Advisories, and Commissions are at risk, including MATF. In order to ensure Members are represented well and the MATF continues to be effective, she encouraged:</p> <p>1. Attendance -- If you are unable to commit to the Saturdays, please realize that you are still valuable and we need you to stay on as an advocate, review materials, etc. Attendance policies will be followed more closely. Each MATF Member represents a perspective of the SoonerCare population. When a Member misses often, that perspective is missing from the discussions. Each Member should make a minimum of four meetings. Today is the first of your four for the year MATF follows. Please complete commitment forms today, keeping in mind attendance policies.</p> <p>Some of the recommendations of MATF that have saved money: Walk in clinic now available to members so they don't have to go to ER. \$100,000 per year savings to OHCA by reducing the number of pages of Member Handbook and putting it online instead of printing it. These recommendations would not have happened if Members with these concerns had not participated.</p> <p>2. Perspective - Changes to assure we are representing Members well, need to</p>	

	<p>be made. Couples will represent one position after today’s meeting as they are representing one family and have one perspective. Both may attend, but only one will receive a stipend. This will allow us to add more members assuring that we adequately reflect the SoonerCare community.</p> <p>“How can MATF Members articulate the value of this board to decision makers?”</p> <p>Wanda speaks to them as a ‘mom’. If they ask “How do you know this?” I say, “I do serve on the advisory board”.</p> <p>MATF Parent Co-Chair provided a “Mock Speech” for meeting with your representative: “Representative, I wanted to come in and talk to you a few minutes about SoonerCare and what it does for my family in Rural, Ok. We only have two doctors in our town and for a while they didn’t take SoonerCare, now they do. My kid’s ear infections have gone away. I had to use the ER because we didn’t have a doctor close by. But now I don’t, because he is opened until 6:30 at night because of the SoonerCare reimbursement for late hours. If we didn’t have after hours care, I don’t know how many times my kid would have ended up in the hospital. SoonerCare - it is not about welfare - it’s health care; and my kids having access to it. One day I will earn more and I’m not going to qualify, and that is the ultimate goal. But if my kids are always sick because they don’t have access to a doctor, I don’t believe I will ever come out of poverty.” (Attached separately also)</p> <p>OHCA staff shared the National Association of State Health Policy Directors (NASHP) and National Association for Medicaid Directors (NAMD) annual conferences had panels/sessions of member perspective. They were well received as it puts a face to the member. The MATF set a model for other states. This helps to justify the existence of the MATF.</p> <p>If you know of someone who would be interested in serving on the MATF please give their name and contact information to OFN. In the next month or so, new Members will fill MATF perspectives not being represented now.</p>	<p>RECOMMENDATION: OFN Telling Your Story Training (TYS) for young adults, ultimately, young adult advisory for OHCA: A school break may be a good time. Youth could attend a regularly scheduled MATF Meeting to gain ideas from them. OFN could provide a TYS or Board Leadership Training, OHCA could provide Overview of SoonerCare in hopes of implementing a youth advisory two times per year or according to input from youth. The youth need to guide this.</p>
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<p>Strategic Planning Meeting (SPM) Report Out</p>	<p>Goals of the Strategic Planning Meeting:</p> <ul style="list-style-type: none"> • To develop a Strategic Plan based on existing 7 OHCA goals. • To maximize the input received from outside people: members, providers, partners, employees, and other stakeholders that do not fit in those categories. • To develop a 5 year plan with measurable actions and outcomes in terms of money saved and health improvements. This plan will drive the agency operations and projects. A retreat of the OHCA executive leadership set the tone with initial preplanning development • The OHCA Board was asked for input and members received the Member Survey via email and website link for input as well. OHCA received 3,000 responses. (Most Members said they were satisfied or very satisfied with the quality of care they receive and with the OCHA Administration.) During the SPM, a participant suggested having a Member at each table, OHCA agrees. • In November OHCA stakeholder input and shared with 65 employees in person and 10 others provided input outside the meeting. They were enthusiastic. Increased Member engagement and a youth member task force idea were well received. • In December, OHCA will have small groups of employees meet together to develop and enhance actions from feedback of stakeholders and employees. • By the end of January a plan will be written and presented to OHCA leadership to make any changes that may be needed. • February 1 the plan should be available on website and implementation should begin. • Quarterly Reports will be completed. Updates and/or changes will be addressed and plans for contingencies, if needed. • Action plans and outcomes came from two different perspectives: Measurements and actions from the point of view of the goals then focus areas which are topic areas that our employees, leadership, and board thought were particularly important. <p>7 OHCA Goals:</p> <ol style="list-style-type: none"> 1. Responsible Finances - financing and supporting the infrastructure and programs that meet our members' needs. 2. Responsible Programs – programs that meet our Members' needs. 	<p>RECOMMENDATION: SPM should include more MATF Members.</p>
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- 3. Member Engagement – engaging the members in their own health in the OCHA programs.
- 4. Satisfaction and Quality - Member and Provider Satisfaction with the program, and quality of care and quality of administration.
- 5. Effective Enrollment – get the right people enrolled and everyone enrolled that qualifies.
- 6. Administrative Excellence – do not want to waste money, want to be leaders in terms of how we administer our program.
- 7. Collaboration – with our partners and other agencies and organizations so not duplicating effort.

Focus Areas:

- 1. Legislative and budget innovation
- 2. Clinical quality and improvement and planning
- 3. Administrative quality improvement and planning
- 4. Effective individual behavior change
- 5. Ensuring access in rural areas
- 6. Reducing racial disparity
- 7. Reducing economic disparities

From the goals and focus areas, participants developed action plans and how OHCA will measure outcomes from those action plans.

Input from Member Survey: concerns largely related to hold times on call lines and temperamental online enrollment system. Both of these concerns will be addressed, including online enrollment work on mobile phones and more information available via the website and mobile phones rather than Members having to be on hold with the call center.

Rural Members rated their access of Primary Care Providers and Hospitals about the same as Urban members except for Specialist and Urgent Care. One proposal encouraged any rural hospitals that must close be converted to Urgent Care Centers. This has been done in the past.

Members said the information they get from Primary Care Providers is important. If incentives were offered for healthy behaviors, most said they would enroll in the program.

RECOMMENDATIONS:

Provide quarterly reports to MATF
 Increase number of MATF members in attendance at SPM

	<p>Many comments received were about eligibility and coverage. Example: Why can't all grandparents raising grandchildren have SoonerCare for their kids, etc.</p> <p>Evaluation of action plans will include: (See Attachment OHCA slides) How difficult and/or costly will it be to implement? How much difference will it make?</p> <p>High impact proposed actions from both the SPM and the employees are: Expanding our health access networks (HANS) and care management programs. Youth Member Advisory Task Force Streamlined online enrollment for all Quality Plan and Improvement Advocating and Educating for SoonerCare Incorporate Cultural Sensitivity</p> <p>MATF Recommendations: Youth Advisory – 1. What is the purpose from the OHCA? 2. Strategy to implement, internally and externally. 3. Work out the details. Health Literacy and Advocacy two goal purpose. Recommendations from MATF: Training youth to advocate for themselves and health literacy as two goals of Youth Advisory. A sibling of a child with a disability will be the child's biggest life-long advocate. Challenge and strategize on ways to help the children be able to advocate for themselves and consider including siblings in the case of those with disabilities that may not be able to participate.</p> <p>Beth expressed appreciation for the great input from MATF Members.</p>	<p>RECOMMENDATIONS: Training youth to advocate for themselves and health literacy as two goals of Youth Advisory. A sibling of a child with a disability will be the child's biggest life-long advocate. Challenge and strategize on ways to help the children be able to advocate for themselves and consider including siblings in the case of those with disabilities that may not be able to participate.</p>
<p>Legislative /Budget Update</p>	<p>SB845 Cigarette tax passed in the first regular session. However, the bill was challenged and the Supreme Court determined it was unconstitutional.</p>	<p>RECOMMENDATIONS:</p>

<p>CHIP reauthorization</p>	<p>A special session was called by the governor. In this special session 196 bills were filed, but only 5 were sent to the governor for signature.</p> <p>HB 1019 - OHCA general appropriations bill would have appropriated about \$55 million to OCHA. There were 170 sections of the bill and all but 5 were vetoed by the Governor. OHCA portion of the appropriation is \$22,866,423. The Governor said that she would call another special session which would occur before the 2nd session which is to convene February 5th. (See Attachment OHCA Slides)</p> <p>In anticipation of filling the entire \$70 million budget deficit, the OHCA board met on November 9, and voted to reduce Provider rates across the board by 9% and the Nursing Homes by 4%, effective December 1st. Receiving almost \$22.9 million, the OHCA board met again on December 1st, and voted to reduce Provider rates by 6% and Nursing Homes by 1% effective January 1st, as well as some other cuts. OHCA still has a \$9.5 million budget gap and are looking at other ways to balance the budget.</p> <p>The Federal Children Health Insurance Program (CHIP) is authorized through 2019. However, the funding expired September 30th. The US Congress continues to deliberate funding for that program. If the funding is not reauthorized, the Soon-to-be-Sooners and the Insure Oklahoma - Employer Sponsored Insurance (ESI) Kids coverage will be terminated February 28, 2018. It would affect about 3,987 individuals.</p>	<p>MATF Members need to know if their children access SoonerCare via CHIP or another way. Their advocacy for CHIP is important at the federal level.</p>
<p>Policy / Rules</p>	<p>4 Rules moved forward.</p> <p>Workfolder – 17-10A – Posted on the website for public comment on September 26, 2017- October 26, 2017. Allows for an expedited appeal timeline when life is in jeopardy.</p> <p>Workfolder – 17-10B – Posted on the website for public comment on September 26, 2017-October 26, 2017 – moving some policy from a specific section to general provisions information. Allows a Member to tell OHCA how they want to receive their correspondence electronically or written.</p> <p>No budget impact on the two changes.</p>	

	<p>Workfolder – 17-12 – Removing obsolete language regarding wage enhancement for workers in nursing facilities. In the state statute it stated that the first line workers had to receive wage increases until they reached a maximum wage. But the minimum wage exceeds the amount of the wage enhancement.</p> <p>Workfolder – 17-18 – Posted on the website for public comment on October 17, 2017 – November 16, 2017. This policy change is a part policy changes in response to the budget shortfall. This is eliminating therapeutic leave days for children and adults who reside in long term facilities. It does not include those children and adults in an intermediate care facilities serving individuals with intellectual disabilities. Budget impact: Savings of about \$24,541.</p> <p>Permanent Rule making is almost here. For the February meeting we will review the 1st round permanent rules. The Public meeting will be in February and Round 2 rules will be in March.</p>	
<p>Lunch, Review Videos and see photos, Member Memo, Publications Review</p>	<p>“Share your story”, MATF Member stories were reviewed.</p> <p>Member Memo – MATF Members will be able to review, provide feedback, and suggestions for the newsletter. It is provided quarterly by email and available on the web site: Main Page, About Me, Scroll to Member Newsletter</p> <p>When the newsletter is released, OHCA will forward it to OFN for distribution and log update. It can then be sent out by email and posted on the Facebook page.</p> <p>Change to identification cards effective November 1, 2017. OHCA will no longer mail plastic identification cards. This is an effort to reduce printing costs. If a physical card is needed, Members can print one from the Member Portal or obtain from local county Department of Human Services offices.</p> <p>SoonerFit Art contest. The winner will be published in one of the documents. Age category winners and an overall winner. The age limit has been lowered to 3 per recommendation from MATF last year.</p>	<p>GOLDEN NUGGET: Families of kids under 21 can utilize SoonerRide for dental care</p> <p>RECOMMENDATION: Notify OFN when MATF recommendations have been included in the newsletters for updating the outcomes log.</p> <p>RECOMMENDATIONS FOR NEWSLETTER: Gardasil for both boys and girls.</p>

	<p>SoonerRide is available for children under 21, if it is medically necessary as determined by the Health Care Authority it is a protected service and SoonerRide is available for taking them to appointments for dental checkups.</p> <p>Member concern: Member shared concerning story regarding an adult member. OHCA staff asked for more specific information on Monday for follow up.</p> <p>Following MATF question regarding orthodontic care, suggestion for future agenda item: Braces for children, paperwork and approval process.</p>	<p>What to do if Provider says they need SoonerCare ID card and not just the ID number.</p> <p>RECOMMENDED: When brochures are accessed online with cell phone the information should be clickable.</p>
<p>Future Member Recommendations Future Meetings Personal Profile and Commitment Forms Index Cards for Questions</p>	<p>Future agenda items: OHCA staff regarding orthodontia Youth Advisory - How get disability voice, sibling, self-advocate Quarterly Strategic Reports Publications Reviews Policy and Permanent Rules</p> <p>Blue cards (Medicaid Matters) provided to MATF Members for them and family/friends. Family can complete regarding how and why Medicaid is important to you and your family. These will be sent to the Legislature and we will gather information from them too. Return to OFN by January 15th. Also, remember email and phone calls are important too.</p>	<p>FUTURE AGENDA ITEMS: Orthodontia Youth Advisory Quarterly SPM Reports Publication Reviews Policy and Permanent Rules Review</p>
<p>Upcoming Meetings</p>	<p>OFN Family Leader Institute – December 9, 9 AM – 4:30 PM Integris Cancer Institute at 5911 W Memorial Road, Oklahoma City, OK</p> <p>February 3, 2018 10 am – 1 pm (backup February 24 if needed due to weather)</p> <p>April 7, 2018 10 am – 1 pm</p> <p>Meeting adjourned – 1:20 pm</p>	

