

IMPROVING ACCESS WORK GROUP
MINUTES
March 16, 2015

Present: Kay Van Woert, Betty Morse, Paul Bakeman, Trinka Kerr, Barb Prine, Aaron French, Dani DeLong, Rob Larkin
On phone: Dale Hackett
Scribe: Trinka Kerr

1. Aaron will invite Commissioner Costantino to come to our next meeting, on May 4th.
2. Review of written “Process for Policy or Procedure Changes” draft. Slight edits made. (Attached).
3. DME Roadmap.
 - Roadmap is up on the DVHA website.
 - HP is working on sending the banner announcement out to providers about the Roadmap. Aaron will follow up on this.
 - Rob reported that the Member Handbook is going to be rewritten in July, and the Roadmap will be included in it then. Inserts will be created for current handbooks. Dani will follow up on this.
4. Revision of Notices of Decision for Prior Authorization
 - The NODs cannot be completely rewritten and reformatted until the MMIS system is in place, probably in 2017 or so. Aaron says revised NODs are on the list to be done as part of the MMIS system.
 - In the meantime, Trinka and Selena worked on some changes that could be made within the current constraints. The WG reviewed these drafts, and made some additional suggestions.
 - HP will be changing the envelope it uses for these NODs so that the return address says it is from DVHA, and not HP.
 - Dani will follow up on the new NODs and the new envelopes to make sure they happen.
5. Clinical Utilization Review Board (CURB) and Prior Authorization (PA) Data
 - The WG reviewed the CURB annual report from January 2015 and the PA data provided by Aaron for 2013 and 2014.
 - The WG decided it would like more information on the DVHA transportation program, and decided to invite Peter McNichol to our next meeting to talk about it. Dani will follow up.
 - Betty said that since the program was changed a couple of years ago, providers have been given a lot of education, and she thought the program was working better.

6. Gold Card (or E-Z Pass or Reduced Paperwork) program for PAs for beneficiaries with long term chronic medical conditions
 - The discussion about an existing CURB pilot, which makes it easier for providers who order imaging appropriately to get future imaging approved more easily, segued into how to make it easier for people with chronic high medical needs to get PAs more easily.
 - The long awaited MMIS system will help with this, but, what can be done until then?
 - Could DVHA do some sort of pilot program, like the Gold Card program for radiology?
 - The WG decided that we would like to have a fuller discussion with DVHA staff about the possibilities at the next meeting.
 - Dani, Aaron and Daljit will come prepared to talk and brainstorm about this issue.
 - Kay, Barb and Dani will communicate by email to define the population we are talking about.
 - Trinka will convey the WG's concerns about PA problems to the Green Mountain Care Board, which has a pilot project regarding pharmacy.

NEXT MEETING:

May 4, 2015, 2:00 – 3:30

Agenda Items

- Introduction of WG and discussion with Steven Costantino
- E-Z Pass/Gold Card for people with long term conditions with Dani, Aaron, Daljit
- Transportation program with Peter McNichol
- Report on completion of tasks related to PA NOD forms and return address on envelope by Dani
- Report on Roadmap tasks: banner announcement to providers and Member Handbook by Aaron