Connecticut
Medicaid Managed Care Council
Consumer Access Subcommittee
Legislative Office Building Room 3000, Hartford CT 06106
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Meeting Summary: January 18, 2006

Next meeting: February 15, 2006 @ 10:30 AM in LOB RM 3800

Prior Authorization Recommendations: Medicaid Council Action

Christine Bianchi reported that the Medicaid Council approved the following recommendation:

The Department of Social Services will provide quarterly reports to the Medicaid Council on services denied by the managed care organizations. The report parameters include what services are denied, the reason for the denials and the MCO action and outcome for the member.

Next Steps:

- DSS will review reporting parameters with the MCOs at the data reporting meeting at the end of February.
- DSS will review the elements for the current pharmacy reports. The question was raised that these reports do not reflect client denial of drugs at the pharmacy by the pharmacy because the required PA was not obtained (versus denial of PA for a prescribed drug).
- DSS will report back to the SC at the March 15 meeting on the PA reporting parameters.

Department of Social Services Update

- ✓ The DSS reports presented to the Medicaid Council in January on children's Presumptive Eligibility (PE) & pregnant women's Expedited Eligibility (EE) were distributed (MMCC summary below).

  Implementation of Children's HUSKY Presumptive Eligibility (PE) and Expedited Eligibility (EE) for Pregnant Women was reviewed by Kevin Loveland (DSS). Key points:
  - *PE: implementation was effective 11/30/05.*
    - *As of 1/11/06, 77 Qualified Entities are participating in determining PE.*
    - *There are 3 Regional Processing Units (RPU) in Bridgeport, Middletown and New Britain.*
    - *Since November 2005, there has been a total of 181 PE granted.*
  - *EE for pregnant women:*
    - *Since the implementation there have been 494 EE cases, with 45% (224) granted in 1 day, 31% (151) within 5 days, 6% (30) in more than 30 days, 15% (75) pending and 3% (14) denied.*
    - *Some cases may take more than 5 days because of incomplete applications or unresolved citizenship status.*

SC discussion:

- According to community providers, the system is working well with the three RPUs.

• Some of the Pharmacies seem confused about accepting the temporary PE voucher-further communication/education about the process would be helpful.
• The PE numbers seem low (107 in Dec) based on a clinic's experience. Request a review of numbers in February.
• Some PE applications may initially be delayed being sent to RPU because of lack of identification information (ss#, alien registration #). THE APPLICANT CAN SELF DECLARE THEIR STATUS, ADDRESS, AND SUPPLY THE NUMBERS TO THE RPU AT A LATER TIME.
✓ Address changes: The CHNCT/DSS pilot has been successful but is labor intensive and create onerous burdens on larger plans. The DSS/MCO work group evaluating this may be considering centralizing the address change process. Request follow up with DSS in February.

HUSKY Informational Forum:
Sen. Harp had asked DSS to develop basic information about the HUSKY programs, including eligibility & application process, the renewal process, and 'how to use the health care system' once the member is enrolled. The Agency staff have worked very hard to develop a “script” for consumers for with consumer Q & A. This will be presented at the LOB, taped by CTN. DSS would tape vignettes that would be edited into the CTN tape. The intent is to have the tapes distributed to local cable TV stations, advocacy groups, others for consumer information. The tapes would be translated into other languages. The date for this was January 23, however it was cancelled because of hazardous driving that morning. This will be rescheduled in the near future.

Next meeting: February 15. Agenda items will include:
• Updates on PE/EE
• ACS report on plan change survey
• Address change status
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