



# **Medicare-Medicaid Plan (MMP) Provider and Pharmacy Directory Webinar**

**Vanessa Duran, Teri Bolinger, and Julie Jones  
June 13, 2018**

# Agenda

- Welcome, Introductions, and Webinar Objective
- Improvement Cycle and Recent Activities
- Results and Opportunities for Further Progress
- MMP Best Practices and Lessons Learned
- Updates to CY 2019 Directories
- Questions and Answers (Q&A)
- Next Steps and Closing Remarks

# Webinar Objective

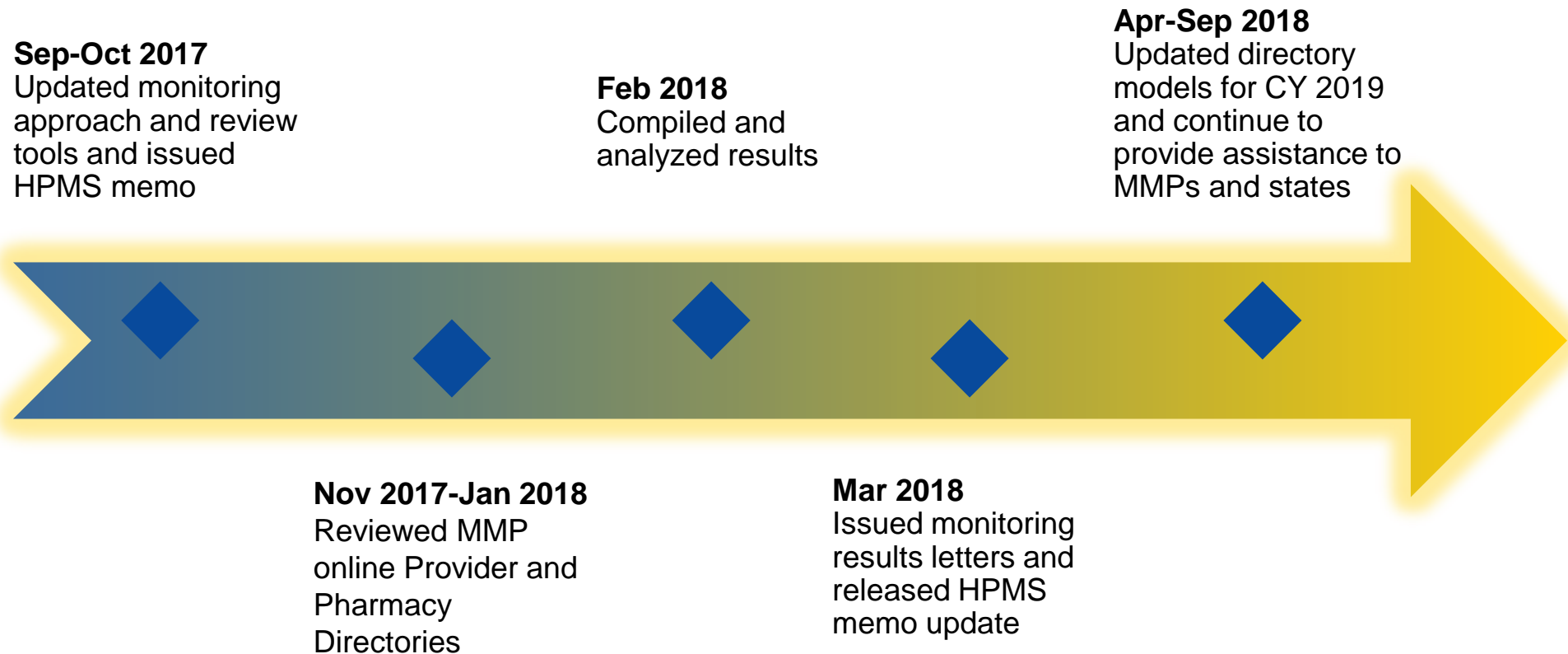
Use information from this webinar  
to make 3-5 improvements  
in CY 2019 Provider and Pharmacy Directories  
that aid enrollees and prospective enrollees  
in making informed decisions about their health care choices  
and  
support ongoing burden reduction efforts

# Improvement Cycle and Recent Activities (1 of 2)

## Directory Monitoring Process and Purpose

- Assess results from monitoring efforts along with feedback and inquiries from MMPs and states
- Consider input from conducting beneficiary interviews and testing model materials
- Update national templates and state-specific models
- Provide ongoing support and assistance
- Distill and assimilate best practices and lessons learned

# Improvement Cycle and Recent Activities (2 of 2)



# Results and Opportunities for Further Progress (1 of 8)

## MMPs Improved in the Following Areas

- Including location-specific requirements for each provider with more than one address
- Reflecting provider or facility name, address, and phone number within provider listings
- Identifying facility type within provider listings
- Providing pharmacy name, address, and phone number within pharmacy listings
- Indicating if facility's location is on a public transportation route

# Results and Opportunities for Further Progress (2 of 8)

## MMPs Improved in the Following Areas

- Advising members that mail-order pharmacies are to obtain consent before shipping or delivering prescriptions the member does not personally initiate
- Indicating estimated length of time for a mail-order delivery and how to contact plan to cancel an order or get a refund
- Stating whether or not a pharmacy type or individual pharmacy is available to all members
- Listing non-English languages (including ASL) spoken at the facility or offered onsite by skilled medical interpreters

# Results and Opportunities for Further Progress (3 of 8)

## Remaining Gaps

- Ensuring the presence of disclaimers in a prominent location on the online directory landing page or search tool
- Providing additional information, including counties in service area, about home infusion and long-term care pharmacy services
- Including specific accommodations at the provider's facility for individuals with physical disabilities
- Indicating if a provider has completed cultural competence training
- Clarifying information about providers and facilities on public transportation routes

**Note: Remaining slides in this section illustrate several examples that address these gaps.**



# Results and Opportunities for Further Progress

## (4 of 8)

### Remaining Gap: Ensuring the presence of disclaimers in a prominent location on the online directory landing page or search tool

The VNSNY CHOICE FIDA Complete (Medicare-Medicaid Plan) network includes thousands of providers of both Medicare and Medicaid services, including health care professionals (i.e., doctors, nurse practitioners, psychologists), facilities (i.e., hospitals or clinics), and support providers (i.e., Adult Day Health) that you may see as a VNSNY CHOICE FIDA Complete Participant.

VNSNY CHOICE FIDA Complete is a managed care plan that contracts with both Medicare and the New York State Department of Health (Medicaid) to provide benefits of both programs to Participants through the Fully Integrated Duals Advantage (FIDA) Demonstration. Enrollment in VNSNY CHOICE FIDA Complete depends on contract renewal.

[Check here for information about how to use the Provider and Pharmacy Directory.](#)

Learn more about what the ADA+ symbol means and the regulations that are followed by FIDA providers who are compliant with the Americans with Disabilities Act.

Pharmacies are available to all participants. Find out about VNSNY CHOICE FIDA Complete's [Home Infusion Pharmacy Services](#) and [LTC Pharmacy Services](#). Mail order pharmacies will obtain consent before shipping or delivering any prescriptions not requested by participants. Home infusion pharmacies and long-term care pharmacies service all counties in FIDA's service area.

Search

All providers have completed the FIDA Cultural Competency Training as required by New York State.

All hours of operation are Eastern Standard Time.

You may also get for free, a printed copy or request a preferred language or other formats, such as large print, braille, or audio by calling 1-866-783-1444, 7 days a week, 8 am – 8 pm. TTY users please call 711.

❖ We will refer to this group as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of VNSNY CHOICE FIDA Complete’s network providers for our service area.

The entire service area for the plan includes the Bronx, Kings (Brooklyn), Nassau, New York (Manhattan), Queens, Richmond (Staten Island), Suffolk and Westchester counties of New York. You can request a directory for any of these counties by calling Participant Services at 1-866-783-1444 and TTY is 711 during 8 am – 8 pm, 7 days a week. The call is free.

❖ Si habla español, tiene a su disposicion servicios gratuitos de asistencia linguistica. Llame al 1-866-783-1444 y TTY es 711 de 8 am – 8 pm, 7 días a la semana. La llamada es gratis.

❖ You can get this document for free in other formats, such as large print, braille or audio. Call 1-866-783-1444 and TTY is 711 during 8 am – 8 pm, 7 days a week. The call is free.

**If you have questions**, please call VNSNY CHOICE FIDA Complete 1-866-783-1444, 7 days a week from 8 am – 8 pm (TTY is 711). The call is free. **For more information**, visit [www.vnsnychoice.org](http://www.vnsnychoice.org).

# Results and Opportunities for Further Progress

## (5 of 8)

**Remaining Gap:** Providing additional information, including counties in service area, about home infusion and long-term care pharmacy services

**Community/Retail Pharmacy** A pharmacy where pharmacists store, prepare, and dispense medicinal preparations and/or prescriptions for a local patient population in accordance with federal and state law; counsel patients and caregivers (sometimes independent of the dispensing process); administer vaccinations; and provide other professional services associated with pharmaceutical care such as health screenings, consultative services with other health care providers, collaborative practice, disease state management, and education classes.

**Home Infusion Therapy Pharmacy** Pharmacy-based, decentralized patient care organization with expertise in USP 797-compliant sterile drug compounding that provides care to patients with acute or chronic conditions generally pertaining to parenteral administration of drugs, biologics and nutritional formulae administered through catheters and/or needles in home and alternate sites. Extensive professional pharmacy services, care coordination, infusion nursing services, supplies and equipment are provided to optimize efficacy and compliance. This pharmacy may not service all members, please contact the pharmacy to confirm availability for prescription and other Home Infusion pharmacy Services.

**Indian Health Service/Tribal/Urban Indian Health (I/T/U) Pharmacy** An Indian Health Service/Tribal/Urban Indian Health (I/T/U) Pharmacy means a pharmacy operated by the Indian Health Service, an Indian tribe or tribal organization, or an urban Indian organization, all of which are defined in Section 4 of the Indian Health Care Improvement Act, 25 U.S.C. 1603.

**Long Term Care Pharmacy** A pharmacy that dispenses medicinal preparations delivered to patients residing within an intermediate or skilled nursing facility, including intermediate care facilities for mentally retarded, hospice, assisted living facilities, group homes, and other forms of congregate living arrangements. This pharmacy may not service all members, please contact the pharmacy to confirm availability for prescription and other Long-Term Care pharmacy Services.

**Mail Service Pharmacy** A pharmacy where pharmacists compound or dispense prescriptions or other medications in accordance with federal and state law, using common carriers to deliver the medications to patient or their caregivers. Mail service pharmacies counsel patients and caregivers (sometimes independent of the dispensing process) through telephone or email contact and provide other professional services associated with pharmaceutical care appropriate to the setting. Mail service pharmacies are licensed as a Mail Service Pharmacy in the state where they are located and may also be licensed or registered as nonresident pharmacies in other states.

**CORAM ALTERNATE SITE SERVICES**  
8804 BALBOA AVE  
SAN DIEGO, CA 92123-1506  
County: SAN DIEGO  
(858) 576-6969  
TTY 711

Community/Retail pharmacy that can fill up to a 90-day supply, Home Infusion Therapy, This pharmacy may not service all members, please contact the pharmacy to confirm availability for prescription service, Compounds, Delivery, Electronic Prescribing Enabled, Emergency Rx  
Mon-Fri 8:00AM-5:00PM Sat-Sun CLOSED

Pharmacy services all counties in resident state.

# Results and Opportunities for Further Progress (6 of 8)

**Remaining Gap:** Including specific accommodations at the provider's facility for individuals with physical disabilities


The screenshot displays two hospital entries. The top entry is for Metrohealth Medical Center, which is 2.59 miles away. It lists accepted insurance types (Ohio - Marketplace, Medicaid, Medicare Advantage, MyCare), specialties (Hospital), and language (English). A red box highlights the 'Public Transportation Accessible' and 'Accessibility' sections, which indicate that the facility is accessible and lists specific accommodations: Accessible Exam Rooms, Bathroom and Stalls, Grab Bars in Bathrooms, Grab Bars in Hallways, and Lifts. The bottom entry is for Cleveland Clinic Hospital, 3.73 miles away, with the address 9500 Euclid Ave, Cleveland, OH.

Provider Name	Distance	Address	Phone	Specialties	Language(s)	Public Transportation Accessible	Accessibility
Metrohealth Medical Center	2.59 Mile(s)	2500 Metrohealth Dr, Cleveland, OH CLIVAHOGA COUNTY	(216) 776-7800	Hospital	English	Yes	Accessible Exam Rooms Bathroom and Stalls Grab Bars in Bathrooms Grab Bars in Hallways Lifts
Cleveland Clinic Hospital	3.73 Mile(s)	9500 Euclid Ave, Cleveland, OH					

# Results and Opportunities for Further Progress (7 of 8)

**Remaining Gap:** Indicating if a provider has completed cultural competence training

Name:	Title:	Gender:	Language:	Primary Specialty:	Certification Board:
MATHISUTHAN, GANGATHARAN	MD	Male	ENGLISH	INTERNAL MEDICINE	Not Available
<a href="#">Search your doctor board certification</a>					
Special Skills and Experience:	NPI:	License ID:	License Type:	Licensing Board:	
Cultural Competency	1982668745	18386	PCP	SOUTH CAROLINA BOARD OF MEDICAL EXAMINERS	
*Medical Doctors are Licensed and Regulated by State Medical board.					
Service Locations / Programs					
Service Location Name: ADVANCED MEDICAL ASSOCIATES					
Address: 511 SOUTH MAIN STREET MULLINS, SC, 29574			Phone: <a href="tel:843-464-8244">843-464-8244</a>		
Staff Language: ENGLISH					
Office Hours: Mon: 8:00AM -5:00PM , Tue: 8:00AM -5:00PM , Wed: 8:00AM -5:00PM , Thu: 8:00AM -5:00PM , Fri: 8:00AM -5:00PM , Sat: CLOSED -CLOSED , Sun: CLOSED -CLOSED					
On Public Transportation Route?: Yes					



**Beth Wendt, DO**  
Practitioner  
(586) 790-9003

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**Practice Details**  
**Hours:** Sun, Sat (Closed)  
 Mon, Tue, Thu (8:30 AM - 4:30 PM)  
 Wed (8:00 AM - 4:00 PM)  
 Fri (8:00 AM - 2:00 PM)  
**Open Weekends:** No  
**Fax:** (586) 493-3603  
**County:** Macomb  
**Accessible to People with Disabilities:** Yes ⓘ

P, IB, R, E, ASL

**Cultural Training:** African American, Alaskan, American Indian, Asian, Hispanic / Latino, Pacific Islander,

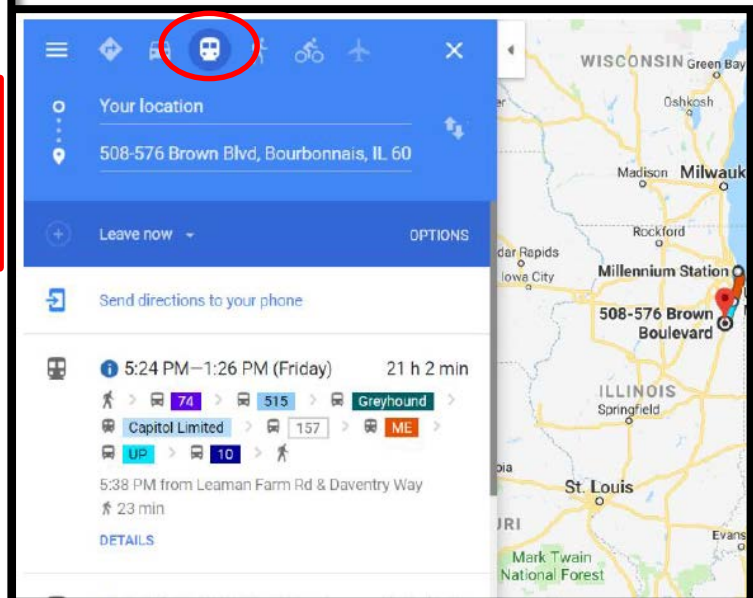
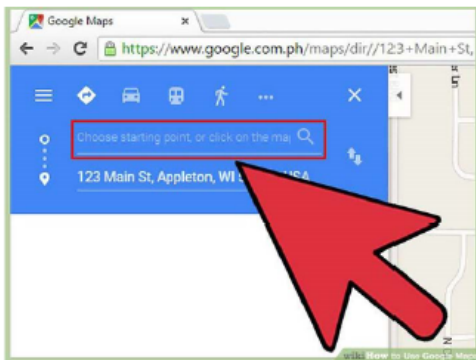
# Results and Opportunities for Further Progress (8 of 8)

**Remaining Gap:** Clarifying information about providers and facilities on public transportation routes

## Instructions for Google Maps

Once you find the Provider you are visiting please follow these steps.

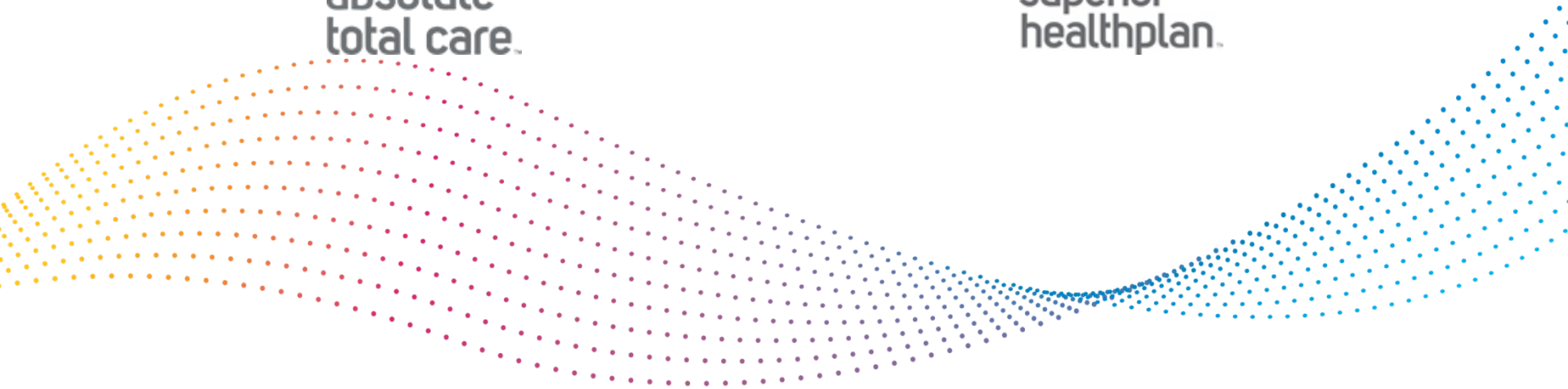
- Click on the Public Transportation icon in the Find a Provider tool.
- A Google Map window will appear on your screen:
  - If not already filled in, enter the destination address of the Provider you are visiting.
  - Enter the starting point address from your home or the nearest Public transportation location.
- Once these location points are added, Google Map will show you the best route for you to take to your chosen provider.



# MMP Best Practices and Lessons Learned

- Sought input from MMPs with high performance scores in CY 2018 or year-over-year improvement to illustrate best practices and provide examples
- Invited two MMPs to share online directory best practices and insights:
  - Superior Health Plan, Inc. (TX)
  - Absolute Total Care, Inc. (SC)

# MMP Provider and Pharmacy Directory Review



# Introduction



The Centene team appreciates the opportunity to present our work on Provider and Pharmacy Directory improvements.

We look forward to a great discussion and sharing of best practices to ensure we are aligned and continue servicing our patient population and delivering great health outcomes.

## **Absolute Total Care – South Carolina**

- Jennifer Marchant – Director, Medicare Operations

## **Superior Health Plan – Texas**

- Patrick Kovalik – SVP, Business Systems & Data Management
- Ben Hamm – Sr. Director, Provider Data Management and Credentialing

## **Centene Corporation**

- Joel Portman – Sr. Director, Network Development & Analysis
- Tim Sommerhauser – Manager, Network Development & Operations



# Overview



CMS supplied the first MMP results in 2016. We knew we needed a solution that allowed provider and pharmacy directory initiatives to

- Meet state requirements
- Be scalable across our growing organization
- Improve our results and processes

With this in mind we set internal goals to ensure quality results:

- Showcase continued improvement
  - Compliance
  - Data accuracy
  - User experience
- Improve information flow
  - One source of information, timely, scalable, auditable, etc...
- Repeatable
  - We want this for all lines of service for all Health Plans

# Where We Are



Today Centene has **one enterprise Provider Data Management (PDM) solution** and **one enterprise online directory search** (Find-a-Provider).

- **Scalable solution** allows all different health plans to maintain individual networks and specific directory information, but has a common data dictionary and enterprise training and data entry support.
- All **information is consolidated** into a single solution to enable more efficient reporting, operational reviews, and data extracts for the online directory.
- Enhancements for an improved user experience and alignment to CMS or State oversight compliance **requirements are coordinated** thru a single team (business and IT) with inputs from each MMP health plan.
- Requests for improvement in data field presentations and functionality are **governed by a central oversight team** with regular input from health plan PDM operations leadership.

# How We Got Here



- Online Provider Directory information is sourced from a **single enterprise PDM solution** daily for all state health plans. Provider record updates entered today are reflected next day in the online Provider Directory search.
- Recently established an **Online Provider Directory Steering Committee** to increase collaboration across business units and IT resources, establish objectives for a more user-friendly online experience, and help prioritize deployment focus to align with compliance requirements
- Established an **internal Secret Shopper program** to review online directories and simulate what CMS or state agencies would be targeting. Approach helps establish internal scorecards for risk mitigation and data trending to target provider types or specific data elements that need attention

# How We Got Here



- Established partnerships with multiple **industry leading 3<sup>rd</sup> party Provider Data Integrity** solutions:
  - Offers SC and TX additional data sources that can be leveraged for **quality reviews** against our network information to automatically process appropriate updates or prioritize outreach to provider offices for information confirmation.
  - Offers **objective data comparison** against consolidated information sources (NPPES\*, State Medicaid Provider Files, claims information history) and **direct attestation reviews** from network Providers.
  - Offers an opportunity to **validate what we have** and affords more scalable **sources of supplemental** information such as additional languages or ADA information.

\* NPPES - National Plan and Provider Enumeration System

# CMS MMP Results

The MMP Provider-Pharmacy online directory monitoring from CMS has shown considerable improvement in the information contained in our CY 2018 directory since initial reviews in CY 2016 directories.



Year-over-Year Comparison	Base Performance Score (1)	Improvement Component (2)	Weighted Improvement Component (3)	Final CY 2018 Score (4)
CY 2016	70%			
CY 2016 vs. CY 2018	70%	21%	2%	92%

\* ATC – was only reviewed in 2016 and 2018.



Year-over-Year Comparison	Base Performance Score (1)	Improvement Component (2)	Weighted Improvement Component (3)	Final CY 2018 Score (4)
CY 2016 vs. CY 2017	83%	65%	6%	
CY 2017 vs. CY 2018	90%	6%	1%	
CY 2016 vs. CY 2018	90%	71%	7%	97%

# South Carolina Improvements



## Directory Front Page

- Decreased size while increasing value
- Removed barriers

## Improvements

- Model language
- Pharmacy information
- Request “paper” Directory
- Google Maps

## Value

- Member experience
- Intuitive
- Compliant
- Current

## Find a Doctor or Pharmacy

### Find A Doctor



Our Provider and Pharmacy Directory is a list of Primary Care Providers (PCPs), physicians, hospitals, drug stores, and other health care providers that are available to you.

Please use our Find a Doctor or Pharmacy search tool to locate a primary care provider, specialist, or provider organization.

**Need transportation?** You can use Google Maps within our Find a Provider tool to help you plan the best route for your provider visit.

[Instructions for Google Maps](#)

[Start Your Provider Search](#)

### Provider & Pharmacy Directory Information

If you would like a printed provider directory mailed to your home, please [submit a Request Form](#).

- [Provider & Pharmacy Directory Information - English \(PDF\)](#)
- [Información del directorio de proveedores y farmacias - Español \(PDF\)](#)

We offer a service for you to get your medications by mail. You can choose either CVS Caremark or Homescripts for this service. Fill out and send us one of the below forms for the mail order pharmacy you would like to start using.

[CVS Caremark Form \(PDF\)](#)

[Homescripts Form \(PDF\)](#)

# South Carolina Improvements



## Directory Search Page

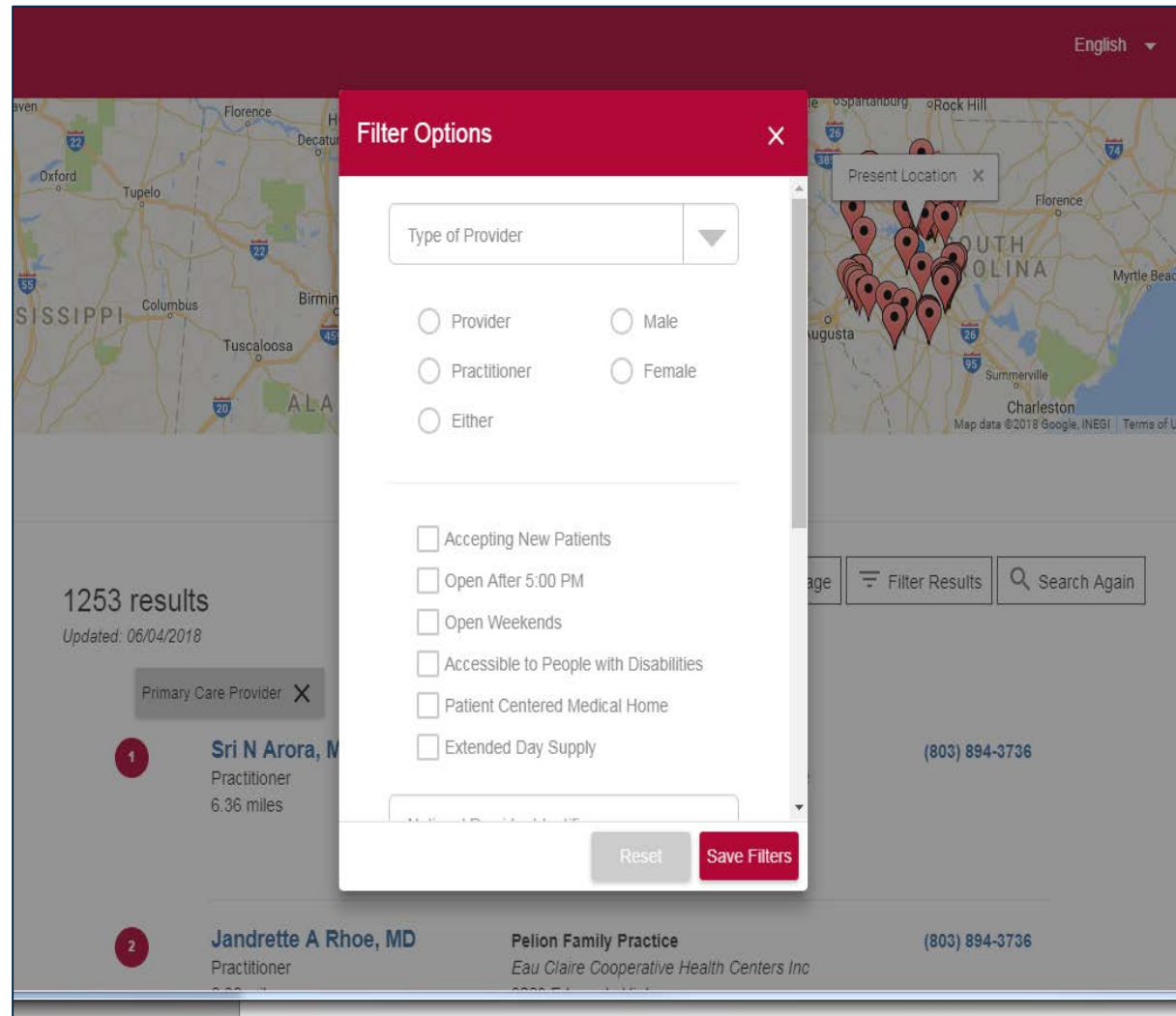
- User friendly
- Detailed driven
- Timely

## Improvements

- Tested usability
- Provider count
- User specific detail
- Printable
- Customizable

## Value

- Member experience
- Intuitive
- Compliant
- Current



# Texas Improvements



## Model Language

- User friendly
- Updated
- Inclusive

## Improvements

- Added content
- Removed ambiguity
- Provider specific detail
- Printable

## Value

- Member experience
- Intuitive
- Compliant
- Current



- [Provider & Pharmacy Directory Information - English \(PDF\)](#)
- [Información del directorio de proveedores y farmacias -Español \(PDF\)](#)

### **Superior Health Plan STAR+PLUS Medicare-Medicaid Plan (MMP) | 2018 Provider and Pharmacy Directory**

- ❖ Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) is a health plan that contracts with both Medicare and Texas Medicaid program to provide benefits of both programs to enrollees.
- ❖ The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits may change on January 1 of each year.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may see as a Superior STAR+PLUS MMP member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Superior STAR+PLUS MMP’s network providers for Bexar, Dallas, and Hidalgo counties. For a complete listing of all providers in the service area, please contact Member Services at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day.



# Texas Improvements



## CMS Results




- Non-English material
- Public transport
- Mail pharmacy consent
- Pharmacy type

## Improvements

- Added content
- Removed ambiguity
- Provider specific detail
- Printable

## Value

- Member experience
- Intuitive
- Compliant
- Current

 Your Health Plan * Your Choice		
<b>SPANISH:</b> ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-896-1844 (TTY: 711).		
<b>VIETNAMESE:</b> CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-896-1844 (TTY: 711).		

## Instructions for Google Maps

Once you find the Provider you are visiting please follow these steps.

- Click on the Public Transportation icon in the Find a Provider tool.
- A Google Map window will appear on your screen:
  - If not already filled in, enter the destination address of the Provider you are visiting.
  - Enter the starting point address from your home or the nearest Public transportation location.
- Once these location points are added, Google Map will show you the best route for you to take to your chosen provider.



## Mail Order Pharmacy(ies)

You can get prescription drugs shipped to your home through our network mail order delivery program. If the mail order pharmacy gets a prescription directly from a prescriber, they will call you first to confirm you want the drug(s). Please make sure to let the pharmacy know the best way to contact you.

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-Order Pharmacies
- Home infusion pharmacies
- Long-term care (LTC) pharmacies
- Specialty pharmacies

# Future Opportunities & Recommendations

A few clarifications in regulations and changes in approach will go a long way in improving directory accuracy for the industry:

- **Consistent definitions** for “*accurate*” and “*compliant*” measurements
- **Consistent reviewer experience** to minimize individual variability or interpretative results
- **Clarification and flexibility of review process and timing**
  - i.e.: are findings accurate at the time of review the only measure, or should the Payor be allowed 30 days to confirm findings and process changes to publication thru their online directory
- **Shared accountability** between insurers and providers, as opposed to current regulations that put the onus for data accuracy on insurance companies.

# Future Opportunities & Recommendations

- Establish a '**single version of truth**' provider benchmark file such as NPDES or state Medicaid enrollment files for Payors to have something to compare against consistently
  - Strategy would help shift some **accountability to the Provider** to communicate their changes
  - Strategy would help **lower the Provider administrative burden** and only update a single source instead of every contracted Payor
- **Endorsement of process controls or external data sources** that Payors can use to establish quality controls against a consistent, empirical data benchmark and system benchmark (~online search)
- **Continue forums** such as this CMS Webinar that **encourage honest/open collaborative** dialogue that can clarify questions and foster idea share without anxiety of an on-demand review

# Questions & Contact Information

Plan or Parent Organization	Contact	Title	Email
Absolute Total Care – South Carolina	Jennifer Marchant	Director, Medicare Operations	jmarchant@centene.com
Superior Health Plan – Texas	Patrick Kovalik	SVP, Business Systems & Data Management	patrick.kovalik@superiorhealthplan.com
Superior Health Plan – Texas	Ben Hamm	Sr. Director, Provider Data Management and Credentialing	ben.hamm@superiorhealthplan.com
Centene Corporation	Joel Portman	Sr. Director, Network Development & Analysis	jportman@centene.com
Centene Corporation	Tim Sommerhauser	Manager, Network Development & Operations	tsommerhauser@centene.com

# Updates to CY 2019 Directories (1 of 2)

## Input from Medicare-Medicaid Beneficiary Interviews

- Insert a Table of Contents appearing early in the document
- Improve clarity and accuracy of section titles
- Clarify definitions and include examples (network, pharmacy types)
- Add prominent legends and symbols (instructions and footers)
- Use three-column layout to present listings (provider and pharmacy listings, service area) and tables to break up text

# Updates to CY 2019 Directories (2 of 2)

## Directory Improvements

- Added formatting best practices
- Inserted Introduction and Table of Contents
- Applied consistency in formatting
- Expanded definitions of key terms (prior authorization, referral, cultural competence)
- Incorporated flexibility in organization and provider listings
- Included optional Index of Providers and Pharmacies

# Questions and Answers (Q&A)

- Questions submitted before the webinar
- Questions related to the webinar:
  - Recent directory activities
  - Timelines
  - Additional capacity-building opportunities
  - Other questions
- Questions after the webinar: [MMCOCapsModel@cms.hhs.gov](mailto:MMCOCapsModel@cms.hhs.gov)

# Next Steps and Closing Remarks

- Preparation and Release of CY 2019 Materials
- Bridging Remaining Gaps
- Ongoing Improvement Efforts
- Closing Remarks