

Member Advisory Task Force

MATF Notes
Co-Chairs:
December 7, 2024

Members Present: 9 members present

Steering Committee: 3 members present

Guests: 9 members present

OFN Staff: 3 members present

Item	Notes	Recommendations / Golden Nuggets
Coffee Time at HCA/ Home		
Welcome & Review Minutes – MATF Cards	Welcome to everyone. Introductions were made. Reminder - the green colored cards are for the recommendations, blue cards are for need to know more about, and yellow cards are for golden nuggets. Be sure to put your initials on your cards and the date. A reminder - if the meeting notes have not been deidentified do not share.	
Incontinent Supplies Coverage: Adults vs. Children, logic behind what is provided, appeal process	The policy is on the website The only difference now between the adults and children's supplies is who can provide the service to the members. General Coverage Policy - Coverage available for incontinence supplies for members aged 4 and above - Children (ages 4-20) are served exclusively by People First Industries. - Adults (21+) can use any DME provider contracted with Oklahoma Health Care Authority (OHCA) - For SoonerSelect members aged 4 and above any provider can service those members. Standard Care Limits: - Monthly and annual limits apply to items like wipes, briefs, and diapers. - Exceeding standard limits requires prior authorization with justification from a physician.	RECOMMENDATION: Consider the size of the child and output. Consider larger wipes for certain adolescents. RECOMMENDATION:

	Process for Exceeding Limits: • Requests for additional supplies must include detailed justification from a healthcare provider. • Exceptions may require a physician review. Appeal Process: • Members can appeal any denied or reduced services • Appeals apply to all services, including DMS and medical procedures. Non-Covered Items • Reusable underwear and diapers, diaper services, and feminine hygiene products are not covered. • Feminine hygiene products are deemed inappropriate for urinary incontinence use. Note: Review of the policy to ensure the adequacy of supplies, particularly for larger-bodied members under 21. OHCA provides detailed guidelines and resources for DMS on the website under Durable Medical Equipment including quantity limits for incontinent supplies. Contact points for DME-related inquiries include specific email addresses for different services. Resources – Medical Authorization Unit (MAU) (Oklahoma.gov) CMEAdmin@okhca.org THerapyAdmin@okhca.org MAUAdmin@okhca.org	Certain adolescents and above should get larger wipes. RECOMMENDATION: Review policy on some supplies to ensure adequacy of supplies,
Website Toolkit & Hidden Gems	General overview of the OHCA website. Navigation tips: • Note: Some of the same information can be found in different areas. • Publications and forms are accessible under multiple categories, including "About" and "Members/Applicants." Members can order publications. • The SoonerCare Member Handbook includes a comparison of the benefits for each category, SoonerCare Traditional, and SoonerCare choice, and lists the preventive services. • The contracted entities have added benefits. • The Member Toolkit provides a quick overview of services and benefits which is found under the Members/Applicants section.	RECOMMENDATION: Distribute a Verification Guide to help line staff and tribal nations for easy reference. RECOMMENDATION:

	- Forms and applications are available in this section including income verification, member complaint grievance LD1. Note: The Document Verification Guide is not available in any other section. - My SoonerCare also provides the same information as the member toolkit. - The SoonerSelect page has all the plans listed and you can click on those for more information including how to change your PCP and provides phone numbers and member facts, and the value-added benefits and a side-by-side comparison. Question – Can you recertify over the phone? Yes.	SoonerCare handbook needs to cover SoonerCare Traditional, SoonerCare Choice & SoonerSelect RECOMMENDATION: Provide agency partner and community partner training on completing required forms and applications. GOLDEN NUGGET: Can recertify over the phone and not just online. Good for those without internet services or a computer.
Adult Preventative Care Benefits	Basic preventative benefits: - Annual, well women visit, woman visits, screening tests such as mammograms, cholesterol screening, colorectal screening, depression screening, diet counseling, HIV screening, diabetes screening, blood pressure screenings, anemia screening, cervical cancer, osteoporosis. - Not a complete list. But the primary care providers are familiar with the list and when you can start getting them and how often Question – Is the Cologuard allowed? If it is not, I would like it to be considered. Will check on that.	RECOMMENDATION: That Cologuard be allowed if it isn't.
Contracted Entities' Value-Added Adult Benefits (including pharmacy)	Oklahoma Complete Health – - We assist our members in finding community partners and resources to help them. - The plans have some value-added benefits that are the same. - Things that are not a Medicaid benefit, but the insurance chooses to pay out of pocket because they lead to better health outcomes. - Encouraged members to research the programs and find the one that meets their needs. You can't pick a bad plan here in the state. - There is a standard plan and the Children's Specialty Plan.	GOLDEN NUGGETS: All of the benefits!! Navigating SoonerCare site Community Partner training

	If you wonder if any CPS service is available to you call the number on the back of the card and someone will help you. • Tutoring opportunities for kids and assist people to get the GED, and a scholarship program with Rose State College for people to get a micro credential as a community help worker. • Two additional transportation vendors, Sendaride and MedHaul to assist with essentially all the other transportation needs. • Allows four additional riders in the family. • Assistance for home cleaning, pest controls for those with asthma pest control, carpet cleaning. • Enhanced vision services. • YMAC membership for the entire year if member goes slightly less than once a week. • Partnered directly with Legal Aid Services of Oklahoma to assist with possible needs. • Rewards for health risk screenings. • Quarterly allowance for over-the-counter items. • Will pay for some traditional healing practices not covered by Medicaid for tribal members. • Weight Watchers vouchers for some members based on certain BMIs, food card, tailored meals for post hospital discharge. Question – Have you created your member advisory team yet? Yes, if someone would like to be a part of that we would love it. Aetna • Value-added benefits to help members be more active, more engaged with their family. • The goal is to increase health and wellness, self-care, mindfulness, and hopefully identify early interventions for health conditions and treating and managing those health conditions. • Members will receive a VISA card that funds will be added to. Based on certain value-added benefits, funds will be added once the billing information is received. Note: The VISA card is a one-time issue to the member. Contact Members Services to find out about the available benefits and what member is eligible for. • An alternative for opioids for members diagnosed with chronic pain to explore other options. • Aetna home care plan for carpet cleaning services, pest services, and hypoallergenic sheets for members that have a diagnosis of asthma. • Behavioral health follow-up - encourages members to continue and maintain their care. The goal is to have our members learn and become conditioned to doing maintenance care to reduce and minimize health crises.	CVS has a list of OTC items for members. Opioid alternatives
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	• Web-based career education support plans for the members getting their GED. • Enhanced transportation component. Allows members to have 6 miles per round trip and 10 round trip non-medical related transportation trips a year. • Short term housing support for members that have been in a treatment facility for substance use disorder. This is a prior authorization value added benefit, and the member must be working with a case manager. • A diabetic care program. Members are incentivized for having the A1C, kidney and retain checked. • Mental Health support • A monthly benefit allowance per household for over-the-counter items if you go to CVS. An app can be downloaded, and you can scan those items to see if they are covered. • Traditional healing services within the native community. • Healthy living for children for a child diagnosed with childhood diabetes. • Get out initiative – encouraging families and members to get memberships at the zoo, state parks, and engage together and do activities. • A diaper club for eligible members from birth to 2 ½ years old. • Maternity value-added benefits and many other value-added benefits. OFN Staff requested that the extended list be sent to her. Humana Program Areas and Priorities are: Healthy Families: Improving Maternal, Infant, and Children’s Health - Priorities Maternal Health and Infant and Child Care • Preventive Benefits: Supportive Wellness, Prevention and Condition Management Activities – Priorities Promoting Health Behaviors and Providing Preventive Health Care Services • Convenient Care: Supporting Personal Responsibility and Access to Appropriate Care – Culturally Respectful Care, Convenient Care, Chronic Condition Care • Social Economic Risk Factors: Benefits to Build Resilient Communities and help enrollees adversely impacted by Social Determinants of Health (SDOH) Managing Housing, Providing Transportation, Mitigating Food Insecurity, Resilient Communities, Employment, Education • Utilize the app called Go365 to encourage enrollees to participate in preventive medicine, proactive care, improving health education and more. Enrollees can earn money for preventive medicine, proactive care, health education, and screening, etc.	
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	Humana Healthy Horizons in Oklahoma value-added benefits (VAB) in the following areas helps to advance OHCA's goal to transform the health and wellness of Oklahoma SoonerSelect enrollees. The following were highlighted: • Maternal and Infant Outcome – Parent/guardian self-care allowance which provides reimbursement of up to \$40 each quarter to help cover the cost of childcare to allow new parents/guardians to spend time doing activities independently and relive stress. • Evidence Based Condition Self-Management – An allowance each year for enrollees in care or disease management program to use for allergen free bedding, an air purifier, and/or carpet cleaning • Healthy Lifestyle Behavior – No medical or behavioral health services copays for enrollees 21 and older, Unlimited monthly prescriptions for enrollees 21 and older. • Health-Related Social Needs – Non-emergency medical transportation (NEMT) – 1 in-state round trip (2 in-state one-way trips) per day for a parent/guardian to visit their child during a NICU or inpatient hospital stay. Enrollees using non-emergency medical transportation may be allowed to bring up to 3 children when childcare is not available. Non-medical transportation (NMT) – Enrollees 21 and older, up to 15 round trips (or 30 one-way trips) up to 45 miles, for locations such as support groups, wellness classes, WIC or SNAP appointments and food banks, community and neighborhood centers, parks, recreation areas and churches. Disaster preparedness/relief kit – Enrollees 18 and older, 1 disaster relief kit per year. Contact Member Services for any assistance by calling the number on the back of your card. Question to all CEs – If a child or individual has an early hospital admission or outpatient surgery or must be at an appointment at 8 in the morning and they live a couple of hours away. Do you ever allow for a stay in a hotel? Are there parameters such as must live so far away? Yes, Humana does. Oklahoma Complete Care, motor care handles all our travel. We make sure they are where they need to be and in a way that is appropriate. There are network adequacy parameters, but if there's specialized treatment that's needed, care management would work through all of those details. Note: The care managers are probably already working with them. Question – I noticed that Aetna had the zoo and state parks. Does Humana have anything like that? We don't do zoos and state parks.	RECOMMENDATION: All CEs consider making provision of the parent self-care allowance available for those parents/caregivers for all children that can't legally stay home alone like those whose child is on ABD.
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	We do have an allowance for that can be used for a multitude of things; computer classes, music classes, recreational parks, anything like that. Contact the number on the back of your card and the enrolling services team assist you. Question – For those who have the Y membership is there a provision for areas that do not have a YMCA and might have another activity? Oklahoma Complete Health has a team working on a rural alternative for the new plan year beginning July 1st.	
Legislative Updates	There are quite a few leadership changes. Review of request bills. Recent CMS rules have changed the makeup of the Medical Advisory Committee (MAC). The MAC is made up of different medical professionals, agency heads, and some representatives from other consumer groups. They review the policies and rules and make recommendations to the full OHCA board. The MAC membership makes up a certain percentage of the MATF. By 2027, 25% of the members on the MAC must also be members of the MATF. Those changes are being made in statute. There are only two people that need to be added, one of which will be another MATF member. Question – Is it MATF members on the MAC or MAC members on the MATF? MATF members on the MAC. Note: HCA has had a consumer representative on the MAC for seven or eight years. There are two carryover bills (new bill numbers will be assigned this session): • Nursing facility - reimbursement methodology and adding some additional CMS quality measures for our incentive payments for nursing facilities. • Paid family caregiver bill. Carolyn's team has been hard at work over the interim to finalize a lot of the policy so that if it gets passed, we are able to implement it quickly. New Items: • Starting this past July, we acquired and now administer the Employees Group Insurance Division from OMES. The state-sponsored health plans, health, dental, life and disability known as Health Choice. This is a cleanup bill that changes a lot of the references from OMES to OHCA and clarify the split between commercial and state-sponsored plans. The commercial plans are still being administered by OMES while Health Choice is being administered here. • There are a couple of titles in the law that cover Medicaid policy. As we transition to managed care, our Medicaid managed care plans are licensed as Health Maintenance Organizations (HMO) which are regulated in a different title of law in the insurance area. HMOs should not be treated as commercial plans yet.	

	○ In the last session we found that they're kind of intrinsically included in a lot of those definitions because of the definition of health benefit plan typically includes HMOs, license in Oklahoma. ○ There were issues found with new mandates and coverage things here and there that are meant to be for commercial insurance plans, but inadvertently included in our Medicaid advantage care plans we would have to get all these exclusions. Otherwise, it's a state budget impact, and many times it conflicts with CMS regulations or our contractual regulations with the plans. ○ We are trying to get an exemption in Title 36 in the insurance title of law for our Medicaid managed care plans so that they're exempt from all the commercial components here except for the things that are contractually required, like being financially solvent, licenses and HMOs and some those items. ○ If someone has a complaint about one of our plans and goes to the insurance department, there is a distinction between OHCA regulates you or CMS regulates you. ● This may come up – some population groups were accidentally left off the children's specialty plan and were added to the plan last session. Those that were in trial reunification, guardians of children in the children's specialty plan. Now figuring how to make sure that we identify those people, our system is coded correctly and all of that in term for open in time for open enrollment this year. There are one or two groups to see if our system can get those in time. We might have to ask for a later implementation date on that specific provision. Comment – Parents/caregivers of a child on waivers can be paid as direct care professional for taking care of them if they live in the same household. The IRS ruled that the income received by caregiver/parent makes for caring for that person is exempt from all state and federal taxes. Regarding the MAGI calculation – need to make sure that income does not affect the family, and that income also does not affect the eligibility of SoonerCare.	
Stipend forms, Future Agenda Items	Be sure to turn in your stipend forms. Next meeting is February 1, 2025 Need to Know cards – 1. Can the herbal medicine benefit be provided to non-native Americans? 2. Is there a respite for family members who have children with a mental health diagnosis who are in SOC? 3. How can we use MATF and new healthcare benefits to raise healthcare numbers in our state? Being ahead of the game with MATF but still so low in healthcare nationally. 4. How will the new presidential election possibly affect Oklahoma healthcare?	RECOMMENDATION: Discussion concerning Day Center for sickle cell patients and others who could benefit from it (cancer, etc.) RECOMMENDATION:

	5. Has the Handbook been updated to include SoonerSelect? SoonerCare Traditional vs SoonerSelect? 6. Where are we with the website discussed in October? 7. Who do we contact for community partner training? 8. Can diapers be changed? We have used different sizes and inserts but the diapers are not wide enough.	Hyperbaric oxygen chamber. Consisting of hydration therapy, blood transfusion, blood work, infusions, etc. This can help tremendously.
Future MATF Meetings: February 1, 2025, April 5, 2025, June 7, 2025 Future agenda items: Medical: Accessing Adult Preventive Care re: mammograms, paps, colonoscopies. Adult Physical Therapy: What is the limit per year per incident? What extra benefits are there for high-risk pregnancies? (no information listed in handbook) Limits on RX - what are options for more than 6 medications? School Based service (updates) summer 2025) Board of Directors Meetings: http://www.okhca.org/about.aspx?id= Board of Directors Meetings: Link for Board Meeting information here: http://www.okhca.org/about.aspx?id=2671 Comments and questions may be submitted online through the Policy Change Blog and the Native American Consultation Page by contacting the OHCA Federal & State Reporting Division by telephone at 405-522-7914 or via email at HCAcommunityengagement@okhca.org		