

May - MFCMP FAB (Family Advisory Board) Meeting Minutes

05/06/24 5:30 PM – 6:39 PM

In Attendance: Nichole Rajala, Vail Woodard, Ann Marie Parmenter, Deborah Zuniga, Shealyn Hudgens, Evelyn Martinez, Miriam Rivera, Brian Etheridge, Laura Palmer, Jessica Blanton, Laura Purcell, Danielle, Jennifer, Christina, Kirstin Horne, Mata Stefanovic, Kate Nash, Rebekah Deane, R. Alaniz, Nancy Parson, Jenny Gallant, Jeffery Cangialosi, Michelle Rehren, Trey La Fleur, Melissa Brashear, Mark Reed, Tammy Gutierrez, Tony Watt, Marissa Butler, Michelle Jennings, Aryn, Linda Tabar.

Vail introduced our guest speakers. In attendance, we had representatives from the upcoming Turquoise Care for NM Medicaid: Brian Etheridge and Kate Nash with Blue Cross Blue Shield; Shannon Smith and Jessica Blanton with Presbyterian; Miriam Rivera and Laura Palmer with Molina; and Nancy Parson, Tammy Gutierrez, Michelle Jennings, Maya Stefanovich, and Denise Leonardi with United.

Vail then asked our MCO's the following questions:

- Will there be dedicated MCO Reps for the Medically Fragile Program?
 - Molina: Yes, we will have 1 dedicated MCO liaison for the Medically Fragile Program; Laura Palmer.
 - United: Yes, they will have dedicated MCO's for Med Frag. They are also going to break the state up into Regions and will have 4 MCO's dedicated for each region.
 - BCBS: Yes, they will have MCO's for Med Frag – staying the same as they currently are operating.
 - Pres: Yes, they will have MCO's for Med Frag – staying the same as they currently are operating.
- Can patients be seen at UNM Hospital or with UNM providers even if the MCO is out of network?
 - Pres: Yes, they have contracts out to both Pres + UNM providers, otherwise they will use a single case agreement to authorize being seen.
 - United: Yes, they will use single case agreements to authorize being seen.
 - Molina: Yes, they will use single case agreements to authorize being seen.
 - BCBS: Yes, they will use single case agreements to authorize being seen.
- Can patients be seen at Out of State Hospitals for their care?
 - BCBS: Will need a Prior Auth for Single Case Agreement to be seen out of state.
 - Molina: Will need a Prior Auth for Single Case Agreement to be seen out of state.
 - United: Will need a Prior Auth for Single Case Agreement to be seen out of state.
 - Pres: Will need a Prior Auth for Single Case Agreement to be seen out of state.
- How can patients avoid denial for out of state travel?
 - United (Nancy Parson): Getting a prior authorization before going out of state will help with avoiding a denial. Insurance will also help with cost of housing if needed and food cost while out of state.
 - BCBS: You should engage with your MCO Care Coordinator and be upfront with the necessities of why you need to be seen out of state.
- Can we stay with our current specialist if we switch MCO's?
 - Yes, but a single case agreement will be needed.
- If going on Vacation, would families need to put in a pre-authorization in case of an emergency?
 - United: No, a pre-authorization is not needed for emergencies.

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- Reimbursements: can families get reimbursed for gas, food or lodging?
 - Pres: NEMAC (?) rules have to be followed when it comes to reimbursements. Mileage can be approved but a pre-authorization has to be completed.
 - United: NEMAC rules have to be followed. Will usually try to fly you versus reimbursing for driving mileage. They also give a food stipend allowance per day of your travels.
 - Molina: NEMAC rules have to be followed. Will cover up to \$300/year for Medicaid gap with travel expenses.
 - BCBS: NEMAC rules have to be followed. Also has an allowance of up to \$1,000 for non-medical appointments for transportation.
- EPSDT Nursing + HHA Services; What steps are being taken for pay increase to nurses to keep them?
 - Pres: We are working on evaluating contract reviews to make sure they are being competitive.
 - United: Working with the agencies across the state to review contracts.
 - Molina: Working to ensure they are staying competitive with salaries to keep nurses.
 - BCBS: They are following the pay scale set by HSD for nursing services.
- DME (durable medical equipment) regarding coverage for items like Activity Feeding Chairs, Custom Car Seats, Safety Beds, Bath Chairs and other like items.
 - All providers must follow the NEMAC guidelines. It is very individual – case to case justifications. Suggestion to change the NEMAC guidelines it to go to your state reps to create changes.
- There are concerns on quantity limits for Trach's and G-Tubes. What can be done for this issue?
 - Pres: Will authorize extra limit allowance on supplies. A letter of medical necessity is needed for a greater supply allowance.
 - BCBS: Keep your MCO coordinator in the loop and up to date on the need of extra supplies.

Time is up for our meetings with the MCO's. Thank you all for coming and sharing your time and answering our questions. If families have different questions for MCO's please email Nichole (nrajala@salud.unm.edu).

The FAB then moved on to Ann Marie, who gave an update on DDS.

- DDS is considering standardizing the ISP across all waivers. Remember that it's important to send your input on this before they make a decision. The Medically Fragile Case Management Program needs to have an individual ISP separate from the other waivers. The annual family survey link has been emailed to families, and it's important that all families fill out the confidential survey by May 21st so their responses can be sent to the state.

Updates from Nichole:

- We have met with Rangewood Ranch, and they are eager and excited to use their ranch to host family engagements for our program. More information will come regarding our annual family picnic this summer. We will be setting up a Zoom meeting for families to connect before our annual picnic. This will include breakout rooms that families can join to connect with other

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families going through similar journeys, such as a Spanish-speaking group, heart defects support, guardianship, teen and tween group, and more.

Linda Tabar asked a question: Why is there a midyear change with the MCOs?

- Ann Marie: This is happening midyear because Turquoise Care is replacing Centennial Care starting in June. This happens every three years when new bids go out for new MCOs. There was a delay at the government level this year, and that's why it's happening in the middle of the year.

Wrapping up the meeting, we thank everyone for attending!

The next meeting will be held on Tuesday, July 2, 2024, at 5:30 PM via Zoom.