

Division of Health Care Services
Department of Health and Social Services

Alaska Medicaid Coordinated Care Initiative (AMCCI)

Presented by Deb Taylor, PK Wilson, Terri Gagne and Clarissa Moon (DHCS QA Unit)
January – March 2015 Stakeholder Meetings

National Governors Association (NGA)

- * Alaska applied and was awarded technical assistance grant by NGA
- * Alaska attended the Super Utilizer Policy Academy and subsequent meetings with NGA and their experts
- * NGA assisted DHCS to develop an Alaskan Super Utilizer Model Program
- * Five other states and one territory were also selected by the NGA to participate in the Policy Academy: Colorado, Kentucky, New Mexico, Puerto Rico, West Virginia, Wisconsin

AMCCI – Why?

- * Super Utilizers account for 3% of AK Medicaid population
- * Super Utilizers are responsible for approximately 22% of all AK Medicaid hospital emergency room expenses
- * Initially will focus on hospital emergency room “Super Utilizer” utilization; however any AK Medicaid member can volunteer
- * Approximately 6000+ AK Medicaid members had 5 or more ER visits in a one year period

Goals

- * Reduce unnecessary hospital emergency room visits
- * Reduce inappropriate utilization
- * Reduce costs for unnecessary and inappropriate utilization
- * Promote delivery of services at the right time and the appropriate place
- * Support members to make healthy choices

Goals (continued)

- * Coordinate care to promote compliance with care plans and medications
- * Manage chronic conditions through early identification
- * Enhance integration of primary medical care and behavioral health services
- * Improve health outcomes

How?

- * Provide telephonic case management services statewide
- * Provide utilization review services (i.e. review ER visit documentation of participating members)
- * Contracted with MedExpert to provide services to AMCCI members
- * Contract is for 2 years with an option for a 3rd year

About the AMCCI

- * Voluntary Program
- * Initial 12 month participation
- * Referrals encouraged from members, providers, others
- * Volunteers encouraged
- * MedExpert will assist and support members
- * MedExpert seeks to work collaboratively with the medical community and will not replace a member's physician or other providers

Services to AMCCI Members

- * Telephonic Case management
- * Initial screening
- * Comprehensive health assessment
- * Care planning
- * Care coordination
- * Education i.e. tobacco cessation, medication compliance, etc.
- * Health promotion
- * Other services such as facilitating access to community resources i.e. housing, meals, transportation, etc.

Next Steps

- * Stakeholder engagement campaign (i.e. meetings)
- * Continued Member outreach
- * Development of collaborative partnerships and processes
- * Lessons Learned and Problem Resolution

Contacting MedExpert

- * Toll-free number (800-999-1999)
- * Hours of operation:
Monday through Friday - 7 am to 7 pm (AK time)
- * Website: www.medexpert.com

AMCCI Website

The AMCCI website has additional information about:

- * The AMCCI Program
- * MedExpert
- * Referral forms
- * Feedback forms
- * AMCCI Contacts

For more information go to:

<http://dhss.alaska.gov/dhcs/Pages/amcci/default.aspx>