

**Delaware Health Care Commission**  
**Thursday, September 7, 2017 9:00 AM**  
**Herman M. Holloway Sr. Campus - DHSS Chapel**  
**1901 N Dupont Hwy**  
**New Castle**

***Meeting Minutes***

**Commission Members Present:** Nancy H. Fan, MD, Chair; Theodore W. Becker, Jr; Susan A. Cycyk, M.Ed., Director of Prevention and Behavioral Health Services, Department of Services for Children, Youth and Their Families (DSCYF); Janice L. Lee, MD; Kara Odom Walker, MD, MPH, MSHS Secretary, Department of Health and Social Services (DHSS); Edmondo J. Robinson, MD, MBA; Dennis Rochford; Kathleen Matt, PhD; Trinidad Navarro, Commissioner, Department of Insurance (DOI)

**Commission Members Absent:** Richard Heffron; Rick Geisenberger

**Staff Attending:** Ann Kempfski, Executive Director; Helen Arthur, Director of Planning and Policy; Latoya Wright, Management Analyst III; Marques Johnson, Administrative Specialist III

**CALL TO ORDER**

Dr. Nancy Fan called the meeting to order at 9:03 AM.

**MEETING MINUTES APPROVAL – July 6<sup>th</sup>, 2017**

Dr. Nancy Fan asked for a vote to approve the July 6<sup>th</sup> meeting minutes, as there was no meeting in August. Dr. Edmondo Robinson motioned to approve the minutes and Ted Becker seconded. All members were in favor of approving the minutes. Motion carried.

**PLAN MANAGMENT UPDATE**

Commissioner Trinidad Navarro (Department of Insurance (DOI)) provided an update on Plan Management activities for the State of Delaware. In ongoing negotiations between DOI and Highmark Blue Cross Blue Shield, Highmark submitted a proposed rate increase of 33.6%. He assured that that rate increase would not happen. Commissioner Navarro mentioned that Highmark has not indicated they want to withdraw from Delaware. As regards to the rate review, there have been 3 public information sessions advertised. There was a small number of attendees. There are around 150 comments on the website. DOI hired an independent actuary to look at the findings from Highmark, finding significant differences between the two reports. A final meeting with Highmark was held yesterday (September 6<sup>th</sup>). There were no terms of agreement, therefore, a request was sent to Centers for Medicare & Medicaid Services (CMS) for an extension. An extension to Friday September 8<sup>th</sup> for the insurance rate filing was given by CMS.

Commissioner Navarro mentioned that the request for rate increases come from the belief that Cost Share Reductions (CSRs) for FY 18 will not be funded by Congress; however, Delaware's Congressional delegation believes CSRs will be funded by Congress for 1 or 2 more years. Mr. Navarro mentioned that America's Health Insurance Plan (AHIP) of which many organizations like Highmark are a part of, believe the CSRs will be funded for 2 years. Based off that and the tendencies of the current administration, DOI will continue to negotiate as if the CSRs will be funded. If a change in United States policy occurs, then DOI will handle negotiations accordingly. Noting that funding and time for Open Enrollment on the Marketplace has been cut, Commissioner Navarro offered that the Department of insurance would work with the Department of Health and Social Services to assist with the promotion of the Marketplace Open Enrollment process.

### Discussion

Dr. Nancy Fan noted that people who are already enrolled or are planning to enroll in the Marketplace must enroll every year. There is no rollover. She encouraged those who work at assisting consumers to remind them accordingly and that the enrollment period starts November 1<sup>st</sup>, 2017.

Nick Moriello (Health Insurance Associates) also reinforced the need to remind consumers, especially those in Medicare needing the Prescription Drug plan to re-enroll before the end of the year, as there is no “buffer-zone” to make changes once the new year has started.

Maggie Norris (Westside Health) stated that in addition to the normal clinical walk-in session for Marketplace Enrollment navigation assistance, they would be holding 3 public sessions at libraries the first 3 Saturdays in November. She also expressed concern about the federal funding cuts that are expected to affect the work of organizations like Westside.

Angela Wilson (Chapman LLC) stated that her company was informed that all funding for the Marketplace Navigation program would be cut, meaning that all in-person assistance programming and support would be on hold until further notice.

### **STATE INNOVATION MODEL (SIM) UPDATE**

Dr. Nancy Fan noted that Ann Kempinski is the new Executive Director of The Health Care Commission and executor of the SIM Grant. She has replaced Laura Howard.

The quarter 1 progress report was approved by CMMI. Dr. Fan spoke about the status of the Requests for Proposals (RFPs) that are pending for services for Health Systems Transformation and Accelerated Payment reform. Implementation of the Health Care Benchmarks have begun with the first Summit meeting taking place September 7<sup>th</sup> 2017 after the HCC meeting. The focus of that particular summit is Payment Reform and all were encouraged to attend. Topics for future summits and further information can be found at <http://www.dhss.delaware.gov/dhss/dhcc/global.html>.

Dr. Fan provided updates for the following Delaware Center for Health Information committees: Clinical Committee, Workforce and Education Committee, and Healthy Neighborhoods.

A list of the upcoming DCHI meetings can be found on the DCHI website:  
<https://www.dehealthinnovation.org/events>.

A copy of the full SIM update can be found on the Health Care Commission website:  
[http://dhss.delaware.gov/dhcc/dhcc\\_presentations.html](http://dhss.delaware.gov/dhcc/dhcc_presentations.html)

### Discussion

Jan Lee followed up on Dr. Fan’s comments relative to the End of Life task force work. DHIN used some of the grant funds to contract for a statewide registry from Delaware Medical Orders for Scope of Treatment (DMOST). They are ready to begin education on the registry as it is up and running. This will help centralize End of Life wish medical orders that can be accessed throughout the locations where care is being provided.

Dr. Walker provided updates on tentative dates and locations for Health Care Benchmark Summits.

Dr. Fan responded to a question posed from the audience about whether the addressing of heroin

and opioid abuse would be included in the scope of the SIM Project initiatives. Dr. Fan mentioned that it was not part of the direct focus of the SIM project, however other contributing factors such as behavioral health were focuses of the SIM project. Dr. Walker mentioned that there would be a meeting on October 29<sup>th</sup> that would show the States initiatives in addressing heroin and opioid abuse.

### **Relaunch of HELPISSHEREDE.COM**

Dr. Karyl Rattay displayed and described the redesigned website, done with the help of the agency Aloysius Butler & Clark (AB+C) to be more user friendly in providing information to assist those who suffer from substance abuse and their families. She introduced Alex Parkowski and Mike Cordrey of AB+C to highlight the features and improvements to the [WWW.HELPISSHEREDE.COM](http://WWW.HELPISSHEREDE.COM) website.

### **Innovation and Transformation in Health Care Delivery**

Dr. Edmondo Robinson gave a presentation about Innovation in health care delivery.

Highlights:

- He compared the value of health services to the cost of health services, with value defined as health outcomes divided by costs.
- Health care is becoming too expensive for the value of services that are being provided.
- The consumerism approach to health care services is focusing more on needs, and especially on expectations of the patients.
- Value and consumerism require innovation.
- Venture capitalists are beginning to put money into the innovation needed in health care services.
- Transformation, which combines technology and innovation to dramatically change care delivery and consumer/patient experience, is underway in health care.
- Risk shift to providers is needed to push transformation. Christiana Care investing in predictive analytics, population health management, and acute care standardized pathways.
- Incentivized team based care delivery required; Carelink is hub for care coordination.
- Investment in Information Technology Data infrastructure and health technology is needed.

### **OTHER BUSINESS**

No other business was discussed.

### **PUBLIC COMMENT**

Maggie Norris (Westside Health) mentioned that federal funding for FQHC Health centers like Westside will expire if Congress does not act by the end of September. She suggested that people go to [hcadvocacy.com](http://hcadvocacy.com) in supporting the efforts to get congress to not cut funding.

Joanne Hasse (League of Women Voters) expressed the strong need for patient education and better communication between health care workers and patients. She stated that support staff in many health care offices are not accurately recording what the patient is saying about their condition. She does support information technology transformation efforts. Dr. Fan responded that there are many people who have adequately trained in that area. Joanne expressed concern that patient information was not

being shared among the various health care workers throughout the process. Dr. Robinson noted a need to focus on team based care, and that providers may be spread thin and that could be the cause of issues. Dr. Janice Lee pointed that Delaware Health Information Network has been working on a portal for health care information. They have information available for patients to view and give feedback. She emphasized that more “brick and mortar” establishments are not needed. Evaluation of healthcare service needs to be done. Once this is done then a single payment can be done for everyone’s needs.

**NEXT MEETING**

The next meeting of the Delaware Health Care Commission is Thursday, October 5, 2017 at 9:00am at Del Tech.

**ADJOURN**

Hearing no other business, Dr. Fan adjourned the meeting at 10:37 AM.

**GUESTS**

Julane Armbrister	Delaware Center for Health Innovation
Helen Arthur	Delaware Health Care Commission
Janet Bailey	DXC
Carol Bancroft	DTCC
Maggie Norris Bent	Westside Family Healthcare
Shannon Boyer	Mid-Atlantic Association of Community Health Centers
Jan Brunory	Department of Insurance
Maria Cabrera	Chatman LLC
Mike Cordrey	AB&C
John Dodd	BDC - Health IT
Jill Fredel	DHSS
John Gentile	Office of Senator Carper
Erin Goldner	Hope Street

Donna Goodman	Westside
Joanna Hasse	League of Women Voters
Karen Helenski	Aetna
Erin Knight	UD
Rita Landgraf	UD
Elizabeth Lewis	DHSS/DMS
Chris Manning	Nemours
Sarah Matthews	Advances in Management
Nick Moriello	Health Insurance Associates
R.W Munson	United Medical
Kevin O'Hara	HM/BCBSDE
Judy Pappenhagen	CCHS
Alex Parkowski	AB&C
Frank Pyle	DOI
Nitin Rao, Esq.	National Multiple Sclerosis Society
Karyl Rattay	
Paula Roy	DCSN/Roy Associates
Kristin Schultz	
Karen Shablin	Optum
Wayne Smith	DHA
Robin Taylor	Department of Insurance
Emily Vera	MHA
Angela Wilson	Chatman LLC