



**Integrated Care Initiative Implementation Council**  
**Wednesday, May 17, 2017 from 2:30-4:00 p.m.**  
**Child and Family Services, 1268 Eddy Street, Providence, RI**  
**Minutes**

**Attendance**

**Council Members:** Carmen Cales, Deb Driscoll, Joyce Durazzo, Deanne Gagne, Barbara Jolly, Maryrose Mensah, Sherman Pines, Ed Sousa, John B. Susa, Christina E. Tate, Tanja Blicher-Ucran, Deborah L. Wray, Lauren Yabut; Absent: Paul Medici; James Nyberg

**Public Attendees:** Christina Amedeo, Jodi DiBernardo, Jayce Huynh, Kelly Lee, Judy May, Sam Salganik, Josh Pacewicz, Rita Towers

**EOHHS:** Dawn Allen, Rachel Flynn, Shayne Amaral, Christie Smith (DEA)

- I. Call to Order** by Sherman Pines, Acting Chairperson at 2:35 p.m.
- II. Introductions**—Council Members and Public Attendees introduced themselves.
- III. Approval of Minutes** – Minutes Approved (motioned by Council Member Mensah, Seconded by Counsel Member Wray)
- IV. ICI Report** (Dawn Allen) – Dawn Allen gave updates on enrollment information for UNITY and INTEGRITY programs. The Integrated Care Initiative Enrollment and Call Center Report for May 2017 was handed out in the meeting.

Questions were asked and answered. Ombudsman Sam Salganik suggested the enrollments into Neighborhood INTEGRITY should be more streamlined. Dawn Allen said EOHHS is working with CMS to be allowed to enroll beneficiaries straight into Neighborhood INTEGRITY, from fee-for-service, instead of requiring Neighborhood UNITY enrollment first.

**Ombudsman Program Report** (Sam Salganik) – The RIPIN Healthcare Advocate Dual-Eligible Ombudsman Monthly Report for April 2017 was handed out in meeting.

RIPIN Healthcare Advocate phone line received two times as many calls as last month. Sam Salganik believes this was due to better outreach to places like nursing homes. A Neighborhood INTEGRITY mailing is currently being planned. Sam may bring in mailing materials to the next council meeting. Sam also brought up a couple of issues that RIPIN has heard from the public. First he mentioned potential enrollees were being told by the call center that they have to wait 90 days to receive a call back regarding eligibility for enrollment. Dawn Allen had already address this with the call center. This statement could not be substantiated but it was confirmed that no one will be told this in the future. Secondly, he mentioned the patient-share for Home and Community Based Services can be very high for beneficiaries and often times they can't pay it. He said the level of documentation needed to offset the patient-shares needs to be improved. He also stated that Neighborhood doesn't have good records of what DHS is requiring for patient-share.

There was a discussion on the difference between patient-share and co-pay. Patient-share is a monthly fee, determined by DHS, that some Medicaid recipients have to pay. Co-pay is a fee that health plans require for certain provider visits. It was stressed that beneficiaries enrolled in Neighborhood INTEGRITY do NOT have co-pays but could have to pay a patient-share.

- V. Neighborhood Report – Pharmacy Presentation (Jayce Huynh) – The Pharmacy Manager at Neighborhood Health Plan of RI gave a pharmacy presentation. The following was presented:
- A. Neighborhood INTEGRITY's Prescription Plan - Covers medicines with less restrictions. It also covers over the counter items like generic Tylenol and vitamins if you have a physician's prescription.
  - B. The drug formulary list was created by Pharmacists and Physicians. One of the physicians was a geriatric physician which is a requirement by CMS (Centers for Medicare & Medicaid Studies). The formulary list can be found at <http://www.nhpri.org>. A paper copy can be obtained by calling Member Services.
  - C. There is a transition period for the first 90 days of enrollment in Neighborhood INTEGRITY. If a new enrollee is on a non-formulary drug, Neighborhood INTEGRITY will cover the drug for 30 days if it is within the 90 day transition period. The member and their physician will receive a letter from Neighborhood informing them that the drug is not on Neighborhood INTEGRITY's formulary

list. For drug to be covered past the initial 30 days, the physician must submit a prior authorization form. The drug approval process is based on medical need.

D. Pharmacy Network – Neighborhood is part of a local & national network of pharmacies. You can search for pharmacies online at <http://www.nhpri.org> by zip code.

E. Medication Therapy Management (MTM) – This is a program that gives you a team of pharmacists and physicians on your side to check for medication errors. This program is free to qualified members. To be eligible you must be on several medications, have certain chronic diseases (asthma, arthritis, diabetes etc...) & have a high cost of care.

Questions were asked and answered:

- When does the formulary list get updated? It gets updated quarterly.
- How many medications get denied? Jayce Huynh is going to share this data with Gretchen Bell to bring to a future meeting. He also stated if a medication gets denied there is an appeal process.

**VI. Member Report** – Council Member J. Susa started a discussion to expand DME vendors covered by Neighborhood-~~INTEGRITY~~. The member has a son who is a lifelong wheelchair user. His son needed a new wheelchair and Neighborhood only uses three vendors for wheelchairs. Two of the three don't have the kind of wheelchair his son needs. He got shunted into using one particular vendor and he has not been satisfied with their service. They take forever to repair chairs and the repairs are not good. He was wondering if Neighborhood could look at regional vendors instead of just local ones. Neighborhood will consider this.

**VII. Unfinished Business**

There was no unfinished business.

**VIII. New Business** (Dawn Allen) – Nominations for Council Chairperson and two Vice Chairperson positions were taken. Nominations are as follows:

**Chairperson**

Nominee	Nominated By:	Seconded By:
Sherman Pines	Council Member Wray	Council Member Jolly
Ed Sousa	Acting Chairperson Pines	Council Member Driscoll

**Vice Chairperson (2 positions)**

Nominee	Nominated By:	Seconded By:
John B. Susa	Council Member Yabut	Council Member Driscoll
Deanne E. Gagne	Council Member Cales	Council Member Blicher-Ucran
Barbara Jolly	Council Member Wray	Acting Chairperson Pines
Tanja Blicher-Ucran	Council Member Gagne	Council Member Cales
Christina E. Tate	Council Member Wray	Council Member Jolly
Deborah L. Wray	Acting Chairperson Pines	Council Member Jolly

Nominations will reopen during the June meeting. If anyone wants to withdraw their name, they can do so during this meeting. A final vote will take place at the June meeting.

**IX. Meeting Reflections**

This is a time for Council members to reflect on how the meeting went and any changes needed for the next meeting. Council members were pleased with the production at this meeting.

**X. Public Comments**

Cristina Amedeo from United Way passed out a brochure from Dorcas International about knowing your rights if you are an immigrant. She also said Dorcas International can give a presentation on this subject. If anyone wants to schedule a presentation they can contact Brendan at Dorcas International.

**XI. Adjourn**—Meeting was adjourned at 4:00 p.m. (Motioned by Council Member Tate, Seconded by Council Member Durazzo)

**Upcoming meetings:** Every Third Wednesday of each month from 2:30-4:00 p.m.

**Next Meeting:** June 21 from 2:30-4:00pm at Child and Family Services

**\*\*1:30-2:30 pm** –Executive Committee meeting for Council members only.

Public attendees, please wait until 2:30 to enter the meeting room.