

Accountability Report: Fiscal Year 2018-2019

Contents

Vision.....	3
Mission.....	3
1. Medicaid.....	4
1.1. Payments	4
1.2. Birth Outcomes.....	5
2. Member Services.....	6
2.1. Technology.....	6
2.2. Applications & Reviews.....	6
3. Fiscal Stewardship.....	8
3.1. Budget	8
3.2. Healthcare Spending.....	8
3.3. Waste, Fraud & Abuse.....	9
4. Management.....	10
4.1. Provider Relations	10
4.2. Workforce Engagement.....	10
Administrative Information.....	11

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South Carolina Department of Health and Human Services (SCDHHS)

Stakeholder(s):

Joshua D. Baker :
Agency Director

Vision

To be a responsive and innovative organization that continuously improves the health of South Carolina.

Mission

To purchase the most health for our citizens in need at the least possible cost for taxpayers.

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1. Medicaid

Provide better health outcomes for Medicaid beneficiaries

Stakeholder(s)

Medicaid Beneficiaries :
 Medicaid members and/or applicants — Division/Program:
 Eligibility and Health Services Service/Product Provided to

Customers: Health coverage for members Customer Segment: Public Demographic: Low-income and/or disabled residents who meet categorical requirements.

1.1. Payments

Expand the use of value-based payment methodologies

Stakeholder(s):

Managed Care Organizations
 Role: **Coordination & Cost Control**

beneficiaries, including physicians, dentists, and countless other classes. Associated Goal(s): 1.1.1; 1.1.2; 3.1.1; 3.2.1

Providers :
 Roughly 48,000 individuals and organizations are currently enrolled to provide services to Medicaid

Role: **Telemedicine**

Performance Indicators

1.1.1 Value-Based Approach

Description	Type	Start Date	End Date	Percentage
Provide at least 30% of managed care payment using a value-based approach. Target: 30%	Target	2018-01-01	2018-12-31	30
Base: 32%	Actual		2018-01-01	32

Description	Type	Start Date	End Date	Percentage
Actual: TBD	Actual	2018-01-01	2018-12-31	32

Time Applicable: 1/1/2018-12/31/2018 (measurements not available until May) Data Source and Availability: MCO Attestation. Calculation Method: Percentage of MCO claims dollars paid subject to VOC contract. Meaningful Use of Measure: Provide better health outcomes for Medicaid beneficiaries and expand the use of value-based payment methodologies.

1.1.2 HEDIS Withhold Metrics Increase

Description	Type	Start Date	End Date	Percentage
Increase the percentage of HEDIS withhold metrics at or above the 50th percentile by 2% annually. Target: 94%	Target	2018-07-01	2019-06-30	94
Base: 92%	Actual		2018-07-01	92
Actual: TBD	Actual	2018-07-01	2019-06-30	92

Time Applicable: 7/1/2018-6/30/2019 (measurements not available until Aug) Data Source and Availability: MCO HEDIS submission. Calculation Method: Number of measure above 50%/total number of measures. Meaningful Use of Measure: Provide better health outcomes for Medicaid beneficiaries and expand the use of value-based payment methodologies.

1.2. Birth Outcomes

Build upon the success of the Birth Outcomes Initiative

Stakeholder(s):

Department of Health and Environmental

Control :

DHEC is an important service provider and information source for Medicaid beneficiaries. Associated Goal(s): 1.2.1; 3.1.1; 3.2.1

Role: **Data**

Performance Indicators

1.2.1 Low Birth Weight Reduction

Description	Type	Start Date	End Date	Percentage
Reduce the rate of low birth weight babies by 3%. Target: 9.02%	Target	2018-07-01	2019-06-30	9.02
Base: 11%	Actual		2018-07-01	
Actual: TBD	Actual	2018-07-01	2019-06-30	

Time Applicable: 1/1/2018-12/31/2018 Data Source and Availability: Truven Analytics - Advantage Suite. Calculation Method: Percentage of live birth deliveries with diagnosis of birth weight below 2,500 mg. Meaningful Use of Measure: Provide better health outcomes for Medicaid beneficiaries and build upon the success of the Birth Outcomes Initiative.

2. Member Services

Provide outstanding member services

2.1. Technology

Use new technologies to improve the member service experience

Performance Indicators

2.1.1 Online Applications

Description	Type	Start Date	End Date	Number
Increase the number of online applications by 10%. Target: 37,430	Target	2018-07-01	2019-06-30	37,430
Base: 3402700%	Actual		2018-07-01	34,027
Actual: TBD	Actual	2018-07-01	2019-06-30	34,027

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: Electronic Document Management System. Calculation Method: Total Online Apps Submitted Meaningful Use of Measure: Provide outstanding member services and use new technologies to improve the member service experience.

2.2. Applications & Reviews

Improve processing time and resolution rates for applications and reviews

Performance Indicators

2.2.1 Walk-In Resolution

Description	Type	Start Date	End Date	Percentage
Increase the rate of one-hour resolution for walk-in services by 10%. Target: 78% Actual: TBD	Target	2018-07-01	2019-06-30	78
Base: 71%	Actual		2018-07-01	71
	Actual	2018-07-01	2019-06-30	71

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: Pathos. Calculation Method: Number of one-hour resolutions/total resolutions. Meaningful Use of Measure: Provide outstanding member services and improve processing time and resolution rates for applications and reviews.

2.2.2 Case Resolution

Description	Type	Start Date	End Date	Percentage
Increase the rates of single-touch case resolutions for applications and reviews by 10%. Target: 77%	Target	2018-07-01	2019-06-30	77
Base: 70%	Actual		2018-07-01	70

Description	Type	Start Date	End Date	Percentage
Actual: TBD	Actual	2018-07-01		70

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: Pathos. Calculation Method: Number of single-touch resolutions/total resolutions. Meaningful Use of Measure: Provide outstanding member services and improve processing time and resolution rates for applications and reviews.

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3. Fiscal Stewardship

Promote sound fiscal stewardship

3.1. Budget

Develop reliable budget forecasts and mid-year correction mechanisms

Stakeholder(s):

Department of Disabilities and Special Needs :

Associated Goal(s): 3.1.1; 3.2.1

Role: **Waivers**

Role: **Financing**

Department of Mental Health :

DMH is a major provider of behavioral health services for Medicaid beneficiaries. Associated Goal(s): 3.1.1; 3.2.1

Role: **Behavioral Health Services**

Role: **Data**

Department of Education :

Associated Goal(s): 3.1.1; 3.2.1

Role: **Intermediary**

Role: **Cost & Quality Control**

Department of Social Services :

Many Medicaid beneficiaries also receive some form of services through DSS (SNAP, TANF, foster care, etc.). Associated Goal(s): 3.1.1; 3.2.1

Role: **Collaboration**

Role: **Cost Control**

Role: **Metrics**

Lt. Governor's Office :

Associated Goal(s): 3.1.1; 3.2.1

Role: **Collaboration**

Role: **Data**

Department of Alcohol and Other Drug Abuse Services :

DAODAS receives significant funding from HHS and the agencies collaborate to discuss/design Medicaid service offerings. Associated Goal(s): 3.1.1; 3.2.1

Role: **Cost & Quality Control**

Continuum of Care :

Associated Goal(s): 3.1.1; 3.2.1

Role: **Service Management**

Role: **Cost & Quality Control**

Medical University of South Carolina :

Associated Goal(s): 3.1.1; 3.2.1

Role: **Telemedicine Administration**

Performance Indicators

3.1.1 General Fund Expenditures

Description	Type	Start Date	End Date	Percentage
Maintain General Fund expenditures within 3% of forecast. Target: <3%	Target	2018-07-01	2019-06-30	3
Base: <2%	Actual		2018-07-01	2
Actual: TBD	Actual	2018-07-01	2019-06-30	2

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: Business Objects - Monthly. Calculation Method: ((Forecast- Actuals)/forecast)*100 Meaningful Use of Measure: Promotes sound fiscal stewardship and allows the agency to control increases in healthcare spending

3.2. Healthcare Spending

Control increases in healthcare spending

Performance Indicators

3.2.1 Cost Increases

Description	Type	Start Date	End Date	Percentage
Keep per-member cost increases below national benchmarks. Base: PMPM Growth: 2.1% HC Cost Growth: 2.5% Target: Less than health care cost growth	Target	2018-07-01	2019-06-30	2.1
Actual: TBD	Actual	2018-07-01	2019-06-30	

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: Expenses from Business Objects, Eligibility from Document Direct - Monthly. Calculation Method: "PMPM - expenses/#enrolled/ PMPM growth = (PMPM FY17-PMPM FY16)/PMPM FY16)" Meaningful Use of Measure: Promotes sound fiscal stewardship and controls increases in healthcare spending

3.3. Waste, Fraud & Abuse

Prevent waste, fraud and abuse

Performance Indicators

3.3.1 Expenditures Analyzed

Description	Type	Start Date	End Date	Percentage
Increase the percentage of expenditures analyzed for third-party liability by 5%. Target: 90.3%	Target	2018-07-01	2019-06-30	93
Base: 86%	Actual		2018-07-01	86
Actual: TBD	Actual	2018-07-01	2019-06-30	86

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: Truven Analytics - Advantage Suite. Calculation Method: (Expenditures Reviewed by TPL)/(Total TPL Potential) Meaningful Use of Measure: Promotes sound fiscal stewardship and prevents waste, fraud and abuse

4. Management

Provide responsive and responsible management of health and human service programs

4.1. Provider Relations

Ensure timely handling of provider relations

Performance Indicators

4.1.1 Applications Processed on Time

Description	Type	Start Date	End Date	Percentage
Process 99% of provider applications within 30 days. Target: 99 %	Target	2018-07-01	2019-06-30	99
Base: 100%	Actual		2018-07-01	100
Actual: TBD	Actual	2018-07-01	2019-06-30	100

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: iFlow. Calculation Method: Applications over 30 days / Total applications Meaningful Use of Measure: Provide responsive and responsible management of health and human service programs and ensure timely handling of provider relations

4.1.2 Claims Processed on Time

Description	Type	Start Date	End Date	Percentage
Process 99% of electronic claims submissions within 14 days. Target: 99 %	Target	2018-07-01	2019-06-30	99
Base: 100%	Actual		2018-07-01	100
Actual: TBD	Actual	2018-07-01	2019-06-30	100

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: MMIS; Document Direct. Calculation Method: Document Direct (CLM4710R01 - Monthly Prompt Payment Compliance Report); Average of 30 Day Period % column Meaningful Use of Measure: Provide responsive and responsible management of health and human service programs and ensure timely handling of provider relations

4.2. Workforce Engagement

Develop and maintain a committed and engaged workforce

Performance Indicators

4.2.1 Engagement Score

Description	Type	Start Date	End Date	Percentage
Improve employee engagement scores by 5% Target: 52.5%	Target	2018-07-01	2019-06-30	52.5
Base: 50%	Actual		2018-07-01	
Actual: TBD	Actual	2018-07-01	2019-06-30	

Time Applicable: 7/1/2018-6/30/2019 Data Source and Availability: Third party engagement survey administered in fall . Calculation Method: Calculated as part of third party engagement survey that generates

an "Overall Engagement Score" Meaningful Use of Measure: Develop and maintain a committed and engaged workforce to deliver responsive and efficient health and human service programs

Administrative Information

Start Date: 2018-07-01

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