

# Montgomery Cares Advisory Board

## December 11, 2019 Meeting Notes

**MCAB Members Present:** Julia Doherty, Dr. Travis Gayles (phone), Sharron Holquin, Lynda Honberg, Yuchi Huang, Peter Lowet, Marie Mann, D. Maria Rice, Langston Smith, Wayne Swann

**MCAB Members Absent:** Betsy Ballard, Sybil Greenhut, T.J. Senker

**DHHS Staff:** Tricia Boyce, Magda Brown, Tara Clemons, Cindy Edwards, LaSonya Kelly, Robert Morrow

**County Council Staff:** Linda McMillan

**Primary Care Coalition:** Rose Botchway, Hillery Tumba

**Guest:** Agnes Saenz, Diana Saladani *on behalf of T.J. Senker*

The Chair, Wayne Swann, called the meeting to order at 6:16 pm

Item		Action Follow-up	Person Assigned	Due Date
1.	<b>Approval of Minutes – October 23, 2019</b>  <i>Moved by Yuchi Huang. Seconded by D. Maria Rice</i>	Wayne Swann		
2.	<b>Chair Report</b>  Wayne highlighted the agenda items and mentioned he has tried to attend meetings related to the Health Care for the Uninsured program. He attended the Interagency Council on Homelessness as well as the budget forum held by the County Executive. Wayne also noted that there were not many details as the CE is currently working on the capital budget not the operating budget.  Wayne noted that the Quality Committee has met and will provide feedback/update to MCAB at the January meeting. <ul style="list-style-type: none"> <li>Yuchi mentioned that the committee is working on a way to measure effectiveness/quality. Hillary mentioned that while they continue to work, it would be helpful to know program measures that are already capturing.</li> <li>Linda questioned if the Health Care for the Uninsured programs have existing quality measures that are reported. Tara explained that yes, all programs are required to have performance and headline measures that are publicly report by County Stat. She further explained that those measures are now more tied to the</li> </ul>	Wayne Swann		

	<p>CE's initiative outcome-based budgeting system which has caused some of the measures to be revised.</p> <p>Wayne acknowledged the passing of a true giant in the health care industry, Bernard Tyson. He led Kaiser, one of the nation's largest non-profit providers in the nation, very effectively and will be missed.</p>			
3.	<p><b>Health Care for the Uninsured Report</b> <span style="float: right;"><b>Tara Clemons</b></span>  <b>See Report and handout</b></p> <p><u><b>General County Updates</b></u></p> <ul style="list-style-type: none"> <li>▪ Sidney Katz was elected President of County Council (replacing Nancy Navarro) and Tom Hucker was elected Vice-President (replacing Sidney Katz) as of Dec 3<sup>rd</sup></li> <li>▪ FY21 Montgomery County Community Grants Program – the online application portal should be launched soon with an extended deadline in January 2020. The opening has been delayed due to the changes that are being made. As soon as it opens, Tara will let the Board know.</li> <li>▪ MCAB – Board vacancies have been posted on the County website, the deadline for applications is January 3, 2020. Please share the announcement with your networks.</li> </ul> <p><u><b>Monthly Status Report</b></u>  Tara reviewed the data for the Health Care for the Uninsured programs:</p> <ul style="list-style-type: none"> <li>▪ <b>Montgomery Cares</b> 13,945 patients through October with a total of 23,697 patient visits at the ten participating clinics. The clinics expended 32% of the FY20 budgeted amount for encounters, the benchmark for October is 33%. Tara highlighted the need for specialty care and the program is seeing more complex patients. One of the issues that has come up are patients who need dialysis treatment. Tara noted that the County's behavioral program has not been accepting referrals for at least 3 – 4 months.</li> <li>▪ <b>Care for Kids</b> had a 157% increased enrollment of new children through October compared with the same time frame last year. Total program enrollment through October is 5,056 which is a 20% increase over the same time last year. The program is expanding very rapidly, and the department has been made aware. <ul style="list-style-type: none"> <li>○ It is estimated that the program will have an average of 7,600 clients by the end of the fiscal year. The department is anticipating a need of \$200,000 to maintain access to direct medical service.</li> <li>○ Kaiser has changed the cut off age of their charitable program from 19 to 21, however, DHHS is not sure if there will be additional slots given in addition to the current number of Kaiser enrollees.</li> </ul> </li> <li>▪ <b>The Maternity Partnership Program's</b> enrollment through November was 693 teens and women, a 17% increase in enrollment compared with FY19. We are estimating to serve 1,660 women by the end of the FY. The program is funded to serve 1,652 for FY20.</li> <li>▪ <b>Dental Services</b> – Dr. Tricia Boyce, County Dental Services Director, will present program utilization, updates and changes during the meeting.</li> </ul>	<p>Send link to County Council's website for board information</p> <p>Provide update on access to behavioral health services</p>	<p>Tara Clemons</p> <p>Tara Clemons</p>	<p>ASAP</p> <p>Jan 2020</p>

	<ul style="list-style-type: none"> <li>▪ The <b>Homeless Health</b> program has had a total of 45 patient visits through October, a -31% decrease compared to FY19.</li> </ul> <p><b><u>Discussion</u></b></p> <ul style="list-style-type: none"> <li>▪ Dr. Smith questioned the recommendations that were made regarding the grant process. Tara explained that this was discussed at the County Council hearing held in October. The recommendation was to develop an Office of Grants Management that would merge the County Executive and Council grants process. The recommendations are still being considered; however, the process should remain the same for this fiscal year. Tara believes that final decisions will be made in the spring. Linda explained that there will be some changes. Some of the grants will be renewals as so funding doesn't abruptly end for non-profits.</li> <li>▪ Lynda recommended that the Board look at everyone's term so they can be prepared to identify potential new members. Tara will send a link to the board's information on the County Council's website.</li> <li>▪ Julia pointed out the rapid increase in CFK noting the increased volume in a short period of time. What does this mean in terms of staffing? Tara mentioned that there was a request to add 2 position to the CFK PCC staff. Public Health staff met with the Budget and Contracts teams, and it is recognized that additional staff is needed. PCC wrote a proposal, the budget team is reviewing the information and going over possible solutions</li> <li>▪ Dr. Smith questioned if there was information on where the increase of the number of CFK participants is coming from. Tara explained that children are being released from detention centers and this seems to be the main reason for the increase</li> </ul>			
4.	<p><b>County Dental Services</b> <b>See presentation</b></p> <p>Dr. Smith and Cindy Edwards, Sr Administrator for Communicable Disease and Epidemiology (including Dental), introduced Dr. Boyce. Dr. Boyce provided program highlights and updates-</p> <ul style="list-style-type: none"> <li>▪ Dr. Boyce noted that County Dental has noticed the increase in the number of children. This is taking a toll on the program, seeing a large number of severe cases and children needing services immediately. The schools, specifically the School Based Nurses, have expressed concerns about the volume of children able to be seen at County Dental locations, especially Rockville. To alleviate this- <ul style="list-style-type: none"> <li>○ 3 new staff members were added at the front desk to help with phones and scheduling appointments.</li> <li>○ 2 new part-time General Dentists and 1 part-time Pediatric Dentist (2 days/month)</li> <li>○ 1 new dental hygienist</li> <li>○ 2 staff dentists have added more days and they are currently in negotiations with UMD for Pediatric Faculty Member to work 1 day/week</li> </ul> </li> </ul>			

	<ul style="list-style-type: none"> <li>Dr. Boyce detailed that the Rockville Clinic waitlist has decreased from 300 to 80. The program continues to evaluate scheduling and the appointment confirmation process at all the locations.</li> <li>County Dental was recently cleared to utilize Nitrous Oxide at the Rockville location. The system will be up and running by January 2020. This should reduce the need to refer out for dental procedures that can be done in the clinic.</li> <li>Dr. Boyce is engaging with the schools to educate staff and ways to manage referrals. She has visited 2 School-Based Health and Wellness centers in the county. She plans to attend the January 2020 School Nurse Meeting to address concerns and discuss possible pilot programs at the community and school level. She also mentioned that they are waiting on Program Manager position to be filled.</li> <li>Dr. Boyce highlighted the programs collaborations as well as the program needs. The on-going issues is the Dentist are contractors with a fixed rate. Dentists have expressed interest in FT positions, however, the reimbursement rate, (\$69.00/hour) is low. Many of the Dentist get very discouraged and move to other opportunities. Dr. Boyce would like to see this amount increased to at least to \$77.00/hour. She also noted that the Germantown clinic is one of the busiest locations. Additionally, Germantown is the area of the County where the program has the highest demand for pediatric services. The goal is to expand the location to at least a 4-chair clinic from the 2 chairs. The program would also like to replace the 25+ year old chairs at the Rockville location.</li> </ul> <p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>Linda McMillan noted that the wage issue for the dental openings is not the only hold up, she explained that the providers having to bring their own malpractice insurance is another big issue. Linda mentioned that a request has been passed to Risk Management to see if the County could provide coverage for Malpractice</li> </ul>			
5.	<p><b>Special Committee: Eligibility</b></p> <p>Tara provided some of the most current eligibility data to the board. She highlighted the following:</p> <ul style="list-style-type: none"> <li>As of December 5th, there has been 4,539 Montgomery Cares approved cases thru OESS since July</li> <li>876 patients are QHP eligible, 19%</li> <li>Since July 2019, 344 denials (55% did not return paperwork, 26% had income over poverty level, 15% came to us already having Medicare or a QHP, 2% were non-county residents, and 1% had employer-based health insurance.)</li> </ul> <p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>Julia noted that more than half of the denials were due clients not returning paperwork and wanted to know if clinics are informed. Tara explained that the letter is sent to the patient and it would be up to the patient to return the required documents or share with their clinic what they are missing. Also, it is a patient focused process as people move or change clinics. OESS does not have the capacity to communicate with the clinics on every patient. Julia questioned if it was a lack of capacity as this is an issue that has been raised on several occasions.</li> </ul>	Julia Doherty		

	<ul style="list-style-type: none"> <li>Marie and Lynda questioned if the data collected to shows new applications vs. renewals. Tara explained that we are only able to tell the number of clients denied but could not differentiate renewals vs. new. That data will be available once OESS has been doing MCares eligibility determination for a year</li> <li>Members questioned if DHHS is tracking clients that were eligible for Medicaid/QHP not Montgomery Cares. Tara mentioned that the staff is manually checking the 876 individuals who had an eligibility expiration date of 12/31/2019 to see if any of them have signed up for a QHP. We found that 100-120 signed up for a QHP out of the 876. Anyone who did not sign up for a QHP would have the eligibility extended to 06/30/2020. Everyone will receive a letter with the extension.</li> </ul> <p>Dr. Gayles expressed that DHHS is avidly working on reporting the requested data. Several the data points requested have not been captured over the history of the program. DHHS will not launch Phase 2 of eligibility without the needed resources in place. In Spring 2020, DHHS will have details regarding the affordability piece as well as the transition to Phase 2. He also mentioned that they are in the process of involving the County Executive and hopefully will have more information to release within the next few weeks around the Holidays.</p>			
6.	<b>FY20 Strategic Planning/FY21 Advocacy</b> <b>-- Committee Breakouts</b>  The program committees were given time to meet.	Wayne Swann		
7.	<b>Committee Report Out</b> <b>-- Prioritization discussion</b>  See the report, the suggested amounts for advocacy are:  <u><b>Montgomery Cares</b></u> <ul style="list-style-type: none"> <li>Specialty Care \$155,000</li> <li>Provider Reimbursement \$360,000</li> <li>Behavioral Health \$100,000 +/-</li> </ul> <u><b>Care for Kids</b></u> <ul style="list-style-type: none"> <li>Maintain the proposed advocacy items as is.</li> </ul> <u><b>Maternity Partnership</b></u> <ul style="list-style-type: none"> <li>Need to look at date for salary for a lactation consultant. Also, not sure that a lactation consultant is the solution</li> </ul> <u><b>County Dental Services</b></u> <ul style="list-style-type: none"> <li>The \$67.00 per hour are way below market – What steps need to be taken to raise this amount?</li> <li>Linda M. will follow up regarding the malpractice coverage</li> <li>Tara will look up proposals for staffing</li> </ul>	Wayne Swann		

	<b><u>Health Care for the Homeless</u></b> <ul style="list-style-type: none"> <li>• Quality Review</li> <li>• Training for Behavioral Health</li> </ul>			
8.	<b>Next Steps</b> <div style="text-align: right;"><b>Wayne Swann</b></div> <ul style="list-style-type: none"> <li>▪ Report from Quality Committee at the next meeting</li> <li>▪ Behavioral Health Presentation</li> <li>▪ Councilmember Albornoz will possibly join the board at the next meeting</li> <li>▪ The next meeting will be January 22, 2020</li> </ul>			
9.	<b>Meeting Adjourned at 8:45pm</b>  <i>Motion to adjourn: Julia Doherty</i> <i>Seconded: Peter Lowett</i> <i>Unanimously approved</i>			

Respectfully submitted,

Tara O. Clemons  
Montgomery Cares Advisory Board