



MARGARET WOOD HASSAN
Governor

STATE OF NEW HAMPSHIRE
OFFICE OF THE GOVERNOR

September 1, 2016

Governor Maggie Hassan
State House
107 North Main Street
Concord, NH 03301

RE: Executive Order 2013 - 05, "To Review and Advise on the Implementation of New Hampshire's Medicaid care Management Program", this letter conveys recommendations of the Commission on Medicaid Care Management.

Dear Governor Hassan,

Your appointed twelve volunteer members of the Commission have held 41 meetings around the cities and towns of New Hampshire, taking extensive testimony from provider organizations, clinicians, individual citizens, and national experts. We have received excellent support, detailed data and reporting, and monthly updates from the Department of Health and Human Services. Our members have met for hundreds of hours including many visits with families in their homes.

Our work has been in furtherance of your assignment of assuring the well being of the individual Medicaid enrollees and the sound operations of the Medicaid system as New Hampshire transitions to Medicaid Care Management. Over the past two years we have concentrated on determining the lessons to be learned from the initial phase ("Step One") of this transition as it incorporated the acute care portion of the Medicaid program and to prepare for the transition to Step Two, the Long Term Supports and Services.

Previously we have submitted and met with you concerning recommendations on the Vision, Principles, and Guidance for Step Two. This reports follows up with detailed operational and strategic considerations to assure that our long term community supports and services will be strong and appropriate, our networks adequate, operations and payments effective and efficient, and that consumers (especially those with complex care needs) will be protected from the outset. We have also strived to assure that these 24 recommendations incorporate the ongoing work of the Governor's Commission on Health Care and Community Support Workforce as well as being structured to be useful in the planning being carried out in accordance with SB 553, which establishes procedures for the implementation of the LTSS Care Management, especially those for the senior population.

Our hope would be that these recommendations will contribute to the quality and stability of this vital State function in a period of rapidly expanding population change, especially the increasing numbers of older adults. It also has been our goal to anticipate the transforming of the health care system in our country as efficiency and outcomes, as well as the basic structure and practice of care are pressed for reform and required to demonstrate improved population well being.

Much work remains. It is our first and foremost goal to assure that our future efforts reflect any feedback and direction that you, as you have in the past, would wish to have us incorporate. As it stands today, in the coming months, we have structured our agendas to focus on:

- Urgently needed improvements in Behavior Health for our most seriously mentally ill citizens as well as those with addictive disorders. The incorporation of substance abuse treatment into the Medicaid program is a major accomplishment of population health access to treatment. Its review will be an important learning opportunity.
- Focused preparations for the complex financial reform of Medicaid payment systems as we convert to value oriented compensation. Publicly transparent and policy-maker useful financial analytics are a very difficult and demanding task ahead.
- Assurance of the protection of those with complex care needs as our more global population health agendas move forward. This is particularly important as Medicaid Care Management moves from assuring patient centered care, Step One, to the life support role in long term supports and services and the person centered care of Step Two. Achieving network adequacy so that all enrollee's health needs are satisfactorily addressed and that they are able to live, learn, work, and find recreation in the setting that they choose, working with providers acceptable to them and/or their families.

Your leadership in creating this Commission has been essential. Over time, the Commission has proven to be an important planning and analytical tool for the State. Extensive public participation in open dialogue across all roles and responsibilities, and your personal support and guidance, has dramatically improved our collective performance in this vital arena. We will continue our stewardship of this critical support to our families and communities as we monitor the first phase of implementation and examine the preparations for the second phase.

Please feel free to contact me for further information. Thank you very much.

On behalf of the Commission,



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