

Governor Hassan's Commission on Medicaid Care Management

November 27, 2013

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

Dear Governor Hassan,

Thank you for joining the Commission on Medicaid Care Management's eighth meeting on November 7th. This was a pivotal moment for our work as we complete the readiness review on the eve of implementation.

We have diligently considered the enrollment process and the underlying automated and phone based support systems. We have examined access to networks, especially for individuals with complex health problems. We have considered New Hampshire's readiness for the expansion of Medicaid and the increased cost efficiency it promises. And we have looked in depth at the quality of care and its monitoring on behalf of vulnerable individuals.

Most importantly, we have visited many of our communities and listened to citizens from all points of view.

We have worked in accordance with Executive Order 2013 - 05, to assure the readiness of our State's Medicaid program through the review of New Hampshire's Medicaid Care Management program and the provision of recommendation to the Governor as to the best practices in implementation of the managed care approach. In furtherance of this mission this letter provides the following two communications:

Recommendation #2, A Recommendation To Assure, Upon The Implementation Of Medicaid Care Management, The Identification Of Any Major Problems And To Assure Their Rapid Remediation. This Assurance Is Secured With Independent Review And Through Public Transparency, Of The First Seven Months Of Operations.

And,

The Report On Implementation Preparedness Of The New Hampshire Medicaid Care Management Program. This Is The Summary Of Our Actions And Findings.

The Commission has found the following:

1. As stated in **“The Report On Implementation Preparedness Of The New Hampshire Medicaid Care Management Program,”** the preparations by the New Hampshire Department of Health and Human Services (DHHS) and the three private companies that will manage the Medicaid program were thorough and thoughtful. The report commended DHHS for its “diligence and skill in preparing for the implementation of Medicaid Care Management.” Implementation, while likely challenging, has been well prepared.
2. As stated in **“Recommendation #2, A Recommendation To Assure The Identification, Upon The Implementation Of Medicaid Care Management, Of Any Major Problems And To Assure Their Rapid Remediation”** we also acknowledged that implementing MCM is a complex and critically important process, and the Commission recommends that the Governor request a series of public reports from DHHS designed to promote continuous improvement of quality, enrollee and provider satisfaction, and operational effectiveness in the MCM program for Medicaid recipients, providers and taxpayers. This is the basis for our second recommendation.

The Commission recognizes the State’s readiness to proceed with the implementation of the care management initiative and the ability of the Department of Health and Human Services to carry out its legislative mandate in this regard. The Commission urges ongoing diligence through independent review and public consideration as we move forward on this complex and vital change in our Medicaid safety net.

Your support and guidance at the time of implementation of New Hampshire’s Medicaid Care Management program, and your recognition of our efforts in assuring readiness, is most appreciated. Now it is time to begin this next phase in 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.

Sincerely,



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