



Health Care Advisory Board

The March 27, 2019 Regular Meeting of the Health Care Advisory Board, was held at the Manatee County Administration Building, 1112 Manatee Avenue West, Bradenton, FL 34205, in the 9th Floor County Commissioner Conference Room. Quorum present. Meeting commenced at 5:00 p.m.

Roll Call

Members Present

- Barbara Schubert
- Cliff Feldman
- Jill Cherlow
- JoOni Abnar
- Bonnie Ramseur
- Daniel Austin
- Tom Skoloda, PhD
- James Nguyen, MD
- Ibrahim Saad, MD

Members Absent

- Lori Dengler
- Jane Pfeilsticker
- Kirk Zeppi

County Staff Present

- Cheri Coryea, Acting County Administrator
- Ava Ehde, Director Neighborhood Services Department
- Joshua Barnett, Health Care Services Manager
- Janice Dunbar Smith, Administrative Services Coordinator
- Debbie DeLeon, Neighborhood Services Coordinator

Public Present

- James McCloud, Genesis Health

Welcome and Introductions

Dr. Nguyen asked everyone to introduce themselves.
New member Dr. Saad introduced himself.

Approval of Minutes

A motion was made by Tom Skoloda and seconded by Cliff Feldman to approve the March 6 minutes. Motion carried.

HCAB Timeline

Ava Ehde gave an update on items that were listed on the February timeline. She shared that staff is working on the Community Health Care Patient Pilot Program. The job description has been reviewed by the Human Resources Department.

WE CARE Presentation

Victoria Kasden, Executive Director, gave a presentation about the agency.

The organization is a 501(c) 3 non-profit that facilitates delivery of free medical care to low-income, uninsured residents of Manatee County from local volunteer physicians. Since its inception, We Care has donated more than \$8 million dollars in free medical care. There are four programs and services that are provided:

Specialty Physician Referrals: Access to more than 80 volunteer physicians, representing 23 different medical specialties who diagnose and treat patients that would otherwise go without care.

Pharmaceutical Assistant: Free prescription for up to 30 days of medication or a pharmacy discount card to assist with payment. They do not provide for control substances, anti-psychotic, or birth control.

Breast Health Program: Free screening or diagnostic mammograms, breast ultrasound, MRI, biopsy and surgical consultation. Received a 2-year grant from the Susan G. Komen

Primary Care Clinic - For patient who need to see a specialist but does not have a primary care doctor. Some people come for primary care, i.e.. asthma. If you need an urgent primary care they will refer to other facilities.

Not all the patients that are seen are approved but may be eligible for other services such as Medicaid. When a patient sees a provider, We Care will receive a claim form to report the value of care for seeing that patient.

Almost 20% of the people in Manatee are low-income and uninsured and 95% of the referrals are coming from other medical providers and via fax. Patients are preliminary approved dependent upon eligibility.

Eligibility is determined on the State and County level. The county's requirement is 12 weeks for income level, this program does not accept worker's compensation patients.

They partner with Manatee Diagnostics, Bose Imaging for the Breast Health Program. About 70% is funds raised and 30% comes from the County.

Ms. Kadsen stated she is challenged with getting providers because the Medical Society does not have many providers that participate in this program. Would also like to write more grants and partner with other organizations.

HIE Billing Process Follow-Up

Joshua Barnett gave a follow-up and answered questions that were asked by the members.

HIE user "champions," we have found champions mostly at Manatee Memorial Hospital and have used this concept with the opioid patients who are in the system.

Staff is working with the Medical Society and found Florida Surgical Associates which has been helpful with improving the HIE system.

Office Managers and Intake providers have been found to not use the HIE system. Staff will be providing an overview of the system and reintroduce the process. Would like to receive feedback on the process and how it has been beneficial to their practice. This is scheduled to occur in the next 90 days.

Should the County subcontract for processing claims? County engaged Polk County who subcontracts as they have a funding mechanism that supports the administrative costs; with the allocated budget and lack of a funding mechanism in Manatee, it is not feasible at this time as it would pull funds away from care.

Should we be focused on providers that are contracted? We don't have a contract with providers, instead they sign a waiver to participate in the program. Staff provides an overview of the program with each new physician, engaging them in the process and how their participation affects the community.

Should we consider rewarding providers utilizing HIE? We may want to look at this further. Is there feedback given on a periodic basis to let the people know you are doing a great job? Joshua will provide a statistic report for the next meeting.

Joshua asked if the Board felt would improve efficiencies for processing claims. Discussion occurred.

Ms. Coryea stated for the next year the process will be different and looking at a full year. We are proposing that the funds be in the department's budget that should make a difference how the claims will be processed.

Within the HIE system, providers will be able to go online to check the status of their claims.

Is there presently a time frame to submit a claim, yes but the providers can submit before the end of the year, as long as the service was provided in the time frame.

Are most manual claims processed are paid or rejected? This discussion will occur at the next meeting.

Patient Healthcare Worker & Health Care Services Programs Manager Update

Ava Ehde stated that Joshua Barnett, Kim Ross and Kim Stroud completed the job description and a copy was distributed for review. The paperwork is in the Human Resources now. Joshua stated the position will probably be located in-house. We will be looking at various locations to see if a community-based location would be feasible.

Dental

Joshua Barnett reviewed the transition plan that we currently operate under and very general. We have received dental claim codes so we can reconcile this. Currently, IHS doesn't process dental claims and working with them to add this code. Will be looking at medical and what is billable. Will be working with MMH to see where they refer the patients too. There are few providers of dental health, resulting in patients going to the ER.

Peace 4 Manasota: Trauma-Informed Community

Joshua Barnett gave a presentation on Trauma-Informed Community. This is a partnership through the Florida Department of Children and Family and the Judicial Circuit 12. The Medical Society has agreed to host a day of training to learn from a research facility.

We have an increased incidence of opioid overdose at the ER, this year we have doubled compared to last year. A part of the Peer Coach Program is now c-located within MMH's ER, engaging the patients and demonstrating improvements to follow up treatment.

New/Old Business

Jill Cherbow felt the We Care Program was awesome. Would like to see a presentation from Manatee County Rural Health and what are they doing different as a recipient of the funding.

Joshua stated based on the low reduction of opioids the DOH has received National of State and Health will be going to Atlanta under the National CDC.

Public Comment

No public comment.

Next Meeting

April 24, 2019, 5:00pm-7:00pm

Adjourn

Meeting adjourned at 6:45.

Approved

James Nguyen, MD Chair

Date

jds