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NICHOLAS A. TOUMPAS
COMMISSIONER

June 7, 2013

Richard R. McGreal
Associate Regional Administrator
Centers for Medicare and Medicaid Services
JFK Federal Building, Room 2275
Boston, MA 02203

RE: June Monthly New Hampshire Care Management Update

Dear Mr. McGreal:

In your correspondence of August 24, 2012, approving New Hampshire's §1932(a) Medicaid State Plan amendment, you requested monthly updates commencing October 1, 2012. The updates are to include information regarding:

A) each health plan's network;
B) the readiness of the MMIS to send eligibility to plans and receive encounter data; and
C) the State's readiness to manage the health plans.

This letter is our ninth monthly report. I hope that if there is information that requires further development, you can provide us feedback for the next report. If there is information in the report that raises concerns, I hope you will reach out to us right away so that we can resolve issues of concern.

A. Each Health Plan's Network

The plans continue to report progress in network development, particularly with hospitals throughout the State, which, heretofore, have expressed reluctance to contract with the plans until or unless the hospital litigation is resolved. Hospitals appear to be meeting with the plans and exchanging redlined contracts.

The week before last, the DHHS Care Management Account Team also hosted representatives from the Moss for a meeting to launch the network verification tools and methodology. The plans submitted their questions by Friday May 31, and the team is in the process of providing answers, some of which require consultation with the New Hampshire Insurance Department, whose regulations are a critical component of the network adequacy assessment. We anticipate finalizing the templates and tools by June 7.

B. Readiness of the MMIS to Send Eligibility to Plans and Receive Encounter Data

Please refer to the table below for MMIS readiness. There are minor changes from last month due in the Syntax column where work has resumed and is in process.

New Hampshire Care Management System Interface Testing Status

Interfaces*	Syntax	Targeted Scenarios #1	Targeted Scenarios #2	Volume	Automated File Exchange
	Is the data being received in the correct format.	Specific scenarios have been identified as part of the test file. Checking to see if the data related to the scenarios is received, makes sense, and processed correctly.	More complex scenarios have been identified as part of the test file. Checking to see if the data related to the scenarios is received and processed correctly.	Sending a large volume of records to ensure it can be processed correctly.	Utilizing the Xerox EDI Gateway, files can be uploaded and downloaded through automated processes.
834 Enrollment	3 Successful	3 Successful	3 Successful	3 Successful	3 Successful
Inbound Enrollment Changes	2 Successful 1 not started	2 Successful 1 not started	n/a	n/a	
Outbound Provider	3 Successful	Not Applicable	Not Applicable	3 Successful	3 successful
Inbound Provider Network	3 Successful	3 Successful	3 Successful	3 Successful	In process
Outbound Medical Service Authorizations	In process				
Inbound Medical Service Authorizations	Not Started				
Outbound Pharmacy Service Authorizations	In Process				
Inbound Pharmacy Service Authorizations	Not Started				
Outbound Third Party Liability	Not started				
Inbound Third Party Liability	Not Started				
Outbound Claims	In process				
Inbound 837 Encounters	In process				

*Outbound files are sent from the MMIS to the MCOs and Inbound files are sent from the MCOs to the MMIS

C. The State's Readiness to Manage the Health Plans

The Account Team is wrapping up its work on Network Verification methodology. The Team also continues to facilitate the approval of various MCO member-facing materials such as member handbooks. Our MCAC has created a Care Management Steering Committee that has primary responsibility for reading and commenting on member facing materials.

The next big task is to outline DHHS readiness activities, map them and ensure the necessary staff and resources are prepared to spring into readiness action.

Weekly update meetings with the plans continue. Contract negotiations for agreement year two are nearly complete and we anticipate having the contract presented to the Governor and Council before the end of the month.

Thank you for taking the time to review our monthly report. As ever, if there are matters of concern, we hope you will inform us right away.

Sincerely,

Nicholas A. Toumpas
Commissioner