

# Advisory Council Meeting

---

April 18, 2023

**RHODE  
ISLAND**

# Agenda

---

- Project Background & Review of Phases
- Finance Report Updates
- Programmatic Report Updates
- Discussion

# Project Background & Review of Phases

---

# Project Background

---

- **Mandate:** The Office of the Health Insurance Commissioner (OHIC) has been charged with conducting a comprehensive review of all "social and human service programs" having a contract with or licensed by the state as required by State of Rhode Island General Laws (RIGL) 42-14.5-3(t).
- **Scope of work:**
  - Programs: Social, mental health, developmental disability, child welfare, juvenile justice, prevention services, habilitative, rehabilitative, substance use disorder treatment, residential care, adult/adolescent day services, vocational, employment and training, and aging
- **Ten tasks/deliverables:** Analysis, reports, and studies to be published in two phases
  - Phase 1 concluding by the end of May 2023
  - Phase 2 concluding September 1, 2023
- **Out of scope:**
  - Medicaid hospital rates
  - Medicaid nursing facility rates

# Key Deliverables

## Finance

**Task 1:** Social and human service program rates

**Task 3:** Utilization trends from 1/1/17 to 12/31/21

**Task 8:** National and regional Medicaid rates in comparison to Rhode Island social and human service provider rates

**Task 9:** Usual and customary rates paid by private pay for similar social and human service providers

## Programmatic

**Task 2:** Eligibility standards and processes of social and human service programs

**Task 4:** Structure of state government as it relates to the provision of services by social and human service providers including eligibility and functions of the provider network

**Task 5:** Accountability standards for services for all social and human service programs

**Task 6:** Professional licensed and unlicensed personnel requirements for established rates for social and human service programs pursuant to a contract or established fee

**Task 7:** Access to social and human service programs, to include waitlists and length of time on waitlists in each service

**Task 10:** Assessment and review process that results in recommended rate adjustments

# Phased Approach

---

- **Phased Approach:** Divides each of the nine main tasks in two phases. Each phase will consist of a separate group of prioritized services.
- **Purpose:** The phased approach will provide analysis on prioritized services for the current legislative session, while allowing for a broader set of services or more in-depth analysis to be provided by the September 1, 2023, report.
- **Timing:** For most tasks:
  - **Phase One** runs from February 2023 to May 2023 to inform the legislative session. This phase will focus on identifying the priority services that are feasible for completion of an initial rate analysis.
  - **Phase Two** runs from May 2023 to the end of August 2023. This phase will include services of greater complexity to inform next year's program development and budgeting process.
  - Phase One and Phase Two will culminate in the September 1, 2023, report, which will include rate recommendations.

# Project Timeline

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
<b>Project Management &amp; Key Dates</b>								
<b>Task 0:</b> Kickoff Meeting, determination of services, and ongoing project management								
<b>Finance Workstream</b>								
<b>Key informant interviews</b>								
<b>Task 1:</b> Social and human service program rates		Phase 1	Phase 2					
<b>Task 3:</b> Utilization trends 1/1/17 - 12/31/21		Phase 1			Phase 2			
<b>Task 8:</b> National and regional Medicaid rates in comparison to Rhode Island social and human service provider rates		Phase 1			Phase 2			
<b>Task 9:</b> Usual and customary rates paid by private insurers and private pay for similar social and human service providers		Phase 1			Phase 2			
<b>Programmatic Workstream</b>								
<b>Key informant interviews</b>								
<b>Task 2:</b> Eligibility standards and processes of social and human service programs		Phase 1			Phase 2			
<b>Task 4:</b> Structure of state government as it relates to the provision of services by social and human service providers including eligibility and functions of the provider network		Phase 1			Phase 2			
<b>Task 5:</b> Accountability standards for services for all social and human service programs		Phase 1			Phase 2			
<b>Task 6:</b> Professional licensed and unlicensed personnel requirements for established rates for social and human service programs pursuant to a contract or established fee schedule		Phase 1			Phase 2			
<b>Task 7:</b> Access to social and human service programs, to include wait lists and length of time on wait lists in each service category		Phase 1			Phase 2			
<b>Assessment and Review</b>								
<b>Task 10:</b> Assessment and review process that is completed on a biennial basis								
<b>Public Meeting Support</b>								
Public Meeting Support								

# Finance Report Updates

---



# Task 1

## Social and human service program rates

- **Phase One** report was completed on March 31, 2023, and establishes the in-scope services of the rate review.
- **Phase Two** report will include updates based on stakeholder feedback and add information on certain services currently being gathered from state agencies.
- Services in-scope represent approximately \$531.4 million Medicaid fee-for-service expenditures.
  - Managed care expenditures will be included in the Task 3 report.
- Analysis included review and aggregation of multiple data sources and forms of stakeholder feedback.

### Primary Data Sources

- Medicaid fee schedule
- State agency survey
- Advisory Council provider survey

### Stakeholder Discussion

- Advisory Council meetings
- Advisory Council member interviews
- Interagency Workgroup

# Open Discussion on Task 1 Report

---

Please submit additional comments/feedback to  
[RI\\_OHIC\\_Rate\\_Program\\_Review@milliman.com](mailto:RI_OHIC_Rate_Program_Review@milliman.com)

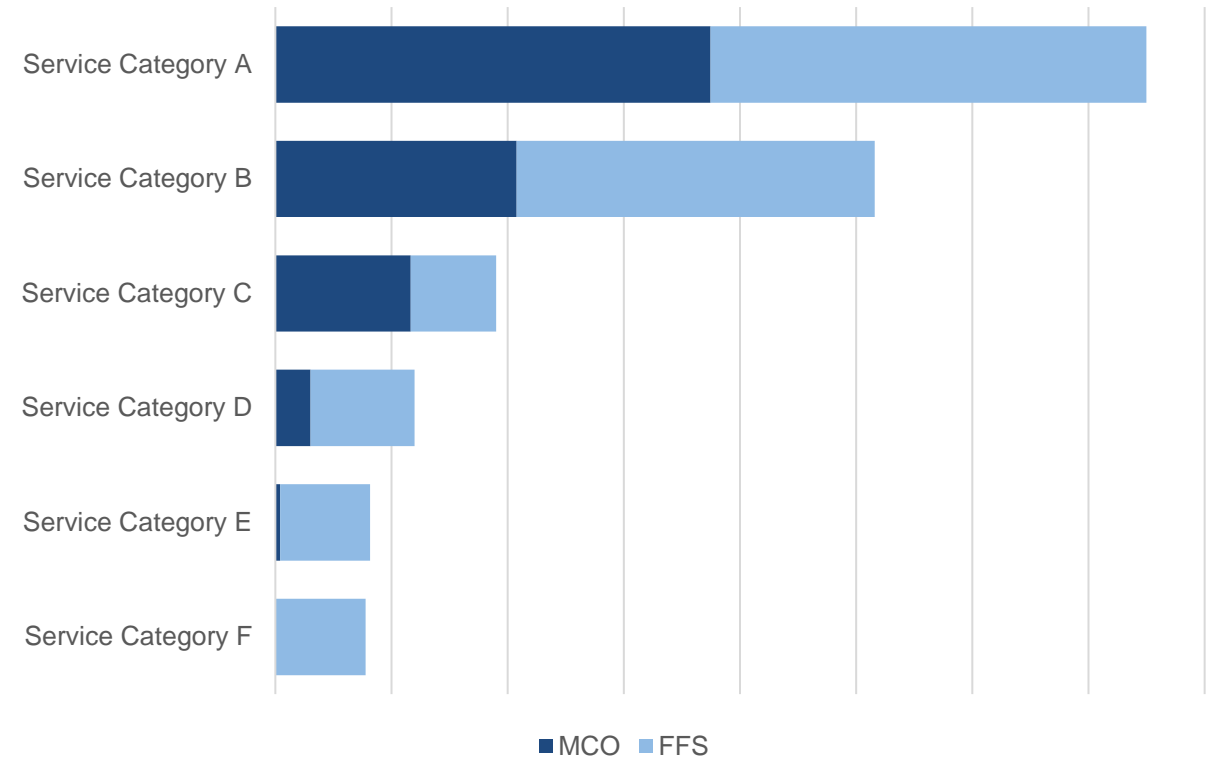
**RHODE  
ISLAND**

# Task 3

## Utilization trends from 1/1/17 to 12/31/21

- **Phase One** report will contain available utilization metrics for in-scope services on the Medicaid fee schedule.
  - The report will provide both summary level metrics and detailed procedure level information, subject to data availability and where allowable based on data use restrictions.
- **Phase Two** report contains utilization metrics for non-Medicaid services that are reasonably available from state agencies.
- Report will inform departmental budget estimates from recommended rate adjustments.

Example Utilization by Service Category Exhibit



# Task 8

---

## National and regional Medicaid rate benchmarks

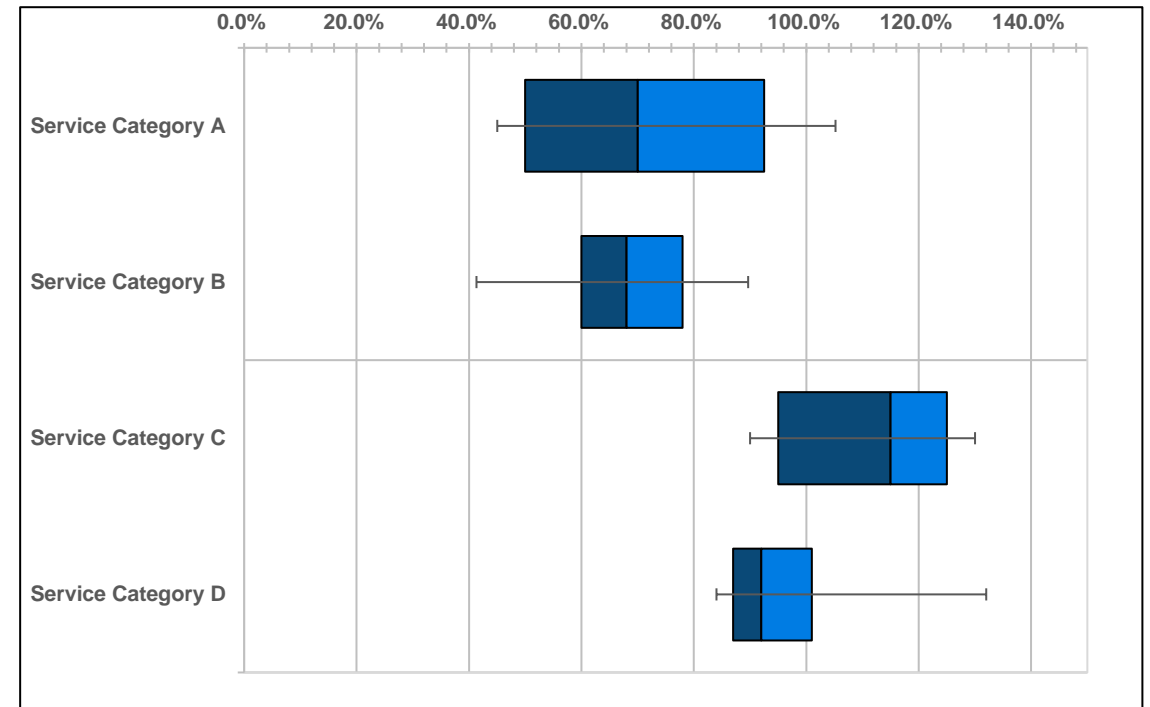
- **Phase One** report compares select Rhode Island rates for social and human services to rates of other **New England states**:
  - Connecticut
  - Maine
  - Massachusetts
  - New Hampshire
  - Vermont
- Evaluates **Home Care and Substance Use Disorder treatment** codes and all available modifiers and enhancements for comparison.
- Identified **numerous variances in the use of modifiers, rate enhancements, and billing units** which limited available comparisons
- Applies **calculated adjustments** where necessary to attempt to control for variances in rates across states for billed units, provider credentials, and covered services/codes.
- **Phase Two** report expands the scope of services being evaluated.

# Task 9

## Private pay rate benchmarks

- **Phase One** report compares Medicaid fee-for-service rate to:
  - Provider billed amounts
  - Commercially negotiated rates
  - Rhode Island Medicaid MCO rates
  - Medicare benchmarks
- Benchmarks will be subject to data availability and data use restrictions.
- **Phase Two** report will provide any updates identified from Phase One report feedback.

Example Medicaid Rate Benchmark Exhibit



Note: Example illustrates private pay rate benchmark relative to a 100% value representing the Medicaid fee-for-service rate.

# Programmatic Report Updates

---

# Task 2

## Eligibility standards and processes of social and human service programs

- **Phase One** provides a comprehensive overview on the breadth of social and human services offered in Rhode Island with information on the eligibility criteria, services, and level of needs assessment/application processes. DCYF services (and others that are not application based) provide program summary, services, and pathways to entry into services.
- Summaries for over **60 different programs and services areas** are being drafted, including detailed information on Medicaid eligibility standards and application process including the disability determination process and level of care determinations for HCBS services.
- **Phase Two** will include assessment and evaluation of criteria and process on a sub-set of programs and services.

### Program Summary Example

#### RI Works

RI Works is a financial and employment assistance program for low-income families with dependent children. The program provides services tailored to the needs of the family in an effort to improve their employment situation. Services include job readiness, employment or vocational training, childcare, transportation, and educational services.

#### Eligibility

- Must have a dependent child or be pregnant
- Must meet income limits
- Must meet asset limits (no more than \$5,000 excluding your home and vehicle)
- Must live in RI and be a citizen or eligible non-citizen

#### Available Services

Cash assistance, job readiness, employment or vocational training, childcare, transportation, and educational services.

Cash assistance based on family size and housing status.

Household size	If you DO NOT live in public or subsidized housing	If you live in public or subsidized housing
1	\$425	\$360
2	\$584	\$519
3	\$721	\$656
4	\$825	\$760

These rates were effective July 1, 2021

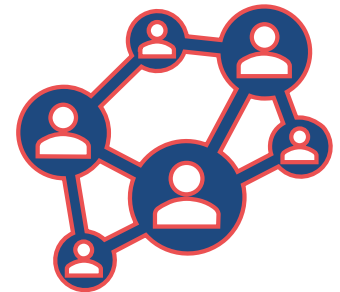
#### Application Process

On-line, by phone or paper application. On-line application can be found at: <https://dhs.ri.gov/apply-now>

# Task 4

## Structure of state government as it relates to the provision of services by social and human service providers including eligibility and functions of the provider network

- **Phase One** is an educational report to provide a summary of the structure of state government and how it relates to providers of services.
- **Organization Charts** are provided to visualize the structure of government and illustrate grouping of services.
- Descriptions of **state program relationship to providers.**
  - Who are eligible providers/How do providers enroll as providers.
  - List any licensure or certification that is done by the department for any provider types.
  - Any additional oversight activities of providers, such as required reports, site visits, or audits will be reported.
  - If they are directly paid by the department, how payments are made.
- Description of the **Medicaid managed care contracting process.**
  - What is included in the contract/How do states oversee managed care organizations.
- Descriptions of **more than 40** programs and service areas.
- **Phase Two** will include **assessment and evaluation** of the structure of the organization and assessment of provider eligibility and enrollment on a sub-set of programs. May include comparisons on the number of Full Time Equivalents, atypical contracting practices or requirements, or challenges in provider enrollment processes. Additional assessment may also include and identified points of abrasion identified in stakeholder discussions.





# Task 5

## Accountability standards for services for all social and human service programs

- **Phase One** provides an inventory of known points of accountability for social and human services programs.
- **Program summaries** include:
  - State agency and department responsible for oversight, federal oversight body, federal reporting requirements, external state oversight (non-agency), state required reporting.
- **Phase Two** will provide **assessment and evaluation** on accountability standards for a sub-set of programs and services. Evaluation will include topics like **transparency** of data, descriptions of **how data and findings are utilized** by programs, and discussion of current findings in required reporting.

### Accountability Inventory Example

<b>HEAD START</b>	
<b>Program Description</b>	Head Start programs offer services to children from birth to age 5 to support early learning and development, health, and family well-being.
<b>State Agency Responsible</b>	EOHHS
<b>Department or Office Responsible</b>	Department of Human Services (DHS)
<b>Federal Oversight Body</b>	HHS- Administration for Children and Families
<b>Required Federal Reporting</b>	Semi-annual reporting of ongoing oversight data to the governing body and policy council.  Annual publication of community assessment.  Ongoing incident reporting within 7 days of any incidents affecting the health and safety of participants.
<b>External State Oversight</b>	Head Start Collaboration Office- collaboration between state and local programs. Facilitate stakeholder input and discuss regional programming
<b>State Required Reporting</b>	N/A
<b>Special Considerations</b>	DHS Office of Child Care is the Head Start Collaboration Office while the majority of funding and oversight of providers comes from the Health and Human Services Administration.

# Task 6

## Professional licensed and unlicensed personnel requirements for established rates for social and human service programs pursuant to a contract or established fee

- **Phase One** provides insight and research into the credentialing and oversight requirements which will inform current and future phases of finance rate analysis.
- Phase One focus is on **Home Health Services** and **Substance Use Disorder** treatment services.
  - **Substance Use Disorder Treatment services**
    - Substance abuse counseling and therapy (H0004).
    - Alcohol and/or drug services; group counseling by a clinician (H0005).
    - Alcohol and/or drug services; methadone administration and/or service (1 unit per week) (H0020).
    - Alcohol and/or drug assessment, 60-90 minutes (H0001).
  - **Home Health**
    - Attendant care services; per 15 minutes (S5125).
    - Homemaker service, not otherwise specified (nos); per 15 minutes (S5130).
    - Nursing Assessment / Evaluation (T1001).
    - Private duty / independent nursing service(s) - licensed, up to 15 minutes (T1000).
- **Phase Two** provides insight and research into an expanded set of services.



# Task 7

## Access to social and human service programs, to include waitlists and length of time on waitlists in each service

- **Phase One** provides a brief overview of the formal waitlists (defined as a list overseen by the state) and lists the inventory of services that have been identified by advocates and the Social and Human Service Programs Review Advisory Council as experiencing access issues.
- **Phase One** includes a detailed methodology on how access will be assessed in Phase Two. Research activities will include stakeholder interviews and both qualitative and quantitative review.
- **Phase Two** research will be conducted, more than 20 service areas across 4 domains have been identified for possible further analysis.

### Services Identified for Possible Further Analysis

Child and Adolescent Behavioral Health	Home Care and HCBS Services
Behavioral Health Preventive Care	Homemaker
Counseling and Diagnostics	Personal Care
Psychotherapy	Private Duty Nursing
Intensive outpatient	Medication Management/Administration
Crisis Behavioral Health	Adult Day Services
Mobile Crisis	Assisted Living
Behavioral Health Outpatient	I/DD Service for Children
SUD Outpatient	Other
Residential Behavioral Health	Non-Emergency Medical Transportation (NEMT)
Residential SUD Treatment	TBI Day Services
Adult Behavioral Health	
Intensive Outpatient	
Residential Behavioral Health	
Residential SUD treatment	

# Discussion

