

Minutes **Healthy Start Coalition of Flagler and Volusia Counties, Inc.
Coalition Meeting (Medicaid Managed Care Group)**

Date/Time: Friday, October 3, 2014 - 8:30 – 10:30am

Location: Florida Health – Volusia, Conference Room 516C, 1845 Holsonback Drive, Daytona Beach, FL.

Attendees: Angela Allen (NE Florida Health Services, Inc), Laurie Bell (Halifax OB/GYN), Melissa Butler (Florida Health-Volusia), Tammy Carbonara (Volusia OB/GYN), Amber Carmen (Volusia OB/GYN), Katrina Collins (FHMMC), Fayshonda Cook (United Healthcare), Margaret Coy (Sunshine Health), Scott Etarro (Choice Counseling), Amanda Firth (Sunshine Health), Christopher Hill (Daytona Beach Women’s Center), Edith Little (Senator Dorothy Hukill’s office), Nate Loucks (SMA), Debra Marz (Halifax OB/GYN), Melody Monk (Agape Birth and Wellness Center), Dawn Murray (SMA), Kimberly Myer (Florida Hospital Deland), Sue Rohe (Daytona Beach Women’s Center), Sonya Ross (Sunshine Health), Dr. Bonnie Sorensen (FL Health-Volusia), and Rebecca Vernon (Florida Hospital Memorial Medical Center).

Staff Present: Dixie Morgese, Rosha Loach, Sue Snow, and Peggy Cage.

Agenda Item	Summary/Discussion	Action	Follow-Up	Date
Welcome and Introductions	A meeting was convened on Friday, October 3, 2014 to discuss what is working or not working with the new Medicaid changes. Introductions were made and Dixie Morgese welcomed everyone.	Information Only	N/A	N/A
Updates from the last meeting MCO credentialing Choice Counseling HS MomCare Network Private Providers Family Source Hospitals	Ms. Morgese provided a summary of the last meeting. The providers present said they are not currently having issues with getting credentialed. Three of the four Managed Care Organizations and the Choice Counseling representative were present to answer questions. There was no representation from AHCA or DCF at the meeting. Dixie Morgese said First Coast Advantage was purchased by Molina Health effective December 1, 2014. Ms. Morgese said Molina Health was not able to attend this meeting and will be available at the next meeting. Scott Etarro explained the process for signing up for Medicaid. Mr. Etarro said clients should contact the Department of Children and Families to sign up for Medicaid. An enrollment packet will be	Information Only	N/A	N/A

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	<p>mailed out to them and may be delayed if they have moved. Mr. Etarro said it is not necessary for the participant to contact Choice Counseling once the baby is born. Mr. Etarro said all calls are dealt with case by case and if a provider is calling on behalf of a participant it is important that they have authorization from the participant to speak on their behalf.</p> <p>Ms. Morgese said transportation is a big issue and recommended getting some language into the legislature. Ms. Morgese said Sunshine Health was awarded the Child Welfare participant plan and is their primary plan if they are on Medicaid.</p> <p>Dr. Bonnie Sorensen said Magellan is a full service Medicaid provider. It was recommended that Magellan be invited to the next meeting.</p> <p>Ms. Morgese said if anyone was having any administrative issues with the plans to reach out to our office for assistance. Ms. Morgese provided an overview on the universal screening process. Ms. Morgese said we were awarded the West Volusia Hospital Authority grant to provide services on the west side of the county.</p> <p>Chris Hill said they continue to have issues getting paid from the HMO plans except for United Healthcare. Mr. Hill said that Sunshine Health does not return calls and they do not want to deal with Staywell. Ms. Morgese recommended that the providers elect all four plans. Sue Rohe said patients who are no longer able to go to the Health Department are ending up at the private physician offices. Ms. Rohe said they are having issues when submitting their paperwork for payment (billing code number is in the wrong box, code incorrect) and they are not getting paid.</p> <p>Angela Allen- with Family Health Source said Dr Hussain Rawji is currently at the Deland Clinic on Wednesdays and seeing patients. She said there lobby is full and they are in need of more space. Ms. Morgese said most women are going out of the county to deliver their baby on the west side. Ms. Morgese said they are working on</p>		<p>Invite a representative from Magellan to next meeting.</p>	

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	getting another Women's Intervention Specialist on the west side. Ms. Morgese said the Substance Exposed Newborn rate for Volusia County is the highest in the state.			
High - RPICC	Ms. Morgese said we do not have a RPICC facility located in Volusia county and patients have to go to Orlando or Jacksonville.			
Strategies for improvement Complaints/Grievances Evaluating "White Paper"	Mr. Etarro encouraged providers to use the grievance and complaints line located on the AHCA site. Mr. Etarro said AHCA is very interested in hearing their complaints.		AHCA website AHCAMyFl orida.com/S MMC	
Other comments	Ms. Morgese said she will identify what is not working during the next legislative session. Edith Little, with Senator Dorothy Hukill's office, asked anyone who was having issues with AHCA or DCF to please contact their office.	N/A	N/A	N/A
Adjournment	The meeting was adjourned at 10:30a.m.	None	N/A	N/A