



Bureau of Legislative Research

## Health Care Program Reform/ Medicaid Consulting Services

Proposal Presentation  
May 2015

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## Today's Objectives

- Review TSG's experience with operational reviews of Medicaid services/budgets and state Human Services
- Introduce our team: review the background, experience and role of each proposed team member
- Review our proposed collaborative approach: discussing more of the details of working together to achieve project success
- Respond to your questions about our proposed plan, costs and assumptions

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## Stephen Group



- Senior-level experience on the ground, not in the background
- Rigorous, data-driven analysis
- Innovative methods to find innovative results
- Practical, tactical advice and action strategies that adds value to our clients
- Deliver strategy for extraordinary, measurable results

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## TSG Experience

- Comprehensive Medicaid and Human Services reform plans and recommendations for the states of Texas, Florida, Maine, Illinois, South Carolina, and Mississippi
- Maine - Medicaid reform, cost containment, and quality improvement for Governor's Office of Policy and Management
- Illinois - Comprehensive Medicaid Reform Strategy and cost containment methods paper for the Illinois Policy Institute
- South Carolina - Developed a "Strategic Vision for Re-Balancing Long Term Care"
- Mississippi - Produced "An Eligibility and Enrollment Feasibility Study" across the Medicaid, SNAP, and TANF programs
- Florida – An Assessment of Medicaid fraud Benefit Recovery Unit operations and Implementation

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## TSG Experience (cont.)

- Texas – Assessment of State’s Child Welfare and Medicaid IVE program, with recommendations for improvement and implementation
  - “[T]he Department of Family and Protective Services hired a consulting group — The Stephen Group — to conduct a top to bottom review of Child Protective Services. The result was a remarkably informative 475-report filled with details on how the agency operates, what’s not working and how to fix it.” *Austin American Statesman 12/3/14*
- Mississippi – Providing project management and technical assistance for quality improvements to Child Support and Medicaid IV D funding and integration

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## Testimonials

- Mississippi *“Based on our review, the report and timeline are exactly as we discussed. You and your group have definitely met and exceeded all of our expectations and we look forward to working closely with you all in the coming weeks and months.”* John Davis, Deputy Administrator, MDHS
- Maine – *“I am impressed with the broad range of service areas you reviewed and the specific action oriented nature of the recommendations you included in the report. Thank you for bringing your highly skilled and professional associates to Maine. This report is received as a serious plan, intended to help our State confront the funding and management challenges of delivering high quality services to our fellow citizens in greatest need. Thank you.”* Richard Rosen, Director, Maine Governor’s Office of Policy Management

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## Testimonials (cont.)

- Florida *"I would like to thank your team for your diligence and expertise with this project. I believe with your team's recommendations we are headed in the right direction in becoming a world class organization. I am grateful to have had the opportunity to work with such an excellent group of individuals within The Stephen Group team."* Sheri Lynn, Director Benefit Recovery, DCF
- Rhode Island Global Medicaid Waiver *"The work product by John Stephen is significant and was instrumental in helping the State obtain the unprecedented Global Medicaid Waiver."*  
-Donald L. Carcieri, Governor of Rhode Island

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## Key Benefits of TSG Proposal

- Rigorous financial data/program audit
- Policy-level strategy that links Arkansas Medicaid improvement strategies with alternative coverage strategies
- Provider contracting strategies that increase value and contain costs
- Eligibility integrity improvement
- Linking healthcare coverage to personal choices and self-responsibility
  - Work?
  - Healthy choices?
  - Transparency
- Time-phased cost reduction targets for each strategic change
- Focus on high risk/high need/high cost populations

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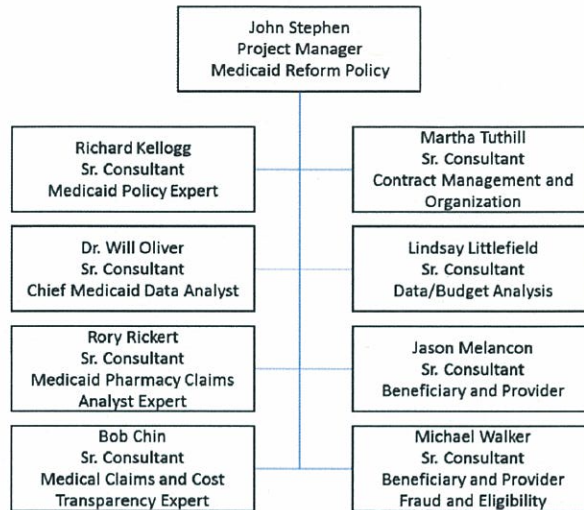
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## Your Project Team



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## Key Agency and Legislative Roles in the Project

- Project Steering Committee – This fast-paced project will require a collaborative steering committee including key legislative staff as well as Task Force representation—to set project direction and clear pathways
- Data – actionable data analysis requires fast, decision-quality data. TSG expects that within 14 days of project launch the joint team will define the data analysis process and specify any special data state agencies or QHIPs will need to furnish.
- Swiftmess and accuracy of data is a critical success factor
- Access to people – The project will require support of the Arkansas Department of Human Services for data and interviews: facts and opinions

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## Key Elements of Our Proposed Process

- Data Analysis
  - Existing reports and metrics
  - Claims performance audit to assess and develop strategy for improvements in both provider and patient costs
  - Eligibility audit to assess and develop strategy to ensure that the system is allowing in only those that meet requirements, and whether reported eligibility information is factual
  - Assess and develop strategy for dealing with any adverse selection
  - Decision-quality data
- Best practices nationally
  - Continue our on-going conversations with Medicaid leadership in leading states—position Arkansas at the crossroads of the flow of information on best practices
  - Special attention on high-cost populations: BH, DD, Elderly, Chronic Conditions

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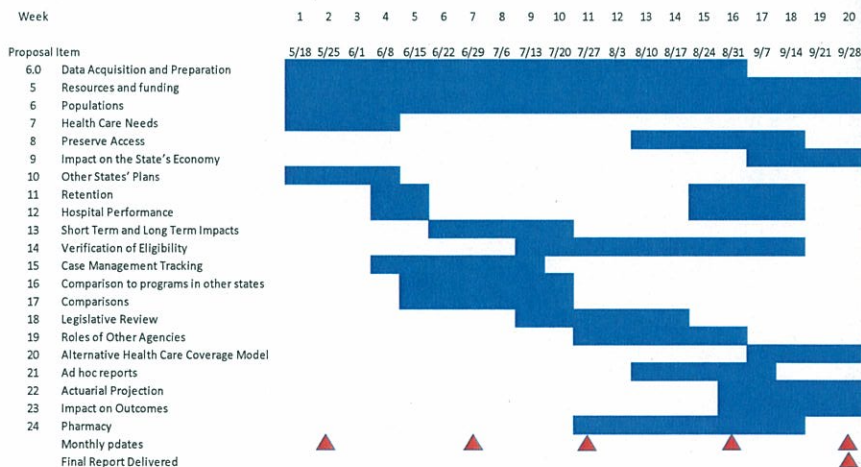
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## Timing



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## Assumptions

1. Immediate, assisted access to Agency reports and analyses
2. Timely data from claims system and encounter data. Clear data access issues such as policies about storing data off-site
3. Collaborative involvement of Agency personnel and leadership
4. Path-clearing support for coordinating appointments and meetings with Agency and other leadership and staffs
5. Regular, timely critical reviews by the Task Force steering committee, tackling the tough decisions as we go, not at the end of the project

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## Why the Task Force Should Select TSG for This Important Project

- **Strategy:** alternative innovation to point the direction toward better policy, operations and provider sourcing
- **Senior** team actually doing the work, hand-in-glove working with Task Force, and heavy “on the ground” presence “ in Arkansas
- **Deep experience** both assessing *and* helping implement Medicaid reform improvements in key states as consultants, Commissioner, and Director of Medicaid and key state agencies
- **Proven method** for process improvement that assesses and builds change momentum at the same time
- **Data driven!** Assessing and testing solutions with cold, hard metrics

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