

Wednesday, November 15, 2017
 10:00 a.m. BMAS Dashboard Subcommittee Meeting

Department of Medical Assistance Services
 Conference Room 7A/B
 600 East Broad St. Richmond, VA 23219

AGENDA

| Item | Presenter | Action |
|---|--|--------|
| Call to Order | Karen S. Rheuban, M.D., Chair | |
| Appointing of Dashboard Subcommittee Chair | Dr. Rheuban | |
| Overview of Current Medicaid Dashboards Produced by Other States | Beth Ferrara Digital Communications Manager | |
| Future DMAS Data Warehouse and Visualizing Data | Bhaskar Mukherjee, Director Office of Data Analytics (ODA) Rhonda Newsome, ODA Matt Harrison, ODA | |
| Discussion of Virginia/BMAS Medicaid Dashboard <ul style="list-style-type: none"> • What do we need? | Dashboard Subcommittee Chair | |
| Recommendations to the Board meeting on December 12, 2017 | Dashboard Subcommittee Chair | |
| Adjournment | | |

**Meeting of the Dashboard Subcommittee of the
Board of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia**

**November 15, 2017
Minutes**

Present:

Michael H. Cook, Esq.
Patricia T. Cook, M.D.
Rebecca E. Gwilt, Esq.
Maureen Hollowell
Peter R. Kongstvedt, M.D.
Karen S. Rheuban, M.D.
Chair

Absent:

Kannan Srinivasan

DMAS Staff:

Cynthia B. Jones, Director
Linda Nablo, Chief Deputy Director
Karen Kimsey, Deputy Director for Complex Services
Suzanne Gore, Deputy Director for Administration
Cheryl Roberts, Deputy Director for Programs
Elizabeth Guggenheim, Legal Counsel
Craig Markva, Manager, Office of Communications,
Legislation & Administration (OCLA)
Nancy Malczewski, Public Information Officer, Office of
Communications, Legislation & Administration
Mamie White, Public Relations Specialist, Office of
Communications, Legislation & Administration

Speakers:

Beth Ferrara, Digital Communications Manager
Bhaskar Mukherjee, ODA Director
Rhonda Newsome, ODA Senior Policy Analyst
Matthew Harrison, ODA Data Researcher

Guests:

Alan Dickerson, DMAS Staff
Stephanie Papps, DMAS Senior Advisor, Finance
Lacy Heiberger, DMAS Senior Policy Advisor

CALL TO ORDER

Dr. Karen S. Rheuban called the BMAS Dashboard Subcommittee meeting to order at 10:05 a.m. and welcomed the members and others in attendance. Then, Dr. Rheuban asked other members and staff to introduce themselves.

Dr. Rheuban inquired about the status of a letter requested to be sent to Governor-elect Northam to congratulate him for his election victory, and to voice BMAS support for Medicaid expansion. The Board Secretary provided a copy of the letter for Dr. Rheuban and Dr. Kongstvedt's signature.

Dr. Rheuban appointed Dr. Peter Kongstvedt to chair the Dashboard Subcommittee and turned the meeting over to him and the meeting continued.

OVERVIEW OF CURRENT MEDICAID DASHBOARDS PRODUCED BY OTHER STATES

Ms. Beth Ferrara, DMAS Digital Communications Manager, provided a brief overview of the current Medicaid dashboards produced by other states. She explained the dashboards that states are providing typically fall in one of two categories: 1. static infographics or 2. automated interactive dashboards. The Centers for Medicare and Medicaid Services (CMS) has offered guidance to states on building interactive dashboards. This approach takes thorough planning and a cross functional team. (see attached handout).

FUTURE DMAS DATA WAREHOUSE AND VISUALIZING DATA

Ms. Bhaskar Mukherjee, Director of the Office of Data Analytics (ODA), provided a demonstration and data warehouse update expanding on background information provided at a previous Board meeting. A health services and innovation company, Optum, was awarded the data warehouse contract on October 23, 2017. (see attached handout).

Ms. Rhonda Newsome, Mr. Matthew Harrison and Mr. Mukherjee provided additional 'live' and concrete examples of an array of different types of information already available and shared examples of existing dashboards in an effort to share information which could possibly be helpful in the Subcommittee's consideration for the development of an agency/BMAS dashboard.

DMAS DASHBOARD DISCUSSION

Dr. Kongstvedt provided introductory remarks to open the discussion of the dashboard. After ODA staff and DMAS staff shared a broad amount of information to stimulate discussion and inform members of key statistics already available at the agency, Dashboard subcommittee members were asked to share their thoughts on what Board members would want to focus on in developing an agency/BMAS dashboard.

The discussion ended with Dr. Rheuban requesting members to send their comments regarding the dashboard to the Board Secretary for compilation and presentation of their findings at the next BMAS meeting on December 12, 2017.

ADJOURNMENT

Dr. Kongstvedt adjourned the meeting at 11:33 a.m.



SURVEY OF STATE MEDICAID DASHBOARDS

November 2017

Two Main Categories of Dashboards

States graphically display their data & statistics generally in one of two ways:

- ❑ **Infographics:** Manually created on a defined basis (e.g. monthly, quarterly etc.). These are typically links to a PDF or an image inserted into a web page.
- ❑ **Interactive Dashboards:** Use state health, claims, & other data sources to create regularly refreshed, dynamic, & customizable dashboards.



Infographic Pros & Cons

The Good:

- Free or inexpensive tools can be used to manually create on a regular basis
- Simple to add or update on the website via links to PDFs or inserted images

The Not So Good:

- Not customizable: one size fits all
- Snap shot at that time: data doesn't aggregate
- Can be work intensive on a regular basis
- Getting correct data can be cumbersome
- Infographic updates are reliant on resource availability



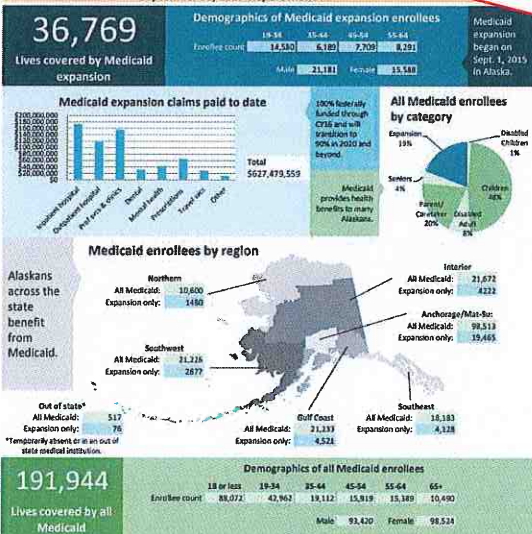
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Infographic Example 1



MEDICAID IN ALASKA

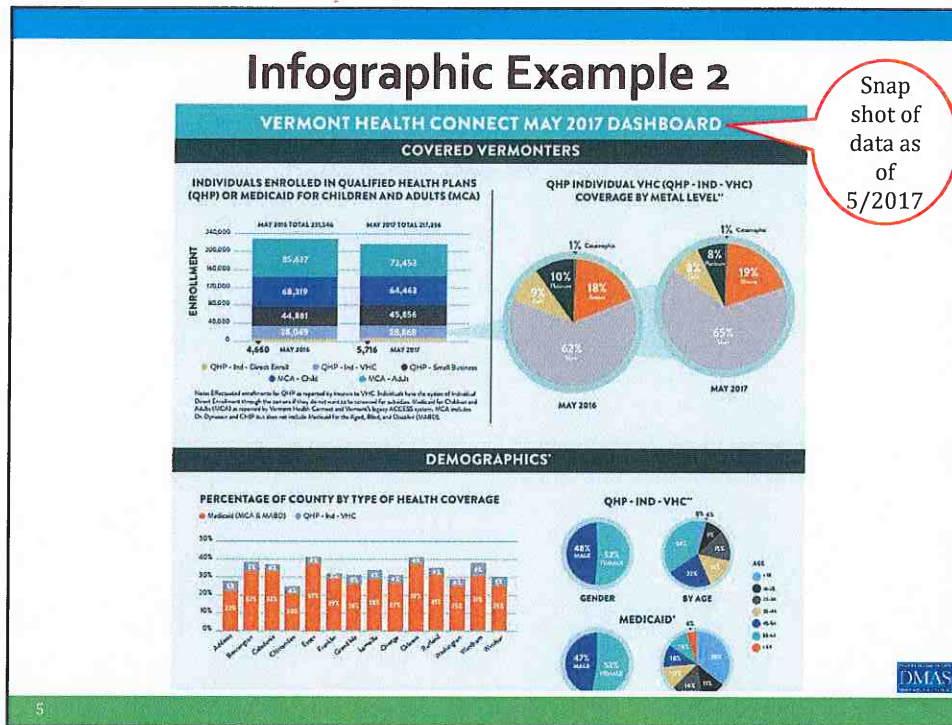
September 30, 2017 Report Month



Snap shot of data as of 9/2017




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Snap shot of data as of 5/2017

- ## Interactive Dashboard Pros & Cons
- The Good:**
- Customizable so users can filter data to fit their needs
 - Regularly refreshes and aggregates data using automation from a data source(s)
- The Not So Good:**
- Sizable effort with significant costs (CMS offers states assistance under the Medicaid Innovation Accelerator Program)
 - Requires a diverse team: SMEs, Data Analysts, Project Managers, IT, external partners, testers etc.
 - Data sources must be clean, accurate, & complete
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Interactive Dashboard Example 1



about us | individuals | providers | research | contact us | search



Home > Research

Dashboards

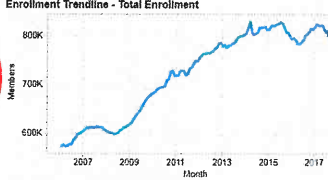
SoonerCare Monthly Enrollment 2006 to Present - SoonerCare enrollment breakdowns and member demographics by month

SoonerCare Monthly Enrollment (2006 - Present)

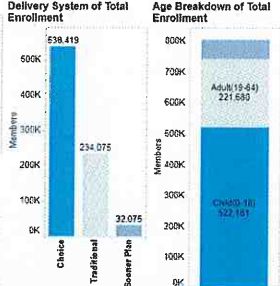
January 2006 September 2017

Month Selected (Total Members)
September 2017
804,569

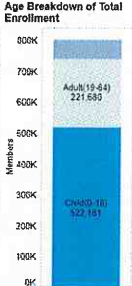
Enrollment Trendline - Total Enrollment



Delivery System of Total Enrollment




Age Breakdown of Total Enrollment



Race Breakdown of Total Enrollment


| Race | Adult (21+) | Child (0-20) | Pregnant |
|---------------------------|-------------|--------------|----------|
| American Indian | 21,391 | 60,787 | 2,757 |
| Asian or Pacific Islander | 4,729 | 9,567 | 635 |
| Black or African American | 36,433 | 68,084 | 2,537 |
| Caucasian | 189,238 | 312,432 | 15,112 |
| Declined to Answer | 7,533 | 35,327 | 1,564 |
| Multiple Race | 13,192 | 57,056 | 1,761 |


Click on the enrollment trendline to change the month of data being displayed in the other charts. Use slider to change the trendline's start and end dates. Click on any trendline if no monthly data is displayed.




Searchable data from 2006 to current date

Interactive Dashboard Example 2



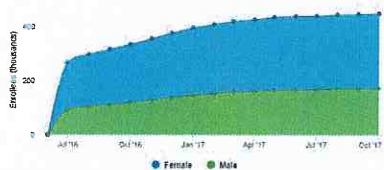




LIVES AFFECTED

Health Insurance
Adults enrolled in Medicaid Expansion as of October 30, 2017
449,604

Health Insurance
As of Oct 30, 2017

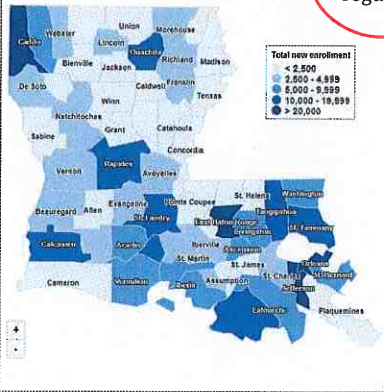


Preventive Care
Adults who received preventive healthcare or new patient services*
134,664


Breast Cancer
Women who've gotten screening or diagnostic breast imaging*
24,048
Women diagnosed with breast cancer as a result of this imaging*
280

Colon Cancer
Adults who received colon cancer screening*
18,321
Adults with colon polyps removed; colon cancer averted*
4,760
Adults diagnosed with colon cancer as a result of this screening*
211

Expansion Enrollment by Parish
As of Oct 31, 2017



Data refreshed regularly



Other Resources

- CMS: *So, You Want to Build a Dashboard?*
Webinar: <https://www.medicaid.gov/state-resource-center/innovation-accelerator-program/iap-downloads/functional-areas/dashboard-webinar.pdf>
- Alaska: <http://dhss.alaska.gov/HealthyAlaska/Pages/dashboard.aspx>
- Louisiana: <http://www.ldh.la.gov/HealthyLaDashboard/>
- Oklahoma: <http://www.okhca.org/research.aspx?id=17483>



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Other Resources Cont'd

- Maryland: <http://dls.maryland.gov/data/?ClassificationId=NoPblTabDashbrd&SubClassificationId=NoPblTabDashbrd%7CHHS&TitlePhrase=>
- North Carolina: <https://dma.ncdhhs.gov/dashboards#enroll>
- South Dakota: <http://dss.sd.gov/healthhome/dashboard.aspx>
- Vermont: <http://info.healthconnect.vermont.gov/sites/hce/xchange/files/Coverage%20Dashboard-May2017.pdf>



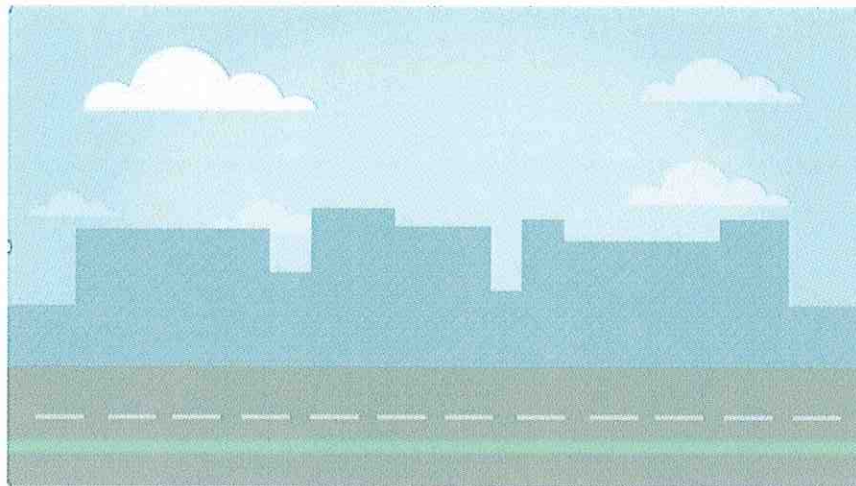
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VIRGINIA MEDICAID DATA ANALYTICS DEMO AND DATA WAREHOUSE UPDATE

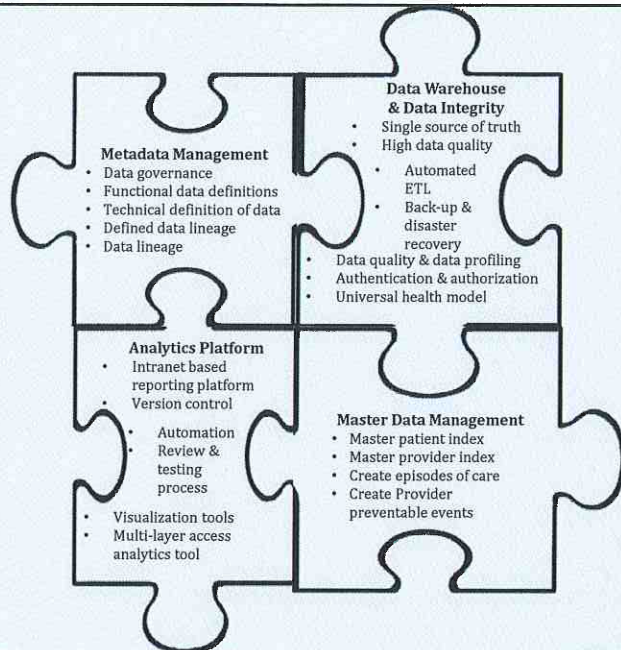
Matthew Harrison
Rhonda Newsome
Bhaskar Mukherjee

A bit of history....



A Reminder

Bringing the data management pieces together...



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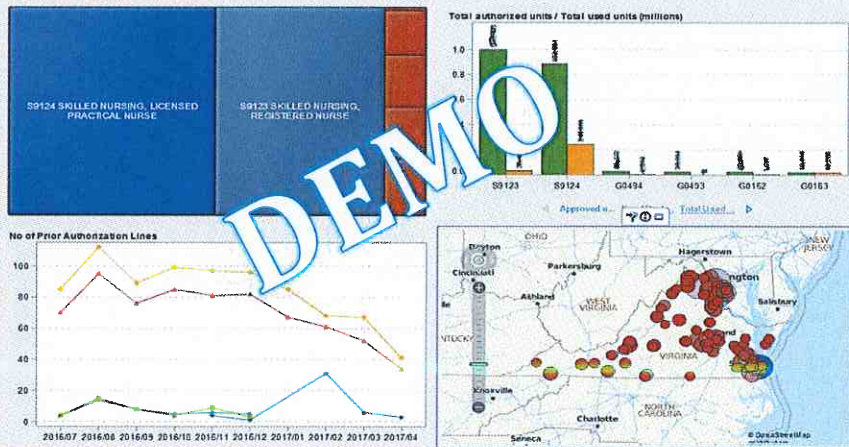
Prior Authorizations report by fiscal year

Prior Auth Number

Region

2017

EPSTD PRIVATE DUTY NURSING



DEMO



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Data Warehouse

□ The Contract was awarded to Optum on 23rd October, 2017.

UNITEDHEALTH GROUP

Ranked **6th**
of the Fortune 500


\$184.8B
FY16 revenue



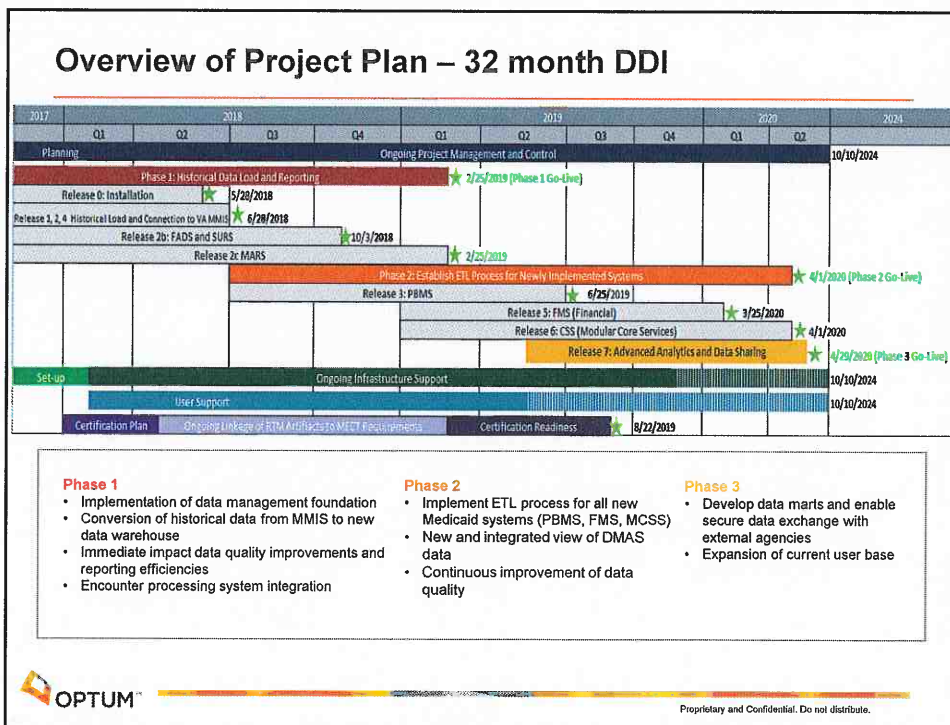
A health services and
innovation company

\$83.6B FY16 revenue

132,000 employees



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| | | | | | | |
|--|--|---------|-------|-----------|--------|----------|
| <p>Project: VA EDWS Week ending: 11/13/2017</p> | | Overall | Scope | Resources | Budget | Schedule |
| | | GREEN | GREEN | GREEN | GREEN | GREEN |

Summary of Project Phase 1

The VA EDWS Project involves the installation of three Optum products:

- 1) OTAAS – Anticipated Production Date 6/28/2018
- 2) FADS and Case Tracking - Anticipated Production Date 10/03/2018
- 3) MARS and T-MSIS – Anticipated Production Date 2/25/2019 (The Go-Live Date)

Accomplishments

- Completed Informatica Installation
- Approximately 50% complete on mapping ESS to OTAAS
- Completed the installing ESS staging tables in Teradata
- Delivered Seven Deliverables
 - Project Charter
 - Detailed Project Management Plan
 - Scope and Deliverable Management Plan
 - Communication Plan
 - Staff Acquisition Plan
 - Master Work Plan
 - Contractor Management Team Organization Chart
- Delivered Two DEDs
 - Test Management Plan DED
 - Conversion Plan DED

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Questions ?

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