

**North Carolina
Medicaid Family Planning Waiver
Annual Narrative for Waiver Year Five**

The North Carolina Medicaid Family Planning Waiver Annual Narrative for Waiver Year Five summarizes the entire year and the fourth quarter July 1, 2010 through September 30, 2010 and includes activity reports from the following areas of operation: eligibility, clinical/MMIS, outreach, training, clinical innovation, evaluation, and fiscal. This quarterly narrative also includes information on enrollment, costs (administrative and services), quality improvement, significant program changes, and significant activities planned for the next quarter.

I. Activity Reports

a. Eligibility

Waiver Year Five Activities

- There were no eligibility changes.

July – September 2010 Quarterly Activities

- There were no eligibility changes for the quarter.

b. Clinical/MMIS

Waiver Year Five Activities

- Updated MMIS to correctly edit and audit approved CPT codes

July – September 2010 Quarterly Activities

- There were no clinical/MMIS changes for the quarter.

c. Outreach

Waiver Year Five Activities

- Planning and preparation for the WRAL Wellness Weekend (May 22 & 23, 2010)
- Volunteers and staff exhibited at the WRAL Wellness Weekend Event.
- Promoted the FPW as a member of the Preconception Workgroup.
- Distributed the following quantities of outreach materials to local health care providers, local department of social services, and recipients

	QTD	YTD
Be Smart Fact Sheet	0	1,500
Be Smart Brochure (English/Spanish)	0	4,700
Be Smart Poster (English/Spanish)	0	0
Not Now (Single) Card (English/Spanish)	1,450	9,100
Not Now (Family) Card (English/Spanish)	2,100	9,950
Not Now (Single) Poster (English/Spanish)	2	152
Not Now (Family) Poster (English/Spanish)	25	148

July – September 2010 Quarterly Activities

- Family Planning Waiver staff participated as an exhibitor at the following:
 - North Carolina State College – August 16, 2010
 - The North Carolina Society for Public Health Education Annual Conference – August 24, 2010
- Family Planning Waiver staff participated as an exhibitor at the 27th Annual School Nurse Conference at the Friday Center on October 18, 2010. At least 515 school nurses from across the state and 32 exhibitor vendors participated. Family planning

promotional items were distributed, including cups, pens, posters, brochures, gum, candy and over 1,000 fliers.

- Family Planning Waiver staff participated as exhibitors at the 2010 Women, Infant and Children (WIC) Conference at the North Raleigh Hilton on October 27-29, 2010. At least 414 representatives from WIC programs across the state and 22 exhibitor vendors participated. Family planning promotional items were distributed, including cups, pens, posters, brochures, gum, candy and over 1,500 fliers.

d. Training

Waiver Year Five Activities

- Conducted provider training at the following:
 - FPW Presentation at “Before, Between, & Beyond Pregnancy” – October 30, 2009
 - FPW Presentation at Planned Parenthood of Durham – November 17, 2009
 - FPW Training at NC CareLine – December 3, 2009
 - FPW Presentation at Planned Parenthood of Fayetteville – January 13, 2010
 - Sampson County Health Department – June 4, 2010

July – September 2010 Quarterly Activities

- Conducted provider training at the following:
 - Male Involvement Family Planning Webinar – September 30, 2010

e. Clinical Innovation

Waiver Year Five Activities

- CIT Project Nurse continued to conduct study questionnaires with participants and sent study questionnaire data to Navigant Consulting for analysis.
- CIT enrollment updates sent to State and county staff on a weekly basis

July – September 2010 Quarterly Activities

- CIT Pilot questionnaires concluded in August 2010
- Navigant Consulting began its analysis of the CIT Pilot data

f. Evaluation

Waiver Year Five Activities

- Navigant Consulting, Inc. produced a Waiver Year Four report on primary care referrals, evaluating its focus group and survey data.
- Navigant Consulting, Inc. produced a Waiver Year Four report on non-participation, evaluating its survey of non-participants.
- Navigant Consulting, Inc. analyzed Waiver Year Four enrollment and utilization data to produce two reports – Data Analysis Report and Interim Annual Report.
- Navigant Consulting, Inc. presented preliminary results to the Family Planning Waiver Leadership Committee and Advisory Board in December 2009.
- Navigant Consulting continued to receive Clinical Innovation questionnaire data.
- Navigant Consulting finalized the Interim Waiver Year Four Annual Report.
- Navigant Consulting performed data analysis and provided the first draft of the Waiver Year Five Annual Report.
- Navigant Consulting assisted the Departments with the waiver renewal application.
- Navigant Consulting continued to receive Clinical Innovation questionnaire data.

July – September 2010 Quarterly Activities

- Navigant Consulting distributed and collected participant surveys from a sample of male and female participants to gather information about primary care referrals.

- Navigant Consulting distributed and collected surveys from a sample of non-participants to gather information about reasons for non-participation in using the services of the waiver.
- Navigant Consulting continued to receive Clinical Innovation questionnaire data and began its analysis of Clinical Innovation data.

g. Fiscal

Waiver Year Five Activities

- Monitored monthly waiver expenditures.

h. Advisory Board

Waiver Year Five Activities

- Navigant Consulting, Inc met with Family Planning Waiver Advisory Board to present preliminary information regarding Waiver Year Four activities, expenditures and cost savings.
- Communicated with the Advisory Board about the waiver renewal application.
- Advisory Board met to review and discuss Family Planning Waiver enrollment, utilization and program outreach strategies for the upcoming 12-18 months, including plans for direct outreach to local college and university students, and attendance as exhibitors at local health conferences and health fairs.

July – September 2010 Quarterly Activities

- No activity for the quarter.

i. Leadership

Waiver Year Five Activities

- Navigant Consulting, Inc met with the Leadership Committee to present preliminary information regarding Waiver Year Four activities, expenditures, and cost savings.
- Communicated with the Leadership Committee about the waiver renewal application; received and incorporated comments and input about the renewal application.
- The Leadership Committee met to review and discuss Family Planning Waiver enrollment, utilization and program outreach strategies for the upcoming 12-18 months, including planning efforts that were initiated to reach women across the state with high risk pregnancies and enroll them in the program, during their pregnancies and well before they are due to deliver.

July – September 2010 Quarterly Activities

- Met with Leadership Committee on September 16, 2010 to provide an update on the CIT Pilot and waiver activities.

II. Enrollment for the Quarter:

As of September 30, 2010, there were 67,245 individuals enrolled in the Family Planning Waiver program (56,727 women and 10,518 men).

- 2,400 providers (both public and private) provided services to Family Planning Waiver recipients.
- 16,948 individuals received Family Planning Waiver services (16,791 women and 157 men).
- 36,216 claims processed and paid for Family Planning Waiver services (36,033 for women and 183 for men)

Enrollment for Waiver Year Five*

For Waiver Year Five, there were 93,901 individuals enrolled in the Family Planning Waiver program (78,979 women and 14,924 men).

- 2,671 providers (both public and private) provided services to Family Planning Waiver recipients through Waiver Year Five.
- 29,900 individuals received Family Planning Waiver services (29,566 women and 334 men) through Waiver Year Five.

Note: * Numbers are estimates using the data available at the time of this report.

III. Costs (Administrative and Services)

The total quarter-to-date and year-to-date expenditures (administrative and program services) for the Family Planning Waiver are listed below. Administrative costs are reimbursed at the 50% federal match rate, and program services costs are reimbursed at the 90% federal match rate.

<u>Administrative</u>	<u>QTD</u>	<u>YTD</u>
Salary/Fringes	\$24,326.77	\$97,639.25
Travel*	\$0.00	\$0.00
Outreach	\$0.00	\$4,531.11
Evaluation Contracts	\$47,409.00	\$186,320.00
Clinical Innovation	\$689.48	\$11,756.07
TOTAL	\$72,425.25	\$300,246.43
<u>Services</u>	<u>QTD</u>	<u>YTD</u>
Hospital Inpatient—General	\$0.00	\$9,636.46
Hospital Inpatient-Indian Health*	\$0.00	\$538.00
Family Planning—Physicians	\$498,716.78	\$1,832,276.00
Hospital Outpatient—General	\$0.00	\$157,000.58
Family Planning - Hospital Outpatient	\$434.78	\$3,459.31
Hospital Outpatient —Emergency Room	\$0.00	\$69.56
Prescribed Drugs	\$0.00	\$100.53
Family Planning Drugs	\$0.00	\$1,716,873.05
Family Planning—Health Dept Clinic	\$479,103.68	\$1,947,556.08
Family Planning- Sterilizations	\$132,385.02	\$471,615.49
Family Planning-Rural Clinic	\$4,591.45	\$30,584.74
Lab & X-ray	\$0.00	\$68.52
Family Planning-FQHC	\$36,996.64	\$109,949.54
Nurse Midwife Family Planning	\$3,211.49	\$8,441.90
Nurse Practitioner- Family Planning Physician	\$1,005.20	\$4,210.56
ADJUSTMENTS		
Hospital Inpatient—General	\$0.00	-\$9,637.83
Hospital Inpatient—Indian Health	\$0.00	-\$2,120.00
Hospital Outpatient—General	\$0.00	-\$278,954.51
Hospital Outpatient —Emergency Room	\$0.00	-\$145.89
Prescribed Drugs	\$0.00	-\$453.01
Generic Family Planning Drugs	-\$19,814.40	-\$39,099.80
Brand Family Planning Drugs	-\$67,030.29	-\$145,182.75
Family Planning—Sterilizations	-\$9,229.75	-\$22,127.46
Family Planning - Hospital Outpatient	\$0.00	-\$1,428.59
Family Planning—Physicians	-\$3,828.50	-\$19,153.15
Family Planning—Health Dept Clinics	-\$1,235.03	-\$1,392.35
Family Planning—Rural Clinic	\$0.00	\$0.00
Family Planning—Drugs	\$0.00	-\$85,386.45
Lab & X-ray	\$0.00	-\$68.52

Family Plan – FQHC	\$0.00	\$0.00
TOTAL	\$2,341,660.11	\$8,534,551.22
GRAND TOTAL	\$2,414,085.36	\$8,834,797.65

Note:

- * Costs for these services are not allowable Family Planning Waiver expenditures. The fiscal agent has been alerted that system edits must be implemented to deny further claims payment and they must recoup all monies paid inappropriately.

IV. Quality Improvements

Waiver Year Five Activities

We took the following quality improvement measures to ensure effective and efficient monitoring of the Family Planning Waiver.

- Monitored quantity distribution requests of materials.
- Provided technical assistance to health care providers when billing errors were identified. Ensured providers were aware of the services available through the Family Planning Waiver program.
- Provided guidance to recipients and intervened with providers to prevent inappropriate billing of recipients for Waiver-covered services.

V. Significant Program Changes

Waiver Year Five Activities

- Effective February 8, 2010, Andrea Phillips assumed the position as DMA Program Manager for the Family Planning Waiver.

VI. Significant Activities Planned for Next Quarter

The following activities have been planned for the next quarter to ensure successful monitoring/administration of the Family Planning Waiver.

- Continue to target non-participants with mailings to encourage participation in using Waiver services
- Continue meeting with the Family Planning Waiver Advisory Board.
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- Continue meeting with the Family Planning Waiver Leadership Committee.
- Continue to execute strategic outreach plan.
- Continue to participate in projects initiated by Sheps Center staff for states with family planning waivers, including issues regarding transition to State Plan Amendments and consistent evaluation criteria for waiver states.
- Distribute revised Family Planning Waiver brochure as well as materials developed by Healthy Start Foundation to providers and consumers.
- Work with Navigant Consulting, Inc. to complete deliverables detailed in the CMS-Approved Evaluation Plan.
- Perform system modifications which will facilitate appropriate claims processing.
- Perform analysis of second year of Clinical Innovation Project.
- Continue to train providers to ensure that FPW recipients receive appropriate services based on waiver guidelines and to ensure claims are adjudicated and properly paid.