Louisiana

State Profile

- 1.95 Million individuals on Medicaid: 689k children, 2/3rds of the state's births

- Managed care and fee-for service populations

- Expansion state

- Has 2 dental organizations and 5 managed care organizations and recently awarded new MCO contracts

- Fiscal agent Gainwell Technologies manages the T-MSIS data file production and data warehouse

- Claims and encounters are processed on the state's mainframe that went live in 1983

- Medicaid and Medicaid eligibility are in the Louisiana Department of Health, SNAP/TANF is located in the Department of Children and Family Services

- Updated eligibility system in 2018

Where We Were

MESC 2018

- LA previously listed as a RED state on the CMS state map

- Quality issues with all 12 of the initial TPIs

- Files produced listed no focused attention to improving quality

- Minimal visibility within the agency on all levels

- Reactive, file specific, fixes to CMS monthly quality emails

- Poor staffing rates within MMIS Operation team with small priority to T-MSIS data quality

Gaining Leadership Visibility

Leadership visibility has been a crucial part to improving our data quality.

With our leadership team being aware of these T-MSIS requirements, we are able to hold the T-MSIS team accountable for their work.

| Distributed the T-MSIS scorecard to leadership teams | Emphasized the importance of data quality on future federal funding to Senior Staff | Added T-MSIS Data Quality to our Agency Big Bets | Added T-MSIS representation to every Medicaid project team | Scheduled routine updates in Executive Management & Senior Staff meetings | Wrote a T-MSIS brief for the Secretary and other LDH leadership |

Steps To Improvement

Data Quality

- T-MSIS data warehouse created to store files for reporting & analytics purposes
- Improved data collection methodologies with vendors and partners
- Initiating data from the source systems instead of translating through the fiscal agent mainframe
- Shifted focus to fixing the root cause of the quality issue, instead of the file specific errors, including enhancements to source systems
- Initiated a project to match T-MSIS data to all internal and external reports and reconcile differences, shifting report data sources to T-MSIS where possible
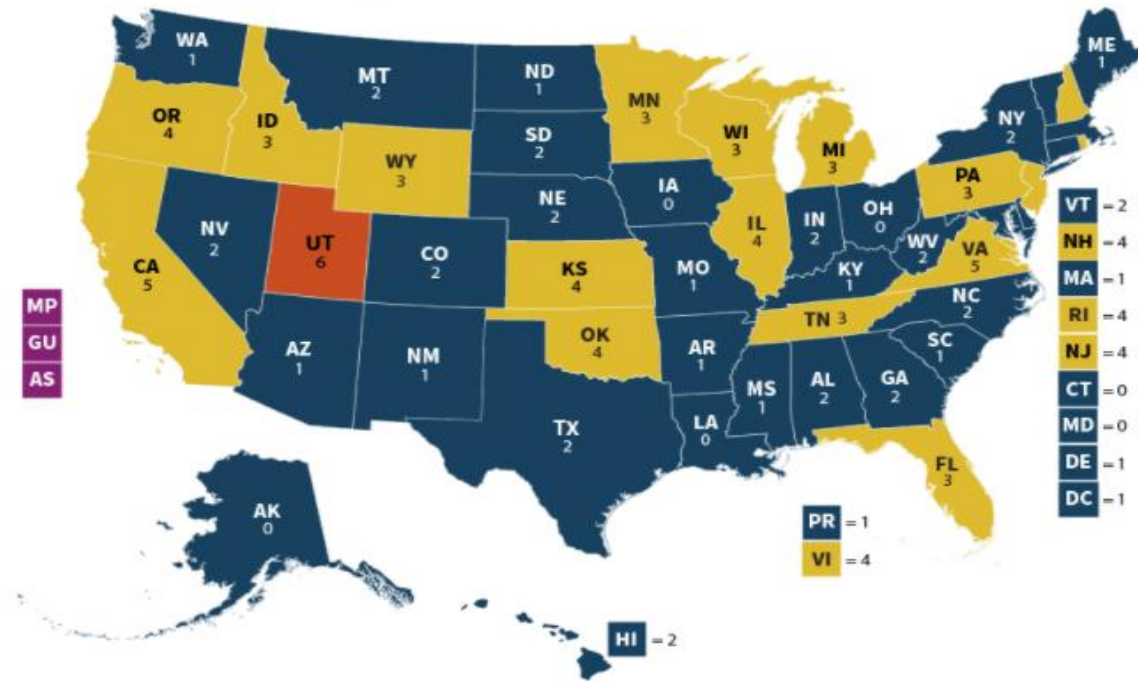
Increased Focus on Staffing

- Moved T-MSIS responsibilities to a manager in the Data Analytics team
- Added 2 full-time staff to the T-MSIS team
- Set weekly checkpoint meetings to measure quality improvement
- Engaged agency policy leaders and subject matter experts to improve data design & quality

T-MSIS Alertness

- Heightened consideration in project requirements regarding T-MSIS and the data to follow
- Added T-MSIS team member to all projects within Medicaid
- Added T-MSIS epics to Eligibility system backlog to improve data quality to T-MSIS files
- Made T-MSIS requirements mandated for vendors and programs
- Educated our APD and procurement teams to include T-MSIS

Where We Are

T-MSIS Priority Items (TPIs) 1 – 23 Status
(2021 T-MSIS DQ Assessment)

Number of TPI categories open=0-2
Number of TPI categories open=3-5
Number of TPI categories open=6+
Does not yet submit T-MSIS Data

📊 Outcomes-Based Assessment (PROPOSED)

Reporting Month: **November 2021**   Last Report Refresh: **January 07, 2022**

✓ Critical-Priority	⚠ High-Priority	✓ Expenditures
100%	**98%**	**100%**
Target 100%	Target ≥ 99%	Target ≥ 95%

All three criteria must meet or exceed the target.

Your Assessment Details

✓ Critical-Priority Criteria   ⌄

⚠ High-Priority Criteria   ⌄

✓ Expenditures Criteria   ⌄

View all Categories   ⌄

2022 CMS QUALITY CONFERENCE
New Hope, New Health: Charting a Path Forward

Focus Areas in 2022

- Race and ethnicity data project, improve current 50% of enrollees with race values and .08% with ethnicity values.

- Data analytics for the Secretary's Business Plan; examples of the 23 initiatives:
  - ✓ Develop a comprehensive dental program for adults over age 21 enrolled in an I/DD waiver.
  - ✓ Early Detection of Colorectal Cancer and Treatment of High Blood Pressure and Diabetes
  - ✓ Improve systems that support breast milk as first food to increase breastfeeding initiation among Medicaid beneficiaries in Louisiana
  - ✓ Strengthen Louisiana's Early and Periodic Screening, Diagnostic and Treatment (EPSDT) system by increasing the provision of necessary but underutilized preventive services in the following four areas of child health: developmental screening, immunizations, oral health, and ACEs.

- Decision Support System Module procurement to replace the antiquated, on premises Medicaid data warehouse managed by the fiscal agent
  - ✓ Machine learning
  - ✓ Cloud analytics

- Claims, Encounter and Financial Management Processing Module procurement to replace the state's 1983 mainframe managed by the fiscal agent

Continuing Challenges

- Hiring qualified staff
- Keeping leadership focused
- Using the data for internal analytics
- Staying ahead of new Outcome Focused Measures
- Maintaining high levels of vendor involvement amidst increasing costs & competing priorities