



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Monitoring and Oversight Committee



January 20, 2016



# Mission

## The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

*We are dedicated to A Healthy Georgia.*

# Georgia Families 360° Population

## GF 360° TOTAL March 2014

Total Membership	25,950
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## GF 360° TOTAL DEC. 2015

Total Membership	24,811
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## GF 360° Program Count – March 2014

Program	Member Count
Foster Care	10,665
Adoptive Assistance	15,025
Juvenile Justice	260

## GF 360° Program Count – Dec. 2015

Program	Member Count
Foster Care	12,377
Adoptive Assistance	12,016
Juvenile Justice	220
CHAFFEE	198



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# Georgia Families 360° Provider Network

**4,034 Primary Care Providers**  
**Over 700 new providers added since go-live**

PCP	Atlanta	Central	North	East	SE	SW
Family Practice	657	197	506	131	188	200
General Practice	34	7	12	7	10	0
Internal Medicine	459	60	137	64	84	79
Pediatrics	651	83	210	84	91	83



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# Georgia Families 360° Provider Network

<b>Behavioral Health</b>	<b>4518</b>
Addiction Medicine	18
Addiction Psychiatry	5
Behavior Analyst	2
BH Crisis Respite Svcs-Child	2
BH Crisis Stablztn Svcs-Adult	11
Certified Addiction Counselor	13
Child & Adolescent Psychiatry	43
Child Psychiatry	94
Clinical Nurse Spec-BH-Adult	2
Clinical Nurse Specialist - BH	12
Community Men Health Ctr-Child	14
Community Mental Health Center	14
Developmental-BH Pediatrics	5
Early Childhood Intervention	8
Geriatric Psychiatry	18
Intensive Family Intervention	56
IP Mental Hlth/Substance Abuse	9
Lic Clinical Soc Wrkr-Adult	2
Lic Clinical Social Worker	388
Lic Marriage/Family Therapist	95
Lic Mental Health Prof - LMHP	5
Lic MH Counselor LMHC	4
Lic Professional Counselor	927
Lic Professnal Counselor-Adult	3

Lic Professnal Counselor-Child	2
Licensed Psychoanalyst	8
Mental Health OP Svcs - non rs	8
Methadone Maintenance Clinic	52
MH Otpt - Non Res - Child	2
Neuropsychology	88
OP Mental Hlth/Substance Abuse	520
Psych Nurse Practitioner-Adult	2
Psychiatric Hospital	49
Psychiatric Nurse Practitioner	23
Psychiatry	663
Psychology	945
Psychology, Child	192
Psychosomatic Medicine	1
Residential Treatment Center	176
Subst Abuse OP clinical servic	15
Substance Abuse	22

4,518 Behavioral Health Providers



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# Georgia Families 360° Telemedicine Utilization

Top Services Rendered Via Telemedicine by Provider Type (Based on # of Claim Lines Billed)	2014		2015	
	CORE/IFI	1746	CORE/IFI	1277
CSB	438	CSB	763	
Psychiatrist	129	Psychiatrist	110	
MD/DO	42	MD/DO	22	
Psychologist	13	Psychologist	26	
Hospital	6	Hospital	2	
Mid Level Physical Health Provider	4	Mid Level Physical Health Provider	9	
Mid Level Mental Health Practitioner	3			
		FQHC	2	
Telemedicine Services Rendered by GF360 Enrollment Categories (Based on # of Claim Lines Billed)	2014		2015	
	Foster Care	1593	Foster Care	1505
AA	600	AA	503	
DJJ	188	DJJ	203	
# of Unique GF360 Members Receiving at Least One Telemedicine Service	2014		2015	
	Foster Care	514	Foster Care	620
AA	199	AA	188	
DJJ	42	DJJ	60	

As of Oct 2015



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# Georgia Families 360° Outcome Summary

## Year End 2014

Care Coordination:	97% Care Plans completed
EPSDT Compliance:	79% overall compliance
Psychotropic Medication Program:	18% reduction
Inpatient Hospital:	22% admit reduction
ER Visits:	14% ER reduction
PRTF Admits	22% reduction
PRTF Recidivism:	<2%

20 Crisis Stabilization Unit admits from 7/31/2015 thru 12/31/2015

# Psychological Testing PA Update

	Volume	Approved	Denied	% approved
May 2015	224	87	137	39%
June 2015	198	104	94	53%
July 2015	174	113	61	65%
Aug. 2015	167	118	49	71%
Sept. 2015	143	123	20	86%
Oct. 2015	194	164	30	85%
Nov. 2015	157	113	44	72%
Dec. 2015	184	155	29	84%



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# Prior Authorization Report

Reporting Period: 10/01/2015 - 12/31/2015

Standard (Routine) Prior Authorization Processing Status											
Authorization Type:	PRTF	Medical Inpatient	Medical Outpatient	Therapies	Behavioral Health Inpatient	Behavioral Health Outpatient	Vision	Dental	Total	% Total	Cumulative %
<b>Calendar Days*</b>											
0	21	11	462	77	304	824	4	1,167	2,870	31.0%	31.0%
1	18	54	133	181	71	822	5	1,740	3,024	32.7%	63.7%
2	18	29	33	27	10	389	8	207	721	7.8%	71.5%
3	10	21	22	61	6	293	13	266	692	7.5%	79.0%
4	10	15	15	12	3	259	1	54	369	4.0%	83.0%
5	17	14	16	8	1	297	3	20	376	4.1%	87.0%
6	10	10	15	31	0	281	0	0	347	3.8%	90.8%
7	8	5	13	49	3	158	1	0	237	2.6%	93.3%
8	2	1	19	37	0	80	0	0	139	1.5%	94.8%
9	3	5	21	32	0	34	0	0	95	1.0%	95.9%
10	3	3	19	31	0	29	0	0	85	0.9%	96.8%
11	0	0	24	56	0	13	0	0	93	1.0%	97.8%
12	0	0	60	65	0	4	0	0	129	1.4%	99.2%
13	0	0	11	7	0	5	0	0	23	0.2%	99.4%
14	0	1	2	0	0	6	-	0	9	0.1%	99.5%
15	0	0	-	1	0	1	-	0	2	0.0%	99.6%
16-21	1	2	1	1	0	1	-	0	6	0.1%	99.6%
22-30	0	1	1	1	0	6	-	0	9	0.1%	99.7%
31+	0	2	-	1	0	23		0	26	0.3%	100.0%
<b>Total</b>	<b>121</b>	<b>174</b>	<b>867</b>	<b>678</b>	<b>398</b>	<b>3,525</b>	<b>35</b>	<b>3,454</b>	<b>9,252</b>		
<b>% In Compliance</b>	99.2%	97.1%	99.8%	99.4%	100.0%	99.1%	100.0%	100.0%	99.5%		
<b># Authorized</b>	112	149	820	530	386	2,833	35	2,971	7,836		
<b># Denied</b>	9	25	47	148	12	692	-	483	1,416		
<b>% Denied</b>	7.4%	14.4%	5.4%	21.8%	3.0%	19.6%	0.0%	14.0%	15.3%		



# Pathway to Permanence Pilot – Success Story

- DF in DFCS Custody since 2011 for abuse and neglect
- Residing in group home
- Aggressive physical and verbal behaviors. Sexually acting out.
- Admitted to Youth Village's Intercept Reunification track March 2015
- Care Plan included: individual and family counseling with Family Intervention Specialist; monthly youth centered team meetings; compliance with preventative and behavioral healthcare needs
- Transitioned from supervised group home visits to supervised home visits with his mother
- Reunified with mother and discharged from program Sept. 2015
- Continues to be stable in the community



# Georgia Families 360<sup>o</sup> Innovative Initiatives

- Mobile Assessment Unit Project-Van Project (Fulton and DeKalb Counties)
- J-CHIP-(Judges Court Healthcare Integration Program) (Bartow/Newton/Douglas)
- **Clinic Days**-(Fulton, DeKalb and surrounding Areas)
- **Fast Track 10/15**- Statewide
- **Value Based Purchasing**– Statewide



# Georgia Families 360° Innovation Outcomes

## Mobile Assessment Unit Stats (Oct 11, 2015 thru Nov. 28, 2015)

Elements	DeKalb	Fulton
Show Rate EPSDT (New Members)	93% (42/45)	100% (35/35)
Dental Show Rate (New Members)	103% (41/40)	83% (35/42)
Show Rate EPSDT (Existing Members)	70% (30/43)	32% 33/103
Show Rate Dental (Existing Members)	52% (36/69)	55% (52/95)
% EPSDT completed (new & existing members)	82% (72/88)	49% (68/138)
% Dental Completed (new & existing members)	71% (77/109)	64% (87/137)



# J-CHIP

(Nov. 11, 2015 thru Current)

Elements	Douglas (Previous)	Douglas (Current )	Newton (Previous )	Newton (Current)
% EPSDT Completed (within 10 day timeframe)	48%	58%	40%	100%
% Dental Completed (within 10 Day timeframe)	37%	50%	22%	100%
% Trauma Assessment Completed (within 15 days timeframe)	28%	57%	30%	50%



# Georgia Families 360° Training

End of Year Training Snapshot - 2015	
Training Audience	Number of Trainings
DFCS Staff/Foster Parents	71
DJJ Staff	2
CPA Staff/Foster Parents	49
CCI	9
Child Advocacy/Court/Judges/LE	8 (+3 JCHIP + 3 Meetings) = 14
Collaborative Stakeholders Meetings	22
AA Parents	8
Conferences	10
Town Halls Members/Provider	30
Marketing Events	34
Specialty Webinars (Provider Education – Psych Testing, EPSDT, etc)	5
<b>Total</b>	<b>254</b>
Leadership/Collaborative/Specialty Conference Meetings and Presentations	<p>Active participation and/or presentation in the following groups/conferences:</p> <ul style="list-style-type: none"> <li>- Monthly Inter-Agency Director’s Team Meetings</li> <li>- P3 – Teen Pregnancy Prevention</li> <li>- Home in 5 DFCS Permanency Collaborative</li> <li>- GA System of Care Conference</li> <li>- Georgia Conference on Children and Families</li> <li>- Family Ties Conference – AA population</li> <li>- Barton Child Law and Policy Center: Child Welfare Education Series Lecture</li> <li>- University System of Georgia Disconnected Youth Education Conference</li> <li>- DFCS Transition Age Youth Conference – Teens are for Me</li> <li>- AFPAG – AA Parent Conference</li> <li>- DBHDD Provider Technical Assistance Summit</li> <li>- Juvenile Court Judges of Georgia Conference</li> <li>- National Children’s Mental Health Research Conference (2 years presenting)</li> </ul> <p>DFCS Blueprint for Change Road show</p>



# Georgia Families 360° Training Feedback

- Over 2960 participants attended
- 80% indicated training met their educational needs
- Easy to understand
- Straight to the point
- Resources identified were helpful
- Information can be applied in their day to day activities
- Great examples within presentation

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# Psychotropic Medication Program

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**Georgia Families 360°  
Monitoring and Oversight Committee  
January 20, 2016**



# Overview of Psychotropic Medications

- Steady rise in the use of medication to address children's emotional and behavioral problems over the last decade, even among preschoolers.
- Age: Children in Foster Care are more likely to be prescribed medications as they grow older
- Gender: Males in Foster care are more likely to be receiving medications
- Placement Type: Studies show children in restrictive placement setting are the most likely to receive psychotropic medications. In PRTF, nearly half of the young people are taking at least one psychotropic drug. In addition, children in more restrictive settings are more likely to be taking multiple psychotropic medications



# Goal of Program

- Work collaboratively with prescribers to improve the quality and efficiency of psychotropic drug prescribing patterns
- Improve the health outcomes of Georgia Families 360° members
- Ensure the safety of children taking psychotropic medications; reduce or prevent the occurrence of adverse side effects and help the child/adolescent who are taking psychotropic medications to receive optimal functioning and achieve positive clinical outcomes.
- Prescribers who are identified as deviating from best clinical practices are flagged and AGP GA follows up with these prescribers through routine alerts, educational material and peer to peer calls.
- Prescribers will be encouraged to adjust their prescribing patterns.



# Purpose and Goals

***To do what is in the best interest of patients.*** AGP-GA has partnered with our pharmacy vendor. With their vast experience, we have developed a superior program that delivers an effective, interactive and proactive approach to Medication Therapy Management.

The goal of Georgia Medicaid's Personal Medication Coach (PMC) - Psychotropic Medication Use program is to improve therapy outcomes for children who are taking behavioral health agents and are at risk for medication-related problems by:

- Improving medication compliance
- Detecting and reducing adverse drug events
- Monitoring and reducing patterns of overuse
- Providing frequent and routine outreach for high risk members

# Premiere PMC Service Model

*Amerigroup's unique PMC model uses a targeted approach, working with prescription claims, to qualify members and identify potential drug therapy problems.*

- Georgia Medicaid members were qualified for PMC services by SinfoníaRx. These members were identified through the receipt of prescription claims for all eligible members. Claims were processed through the qualification logic and members taking 1 or more psychotropic medications were enrolled in the program.
- SinfoníaRx's PMC program is designed to maximize health outcomes by aggressively identifying opportunities to improve treatment and implement change. Using our nationally recognized platform, SinfoníaRx processes thousands of Georgia Medicaid prescription claims weekly to identify intervention opportunities. Outreach is then made through focused interventions to members' providers.



# Process for Improving Treatment Outcomes

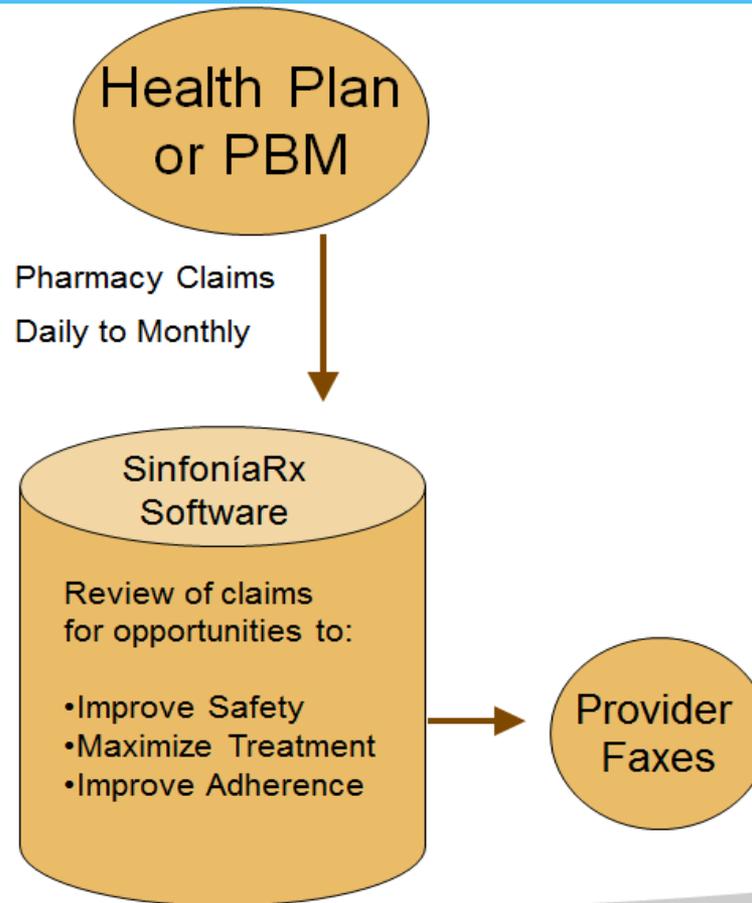
After member qualification, Amerigroup continues to use the prescription claims provided weekly to identify opportunities for patient outreach and therapeutic intervention. Using predictive modeling, AGP GA PMC program runs members' claims against clinical algorithms every time they fill a prescription and every time they are supposed to fill a prescription for a chronic medication.

The program has built hundreds of proprietary clinical algorithms developed specifically for Georgia Medicaid's unique member population needs that target opportunities to improve medication therapy in the following areas:

- Adherence – Mental Health
  - Alpha-2 antagonist, amphetamine, antipsychotics, atypical antipsychotics, lithium, MAOIs, maprotiline, nefazodone, NDRI, SNRI, SSRI
- Coordination of Care
  - Behavioral health agents from multiple prescribers
- Polypharmacy
  - Members taking more than 2 behavioral health agents
- Safety Measures
  - Therapeutic duplication
  - Drug-drug interactions
  - Atypical antipsychotics - diabetes screening
  - Behavioral health max dosing
- FYI Behavioral Therapy
- Behavioral Health Agent in Children <4 Years



# PMC Workflow Process

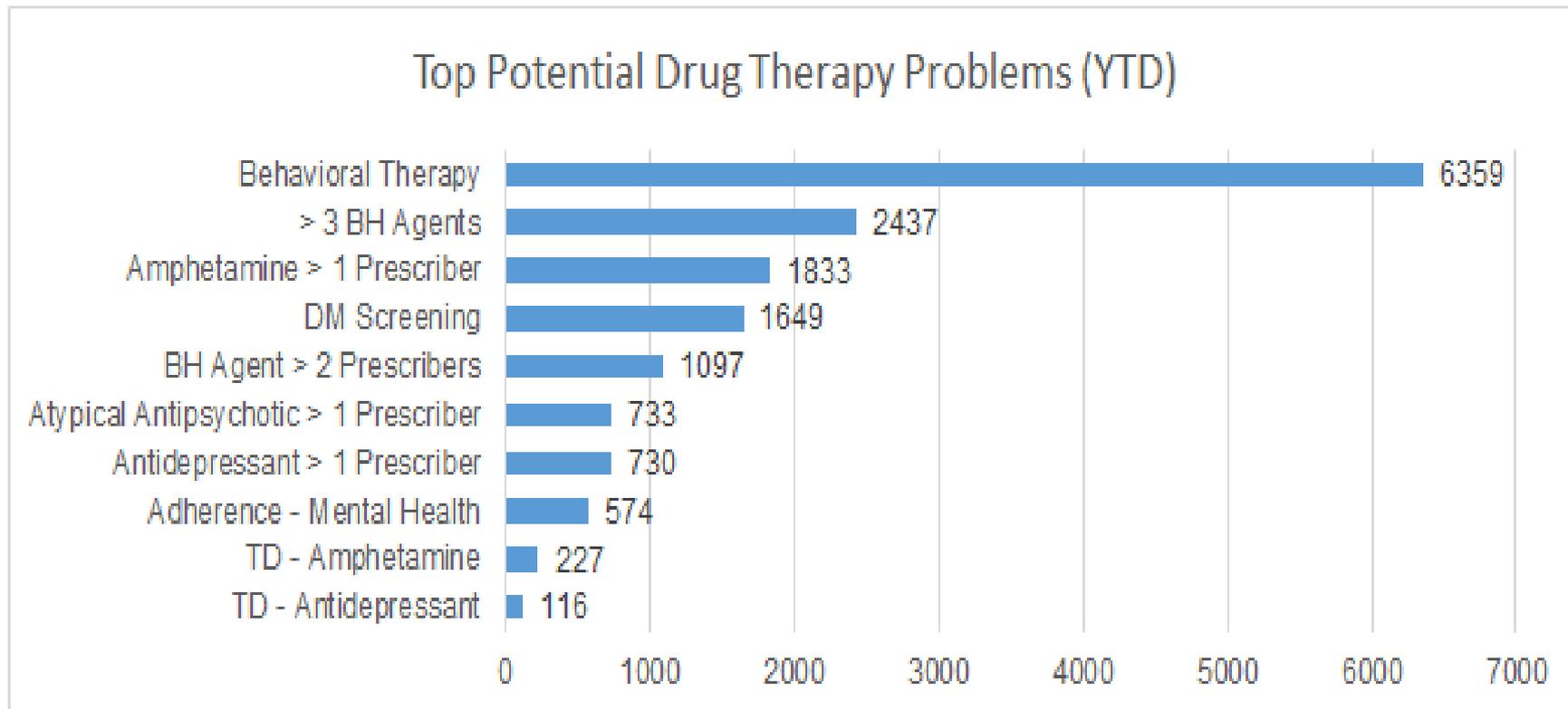


# 2015 PMC Results

Results from Georgia Medicaid's PMC Psychotropic Medication Use program through November 2015 are contained on the following pages and highlight:

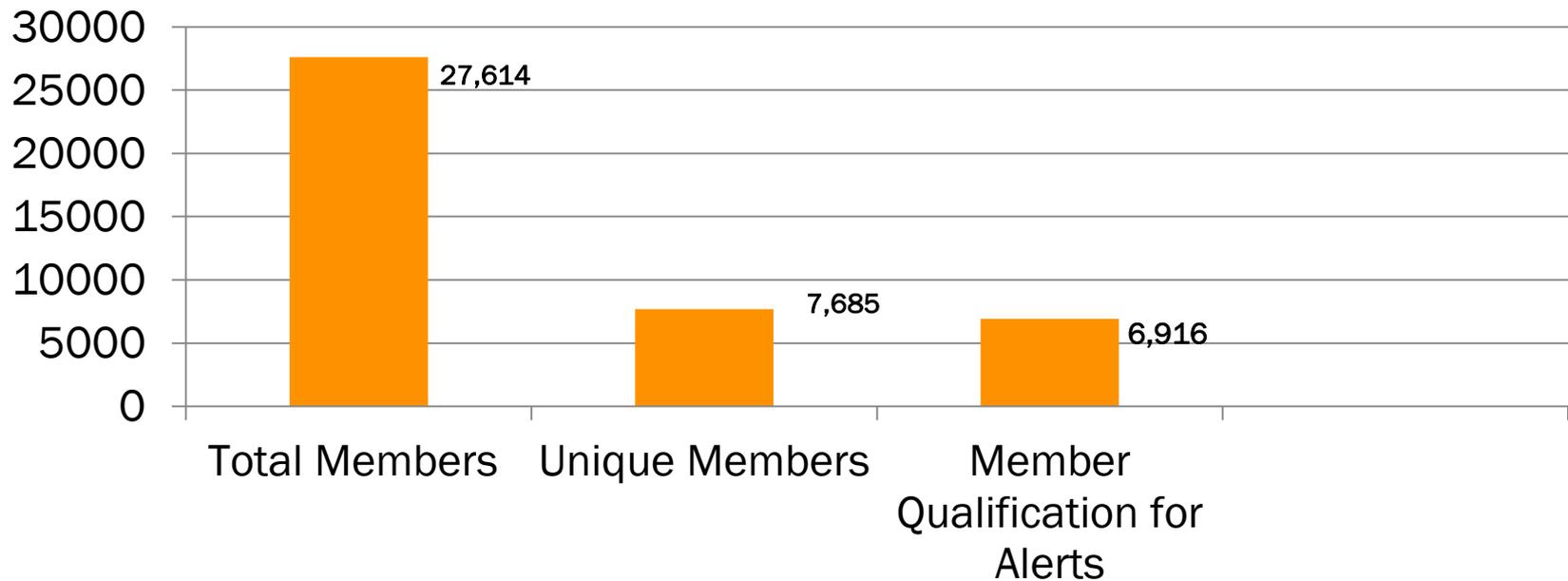
- Member enrollment in the PMC program
- Member opt-outs
- IPR process and intervention rate
- Drug therapy problem (DTP) interventions by category

# Top Potential Drug Therapy Problems (YTD) November 2015



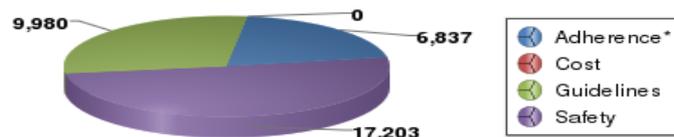
# Total Members Qualified thru November 2015

Member Qualification	YTD	YTD%
Total Members in GF 360	27,614	
Unique Members on 1 or more medications	7,685	
Members Qualification for Alerts	6,916	89%



# Personal Medication Coach Outcomes Summary

**Total Interventions YTD**



04/01/2014 to 06/30/2015

Module	Contract	Number of Interventions	Number of Measurable Interventions	Accepted Recommendations YTD	Percentage of Recommendations Accepted
Adherence	Total	6,837	1,304	275	21%
Guidelines	Total	9,980	N/A	N/A	0%
Safety	Total	17,203	9,036	3,015	33%
<b>Total</b>	<b>Total</b>	<b>34,020</b>	<b>10,340</b>	<b>3,290</b>	<b>32%</b>



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# Georgia Families 360° PMC Follow-up Measures

- During the first year of the program we sent out letters to providers to inform them that a member they were prescribing to was getting medication in the same drug class from another prescriber. There was no quality of care issue, so we discontinued this process.

March 30, 2015

Parent or Guardian of (Member Name)  
Bibb County DFCS

Subscriber ID: 720000001

Dear Parent or Guardian of Member Name

Your child has been prescribed two different drugs that act the same way by two different doctors.

**Medication:** Dextroamphetamine-Amphetamine Er & Methylphenidate Er  
**Prescribing Doctors:** Dr. Richard Apple, 321-132-4561, Dr. Walter Banana, 404-123-5678

The different doctors may not know this happened. Your child could get too much medicine.

Please show this letter to the doctors who ordered these drugs. They will contact each other to help avoid any problems.

If you have any questions, please call at 1-855-661-2021.

Sincerely,

Amerigroup Community Care



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# Georgia Families 360 °

## Monthly Utilization Reporting

### January 1-December 31, 2015

Prescriptions/1000 Member Months

Element	1-Jan	2-Feb	3-Mar	4-Apr	5-May	6-Jun	7-Jul	8-Aug	9-Sep	10-Oct	11-Nov	12-Dec
ANTIDEPRESSANTS	71.4	70.3	76.2	76.1	72	68.8	72.2	71.3	68.9	67.2	53.1	62.2
ANTI-PSYCHOTICS- ATYPICAL	61.6	61.3	66.4	62.5	61.4	60.6	63.1	61.5	60.3	59.1	45.4	54.7
ANTI-PSYCHOTICS- CONVENTIONAL	7	6.9	7.4	6.9	6.6	6.7	7.2	7.3	7.6	7.2	5.5	6.5
ADHD MEDICATIONS	164.7	156.1	173.2	165.6	155.3	138.4	147.6	156	159.2	160.3	121.1	139.2
ANXIOLYTICS	14.5	14.7	17.3	15	14.2	14.8	15.8	14.7	15.7	15.4	11.8	13.7
MOOD STABILIZERS	1	0.9	1.8	1.9	1.7	1.7	1.9	2	1.9	1.5	1.6	1.6
OTHER MEDS	0.2	0.1	0.3	0.2	0.2	0.2	0.3	0.2	0.3	0.2	0.2	0.2



**Georgia Families 360 °**  
**Monthly Utilization Reporting**  
**January 1-December 31, 2015**  
**Prescriptions/1000 Member Months**

## Foster Care Population Breakdown

Element	1-Jan	2-Feb	3-Mar	4-Apr	5-May	6-Jun	7-Jul	8-Aug	9-Sep	10-Oct	11-Nov	12-Dec
ANTIDEPRESSANTS	93.7	92	101.2	100.3	92	88.3	92.1	88.8	86	82.2	66.3	77.5
ANTI-PSYCHOTICS- ATYPICAL	83.4	82.3	88.9	85	80.8	81.4	83.5	81.5	79.2	77.1	57.9	71.2
ANTI-PSYCHOTICS- CONVENTIONAL	11	10.2	10.7	10.2	9.5	9.9	10.6	11.2	12.2	9.9	7.8	9.2
ADHD MEDICATIONS	149.1	143.5	160.3	151.5	144.7	133.1	140.6	142.9	141.2	145.4	111.6	127.2
ANXIOLYTICS	20.9	20.2	24.6	21	20.3	20.7	21.5	20.4	22.6	20	16.3	18.8
MOOD STABILIZERS	1.8	1.5	2.9	3.1	2.8	2.9	3.4	3.4	3.2	2.5	2.6	2.6
OTHER MEDS	0.4	0.1	0.4	0.2	0.3	0.3	0.3	0.3	0.4	0.3	0.2	0.2



## Georgia Families 360°

### Monthly Utilization Reporting

January 1-December 31, 2015

Prescriptions/1000 Member Months

## Adoptive Assistance Population Breakdown

Element	1-Jan	2-Feb	3-Mar	4-Apr	5-May	6-Jun	7-Jul	8-Aug	9-Sep	10-Oct	11-Nov	12-Dec
ANTIDEPRESSANTS	48.8	47.2	50.4	50.1	48.8	46.3	49.7	50.4	48.8	49.1	37.1	43.8
ANTI-PSYCHOTICS- ATYPICAL	40.9	41	43.6	39.6	40.7	38.3	41.2	39.9	38.8	38.4	30.5	34.5
ANTI-PSYCHOTICS- CONVENTIONAL	3.5	4	4.5	4.1	4.1	3.7	4	3.7	3.1	4.2	3.2	3.6
ADHD MEDICATIONS	179.4	167.6	186.2	180	166.6	145.6	156.8	171.8	179.7	177.9	131.5	152.8
ANXIOLYTICS	8.7	9.2	10.2	8.9	8.3	8.7	9.7	8.9	8.4	10.3	6.6	8.1
MOOD STABILIZERS	0.3	0.3	0.7	0.7	0.7	0.7	0.5	0.7	0.5	0.6	0.6	0.6
OTHER MEDS	0.1	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.1



# Georgia Families 360 °

## Psychotropic Medications Summary

### January 1-December 31, 2015

- There was a request for monthly analysis of members on psychotropic medications under 4 years of age as well as members taking 4 or more medications. A closer drill down was needed to ensure our members were getting quality of care from physicians.

Element	1-Jan	2-Feb	3-Mar	4-Apr	5-May	6-Jun	7-Jul	8-Aug	9-Sep	10-Oct	11-Nov	12-Dec
% of Members under Age 4							1.73%	1.86%	1.54%	1.70%	1.73%	1.63%
% of Members prescribed 4 or more meds							8.29%	9.02%	9.40%	6.68%	6.08%	6.87%



# Georgia Families 360 °

## Psychotropic Medications

### January 1-December 31, 2015

## Foster Care Population Breakdown

Element	1-Jan	2-Feb	3-Mar	4-Apr	5-May	6-Jun	7-Jul	8-Aug	9-Sep	10-Oct	11-Nov	12-Dec
% of Members under Age 4							2.11%	2.36%	1.82%	2.14%	2.03%	2.05%
% of Members prescribed 4 or more meds							8.70%	9.58%	10.41%	7.61%	6.51%	7.35%

# Georgia Families 360 ° Psychotropic Medications January 1-December 31, 2015

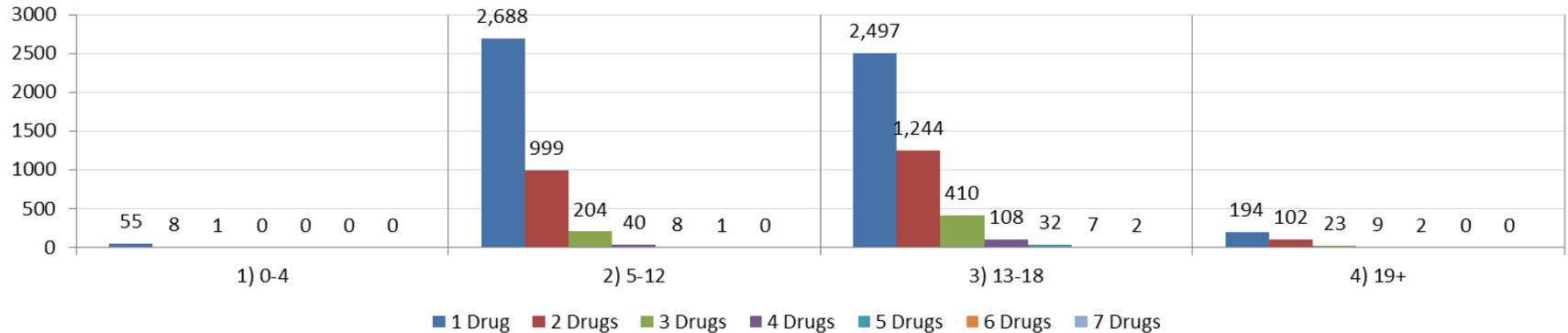
## Adoptive Assistance Population Breakdown

Element	1-Jan	2-Feb	3-Mar	4-Apr	5-May	6-Jun	7-Jul	8-Aug	9-Sep	10-Oct	11-Nov	12-Dec
% of Members under Age 4							0.77%	0.57%	0.94%	0.62%	1.03%	0.56%
% of Members prescribed 4 or more meds							6.58%	7.22%	6.82%	4.47%	5.16%	5.69%



# Georgia Families 360° (Historic Data)

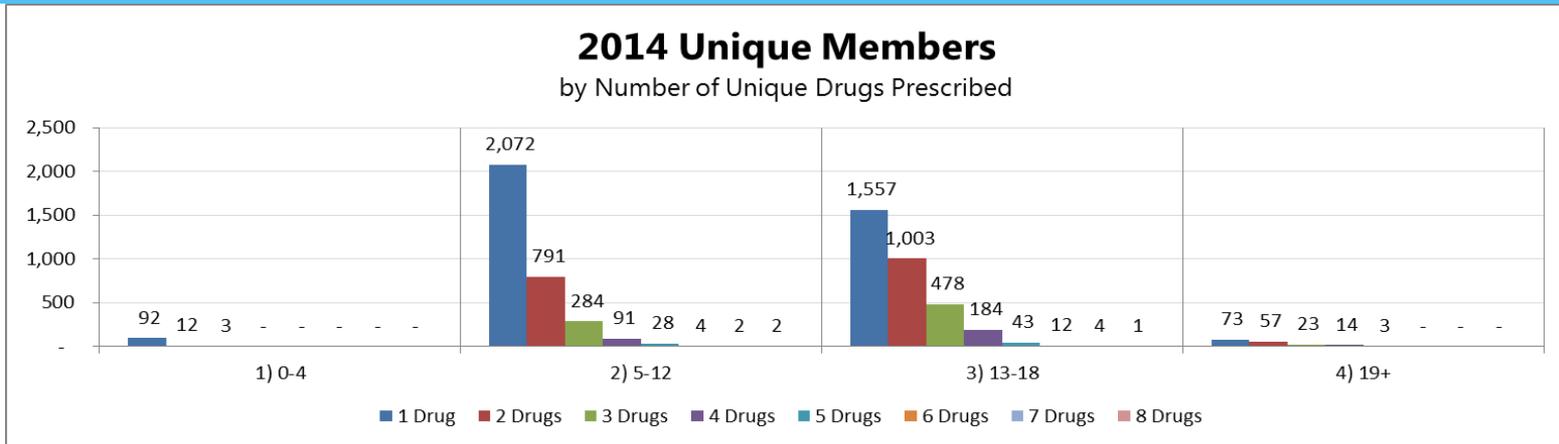
**2013 Unique Members**  
by Number of Unique Drugs Prescribed



Unique Member Number of Drugs	Age Group				Grand Total
	1) 0-4	2) 5-12	3) 13-18	4) 19+	
1 Drug	55	2,688	2,497	194	5,434
2 Drugs	8	999	1,244	102	2,353
3 Drugs	1	204	410	23	638
4 Drugs	-	40	108	9	157
5 Drugs	-	8	32	2	42
6 Drugs	-	1	7	-	8
7 Drugs	-	-	2	-	2
<b>Grand Total</b>	<b>64</b>	<b>3,940</b>	<b>4,300</b>	<b>330</b>	<b>8,634</b>



# Georgia Families 360 ° (Historic Data)

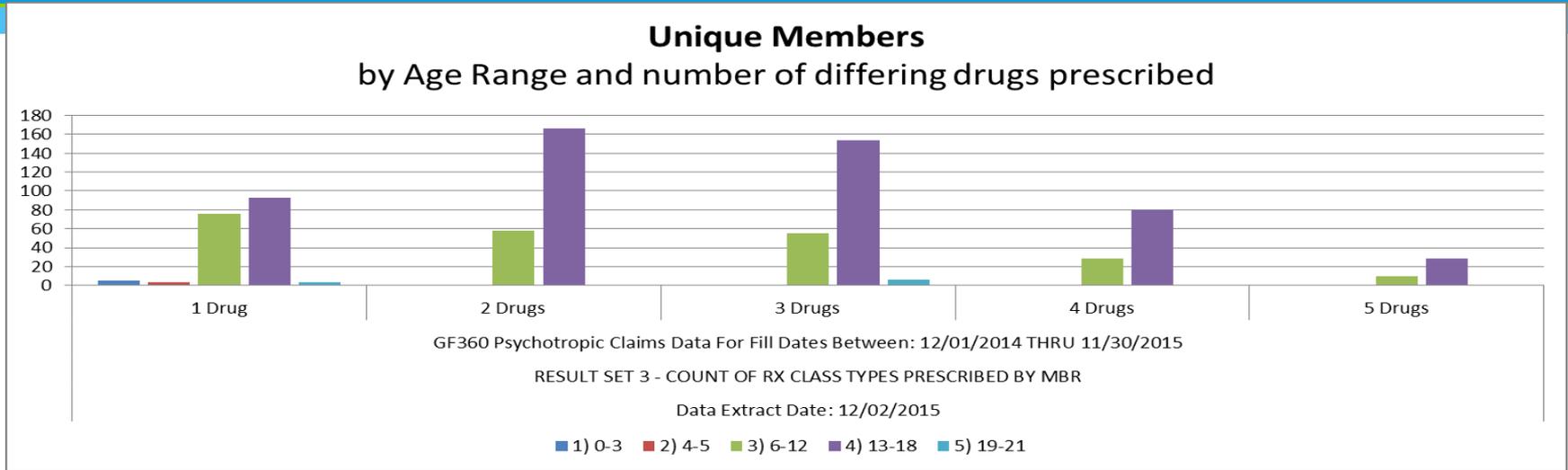


Sum of Unique Members by Age Group					
Number of Drugs	1) 0-4	2) 5-12	3) 13-18	4) 19+	Grand Total
1 Drug	92	2,072	1,557	73	3,794
2 Drugs	12	791	1,003	57	1,863
3 Drugs	3	284	478	23	788
4 Drugs	-	91	184	14	289
5 Drugs	-	28	43	3	74
6 Drugs	-	4	12	-	16
7 Drugs	-	2	4	-	6
8 Drugs	-	2	1	-	3
<b>Grand Total</b>	<b>107</b>	<b>3,274</b>	<b>3,282</b>	<b>170</b>	<b>6,833</b>



# Georgia Families 360 °

## Group 2, 3 and 4 members 12/1/14 thru 11/30/15



# of Unique Mbrs	Age Groups					
# of Drug Types Prescribed	1) 0-3	2) 4-5	3) 6-12	4) 13-18	5) 19-21	Total
Data Extract Date: 12/02/2015						
RESULT SET 3 - COUNT OF RX CLASS TYPES PRESCRIBED BY MBR	5	3	227	521	10	766
GF360 Psychotropic Claims Data For Fill Dates Between: 12/01/2014 THRU 11/30/2015						
1 Drug	5	3	76	93	3	180
2 Drugs			58	166	1	225
3 Drugs			55	154	6	215
4 Drugs			28	80		108
5 Drugs			10	28		38
<b>Grand Total</b>	<b>5</b>	<b>3</b>	<b>227</b>	<b>521</b>	<b>10</b>	<b>766</b>





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