



**Medical Directors Meeting  
Marriott Tampa International Airport  
September 13, 2008**

**MINUTES**

**Attendees**

Joseph J. Chiaro, M.D., CMS Deputy Secretary  
Gerold L. Schiebler, M.D., CMS Statewide Consultant

Northwest Florida Region:

Rex Northup, M.D., Regional Medical Director

Big Bend Region:

Mary Beth Seay, M.D., Medical Director  
Susan Cross, M.D., Assistant Medical Director

North Central Region:

Thomas Chiu, M.D., Regional Medical Director  
Ted Saha, M.D., Primary Care Medical Director, Ocala  
David Kays, M.D., Medical Director of North Referral Center  
Mobeen Rathore, M.D., Assistant Medical Director, Jacksonville  
Andrea Thorpe, M.D., Primary Care Medical Director, Daytona

Tampa Bay Region:

John Curran, M.D., Regional Medical Director  
Rani Gereige, M.D., Assistant Medical Director, St. Petersburg

Central Florida Region:

Ayodeji Otegbeye, M.D., Regional Medical Director  
William Knappenberger, M.D., Medical Director, Brevard

Southwest Florida Region:

John Ritrosky, M.D., Medical Director, Ft. Myers  
Robert Shamsey, M.D., Medical Director, Sarasota  
Patricia Blanco, M.D., Assistant Medical Director, Sarasota

South Florida Region:

Lee Sanders, M.D., Assistant Medical Director, Miami N.

CMS Central Office:

Phyllis Sloyer, R.N., Ph.D, Director, CMS Network Division  
Randy Wilcox, Chief, CMS Network Administration Bureau

## Call to Order & Introductions

Dr. Joseph Chiaro called the meeting to order at 9:30 a.m. Dr. Chiaro noted that two of the medical directors' meetings this year will be via videoconferencing and the other two will be face-to-face. We have achieved significant cost savings using the videoconferencing format. It was noted that we could improve the use of this technology by exploring better options for identifying individuals who have questions and facilitating the discussions.

## Review of Minutes

- Action - A motion was made, seconded and unanimously approved to accept the minutes of the June 7, 2008 Medical Director's meeting minutes as written and previously distributed.

## Awards and Recognitions

Dr. Chiaro and Dr. Sloyer recognized the following physicians for their contributions to the CMS Physician Review Committee who have rotated off the committee or will be rotating off the committee in November:

- Judy St. Petery - Pediatrician - served as chair of this committee since the PRC's inception in 2001
- Mark Epstein - Pediatric Neurology - served as committee member since the PRC's inception in 2001.
- Phil Levin - Pediatrician - served as committee member since the PRC's inception in 2001.
- Timothy Gompf - served for 4 years prior to taking over as the MPEAC chair.
- Frank Diamond - Pediatrician - served as committee member for 3 years.

Dr. Chiaro also recognized the following individuals for their accomplishments in children's health:

- Dr. Gerold Schiebler, Certificate of Merit from the Florida Medical Association
- Dr. Tom Chiu, Russo Award for excellence in child health care and Community Leadership Award for his efforts in improving the system of children's mental health care in Jacksonville
- Dr. David Wood, Recognition for his model healthcare transition program from the federal maternal and child health bureau
- Dr. Phyllis Sloyer, Appointment to the American Academy of Pediatric's Medical Home Advisory Committee

## Updates

Statewide Consultant Report - Dr. Gerold Schiebler presented his quarterly report. (see *CMS Statewide Consultant Report* attached)

CMS Budget - Mr. Randy Wilcox - This issue was deferred and presented along with Dr. Chiu's committee report on the Financial Management Workgroup.

Information System - Mr. Wilcox reported that the web based provider management system has been successfully closed as a development project. It is now on-line and fully functional. Several enhancements have been identified that will be made to the system over the coming months. Mr. Wilcox further stated that the closed patient clinical record archival system is also complete and is in routine operation. Mr. Wilcox reported that a new Legislative Budget Request for the acquisition of a Third Party Administrator has been developed and approved by DOH for submission to the Governor for consideration in his legislative request. A meeting with the DOH Executive staff and representatives from the legislative Technology Review Workgroup (TRW) is set for September 22<sup>nd</sup>. The purpose of the meeting is to address the concerns that were raised by TRW last legislative session in their recommendation for denial

of the project. Mr. Wilcox stated that he hopes this is a productive meeting and that CMS has addressed the concerns that were raised.

Legislative Budget Requests – Dr. Chiaro indicated that CMS has made the top 10 list with respect to the Department of Health proposed 2009-2010 budget issues. The CMS Information System is ranked second and workload funding for the Child Protection Team is ranked third in the department's request. A telemedicine issue is also included in the department's priority issues to use 340B pharmaceutical pricing in partnership with the Department of Corrections. The telemedicine issue would facilitate exams of prisoners and assist the department in expanding its telemedicine initiatives.

Dr. Chiaro also commented that CMS currently is not included in any of the 10% proposed general revenue or tobacco trust fund reduction issues. However, we must be vigilant in our efforts to educate the legislators about the importance of CMS to the delivery of healthcare for children with special health care needs.

Finally, the department has submitted several substantive legislative proposals to the governor's office for consideration. The All Child Death Review legislation is included as one of the department's top priorities. This legislation would permit existing local child death review teams to access information that has not been readily available to them and would permit expansion of local child death review teams if there are local funds to do so. The child death review process is a non-intrusive process that involves local and state teams. The Child Abuse Death Review process would continue under this legislation. It was noted that there are also existing pregnancy associated mortality reviews and fetal and infant mortality reviews.

## **Committee Reports**

Financial Management Workgroup (FMW) - Dr. Thomas Chiu reported that the FMW met by conference call on July 23<sup>rd</sup>. No spending plan issues were discussed at this meeting because it was too early in the fiscal year for those reports to be developed. Dr. Chiu addressed the new travel and hiring policies that have been adopted by the department. He referenced the policy provision that stipulates that if the travel destination is less than 300 miles from the individuals work address they should travel by automobile and not fly. If travel is not conducted in accordance with the policy a detailed justification must be provided and approved by the designated authority in advance of the travel. Dr. Chiu also spoke about the new hiring restrictions which require the CMS Medical Directors to approve all requests to fill vacant positions. He stated that the FMW recommended that an e-mail should be sent from the Medical Director to the Nursing Director or Program manager indicating approval to fill the specific vacancy at the requested salary.

Dr. Chiu stated that the FMW is working on a strategy to implement a plan to replace computers that are older than four years. Final efforts are near completion to catalog all computers that will be targeted across each Region and establish a uniform price for each computer / equipment item that is listed. The estimated cost for replacement was approx. \$566,943. He reported that the FMW will make a recommendation on how to fund this initiative with the potential of using third party collections at the next FMW meeting.

Dr. Chiu reported that the department has adopted a policy to cut General Revenue and Tobacco Trust Funds by 4% from all DOH categories. This includes salary, expense and contracted service categories. Mr. Wilcox reported on the \$ value of these reductions for each budget category and contracted program component. Mr. Wilcox stated that the total value of the reduction for CMS was approximately \$3.8 million.

Medical Procedures/Equipment Advisory Committee – Dr. Chiaro called attention to the Continuous Glucose Monitoring Guidelines in the medical director's packets and urged them to use them as a "standard of care".

Physician Review Committee – Dr. Julia St. Petery could not attend the meeting, however, it was noted that the new provider management system is up and running and the PRC is beginning to benefit from the electronic reports.

### Old Business

ARNP/PA Study Group Recommendations - Dr. William Knappenberger presented a draft primary care physician extender proposal. Discussion ensued about indirect supervision of the ARNP; protocols for co-signing visit documentation; protocols for managing unstable patients; questions about the employment status of the ARNP; and periodic review by the supervising physician. A motion was made and seconded to adopt the proposal with some technical changes, however, after much discussion the motion was rescinded.

The group decided that a revised proposal would be drafted based on the discussion of the issues above and forwarded to Dr. Sloyer for review with current board protocols. The revised proposal will be introduced at the next medical director's meeting for consideration and potential approval. It was noted that this proposal only addresses primary care physician extenders and the group will need to draft a proposal for specialty care physician extenders if changes in the current policy are desired.

Physician Extender Application Renewal Process – Dr. Sloyer asked the medical directors what information they would like to receive as part of the renewal process for physician extenders. During the initial application process, the medical directors receive a copy of the extenders' practice protocols and a copy of their curriculum vitae. The medical directors requested that they receive the same information upon renewal only if the physician extender has changed his or her employer. CMS staff will work on a system enhancement to allow for this distinction.

Provider Management System - Dr. Sloyer commented that the Provider Management System is now ready to implement the fourth phase of the system; the Commodity and Service Provider section. This fourth phase is for Commodity and Service Providers which are those local providers such as transportation providers, home health agencies, etc., that are approved at the local level. At the end of September, a designated area office staff person will be given the security access and instructions to input these local providers into the Provider Management System.

The Physician and Dentists, Licensed Healthcare Providers, and Non-licensed Healthcare Providers applications are now all being processed electronically. There is still system data clean-up occurring as we identify issues in the system. As soon as the identified issues have been resolved and we are assured of appropriate data mapping, we will resume our quarterly provider approval reporting.

### New Business

Enhanced Management Fee for Title XXI Recipients – Dr. Sloyer indicated that it had been approximately a year since the additional \$7 was added to the \$3 management fee to compensate for oversight of a medically complex patient eligible for Title XXI funding. This additional fee was intended to promote access to primary care and the CMS Central Office staff would monitor enrollment by primary care providers of Title XXI CMS enrollees. **Based on available data, there was a slight increase in enrollment by primary care provider.** The medical directors agreed to continue this incentive, however,

there was discussion about future measurement strategies and other approaches to providing the incentive.

It was decided that we would continue the present enhanced management fee of \$7 per month for a Title XXI enrollee and work toward a system that would use the new medical home code of 99374 (care plan oversight and management) with certain performance measures. Dr. Sloyer will work with a few of the medical directors to work on the future proposal.

Title XXI Restrictions for Support Staff - Dr. Mary Beth Seay asked if it was possible to use Title XXI funds for administrative staff. Unfortunately, federal law and regulation prohibit the use of Title XXI funds targeted for services for anything other than a service that is covered in the benefit plan (currently the Medicaid benefit plan). Additional discussion reflected growing concerns that vacant positions could be targeted for elimination. Mr. Wilcox encouraged the medical directors to make sure the administrative staff were managing vacant positions through changes in position codes. Mr. Wilcox added that he and his staff will be working with the Regions to insure that they were taking appropriate action to minimize how long positions were being reported as having been vacant.

Delayed Reimbursement by Medicaid to Providers - Dr. Otegbeye commented on the delays in Medicaid reimbursement but also noted that they have been working to bill Medicaid for procedures that have not been billed in the past. He suggested that we consider statewide or regional trainings by certified coders who can assist CMS staff in better identifying accurate codes and additional codes that can be used in billing Medicaid.

Telecommuting - Dr. Otegbeye indicated he has had several requests for telecommuting and asked if there is a policy for telecommuting. Dr. Sloyer indicated the department does have a very specific policy and forms to be completed. Dr. Chiaro indicated we are looking at the use of flexible work schedules as well as telecommuting. Certain positions and associated functions are appropriate for telecommuting (e.g., production of a deliverable) while others are not and one could consider flexible work schedules for those positions.

Phillip O. Lichtblau, M.D. Award - Dr. John Curran indicated that two nominations have been made for this award. Dr. Lichtblau was a long-term CMS Medical Director in West Palm Beach, and an award is given by the family every year to a surgeon who has demonstrated excellence and commitment to CMS patients. He reminded the medical directors that they are to submit nominations to Dr. Louis St. Petery.

Regional Perinatal Intensive Care Centers (RPICC) Update – Dr. Curran shared NICU occupancy levels in our Regional Perinatal Intensive Care Centers with the medical directors and noted that there are differences in the way occupancy levels are calculated, reported, etc. One of our RPICC facilities recently drew the attention of the AHCA when their occupancy levels exceeded 100%. He noted that there is a disconnect between the regulatory functions of the AHCA and quality assurance function of CMS and the need to improve the collaboration between the agencies on these issues. Dr. Curran also informed the medical directors of the current issues around Emergency Medical Services (EMS) transport rules and standards, including training of personnel, etc. There is a proposed rule that would remove any CMS input concerning neonatal transport team standards and would allow transport of neonates by untrained personnel to pediatric intensive care units. Dr. Curran is facilitating the development of a workgroup through the Florida Medical Association to recommend changes to the rule and legislation that would create formal collaboration between CMS and EMS with respect to rules that affect neonates and children.

Family Satisfaction Surveys - Dr. Curran commented that the recent family satisfaction surveys conducted by the Institute for Child Health Policy were used by his CMS management team to refocus quality improvement initiatives targeted at customer satisfaction. The new quality improvement process was



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recently shared at the statewide business meeting in July and can serve as a model for other offices. He also discussed recent initiatives at the national level that target quality improvement in physician practices and suggested that we invite Dr. Xavier Sevilla to the next face-to-face CMS Medical Directors meeting to share his model of quality improvement. Dr. Sevilla was recently highlighted in the NCQA annual report for his quality improvement initiatives in Florida.

Dr. Chiaro also noted that the employee satisfaction survey results would be released next week. These results should be used to continue improving our overall operation.

Wrap Up - Dr. Chiaro asked for any additional agenda items and reminded the group that the next medical director's meeting would be via teleconference. No additional agenda items were raised.

**Adjournment**

There being no further business, the meeting was adjourned at 2:30 p.m.

**Next Medical Directors Meetings**

December 6, 2008, Video Teleconference