

- Use of 211 has been helpful in triaging individuals and helping connect people with health care. 211 is very helpful in connecting older individuals or those with limited cell phone proficiency or access.
- Considering partnering with health care providers.
- Innovative solution is to research the use of drones.
- SB489 is related to peer support specialists.

Jane Rippetoe, Caliente Behavioral Health:

- Stated that transportation is a barrier to patients accessing the health care delivery system and is the number one issue for the aging and disabled citizens. Working with RTC (Regional Transport) to develop other options. Looking at opportunities to have community solutions at the local level.
- Medicaid members with intellectual disabilities have integrated services guided by a support coordinator, and that has made a significant improvement in patient engagement and quality.

Ken Retterraith, Washoe County Social Services

- Medicaid expansion population is accessing the health care system for the first time. There is a need for navigators or care managers to help them utilize the health care system. Referenced commercial plans are seeing navigators as being very beneficial.
- List of providers who are enrolled in Medicaid or enrolled **and** taking Medicaid at the moment. This could create frustration if the member attempted to see a provider and the provider was not taking new members at that time. With this type frustration, the member typically will default to going to the ER.
- Patient quality assessments in Northern Nevada are impacted by confusion in the patient community because patients are not sure which providers they can see. This confusion results from provider enrollment regulations for Medicaid and the MCOs.

Maria Laroya, Amerigroup

- Spoke about educating members who are newly enrolled. Education sessions with payer to help them understand how to access care has proven helpful in getting people connected with care and how to navigate through the health care delivery system. These sessions with Amerigroup start with what is called “new member briefs.” Amerigroup does not believe they currently check a provider’s ability to take new members on a periodic basis. They only identify this when they are working on certain case management activities.
- Amerigroup is very pro Telemedicine as a solution for both urban and rural areas.

Steve Eisen, Children’s Heart Center – Nevada

- Project ECHO is a current initiative that is being implemented in rural areas.

Action Item for Next Meeting:

Charlyn asked if the existing national survey tools are sufficient for measuring patient satisfaction (i.e. Hospital Consumer Assessment of Healthcare Providers and Systems - HCAHPS), or if there is a need to develop a NV-specific tool that more accurately measures the challenges in NV as a frontier state. Also to identify appropriate existing national survey tools for outpatient/primary care services.