



# Office of Medical Assistance Programs Consumer Subcommittee Updates

Sally Kozak MHA, RN  
Deputy Secretary



- Deputy Secretary Updates
  - H.R.1
    - Medicaid Work Requirements
    - State Directed Payments and Hospital Assessments
  - Rural Health Transformation Plan Update
  - Prior Authorization for GLPs-1s



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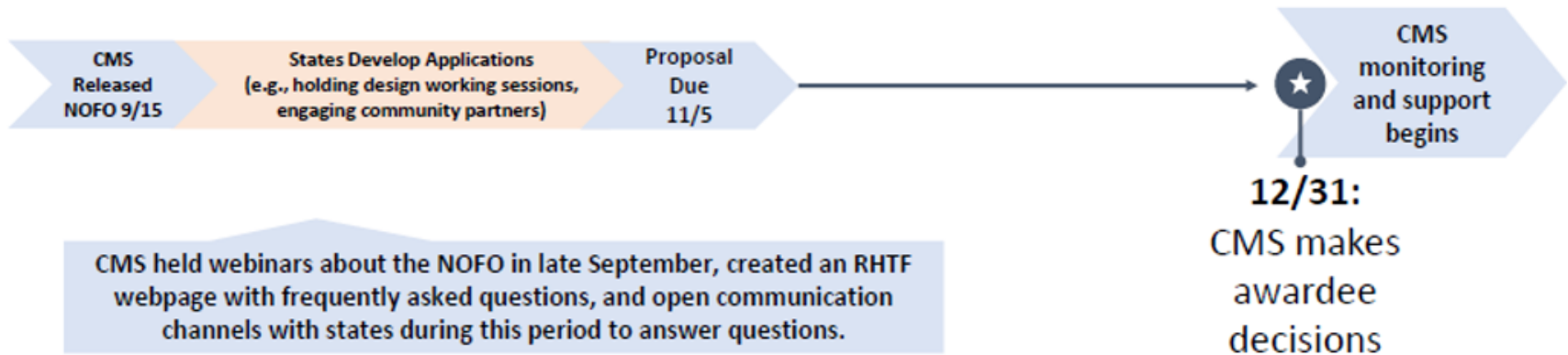
# RHTP Application Timeline



Pennsylvania  
Department of Human Services

## States may apply for \$200M/year for 5 years – Single application

September					October				November				December				Q1 2026 and Beyond	
9/1	9/8	9/15	9/22	9/29	10/6	10/13	10/20	10/27	11/3	11/10	11/17	11/24	12/1	12/8	12/15	12/22	12/29	1/1





**Pennsylvania  
Rural Health  
Transformation Plan  
Vision**

Pennsylvania's RHTP envisions strong, resilient rural communities where people of all ages can access timely, high-quality care close to home, accomplished by leveraging and strengthening local infrastructure through technology, innovation, and collaboration.



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# OIM Report



- HealthChoices Issues
  - MCO Initiatives: Geisinger and UPMC
  - Pediatric Shift Care
  - Shadow Nursing
  - Hospital/MCO Contract Terminations



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# SHIFT CARE IN HEALTHCHOICES PHYSICAL HEALTH

FOR THE CONSUMER SUBCOMMITTEE  
OF THE MAAC 1.21.26

*Prepared by OMAP Bureau of Managed Care Operations*



## SHIFT CARE POPULATION CHANGES BY ZONE FEBRUARY 2024 – NOVEMBER 2025

- From Feb 2024 to Nov 2025, the number of HC PH members receiving Shift Care increased by 48%.
- The most dramatic increases were in the **LC** and **SE**, which are the two zones with the largest HC populations
- Over the same period the total HealthChoices population **DECLINED** by 10% from 2,575,682 to 2,314,355

	Feb-24	Nov-25	Increase	
HealthChoices PH Members Receiving Shift Care (Home Health Aide or Skilled Nursing)	<b>LC</b>	1901	3391	<b>78%</b>
	NE	1807	2197	22%
	NW	562	680	21%
	<b>SE</b>	2908	4748	<b>63%</b>
	SW	1310	1575	20%
	HEALTHCHOICES	8479	12589	48%



## SHIFT CARE POPULATION CHANGES BY MCO AND SERVICE TYPE: SNAPSHOTS FROM FEBRUARY 2024, NOVEMBER 2024, NOVEMBER 2025

- Members receiving **HHA** almost DOUBLED between Feb 2024 and November 2025
- Members receiving **SN** services increased only slightly

MCO	February 2024			November 2024			November 2025		
	<b>HHA</b>	<b>SN</b>	Shift Care	<b>HHA</b>	<b>SN</b>	Shift Care	<b>HHA</b>	<b>SN</b>	Shift Care
Geisinger	1024	694	1718	1419	631	2050	1818	636	2454
UHC	66	91	157	89	114	203	159	99	258
ACPA	650	636	1286	897	636	1533	1470	629	2099
HWC	498	466	964	564	486	1050	740	535	1275
KF	1106	1056	2162	1683	1120	2803	2324	1128	3452
UPMC	713	1001	1714	763	1004	1767	976	1104	2080
HPP	435	260	695	654	294	948	906	335	1241
HealthChoices Total	<b>4492</b>	<b>4204</b>	8696	<b>6069</b>	<b>4285</b>	10354	<b>8393</b>	<b>4466</b>	12859

# SHIFT CARE POPULATION CHANGES BY MCO FEBRUARY 2024 – NOVEMBER 2025 (continued)



- ALL MCOS AND ZONES HAD STEADY & SIGNIFICANT INCREASES IN THEIR SHIFT CARE POPULATION BETWEEN FEB 24 AND OCT 25
- *THE INCREASE ABATED IN NOVEMBER 2025: MOST MCOS AND ZONES EXPERIENCED A SLIGHT DECREASE FROM OCT TO NOV 25*

		Feb 2024	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Increase Feb 24 – Nov 25
AmeriHealth	HC Total	1254	1676	1729	1792	1797	1846	1936	1973	2026	2069	65%
Geisinger	HC Total	1647	2173	2234	2332	2318	2228	2307	2322	2360	2374	44%
HPP	HC Total	686	1027	1069	1109	1127	1186	1211	1222	1220	1220	78%
HWC	HC Total	940	1078	1081	1097	1114	1146	1193	1216	1237	1253	33%
Keystone First	HC Total	2099	3002	3083	3154	3209	3234	3270	3283	3331	3360	60%
United	HC Total	155	199	223	210	214	252	256	266	262	249	61%
UPMC	HC Total	1698	1900	1899	1931	1966	1904	1900	1954	2170	2064	22%
HEALTHCHOICES	All Zones	8479	11031	11307	11615	11737	11796	12073	12236	12606	12589	48%
	LC Total	1901	2759	2850	2966	3032	3100	3192	3224	3356	3391	78%
	NE Total	1807	2007	2035	2085	2052	2026	2125	2161	2182	2197	22%
	NW Total	562	641	645	664	660	643	644	665	705	680	21%
	SE Total	2908	4187	4329	4433	4513	4596	4667	4692	4732	4748	63%
	SW Total	1310	1436	1449	1471	1495	1436	1477	1501	1631	1575	20%

## HEALTHCHOICES PH MEMBERS RECEIVING HOME HEALTH AIDE SERVICES BY MCO FEB 2024, MAR – NOV 2025



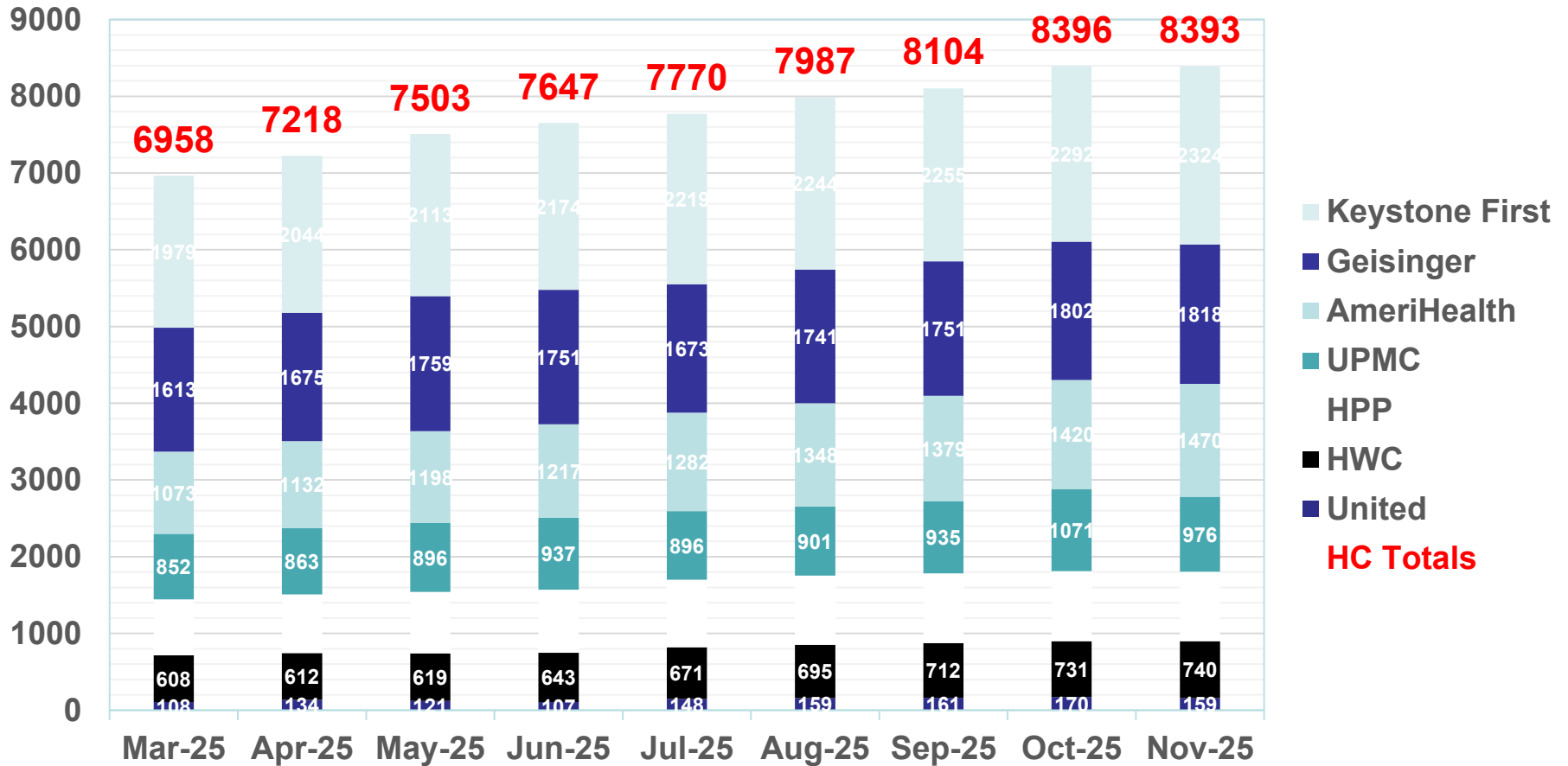
Pennsylvania  
Department of Human Services

- The increase in Home Health Aide services was the primary driver of the increase in Shift Care members
- Most MCOs with the largest membership had the most dramatic increases in HHA services: UPMC was an outlier in this regard
- United has the smallest member population: their % increase was large, but the number of HHA members remained relatively small

		Feb-24	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Increase Feb 24 – Nov 25
<b>AmeriHealth</b>	HC Total	650	1073	1132	1198	1217	1282	1348	1379	1420	1470	126%
<b>Geisinger</b>	HC Total	1024	1613	1675	1759	1751	1673	1741	1751	1802	1818	78%
<b>HPP</b>	HC Total	435	730	764	803	822	881	899	911	910	906	108%
<b>HWC</b>	HC Total	498	608	612	619	643	671	695	712	731	740	49%
<b>Keystone First</b>	HC Total	1106	1979	2044	2113	2174	2219	2244	2255	2292	2324	110%
<b>United*</b>	HC Total	66	108	134	121	107	148	159	161	170	159	141%
<b>UPMC</b>	HC Total	713	852	863	896	937	896	901	935	1071	976	37%
<b>TOTALS</b>	All Zones		6958	7218	7503	7647	7770	7987	8104	8396	8393	
	LC Total		1835	1931	2042	2114	2191	2255	2289	2379	2410	
	NE Total		1230	1259	1303	1283	1274	1357	1378	1400	1420	
	NW Total		334	337	359	358	353	358	366	389	370	
	SE Total		2784	2904	3004	3072	3183	3227	3258	3305	3321	
	SW Total		771	784	796	824	769	797	814	920	869	



### HC PH Members Receiving Home Health Aide Services by MCO March 2025 - November 2025



# HEALTHCHOICES PH MEMBERS RECEIVING SKILLED NURSING SERVICES BY MCO MARCH 2025 – NOVEMBER 2025



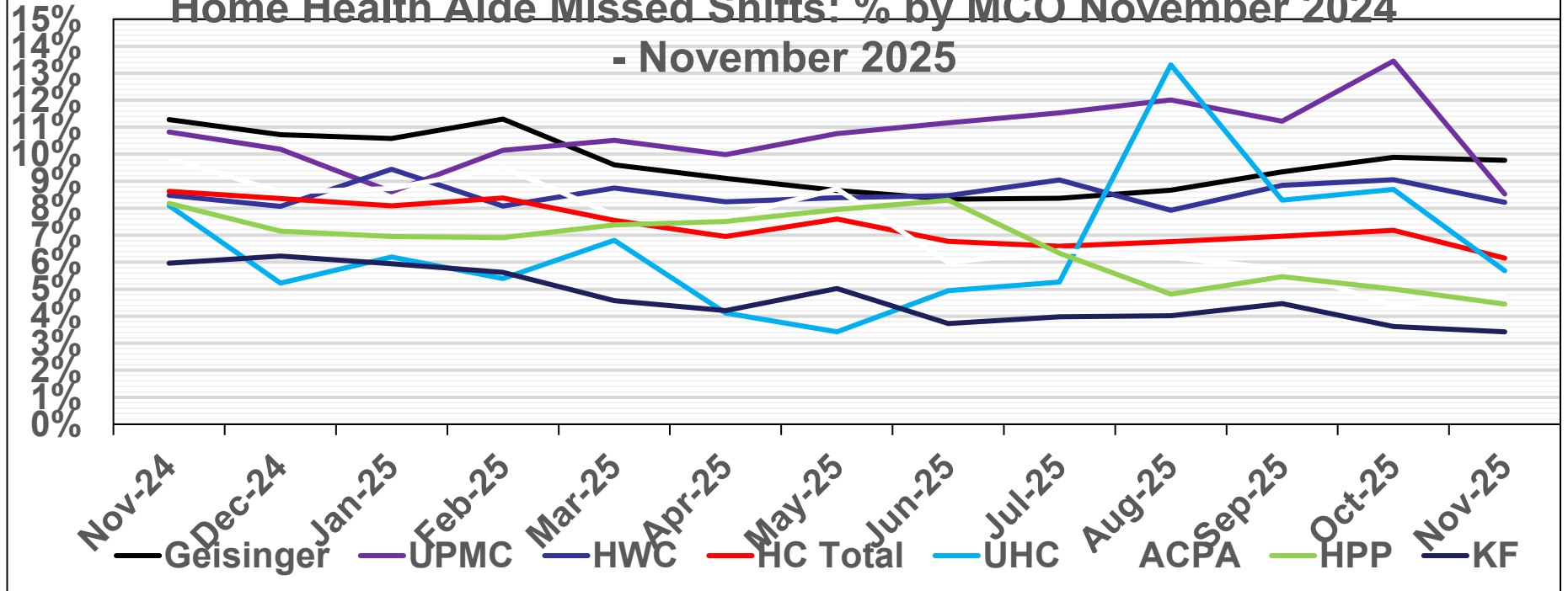
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		Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
<b>AmeriHealth</b>	HC Total	634	629	626	610	595	619	626	637	629
<b>Geisinger</b>	HC Total	631	606	651	640	628	643	644	635	636
<b>HPP</b>	HC Total	308	315	320	318	317	326	330	329	335
<b>HWC</b>	HC Total	492	489	499	491	496	519	527	526	535
<b>Keystone First</b>	HC Total	1122	1137	1141	1134	1117	1125	1124	1131	1128
<b>United</b>	HC Total	99	102	100	114	113	106	113	101	99
<b>UPMC</b>	HC Total	1049	1051	1050	1046	1023	1016	1036	1119	1104
<b>TOTALS</b>	All Zones	4329	4324	4384	4349	4289	4354	4400	4478	4466
	LC Total	958	951	962	955	946	972	973	1018	1020
	NE Total	851	826	856	838	824	846	858	856	852
	NW Total	321	323	321	318	306	302	313	332	324
	SE Total	1520	1544	1553	1558	1535	1555	1555	1544	1546
	SW Total	681	683	694	690	683	697	707	731	727



MCO	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
Geisinger	11.28%	10.72%	10.59%	11.30%	9.60%	9.11%	8.66%	8.34%	8.37%	8.67%	9.34%	9.88%	9.78%
UPMC	10.83%	10.18%	8.60%	10.14%	10.51%	9.99%	10.76%	11.16%	11.54%	12.01%	11.22%	13.45%	8.53%
HWC	8.48%	8.07%	9.44%	8.08%	8.75%	8.24%	8.39%	8.47%	9.05%	7.92%	8.85%	9.06%	8.22%
HC Total	8.63%	8.36%	8.09%	8.38%	7.55%	6.95%	7.60%	6.78%	6.60%	6.76%	6.97%	7.18%	6.15%
UHC	8.10%	5.23%	6.19%	5.39%	6.81%	4.12%	3.42%	4.95%	5.27%	13.31%	8.30%	8.70%	5.69%
ACPA	9.86%	8.59%	8.72%	9.51%	7.75%	7.64%	8.71%	6.00%	6.43%	6.19%	5.74%	4.40%	4.80%
HPP	8.18%	7.16%	6.96%	6.92%	7.38%	7.51%	7.95%	8.30%	6.34%	4.82%	5.47%	5.00%	4.45%
KF	5.96%	6.23%	5.94%	5.62%	4.58%	4.21%	5.03%	3.73%	3.98%	4.02%	4.46%	3.62%	3.42%

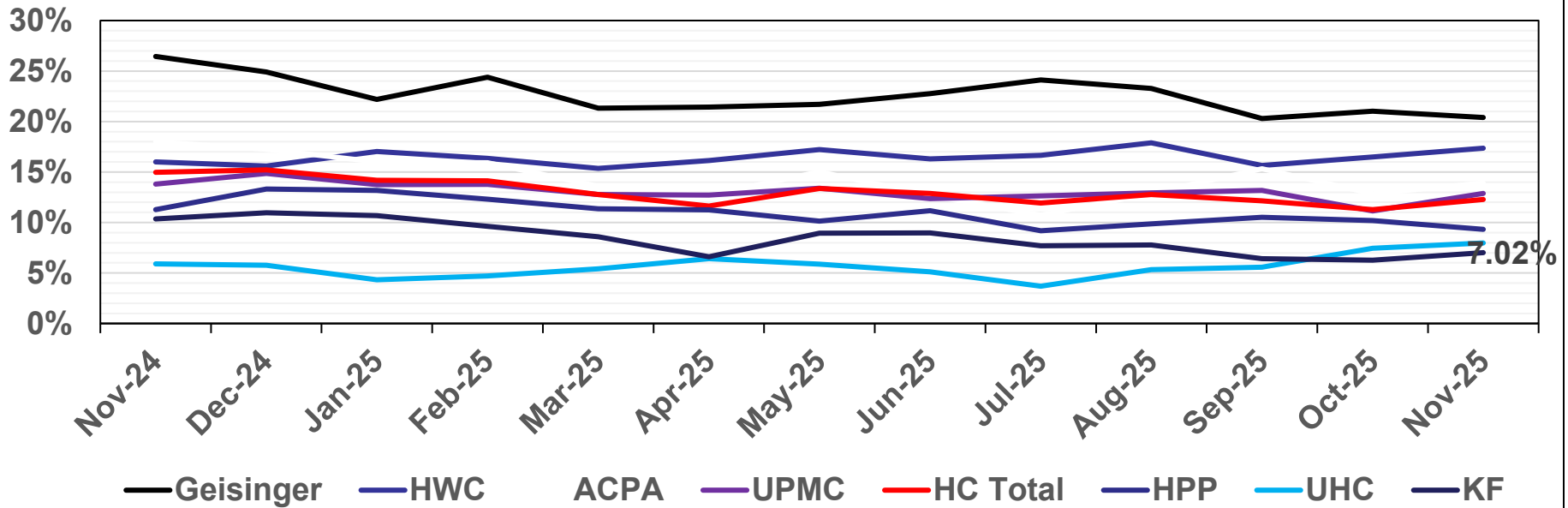
Home Health Aide Missed Shifts: % by MCO November 2024  
- November 2025





MCO	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
Geisinger	26.44%	24.90%	22.20%	24.38%	21.33%	21.43%	21.69%	22.75%	24.11%	23.29%	20.30%	21.03%	20.41%
HWC	16.00%	15.59%	17.03%	16.34%	15.36%	16.13%	17.22%	16.30%	16.65%	17.89%	15.66%	16.50%	17.36%
ACPA	17.99%	17.25%	16.01%	15.92%	13.59%	12.69%	15.03%	12.66%	10.73%	12.89%	15.32%	12.84%	13.91%
UPMC	13.79%	14.86%	13.76%	13.77%	12.77%	12.71%	13.40%	12.37%	12.64%	12.93%	13.18%	11.14%	12.87%
HC Total	14.96%	15.21%	14.19%	14.13%	12.77%	11.62%	13.37%	12.88%	11.94%	12.78%	12.15%	11.28%	12.27%
HPP	11.29%	13.32%	13.17%	12.31%	11.35%	11.24%	10.14%	11.17%	9.18%	9.87%	10.51%	10.18%	9.31%
UHC	5.91%	5.78%	4.32%	4.72%	5.41%	6.41%	5.88%	5.12%	3.69%	5.33%	5.59%	7.45%	7.97%
KF	10.35%	10.97%	10.68%	9.61%	8.59%	6.60%	8.94%	8.96%	7.69%	7.78%	6.41%	6.27%	7.02%

Skilled Nursing Missed Shifts: % by MCO November 2024 - November 2025





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# Questions?



Pennsylvania  
Department of Human Services

