Office of Long-Term Living (OLTL) Updates Consumer Sub MAAC

September 24, 2025

Pennsylvania
Department of Human Services

Agenda

- OLTL Updates
  - Procurement Updates
  - Trigger Event Assessment Timeframes
  - CHC Appeals Data
  - Recent OLTL Communications

OLTL Procurement Updates

- **Procurement Updates**
  - Community HealthChoices (CHC) Request for Application (RFA)

    - On August 22, 2024, the Department of Human Services (DHS) announced the applicants selected for agreement negotiations for the CHC Program Re-Procurement

    - The CHC RFA is currently in a stay. All activity pertaining to the RFA has ceased, and no timeline can be shared at this time.

    - The CHC program will continue to operate under the current Managed Care Organizations (MCO) until further notice.

    - **All questions regarding the RFA and its contents should be directed to Procurement via the resource account** RA-pwrfaquestions@pa.gov.

Trigger Event Assessment Timeframes

- **CHC Agreement Trigger Event Assessment Timeframes**
  - Managed Care Organizations (MCOs) have 14 days to complete a trigger assessment upon learning of an event that meets the criteria.
    - The 14 days is to complete the assessment, and it does not include the notice to the participant.
  - MCOs then have 15 days to make necessary changes to the Person Centered Service Plan (PCSP)
  - Once changes are made to the PCSP, a 2-business day notice to the participant is required.
    - In essence, the MCO has up to 31 days from the time they learn about the trigger event until the send notice to the participant.

Trigger Event Assessment Timeframes (cont.)

- When a participant is hospitalized, a critical incident report is required, which details the investigative actions. MCOs are required to begin an investigation with 24 hours of an incident discovery.
  - As part of the incident investigation, MCOs are required to do an onsite visit, and contact the hospital staff to coordinate a safe discharge. Investigation must be completed in 20 days unless a justified extension is requested. The incident report cannot be closed until risk is remediated, which included completing and documenting a trigger assessment and preventative corrective actions.
  - OLTL monitors MCOs for Incident management compliance and provides ongoing education regarding risk mitigation.

- OLTL will be looking into existing policies and Operations Reports to determine next steps.

2024 Community HealthChoices Participant Grievances, Fair Hearings, and External Reviews

Presenter: Colleen Miles, Medical Economist
Division of Quality Assurance
Bureau of Quality Assurance and Program Analytics

Community HealthChoices

Pennsylvania
Department of Human Services

CHC Participant Grievances

Grievance: A request to a Managed Care Organization (MCO) by a Participant or a health care provider (with the written consent of the Participant), or a Participant's authorized representative to have the MCO reconsider a decision solely concerning the **medical necessity**, **appropriateness, health care setting, level of care or effectiveness of a health care service**.

If the MA Managed Care Plan is unable to resolve the matter, a grievance may be filed regarding the decision that:

- disapproves full or partial payment for a requested health care service;
- approves the requested health care service but at lesser scope or duration than requested; or
- disapproves payment for a requested health care service but approves payment for a different health care service;
- reduces, suspends, or terminates a previously authorized service.

CHC Participant Grievances (cont.)

A Grievance involves the participant or their representative's right to appeal the CHC-MCO's decision to deny a service request either fully or in part.

The participant has the right to request all information utilized to make the denial decision and submit new information to be reviewed by the Grievance Committee.

The participant and/or their representative and any advocate may be present either in person or telephonically during the Grievance review process. However, if the participant chooses not to attend the review will be conducted as if the participant was present.

A Participant must file a Grievance **within 60 days** from the date the Participant receives written notice of decision to deny a request either fully or in part.

2024 Total Participant Grievances Received

2024 Total Grievances Received						Prior Year Comparisons		
CHC-MCO	Q1	Q2	Q3	Q4	YTD	YTD 2023	Variance	Variance %
AHC/KF	1,789	2,543	3,228	3,167	10,727	11,407	-680	-6.0%
PHW	1,443	1,266	957	784	4,450	2,485	1,964	79.0%
UPMC	427	393	363	459	1,642	1,840	-198	-10.8%
Statewide	3,659	4,202	4,548	4,410	16,819	15,733	1,086	6.9%

Summary data based on when the CHC-MCO received the Participant Grievance.

Rate Per Ten Thousand (RPTT) equals number of Grievances divided by number of Participants multiplied by 10,000.
RPTT is a “weighted” calculation that allows for comparisons across the CHC-MCOs.

2024 Total Participant Grievances Received (RPTT)

2024 Grievances Received Rate Per Ten Thousand (RPTT)						Prior Year Comparisons		
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**	**YTD 2023**	**Variance**	**Variance %**
AHC/KF	96.4	141.7	181.9	178.7	507.5	533.3	-25.9	-4.8%
PHW	160.1	148.3	114.3	94.2	430.2	231.6	198.6	85.8%
UPMC	29.2	28.1	26.1	32.7	96.6	107.1	-10.5	-9.8%
Statewide	86.8	103.9	113.7	110.1	355.5	325.3	30.2	9.3%

Summary data based on when the CHC-MCO received the Participant Grievance.

Rate Per Ten Thousand (RPTT) equals number of Grievances divided by number of Participants multiplied by 10,000.
RPTT is a “weighted” calculation that allows for comparisons across the CHC-MCOs.

AHC/KF 2024 Top Five CHC Participant Grievances

AHC/KF Top Five Grievances YTD 2024		
Grievance Category	**Total**	**Percent**
Personal Assistance Services	8,804	90%
Pharmacy	241	2%
Dental	221	2%
Medical (Inpatient, Outpatient, Skilled Home Health)	172	2%
Home Adaptations/Modifications	141	1%

CHC-MCOs report the data by Grievance Category when the grievance is resolved.

PHW 2024 Top Five CHC Participant Grievances

PHW Top Five Grievances YTD 2024		
Grievance Category	**Total**	**Percent**
Personal Assistance Services	4,276	97%
Home Adaptations/Modifications	31	1%
Pharmacy	23	1%
Medical (Inpatient, Outpatient, Skilled Home Health)	21	<1%
Other	20	<1%

CHC-MCOs report the data by Grievance Category when the grievance is resolved.

UPMC 2024 Top Five CHC Participant Grievances

UPMC Top Five Grievances YTD 2024		
Grievance Category	**Total**	**Percent**
Personal Assistance Services	1,482	84%
Pharmacy	66	4%
Dental	59	3%
Durable Medical Equipment (DME)	43	2%
Medical (Inpatient, Outpatient, Skilled Home Health)	39	2%

CHC-MCOs report the data by Grievance Category when the grievance is resolved.

Statewide 2024 Top Five CHC Participant Grievances

Statewide Top Five Grievances YTD 2024		
Grievance Category	**Total**	**Percent**
Personal Assistance Services	14,562	91%
Pharmacy	330	2%
Dental	299	2%
Medical (Inpatient, Outpatient, Skilled Home Health)	232	1%
Durable Medical Equipment (DME)	190	1%

CHC-MCOs report the data by Grievance Category when the grievance is resolved.

2024 Percent of Grievances in Favor of the Participant

2024 Percent of Grievances in Favor of the Participant					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	24.3%	22.8%	19.3%	18.5%	20.6%
PHW	28.1%	27.6%	33.5%	9.7%	25.9%
UPMC	19.7%	17.9%	16.0%	16.5%	17.6%
Statewide	25.2%	23.8%	22.1%	16.7%	21.7%

2024 Percent of Grievances in Favor of the CHC-MCO

2024 Percent of Grievances in Favor of the CHC-MCO					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	75.7%	77.2%	80.7%	81.5%	79.4%
PHW	71.9%	72.4%	66.5%	90.3%	74.1%
UPMC	80.3%	82.1%	84.0%	83.5%	82.4%
Statewide	74.8%	76.2%	84.0%	83.5%	78.3%

2024 Personal Assistance Services (PAS) Grievance Decisions

2024 Personal Assistance Services (PAS) Grievance Decisions					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	1,440	1,843	2,681	2,849	8,813
PHW	1,413	1,241	910	738	4,302
UPMC	401	365	342	396	1,504
Statewide	3,254	3,449	3,933	3,983	14,619

Data based on when the CHC-MCO resolved/decided the Participant Grievance.

2024 PAS Grievance Decisions (RPTT)

2024 Personal Assistance Services (PAS) Grievance Decisions RPTT					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	77.6	102.7	150.7	160.6	416.5
PHW	156.3	144.9	107.6	87.6	413.4
UPMC	27.3	25.7	24.2	27.7	87.2
Statewide	77.0	85.0	97.7	99.0	307.8

Rate Per Ten Thousand (RPTT) equals number of Grievances divided by number of Participants multiplied by ten thousand.

RPTT is a “weighted” calculation which allows for data comparisons across the CHC-MCOs.

2024 PAS Grievance Decisions by Outcome

2024 Personal Assistance Services (PAS) Grievance Decisions by Outcome				
CHC-MCO	**In Favor of CHC-MCO**	**Partially in Favor of Participant**	**Fully in Favor of Participant**	**Total PAS Grievances Decided**
AHC/KF	7,204	1,015	594	8,813
PHW	3,051	785	466	4,302
UPMC	1,237	180	87	1,504
Statewide	11,492	1,980	1,147	14,619

2024 Grievance Decisions Timeliness

2024 Grievance Decisions Timeliness					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	99.8%	99.9%	99.9%	100.0%	99.9%
PHW	92.7%	92.7%	98.0%	94.0%	94.1%
UPMC	98.1%	98.4%	98.3%	100.0%	98.7%
Statewide	96.7%	97.3%	99.3%	98.9%	98.2%

Grievances timeliness requirements: The CHC-MCO must reach a decision and notify the Participant in 30 days or less or 44 days or less for Grievances where the Participant requests a 14-day extension.

Fair Hearing and External Review Process

- The Participant may file a request for a Fair Hearing, a request for an external review, or both a request for a Fair Hearing and a request for an external review.

- The Participant or Participant's representative may file a request for a Fair Hearing within 120 days from the **mail date** on the written notice of the CHC-MCO's decision.

- A Participant who files a request for an external review that disputes a decision to discontinue, reduce, or change a service or item that the Participant has been receiving **must continue to receive the disputed service or item at the previously authorized level pending resolution of the external review**, if the request for external review is made orally, hand delivered, faxed, or post-marked within 15 days from the mail date on the written notice of the CHC-MCO's decision.

2024 State Fair Hearing Requests

2024 State Fair Hearing Requests					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	346	197	311	398	1,252
PHW	159	225	177	95	656
UPMC	65	69	48	48	230
Statewide	570	491	536	541	2,138

2024 State Fair Hearings Withdrawn Before Decision

2024 State Fair Hearings Withdrawn Before Decision					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	123	94	119	156	492
PHW	146	169	94	34	443
UPMC	27	19	25	24	95
Statewide	296	282	238	214	1,030

2024 State Fair Hearing Decisions

2024 State Fair Hearing Decisions					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	53	33	33	29	148
PHW	11	12	14	**	40
UPMC	31	29	30	**	98
Statewide	95	74	77	40	286

**As required by the Department of Human Services all counts less than or equal to ten are suppressed.

2024 State Fair Hearing Decisions in Favor of the Participant

2024 State Fair Hearing Decisions in Favor of the Participant					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	**	**	**	**	42
PHW	**	**	**	**	**
UPMC	**	**	**	**	**
Statewide	23	**	11	12	54

**As required by the Department of Human Services all counts less than or equal to ten are suppressed.

2024 State Fair Hearing Decisions in Favor of the CHC-MCO

2024 State Fair Hearing Decisions in Favor of the CHC-MCO					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	32	28	27	19	106
PHW	11	12	12	**	38
UPMC	29	26	27	**	88
Statewide	72	66	66	28	232

**As required by the Department of Human Services all counts less than or equal to ten are suppressed.

2024 External Review Decisions

2024 External Review Decisions					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	317	382	630	931	2,260
PHW	307	189	181	69	746
UPMC	112	101	78	105	396
Statewide	736	672	889	1,105	3,402

2024 External Review Decisions in Favor of the Participant

2024 External Review Decisions in Favor of the Participant					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	60	82	191	304	637
PHW	69	57	54	21	201
UPMC	15	14	17	31	77
Statewide	144	153	262	356	915

2024 External Review Decisions in Favor of the CHC-MCO

2024 External Review Decisions in Favor of the CHC-MCO					
CHC-MCO	**Q1**	**Q2**	**Q3**	**Q4**	**YTD**
AHC/KF	257	300	439	627	1,623
PHW	238	132	127	48	545
UPMC	97	87	61	74	319
Statewide	592	519	627	749	2,487

Questions?

Recent OLTL Communications

- **Late Summer COVID-19 Increase in PA**

  On August 26, 2025, OLTL released a ListServ sharing the Health Advisory that there has been a sharp increase of test positivity for COVID-19 in PA.

  – The current COVID-19 vaccine offers protection against circulating variants, including Nimbus and Stratus.

  – The Department of Health (DOH) encourages people eligible to get the COVID vaccine now, especially those at higher risk rather than waiting for the updated fall formula.

  – Nirmatrelvir-ritonavir (Paxlovid) remains effective in preventing severe illness and should be prescribed promptly to patients with additional risk factors, such as diabetes or Chronic Obstructive Pulmonary Disease (COPD).

  – If you have questions about this advisory, please contact DOH at 1-877-PAHealth (1-877-724-3258) or your local health department.

Recent OLTL Communications (cont.)

- **Foundational Leadership in HCBS Certificate Program**

  On August 25, 2025, OLTL released a ListServ sharing an announcement from Advancing States stating that they have partnered with the Department of Policy and Management at the University of North Carolina (UNC) Gillings School of Global Public Health to create a first-of-its-kind online training program to support our Nations HCBS program workforce.

  – The Initial Foundation Leadership in HCBS: Building Expertise to Better Support People in their Homes and Communities certificate program launches in September of 2025.
    - Core training sessions deliver curriculum covering HCBS systems, policies, and operations.
  – The course is offered exclusively online and is self-paced.
    - It is anticipated that the course will require about two hours per week for 10 weeks to complete.
    - Participants will learn more about populations utilizing LTSS, the organizations providing LTSS, and the varied sources of funding

Recent OLTL Communications (cont..)

- **Federal Benefit Transition to Electronic Payments – What Beneficiaries Receiving Paper Checks Need to Know**

  On August 29, 2025, OLTL released a ListServ sharing information about the federal benefit transition to electronic payments to improve efficiency, security, and ensure that beneficiaries receive their monthly benefits promptly.

  – Starting October 01, 2025, recipients of federal benefits, such as Retirement, Survivors, and Disability Insurance (RSDI), Supplemental Security Income (SSI) and railroad or veterans' benefits, will no longer be eligible to receive paper checks.

  – Who does this affect?
    - This primarily affects a small group of beneficiaries who have not yet switched to electronic payment methods.

  – There are very few exceptions:
    - Individuals 94 years of age who were born before May 01, 1921, will automatically continue to receive paper checks. The Social Security Administration (SSA) indicated that other exceptions will only be granted in “extremely rare circumstances”.

Recent OLTL Communications (cont…)

- **Federal Benefit Transition to Electronic Payments – What Beneficiaries Receiving Paper Checks Need to Know (cont.)**
  - Your payment options include:
    - Direct Deposit: Beneficiaries should enroll in direct deposit with their financial institution where their payments can be deposited directly into their checking or savings account
    - Direct Express® Card: This is for people without a bank account. The Direct Express card is a prepaid debit card designed specifically for federal benefit payments.
  - Social Security recipients can update their payment information anytime through the my Social Security account online.
    - https://www.ssa.gov/myaccount/
  - Any recipient of federal benefits can update their payment method by visiting
    - https://godirect.gov/gpw

Recent OLTL Communications (cont.…)

- **Volunteers Needed to Install Free Smoke Alarms from the American Red Cross**

  On September 9, 2025, OLTL shared a ListServ from the American Red Cross rallying for volunteers to install free smoke alarms nationwide as part of their Sound the Alarm events. Not only will they install free smoke alarms, they will create escape plans and share safety information.

  – More information can be found by visiting the home fire safety page on the American Red Cross of Greater Pennsylvania Region or by calling 1-833-315-0882

Recent OLTL Communications (cont…..)

- **October is National Disability Employment Awareness Month (NDEAM)**

  On September 15, 2025, OLTL released a ListServ reminding us of the importance of equal employment opportunities for individuals with disabilities.

  – NDEAM was established in 1945
    - Promotes awareness about workforce inclusion
    - Celebrates the contributions of workers with disabilities
    - Challenges persistent stereotypes and barriers
  – Strategies for building a more inclusive and empathetic society
    - Encouraging dialogue among policymakers, businesses, and advocacy groups
    - Influencing policy changes to improve accessibility and workplace accommodations
    - Empowering individuals with disabilities by promoting their talents and perspectives in the workplace

Recent OLTL Communications (cont……)

- **October is National Disability Employment Awareness Month (NDEAM) (cont.)**

  – U.S. Department of Labor YouTube Video
    - 2025 National Disability Employment Awareness Month (NDEAM): Celebrating Value and Talent

  – For more details about NDEAM 2025, please visit the Office of Disability Employment Policy (ODEP) NDEAM website:
    - https://www.dol.gov/agencies/odep/initiatives/ndeam

Questions?