



# OLTL Updates Consumer Sub MAAC

January 24, 2024

# OLTL Updates

- OLTL Updates
  - Procurement Updates
  - CMS Evidence Based Review(EBR) Final Report
  - Participant Directed Workgroup
  - Annual Waiver Redeterminations
  - Appeal Reporting
  - CHC Employment Supports

# OLTL Updates

# ▶ OLTL Updates - General

- Procurement Updates
  - There are no updates on the following that can be shared at this time.
    - Community HealthChoices Request for Application (RFA)
    - Agency with Choice (AWC)
  - Independent Enrollment Broker (IEB)
    - Contract has been signed by Maximus and is effective January 1, 2024
    - Currently in the signatory process with the state
    - OLTL will be meeting and working with Maximus to implement the provision of the contract

# OLTL Updates

- CMS Evidence Based Review(EBR) Final Report
  - OLTL received the findings from the CMS Evidence Based Review Final Report for its Managed Care program.
  - The report measures six categories that include Administrative Authority, Level of Care, Qualified Providers, Service Plan, Health & Welfare and Financial Accountability.
    - The report found Pennsylvania to be in compliance with all of the six categories which is a massive achievement.

# OLTL Updates

- Participant Directed Workgroup
  - Participant Directed(PD) Model Workgroup to look into the possible causes and possible remedies for the drastic reduction in participant directed model of service.
    - Since January 1, 2019, PD has shown a reduction of over 5,000 people.
    - A workgroup of approximately 40 people consisting of Direct Care Workers, Common Law Employers, state staff, members of SEIU and most importantly participants have begun meeting.
    - Workgroup will also be surveying participants, service coordinators, direct care workers regarding various processes involved in on-boarding into the service and into a worker role.
  - Journey mapping will be done to establish possible issues with the processes of enrollment, both as a participant and a worker
    - A summary of findings and recommendations will be presented upon conclusion for review by the commonwealth.
    - The process is expected to last no longer than until Mid March

# Annual Waiver Redeterminations

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- Nursing Facility Ineligible (NFI) terms from October to December:
  - October: 798
  - November: 541
  - December: 509
- Total number of NFI determinations for 2023:
  - 8,786
    - This includes the months November 2022-December 2023 (Data from November 2022-April 2023 is unable to be separated).
- OLTL is still working to determine how many NFI determinations have been overturned by a new assessment.



# Annual Waiver Redeterminations

- Sample language explaining why another assessment is required:
  - ***The reason I am calling is to set up a time for me/an assessor to come out to your home to complete a new functional assessment. A new assessment is needed to determine if you continue to qualify for your services under Community HealthChoices. If you do not participate in the assessment, your services may be discontinued, and you may be disenrolled from the CHC Program with an opportunity to appeal.***

# Appeal Reporting

# ▶ Appeal Reporting

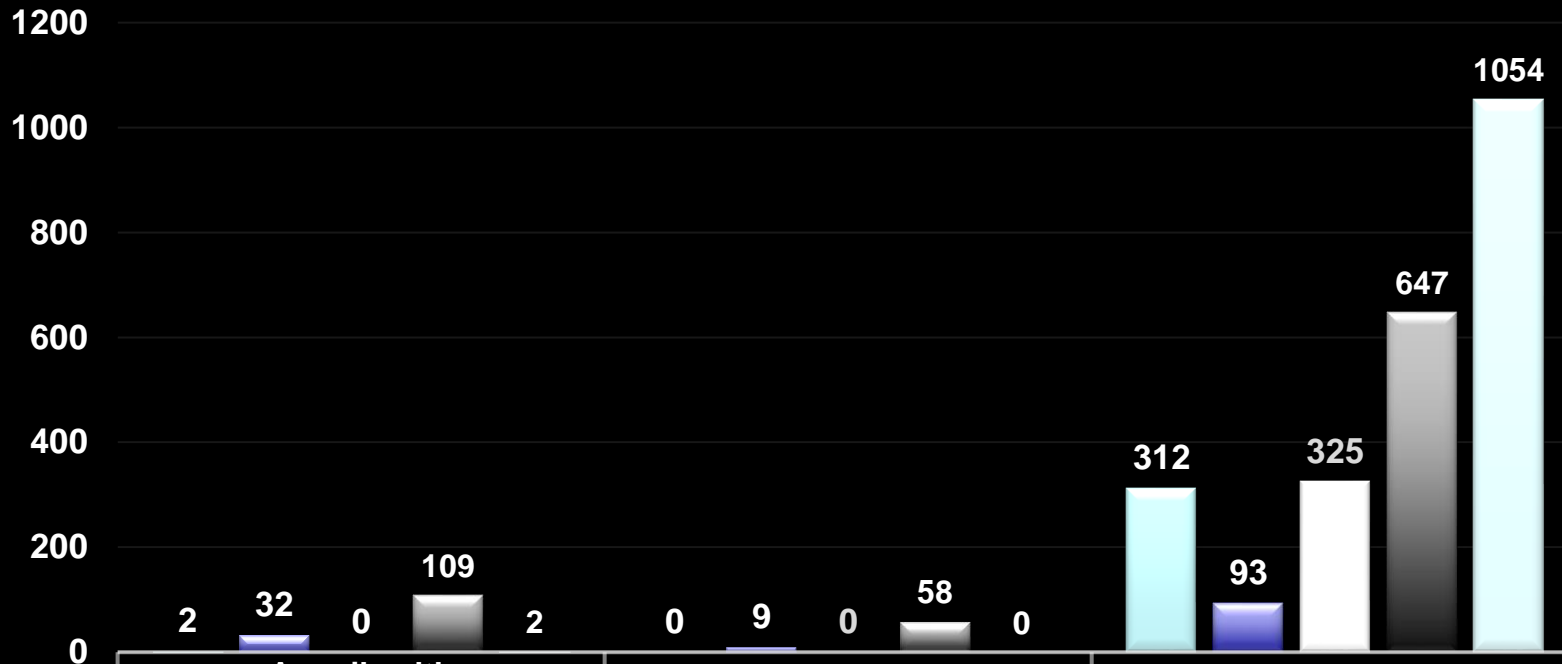
- At this time, OLTL has no category specific to Grievances or External Reviews which are rejected or dismissed by the CHC-MCO's due to timeliness requirements or filed by those who lack representative authority on the OPS-004 Complaints and Grievances Detail report.
- OLTL and the CHC-MCOs will take the suggestion regarding dismissed or rejected grievances into consideration for the 2025 CHC-MCO Agreement.
- For dismissed or rejected external reviews, OLTL recommends the requestor work with the Pennsylvania Insurance Department due to OLTL and the CHC-MCOs not being a part of their external review and notification process.

# CHC Employment Supports

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- Participant referral to Office of Vocational Rehabilitation(OVR) and Work Incentives Planning and Assistance (WIPA)
  - CHC-MCOs have no data regarding what OVR does once the person is determined eligible for OVR services.
    - Data from the December meeting can be seen on the upcoming slides.
  - OLTL has begun discussions with OVR to put a data memorandum of understanding in place so OVR and OLTL can share information to know who is being served and by which services.

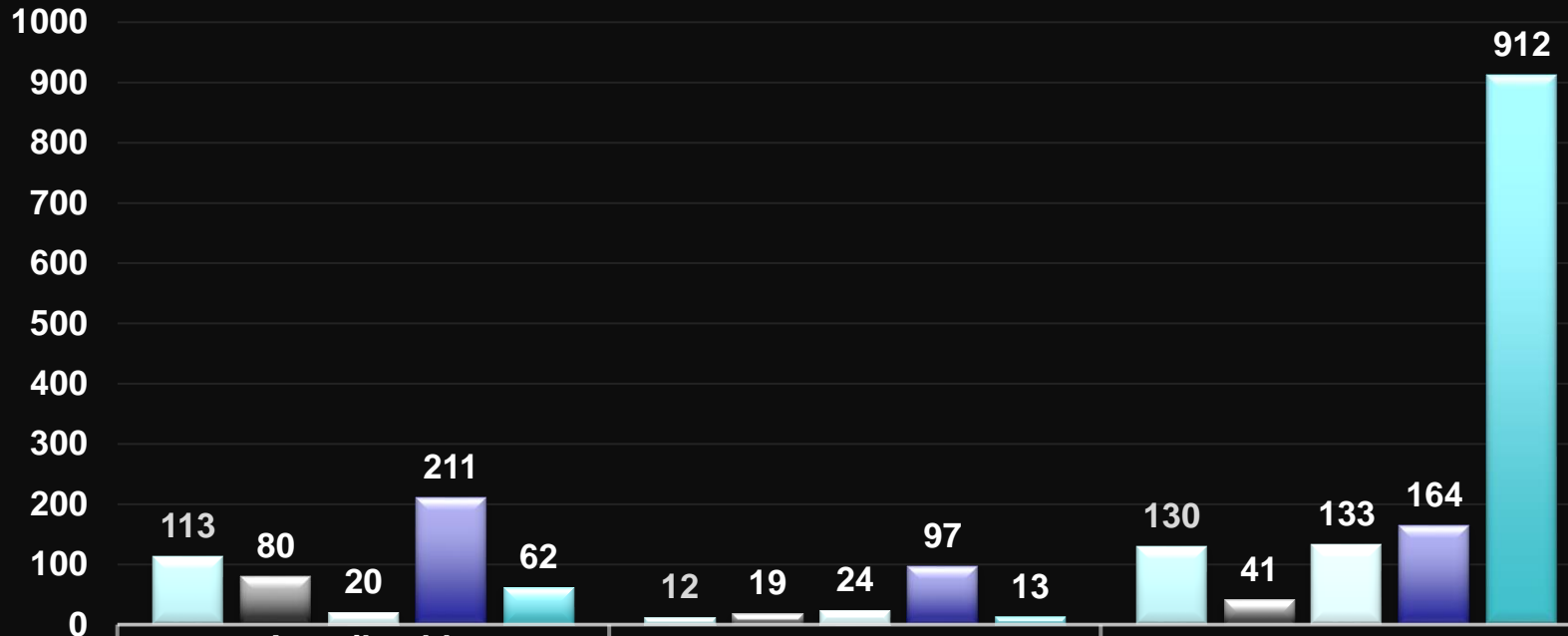
# Work Incentives Planning Assistance (WIPA)



	Amerihealth Caritas/Keystone First	PA Health and Wellness	UPMC
■ Lehigh Central	2	0	312
■ North East	32	9	93
■ North West	0	0	325
■ South East	109	58	647
■ South West	2	0	1054

■ Lehigh Central   ■ North East   ■ North West   ■ South East   ■ South West

# 2023 Referrals from Managed Care Organizations to PA Office of Vocational Rehabilitation



	Amerihealth Caritas/Keystone First	PA Health and Wellness	UPMC
■ Lehigh Central	113	12	130
■ North East	80	19	41
■ North West	20	24	133
■ South East	211	97	164
■ South West	62	13	912

■ Lehigh Central ■ North East ■ North West ■ South East ■ South West

# CHC Employment Supports

- Employment First Dashboard
  - Percent of HCBS Authorizations
    - Captures which OLTL waiver funded supported employment services are being provided to the OLTL participant.
    - Some MCOs/regions have no services being offered, likely because the participants are getting OVR services.
  - SC Training on Employment Supports
    - Each MCO provides comprehensive training to the SC Entities regarding all services OLTL provides to the participant. This includes training on supported employment services.
  - OLTL has begun internal discussions related to the “We Can Work” page and the ability to create additional promotional information for participants around Employment Supports.



# Questions?

