

OLTL Updates LTSS Sub MAAC

April 18, 2023

OLTL Leadership

- Welcome Deputy Secretary Juliet Marsala!
 - Her experience spans aging and disability services, managed care, nursing home transitions, supportive housing, employment and workforce development, and behavioral health.
 - ✓ Leader in Community-Based Organizations providing social services in the HCBS and LTSS sector.
 - ✓ Principal at Health Management Associates (HMA) focusing on the intersection of community needs and healthcare.
 - ✓ Vice president of community health and long-term supports for JEVS Human Services.
 - ✓ Founder and chief executive officer (CEO) of Supports Your Way, Inc.
 - ✓ Active board member of several nonprofit organizations and serves as vice chair of the Pennsylvania Rehabilitation Advisory Committee

Agenda

- OLTL Updates
- FY23-24 Proposed Budget
- IEB Enrollment Data
- LIFE Enrollments
- Medical Assistance Transportation Program (MATP)

OLTL Updates

OLTL Updates

- Community Health Choices Request for Information (RFI)
 - RFI seeks information to assist the Department in gathering stakeholder feedback on the statement of work for the upcoming re-procurement before issuing a Request for Application for vendors to bid on program participation
 - Released March 6th
 - Comments accepted until Friday, April 14th
- CHC and OBRA Waiver Amendments approved by CMS – effective April 1, 2023.
- Appendix K - CMS approved amendment and guidance out to providers

OLTL Updates

- APS Proposed Regulations
 - APS Regulations were delivered to the House, Senate, LRB and IRRC on March 30, 2023. The APS Regulations will be published in the PA Bulletin in late April 2023, estimated to be on April 24th.
- Facility Staffing Crisis
 - OLTL has not been notified or are aware of any facilities not accepting new admission because of staffing.
 - All MCO's are however expected to maintain an adequate network of providers.

OLTL Updates – EVV

- Public Meeting Follow-up
 - The Department of Human Services (DHS) held an Electronic Visit Verification (EVV) public meeting on Friday, March 24th, 2023.
 - Various topics were covered including:
 - EVV Overview
 - Error Status Codes (ESC)
 - Manual Edits
 - Q&A's
 - Reminder
 - DHS **does not** prohibit the use of participant cell phones for EVV. A participant's home phone, cell phone, or smart device may be used for clock in/clock out if the participant has agreed to its use.
 - CHC MCOs are able to implement additional criteria to meet the minimum requirements of EVV.
 - Providers are to consult with each individual MCO on EVV requirements

FY23-24 Proposed Budget

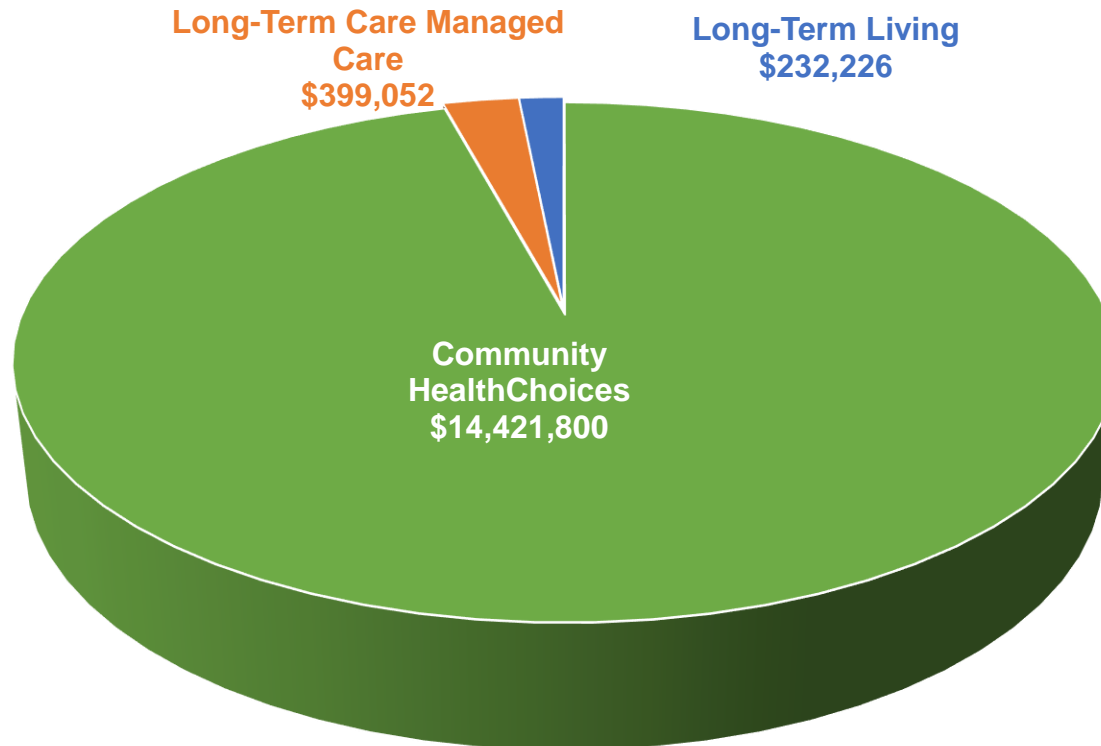
Fiscal Year 2023-2024 Budget

- Reflects actuarially sound capitation rates for continued statewide operation of Community HealthChoices (CHC).
- Continues support for nursing facility staffing requirements.
- Assumes continued expansion in LIFE enrollment.
- Proposed initiative to provide 20 positions to improve licensing activities, including enhanced quality of service and reduced processing time.

Fiscal Year 2023-2024 Budget

OLTL \$15.0B 2022-23 Budget by Appropriation

(Total funds including state, federal, Lottery, Tobacco, and augmenting revenue)
(Amounts in 000s)



Fiscal Year 2023-2024 Budget

Community HealthChoices

- Medical Assistance Managed LTSS (Capitation)
- OLTL Grants & Operating Contracts

	2022-23 Available¹	2023-24 Request	Change
State Funds ²	\$4.841B	\$5.716B	\$875.0M
Federal Funds	\$8.318B	\$8.001B	(\$316.9M)
Other Funds ³	\$701.4M	\$705.0M	\$3.6M
Total Funds	\$13.86B	\$14.42B	\$561.6M

¹Includes appropriation and executive authorization reductions vs. Act 1-A of 2022

²Includes Lottery and Tobacco Funds

³Other revenue sources include assessments and intergovernmental transfers

Fiscal Year 2023-2024 Budget

Long-Term Living

- Medical Assistance FFS
- OBRA & Act 150 Programs

	2022-23 Available¹	2023-24 Request	Change
State Funds	\$136.4M	\$126.3M	(\$10.1M)
Federal Funds	\$407.5M	\$105.6M	(\$301.9M)
Other Funds ²	\$301K	\$301K	\$ --
Total Funds	\$544.3M	\$232.2M	(\$312.0M)

¹Includes appropriation reduction vs. Act 1-A of 2022

²Attendant Care Patient Fees and Parking Fines

Fiscal Year 2023-2024 Budget

Long-Term Care Managed Care

- LIFE Program

	2022-23 Available¹	2023-24 Request	Change
State Funds	\$156.6M	\$181.2M	\$24.6M
Federal Funds	\$219.2M	\$217.8M	(\$1.4M)
Total Funds	\$385.6M	\$372.5M	(\$23.2M)

¹Includes appropriation reduction vs. Act 1-A of 2022

IEB Enrollment Data

IEB Enrollment Data – Average Days in Status

Status	7/29/2022	8/30/2022	9/30/2022	10/31/2022	11/30/2022	12/30/2022	1/31/2023	2/28/2023	3/31/2023	Description
READY_ASSESSMENT	14	12	10	11	10	10	10	10	10	IEB has received a referral from a third party, the IEB is outreaching to the Applicant/Representative to schedule Visit.
SCHEDULED	5	6	5	7	6	5	6	6	6	In Home Visit has been scheduled
ASSESSMENT_INPROCESS	1	4	1	4	3	1	1	6	1	In Home Visit completed and the IEB is reviewing completeness of intake documents required.
MA_PA_600_REVIEW	6	6	5	8	10	9	6	10	9	IEB is waiting for the PA 600 or the PA 600 received and IEB to enter in COMPASS
PC & FEDPending	5	6	5	7	9	7	6	7	5	PC sent to the identified Physician and FED Reques sent to Aging Well
PC Pending/FED Received	37	36	37	39	41	40	38	38	36	Completed FED received from Aging Well/ PC is pending
PC Received/FED Pending	5	8	6	8	11	9	7	7	6	Completed PC received/ FED pending with Aging Well
APP_REVIEW	0	1	0	1	0	0	1	1	0	Medical Director Review Pending
OLTL_READY	20	30	25	36	7	8	17	20	13	Program Eligibility under review by OLTL
READY_TRANSITION	63	64	62	69	68	60	59	56	54	Functionally eligible, Applicant is pending nursing facility discharge
APPROVED	13	14	13	15	16	14	13	14	13	Functionally Eligible, 1768 sent to CAO
1768_DENIAL	1	1	1	3	1	0	1	1	1	Functionally ineligible, HCBS Denial notice pending
FINANCIAL_APPROVAL	2	2	1	1	1	2	1	1	2	Financial Approval Received, enrollment in Process of being finalized
MMS_READY	3	0	0	0	1	1	0	0	2	Pending acceptance by OBRA or Act 150 Service Coordinator
FINANCIAL_DENIAL	0	6	0	0	0	0	0	0	0	Financial Denial Received, application in process of completion
Financial Approval Mismatch	0	0	0	5	13	7	5	5	1	Incorrect Waiver code in CIS, action needed by the CAO.

Current IEB Report – All Waivers

	2020QTR 1	2020QTR 2	2020QTR 3	2020 QTR4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3	2022QTR 4
Grand Total	33402	25890	26398	26213	25106	25118	29365	29082	31328	33482	31563	30012
Complete	21513	17820	16180	18098	16081	16153	18783	18953	20171	22372	22070	21399
Complete in 90 Days	18963	15441	14918	17428	15491	15569	17985	18233	19326	21776	21584	20705
Complete > 90 Days With Excuse	1126	536	648	408	379	300	403	345	329	316	318	347
Compliance Percentage	93%	90%	96%	99%	99%	98%	98%	98%	97%	99%	99%	98%
Average Days To Complete	52	57	45	41	40	40	37	39	40	34	35	33.93

1. Grand Total - All unduplicated applications in process this quarter
2. Complete - Total unduplicated applications completed this quarter
3. Total unduplicated applications completed during the quarter in 90 days
4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
5. Using the above fields = (row 3 + row 4)/ row 2 Average to complete excluding excused applications

Note: Reapplications removed

Current IEB Report – Under/Over 60

Over 60	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3	2022QTR 4
Grand Total	20441	16309	16848	16775	16161	17383	20414	18991	21116	22098	21104	20123
Complete	12967	11172	10282	11658	10189	11069	13204	12349	13602	14699	14853	14393
Complete in 90 Days	11421	9700	9500	11233	9828	10696	12673	11909	13025	14333	14537	13969
Complete > 90 Days With Excuse	684	327	392	267	239	194	263	200	238	207	221	218
Compliance Percentage	93%	90%	96%	99%	99%	98%	98%	98%	98%	99%	99%	99%
Average Days To Complete	52	56	45	40	40	39	37	39	40	34	34	33.16

Under 60	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3	2022QTR 4
Grand Total	12101	9580	9335	9438	8964	7735	8951	10092	10208	11384	10459	9889
Complete	7951	6648	5898	6439	5893	5084	5579	6604	6566	7673	7217	7006
Complete in 90 Days	7006	5741	5418	6195	5663	4873	5312	6324	6302	7443	7047	6736
Complete > 90 Days With Excuse	418	209	256	141	140	106	140	145	81	109	97	129
Compliance Percentage	93%	90%	96%	98%	98%	98%	98%	98%	97%	98%	99%	98%
Average Days To Complete	53	57	47	41	41	41	38	39	40	35	35	35.6

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4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
5. Using the above fields = (row 3 + row 4)/ row 2 Average to complete excluding excused applications

Note: Reapplications removed

Q4 2022 Closure Reasons

Closed Reason	Count	Description of Closure
Enrolled	6383	Applicant enrolled in HCBS.
Failure to provide info-CAO	6492	CAO issued denial due to applicant not providing financial verification timely
Unable to Reach Client	1675	IEB unable to reach applicant from third party referral.
incomplete	2247	Closed at day 86 of application due to incomplete or missing information Example: MA 570 not returned
Clinically Ineligible	1883	HCBS Denial Notice issued - Applicant determined NFI as a result of the FED and PC or Medical Director Review
Not Interested in Services	918	Applicant is contact after referral is received and notifies the IEB that they are not interested in receiving HCBS services
Voluntary Withdrawal	507	Applicant contacts the IEB and requests to withdraw the application.
reApped	373	System corrected application and the status needs revised. The originl application start date is used.
Financially Ineligible	256	CAO issued denial notice due to the applicant being determined financially ineligible.
Already Receiving Services	119	Upon referral IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Applicant Not Discharged	172	NHT applicant that does not discharge within 180 days of the application start date.
DECEASED	142	IEB is notified or identifies that the applicant is deceased before application is finalized.
Duplicate Application	100	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	56	Applicant is reviewed for OBRA or Act 150 and Denial notice issued due to Applicant not meeting Program Requirements.
Does not meet 5 year bar	13	CAO issued notice indicating the applicant does not meet the 5 year residency requirement to receive MA HCBS services.
MA Application Not Received	20	IVA was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	41	Referral received that does not include enough information to follow up with individual begin an application.
Expired Documents	2	Application closed due to application documents (FED/PC) over 12 months
Grand Total	21399	

In-person vs. Virtual IVA

2022

	Visit Type				Total Count
	Phone		In Home		
Month	Count	Percentage	Count	Percentage	
Jan	4939	77.65%	1422	22.35%	6361
Feb	5454	78.18%	1522	21.82%	6976
Mar	6472	76.20%	2021	23.80%	8493
Apr	5645	74.14%	1969	25.86%	7614
May	5603	73.92%	1977	26.08%	7580
Jun	5568	73.71%	1986	26.29%	7554
Jul	4669	64.85%	2531	35.15%	7200
Aug	5892	64.61%	3228	35.39%	9120
Sep	5395	67.10%	2645	32.90%	8040
Oct	5127	66.08%	2632	33.92%	7759
Nov	4883	65.46%	2577	34.54%	7460
Dec	4523	64.03%	2541	35.97%	7064
Grand Total	64170	70.35%	27051	29.65%	91221

2023

	Visit Type				Total Count
	Phone		In Home		
Month	Count	Percentage	Count	Percentage	
Jan	4177	57.74%	3057	42.26%	7234
Feb	3373	44.68%	4176	55.32%	7549
Mar	3775	41.34%	5357	58.66%	9132
Grand Total	11325	47.36%	12590	52.64%	23915

FED Appeals Data

FED Appeals Data

Count	Column Labels			
	Jan	Feb	Mar	Grand Total
Status	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	
APPEAL_HEARING_SCHEDULED	13	19	23	55
APPEAL_INITIATED	37	22	17	76
APPEAL_WITHDRAWN	4	3	3	10
APPEAL_WAITING_JUDGE_DECISION			2	2
Grand Total	54	44	45	143

- **APPEAL_WITHDRAWN** - Following Pre-Hearing Appellant Withdrew
- **APPEAL_INITIATED** - Appeal Received - Hearing Date has not yet been scheduled
- **APPEAL_HEARING_SCHEDULED** - Hearing Date Scheduled
- **APPEAL_DISMISSED** - ALJ Dismissed Appeal (example Appellant cannot be reached)
- **APPEAL_WAITING_JUDGE_DECISION** - Pending decision by the ALJ
- **APPEAL_SETTLED** - Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
- **APPEAL_STIPULATED_SETTLEMENT** - Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
- **Appeal Settlement Denied** - Appeal Denied following outcome of the Stipulated Settlement
- **Appeal Approved** - ALJ found in favor of Appellant Applicant moved forward for Financial Eligibility Determination

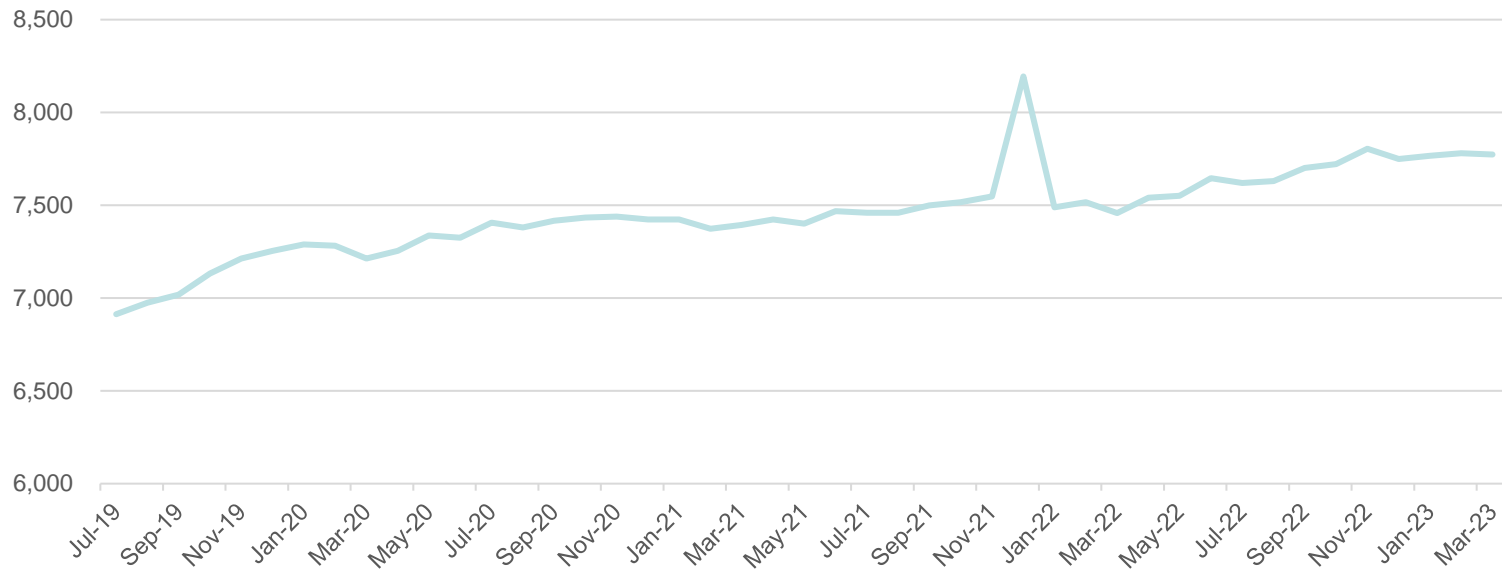
MCO Plan Change Reasons

Reason	Count
Can't stay with current nonparticipating doctor for treatment	5
Dislikes Making Appointments	1
Dissatisfied with dental program/provider	2
Dissatisfied with Doctor/PCP	2
Dissatisfied with hospital	1
Dissatisfied with MCO's services/marketing rep	4
Dissatisfied with Medical MCO Services	19
Dissatisfied with range or length of services - too limited	3
Dissatisfied with vision program/provider	1
Doctor left plan	21
Family/Friend Recommendation	29
Language Problem	4
Location of doctors inconvenient	4
Mail Plan Change - No reason given	2
MCO has denied/reduced my services	16
Moved/Moving Out of Area	1
Not Applicable - Not Disenrolling from Another Plan	10
Out of plan services wanted	12
PCP Recommendation	5
Prefers another MCO's benefits	876
Prefers nonparticipating doctor or hospital	30
Receives bills for services	2
Someone other than those listed above recommendation	4
Would not give reason	169
Grand Total	1223


LIFE Enrollments

LIFE Enrollments

LIFE Enrollments July 2019 through March 2023



- Since statewide LIFE IEB implementation, the overall LIFE Program census has increased by 372 individuals (from May 2021 through March 2023). During the 12 months prior to statewide implementation, the program grew by 86 individuals (May 2020 through April 2021). IEB referrals are directly attributable to a 7% increase in the LIFE census.



Medical Assistance Transportation Program (MATP)

- On February 1, 2022, DHS, Aging, and PennDOT shared a report with the General Assembly on the MATP Workgroup Recommendations.
 - Report made recommendations for streamlining operational processes
 - Increased collaboration between counties
 - Piloting a broker program outside of Philadelphia
- OMAP utilized funding made available through enhanced match for HCBS services under ARPA to incentivize MATP drivers
- DHS has begun to move forward with many of the recommendations, but will not be implementing the pilot broker program.

Questions?

