

OLTL Updates LTSS Sub MAAC

June 13, 2023

Agenda

- OLTL Updates
- IEB Enrollment Data
- LIFE Enrollments

OLTL Updates

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- Racial and Social Disparities
 - Analysis of racial and ethnic data for CHC and LIFE participants is currently underway and plans to present out findings will be announced in the near future.
 - Challenges continue to include the ability to display county level data that needs to be suppressed due to granularity.
- FED/InteRAI
 - All functions by Aging Well remain the same under the new contract with only one item being added into the new contract.
 - All contract resources can be found on the Department of Treasury's website.
 - Aging Well's contract number is 4100078313
 - The latest extension will be posted to the Treasury contract e-library at a later date.
 - FED assessments and appeals during unwinding
 - Process remains the same.

OLTL Updates

- FED/InteRAI cont.
 - FED assessments and churn
 - Assessment process takes into consideration the switch between NFCE to NFI.
 - Participants needs wouldn't change due to the services provided improving quality of life.
- Unwinding and End of PHE
 - CAO Backlogs
 - Future invite to OIM to present at the LTSS on unwinding efforts.
 - OLTL Unwinding Monitoring
 - The CHC agreement has language that mandates SCs to assist participants with the renewal process.
 - CHC MCOs have also presented their Unwinding Action Plans in past stakeholder meetings and is being monitored by OLTL.

OLTL Updates

- Master Plan for Aging and Disabilities (MPAD)
 - PA Dept. of Aging will begin statewide stakeholder engagement sessions in July.
 - Area Agencies on Aging will be hosting these sessions across the state.

IEB Enrollment Data

IEB Enrollment Data – Average Days in Status

Status	9/30/2022	10/31/2022	11/30/2022	12/30/2022	1/31/2023	2/28/2023	3/31/2023	4/27/2023	5/30/2023	Description
READY_ASSESSMENT	10	11	10	10	10	10	8	8	12	IEB has received a referral from a third party, the IEB is outreaching to the Applicant/Representative to schedule Visit.
SCHEDULED	5	7	6	5	6	6	6	6	8	In Home Visit has been scheduled
ASSESSMENT_INPROCESS	1	4	3	1	1	6	1	1	4	In Home Visit completed and the IEB is reviewing completeness of intake documents required.
MA_PA_600_REVIEW	5	8	10	9	6	10	9	10	8	IEB is waiting for the PA 600 or the PA 600 received and IEB to enter in COMPASS
PC & FEDPending	5	7	9	7	6	7	5	5	8	PC sent to the identified Physician and FED Reques sent to Aging Well
PC Pending/FED Received	37	39	41	40	38	38	36	38	39	Completed FED received from Aging Well/ PC is pending
PC Received/FED Pending	6	8	11	9	7	7	6	7	9	Completed PC received/ FED pending with Aging Well
APP_REVIEW	0	1	0	0	1	1	0	0	3	Medical Director Review Pending
OLTL_READY	25	36	7	8	17	20	13	14	27	Program Eligibility under review by OLTL
READY_TRANSITION	62	69	68	60	59	56	54	52	59	Functionally eligible, Applicant is pending nursing facility discharge
APPROVED	13	15	16	14	13	14	13	13	15	Functionally Eligible, 1768 sent to CAO
1768_DENIAL	1	3	1	0	1	1	1	1	4	Functionally ineligible, HCBS Denial notice pending
FINANCIAL_APPROVAL	1	1	1	2	1	1	2	2	3	Financial Approval Received, enrollment in Process of being finalized
MMS_READY	0	0	1	1	0	0	2	0	0	Pending acceptance by OBRA or Act 150 Service Coordinator
FINANCIAL_DENIAL	0	0	0	0	0	0	0	0	1	Financial Denial Received, application in process of completion
Financial Approval Mismatch	0	5	13	7	5	5	1	4	0	Incorrect Waiver code in CIS, action needed by the CAO.

Current IEB Report – All Waivers

	2020QTR2	2020QTR3	2020 QTR4	2021QTR1	2021QTR2	2021QTR3	2021QTR4	2022QTR1	2022QTR2	2022QTR3	2022QTR4	2023QTR1
Grand Total	25890	26398	26213	25106	25118	29365	29082	31328	33482	31563	30012	31490
Complete	17820	16180	18098	16081	16153	18783	18953	20171	22372	22070	21399	21383
Complete in 90 Days	15441	14918	17428	15491	15569	17985	18233	19326	21776	21584	20705	20767
Complete > 90 Days With Excuse	536	648	408	379	300	403	345	329	316	318	347	576
Compliance Percentage	90%	96%	99%	99%	98%	98%	98%	97%	99%	99%	98%	99%
Average Days To Complete	57	45	41	40	40	37	39	40	34	35	33.93	33.1

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	2020QTR2	2020QTR3	2020 QTR4	2021QTR1	2021QTR2	2021QTR3	2021QTR4	2022QTR1	2022QTR2	2022QTR3	2022QTR4	2023QTR1
Grand Total	16309	16848	16775	16161	17383	20414	18991	21116	22098	21104	20123	20740
Complete	11172	10282	11658	10189	11069	13204	12349	13602	14699	14853	14393	14141
Complete in 90 Days	9700	9500	11233	9828	10696	12673	11909	13025	14333	14537	13969	13760
Complete > 90 Days With Excuse	327	392	267	239	194	263	200	238	207	221	218	377
Compliance Percentage	90%	96%	99%	99%	98%	98%	98%	98%	99%	99%	99%	99%
Average Days To Complete	56	45	40	40	39	37	39	40	34	34	33.16	32.6

Under 60	2020QTR2	2020QTR3	2020 QTR4	2021QTR1	2021QTR2	2021QTR3	2021QTR4	2022QTR1	2022QTR2	2022QTR3	2022QTR4	2023QTR1
Grand Total	9580	9335	9438	8964	7735	8951	10092	10208	11384	10459	9889	10750
Complete	6648	5898	6439	5893	5084	5579	6604	6566	7673	7217	7006	7242
Complete in 90 Days	5741	5418	6195	5663	4873	5312	6324	6302	7443	7047	6736	7007
Complete > 90 Days With Excuse	209	256	141	140	106	140	145	81	109	97	129	199
Compliance Percentage	90%	96%	98%	98%	98%	98%	98%	97%	98%	99%	98%	99%
Average Days To Complete	57	47	41	41	41	38	39	40	35	35	35.6	33.7

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Note: Reapplications removed

Q4 2022 Closure Reasons

Closed Reason	Count	Description of Closure
Enrolled	6980	Applicant enrolled in HCBS.
Failure to provide info-CAO	6547	CAO issued denial due to applicant not providing financial verification timely
Unable to Reach Client	1354	IEB unable to reach applicant from third party referral.
incomplete	2250	Closed at day 86 of application due to incomplete or missing information Example: MA 570 not returned
Clinically Ineligible	1764	HCBS Denial Notice issued - Applicant determined NFI as a result of the FED and PC or Medical Director Review
Not Interested in Services	547	Applicant is contact after referral is received and notifies the IEB that they are not interested in receiving HCBS services
Voluntary Withdrawal	749	Applicant contacts the IEB and requests to withdraw the application.
reApped	348	System corrected application and the status needs revised. The originl application start date is used.
Financially Ineligible	266	CAO issued denial notice due to the applicant being determined financially ineligible.
Already Receiving Services	153	Upon referral IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Applicant Not Discharged	132	NHT applicant that does not discharge within 180 days of the application start date.
DECEASED	112	IEB is notified or identifies that the applicant is deceased before application is finalized.
Duplicate Application	74	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	38	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	25	CAO issued notice indicating the applicant does not meet the 5 year residency requirement to receive MA HCBS services.
MA Application Not Received	24	IVA was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	18	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	21383	

In-person vs. Virtual IVA

2022

	Visit Type				
	Phone		In Home		Total Count
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				
	Phone		In Home		Total Count
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
Apr	2419	30.44%	5528	69.56%	7947
May	639	7.33%	8081	92.67%	8720
Grand Total	14383	35.44%	26199	64.56%	40582

FED Appeals Data

FED Appeals Data

Count	Column Labels						
	Jan	Feb	Mar	Apr		May	Grand Total
Status	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	
APPEAL_HEARING_SCHEDULED	13	19	23	16	1	19	91
APPEAL_INITIATED	37	22	17	14	1	42	133
APPEAL_WITHDRAWN	4	3	3	2		2	14
APPEAL_WAITING_JUDGE_DECISION			2				2
Grand Total	54	44	45	32	2	63	240

- **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

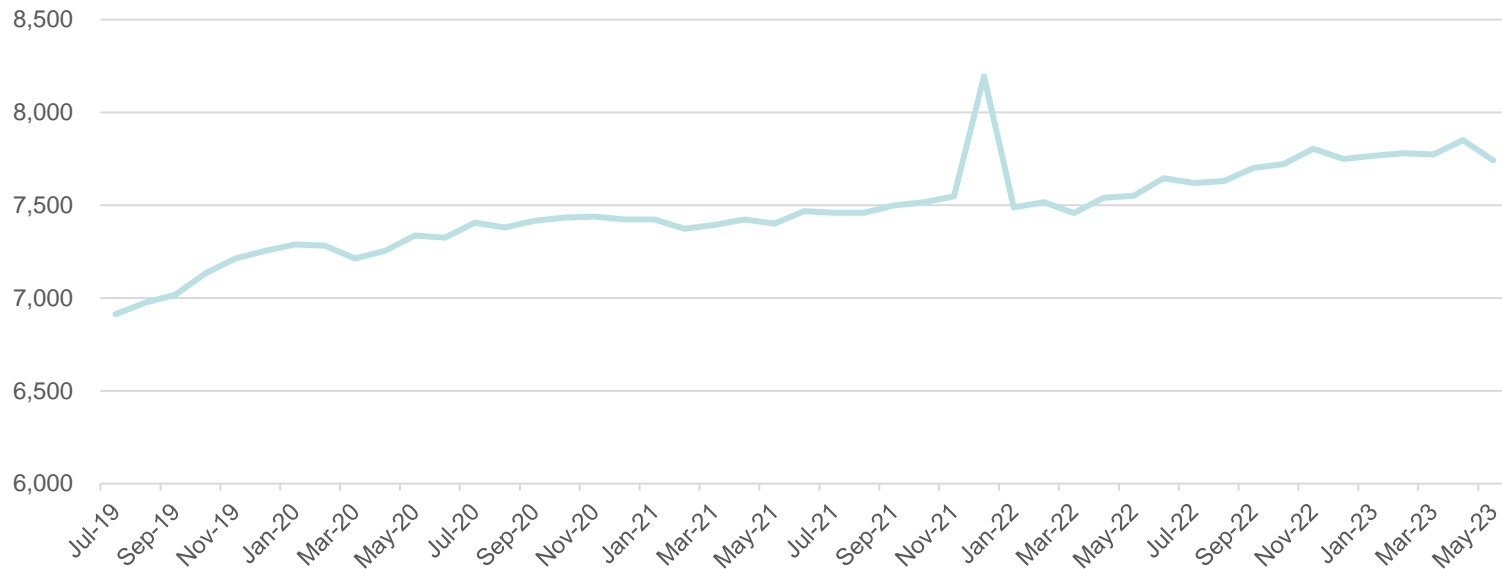
MCO Plan Change Reasons

Reason	Count
Prefers another MCO's benefits	601
Would not give reason	69
Family/Friend Recommendation	32
Doctor left plan	14
Dissatisfied with Medical MCO Services	6
PCP Recommendation	5
MCO has denied/reduced my services	5
Language Problem	4
Someone other than those listed above recommendation	3
Out of plan services wanted	3
Dissatisfied with pharmacy program/provider	3
Can't stay with current nonparticipating doctor for treatment	3
Moved/Moving Out of Area	3
Dissatisfied with range or length of services - too limited	2
Dissatisfied with MCO's services/marketing rep	2
Not Applicable - Not Disenrolling from Another Plan	2
Mail Plan Change - No reason given	1
Dislikes using referrals	1
Pharmacist recommendation	1
Dissatisfied with Doctor/PCP	1
Prefers nonparticipating doctor or hospital	1
Dissatisfied with vision program/provider	1
Dissatisfied with hospital	1
Location of doctors inconvenient	1
Dissatisfied with dental program/provider	1
Grand Total	766

LIFE Enrollments

LIFE Enrollments

LIFE Enrollments July 2019 through May 2023



- Since statewide LIFE IEB implementation, the overall LIFE Program census has increased by 342 individuals (from May 2021 through May 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.

Questions?

