

Community HealthChoices

CHC Update Third Thursday Webinar

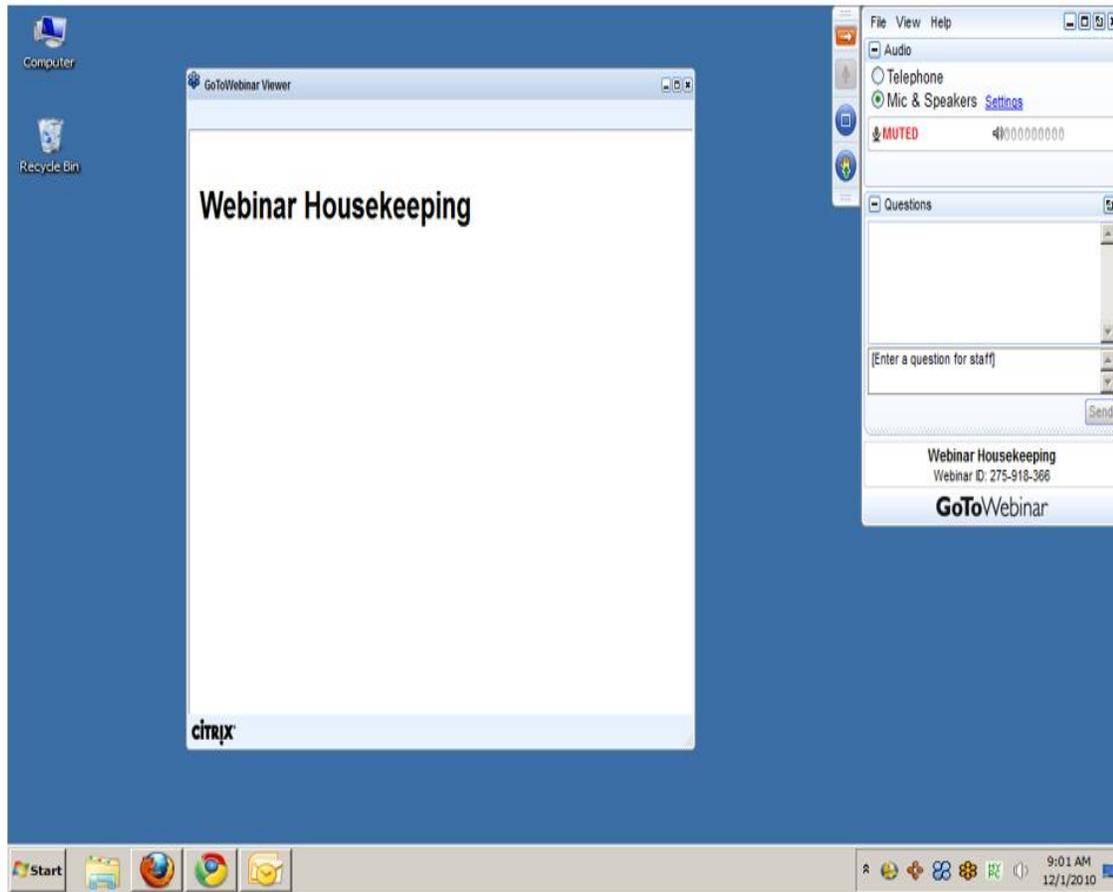
December 20, 2018

Kevin Hancock/Deputy Secretary
Office of Long-Term Living
Department of Human Services



pennsylvania
DEPARTMENT OF HUMAN SERVICES

GoToWEBINAR HOUSEKEEPING: What Attendees See



AGENDA

- CHC Updates-Southeast Implementation
 - Enrollment and Plan Selection
 - Participant Communications/Education and Outreach
 - Participant Protections through Southeast Implementation
 - Provider Education and Outreach
 - Readiness Review
 - Launch Oversight

- Nursing Home Transition-Update



SOUTHEAST IMPLEMENTATION

PRIORITIES THROUGH IMPLEMENTATION

ESSENTIAL PRIORITIES

- No interruption in participant services
- No interruption in provider payment

HOW WILL WE ENSURE NO INTERRUPTIONS?

- The Department of Human Services (Department) is engaged with the MCOs in a rigorous readiness review process that looks at provider network adequacy and IT systems.
- The Department of Health must also review and approve the MCOs to ensure they have adequate networks.

SOUTHEAST IMPLEMENTATION FOCUS

- Enrollment and Plan Selection
- Participant Communications/Education and Outreach
- Provider Education and Outreach
- Readiness Review
- Network Adequacy
- Launch Oversight

SOUTHEAST PLAN SELECTION-POPULATION

CHC Population	Keystone First (Southeast)	PA Health and Wellness (Southeast)	UPMC (Southeast)	Grand Total
NFI Dual	33,006	18,169	19,061	70,236
HCBS Dual	17,428	8,070	7,919	33,417
HCBS Non-Dual	9,690	2,520	2,535	14,745
LTC Dual	4,043	4,319	3,521	11,883
LTC Non-Dual	487	479	389	1,355
Grand Total	64,654	33,557	33,425	131,636

SOUTHEAST PLAN SELECTION-POPULATION

Method of Plan Selection	Automatic Process	Mail or Fax Choice Form	Phone Transaction	Self Service Portal on Web	Grand Total
NFI Dual	47,073	9,209	10,429	3,525	70,236
HCBS Dual	15,895	6,218	7,865	3,439	33,417
HCBS Non-Dual	8,060	2,078	3,717	890	14,745
LTC Dual	8,453	1,335	253	1,842	11,883
LTC Non-Dual	1,002	138	17	198	1,355
Grand Total	80,483	18,978	22,281	9,894	131,636

SOUTHEAST PLAN SELECTION-POPULATION

Method of Selection by Plan	Automatic Process	Mail or Fax Choice Form	Phone Transaction	Self Service Portal on Web	Grand Total
Keystone First (Southeast)	30,337	13,416	15,222	5,679	64,654
PA Health and Wellness (Southeast)	24,887	2,812	3,288	2,570	33,557
UPMC (Southeast)	25,259	2,750	3,771	1,645	33,425
Grand Total	80,483	18,978	22,281	9,894	131,636

PARTICIPANT COMMUNICATIONS

- Post Enrollment packets mailed to all participants which include:
 - Confirmation notice for those that made plan selections; OR
 - Auto Assignment notice for those that were auto assigned
 - A LIFE Flyer
 - Community HealthChoices Brochure
- The IEB sent a separate post card that includes information on how a participant still has the opportunity to select or change their assigned plan by December 21st in order for the change to be effective January 1, 2019.

PARTICIPANT COMMUNICATIONS

- Pennsylvania Health Law Project (PHLP) is engaging in additional training and outreach to service coordinators to ensure participants are receiving information about the ability to still make a plan selection/change until December 21st.
- OLTL continues to reach out to service coordinators to educate them on the importance of communicating what the changes mean to participants.

PARTICIPANT EDUCATION AND OUTREACH

- 4,500 participants registered for the 72 participant education sessions that were conducted August 27 through October 19.
- Sessions have occurred in English, Russian, Mandarin, Chinese, Spanish, and Cantonese.
- Service Coordinator outreach effort: Part of the outreach and education effort for each region is making sure that all participants have been contacted and given information regarding what the change to CHC will mean to them. OLTL continues to track this effort and to date, 16,400 meaningful contacts by service coordinators have been made.
- On-line participant training is currently in development.

ADDITIONAL POPULATION OUTREACH

- Training
 - Training the trainers who live and know the targeted CHC audiences to be successful at sharing accurate information that CHC-eligible individuals can use.
 - Maintain consistent plain language approach that will help CHC-eligible individuals understand why they are making this transition and learn how to select their CHC-MCO.
- Outreach
 - Series of calls with community organizations, city and state officials, health care advocates, and senior housing communities to touch top minority populations.
- Public Relations
 - Using radio and small ads or informational articles in minority newspapers.
 - A short CHC video was sent to PennDOT for them to run in the DMVs.

ADDITIONAL POPULATION OUTREACH

- Roundtables
 - Including key minority leaders and representatives from various ethnic communities to engage in an open dialogue that will allow individuals to be informed and educated on CHC.
 - December 5, roundtable with a Latino focus
 - December 17, roundtable with an Asian focus
 - December 18, roundtable with an African American focus
- Initial Feedback from the Roundtables:
 - Work closely with the MCOs to have a second level review of translated materials.
 - Increase trainings to both Participants and Providers, specifically SCs, on how Medicaid and Medicare works, including benefit payments.

PARTICIPANT PROTECTIONS

Participant Help Line

- OLTL will staff a participant help line to address questions or concerns regarding their CHC MCO, the IEB, their service coordinator, or anything associated with the program launch.
 - Call in Number: 1-800-757-5042

CONTINUITY OF CARE

LTSS CONTINUITY OF CARE – FIRST 180 DAYS

- MCOs are required to contract with all willing and qualified existing LTSS providers for 180 days after CHC implementation.
- Participants may keep their existing HCBS providers, including service coordinators, for the 180-day continuity-of-care period after CHC implementation.
- A participant who resides in a nursing facility on the implementation date will be able to stay in their nursing facility as long as they need that level of care, unless they choose to move.



PROVIDER EDUCATION

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- Email blasts on specific topics
 - ✓ Examples: Billing, Service Coordination, Medicare, HealthChoices vs. CHC, Continuity of Care, and Eligibility Verification System (EVS)
- Provider narrated training segments
- Conducted nine provider summits with approximately 2,000 southeast providers attending.
- Presentations to Hospital & Healthsystem Association (HAP), Kairos Health System, PA Association of Community Health Centers
- Transportation Summit on November 16th



TRANSPORTATION SUMMIT

- As one of the lessons learned from the Southwest implementation was an identified need to provide cross education on roles and responsibilities in the coordination and delivery of transportation services to CHC participants.
- The summit occurred on November 16th and included representatives from the Departments of Human Services, Aging, and Transportation (PennDOT) the CHC-MCOs, their transportation brokers, transportation providers, representatives from SEPTA, and various stakeholders.
- The purpose of the summit was to have a facilitated discussion on the transportation needs of the Southeast CHC population as the Department rolls out CHC to the region on January 1, 2019.
- CHC-MCOs will work with MATP providers and other transportation providers to coordinate on transportation related items.



READINESS REVIEW

READINESS REVIEW

- All three MCOs have submitted 100% of their policies and procedures for review and they have been approved by OLTL Monitoring Teams.
- The MCOs are submitting weekly Network Provider reports to the Department of Human Services (DHS) and Department of Health (DOH) for review.
- Monitoring Team Leaders are meeting with DOH on a weekly basis to monitor network adequacy.
- Site visits were completed by the Monitoring Teams with all three MCOs.
- The MCOs are processing provider contracts through their internal credentialing process.
- MCOs are providing various trainings for providers, including InterRAI training, claims testing, HHA training and training on how to work with the MCO.

LAUNCH OVERSIGHT

- Daily Meetings with the MCO's (Began week of December 10)
- Daily DHS Launch Lead Meetings
- Weekly Stakeholder Meetings
- Weekly Provider Association Meetings (Nursing Facilities included)



NURSING HOME TRANSITION-UPDATE

NURSING FACILITY TO HCBS TRANSITION

- New process for the County Assistance Office (CAO) to expedite financial eligibility determinations for applicants transitioning from Nursing Facilities to Home and Community Based Services (HCBS).
- Effective February 19, 2018 the CAO will process waiver applications 2 weeks prior to NF discharge.
- Allows participants to make an informed choice and safe discharge plan.

RESPONSIBILITIES

- CHC-MCO/FFS Service Coordinator
 - Refers new HCBS participants to the IEB for Functional Eligibility Determination.
 - Notifies the IEB of the pending discharge date.
 - Ensures the NF issues the MA 103 upon discharge.
- Independent Enrollment Broker (IEB)
 - Issues 1768 to the CAO in advance of discharge.
- CAO
 - Will complete Financial Eligibility Determination HCBS Applications 2 weeks in advance of identified discharge date.
 - Will issue HCBS Financial Eligibility Determination to the participant.

IMPORTANT INFORMATION

- A participant must be eligible for Medical Assistance Long-Term Care (LTC).
- Not all categories of MA will be determined eligible for HCBS.
- If the date of discharge is received less than 2 weeks from the identified discharge date, a determination may not be made prior to discharge.
- Detailed instructions will be issued to outline the specific tasks required by each entity.



RESOURCES

CHC MCO CONTACT INFORMATION

- AmeriHealth Caritas/Keystone First | CHCProviders@amerihealthcaritas.com
www.amerihealthcaritaschc.com - 1-855-235-5115 (TTY 1-855-235-5112)
- Pennsylvania Health and Wellness (Centene) | information@pahealthwellness.com
www.PAHealthWellness.com – 1-844-626-6813 (TTY 1-844-349-8916)
- UPMC Community HealthChoices | CHCProviders@UPMC.edu
www.upmchealthplan.com/chc - 1-844-833-0523 (TTY 1-866-407-8762)

RESOURCE INFORMATION

CHC LISTSERV // STAY INFORMED: <http://listserv.dpw.state.pa.us/oltl-community-healthchoices.html>

COMMUNITY HEALTHCHOICES WEBSITE: www.healthchoices.pa.gov

MLTSS SUBMAAC WEBSITE:
www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/

EMAIL COMMENTS TO: RA-PWCHC@pa.gov

OLTL PROVIDER LINE: [1-800-932-0939](tel:1-800-932-0939)

OLTL PARTICIPANT LINE: [1-800-757-5042](tel:1-800-757-5042)

INDEPENDENT ENROLLMENT BROKER: [1-844-824-3655](tel:1-844-824-3655) or (TTY [1-833-254-0690](tel:1-833-254-0690))

or visit www.enrollchc.com



QUESTIONS