

Community HealthChoices

Third Thursday Webinar

February 21, 2019

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



pennsylvania
DEPARTMENT OF HUMAN SERVICES

OLTL UPDATES

- CHC Phase 3 Population
- CHC Phase 3 Communications Timeline
- CHC Southeast Implementation Launch Indicators
- CHC Southwest Service Denials
- LIFE Southeast Enrollment Updates
- CHC Southwest and Southeast Enrollment Updates

2019 OLTL GOALS

- **CHC SOUTHEAST IMPLEMENTATION-JANUARY 1, 2019:**
 - Assuring no participant service interruptions
 - Assuring no interruption in provider payment
 - Monitor and address any issues that occur
- **CHC SOUTHWEST OPERATIONS AND MONITORING:**
 - Ongoing monitoring and oversight (Operations Reports)
 - Focus on initiatives such as housing, employment and NHT



CHC PHASE 3 POPULATION

CHC PHASE 3 POPULATION

Population Buckets	Lehigh	NE	NW	SE	SW	Total
1. CHC-NFI	46,411	34,727	18,737	5	7	99,887
2. CHC-HCBS Dual	6,269	4,664	3,671	4	1	14,609
3. CHC-HCBS Non-Dual	1,996	1,007	1,080	6		4,089
4. CHC-LTC Dual	10,861	8,397	4,053	7	5	23,323
5. CHC-LTC Non-Dual	507	400	189			1,096
Total	66,044	49,195	27,730	22	13	143,004

- The 35 individuals from SE and SW zones are individuals getting LTL benefits in Phase 3 counties but residing outside Phase 3.

CHC PHASE 3 POPULATION – LEHIGH/CAPITAL

Adams	Berks	Cumberland	Dauphin	Franklin	Fulton	Huntingdon
1542	10495	3718	7344	2802	433	1220

Lancaster	Lebanon	Lehigh	Northampton	Perry	York
9986	3018	10263	6427	874	7922

CHC PHASE 3 POPULATION - NORTHEAST

Bradford	Carbon	Centre	Clinton	Columbia	Juniata	Lackawanna	Luzerne
1792	1512	1894	1110	1647	597	7221	10407

Lycoming	Mifflin	Monroe	Montour	Northumberland	Pike	Schuylkill
3309	1562	3383	552	3297	816	4463

Snyder	Sullivan	Susquehanna	Tioga	Union	Wayne	Wyoming
738	264	917	1132	771	1194	617

CHC PHASE 3 POPULATION - NORTHWEST

Cameron	Clarion	Clearfield	Crawford	Elk	Erie	Forest
203	1150	2841	2770	823	9073	237

Jefferson	McKean	Mercer	Potter	Venango	Warren
1471	1632	3693	578	1954	1305

CHC PHASE 3 - TOP 10 NON-ENGLISH LANGUAGES

Language	Lehigh/Capital	Northeast	Northwest	Grand Total
Spanish	6572	1238	239	8049
Vietnamese	83	1	1	85
Arabic	64	3	7	74
Russian	34	24	11	69
Nepali	58	2	1	61
Gujarati (India)	30	27	2	59
Chinese; Mandarin	20	4		24
Sign Language	13	7	3	23
Hindi (India)	11	9		20
Korean	14	5		19



CHC PHASE 3 COMMUNICATIONS

PHASE 3 COMMUNICATION TIMELINE OVERVIEW

➤ May-June

- May 14-17: Lehigh/Capital Provider Workshops and Transportation Summit
- May 21-24: Northeast Provider Workshops and Transportation Summit
- June 4-8: Northwest Provider Workshops and Transportation Summit

➤ July-August

- July 15: Initial Participant Touchpoint Flyer and LIFE Program Flyer
- August 1: Aging Well Mailer
- August 19-30: Round 1 Pre-Transition Notices

PHASE 3 COMMUNICATION TIMELINE OVERVIEW

➤ September-October

- Participant Information Sessions
- Provider Sessions
- Round 1, 2, & 3 Enrollment Packets
- Round 2 & 3 Pre-Transition Notices

➤ November-December

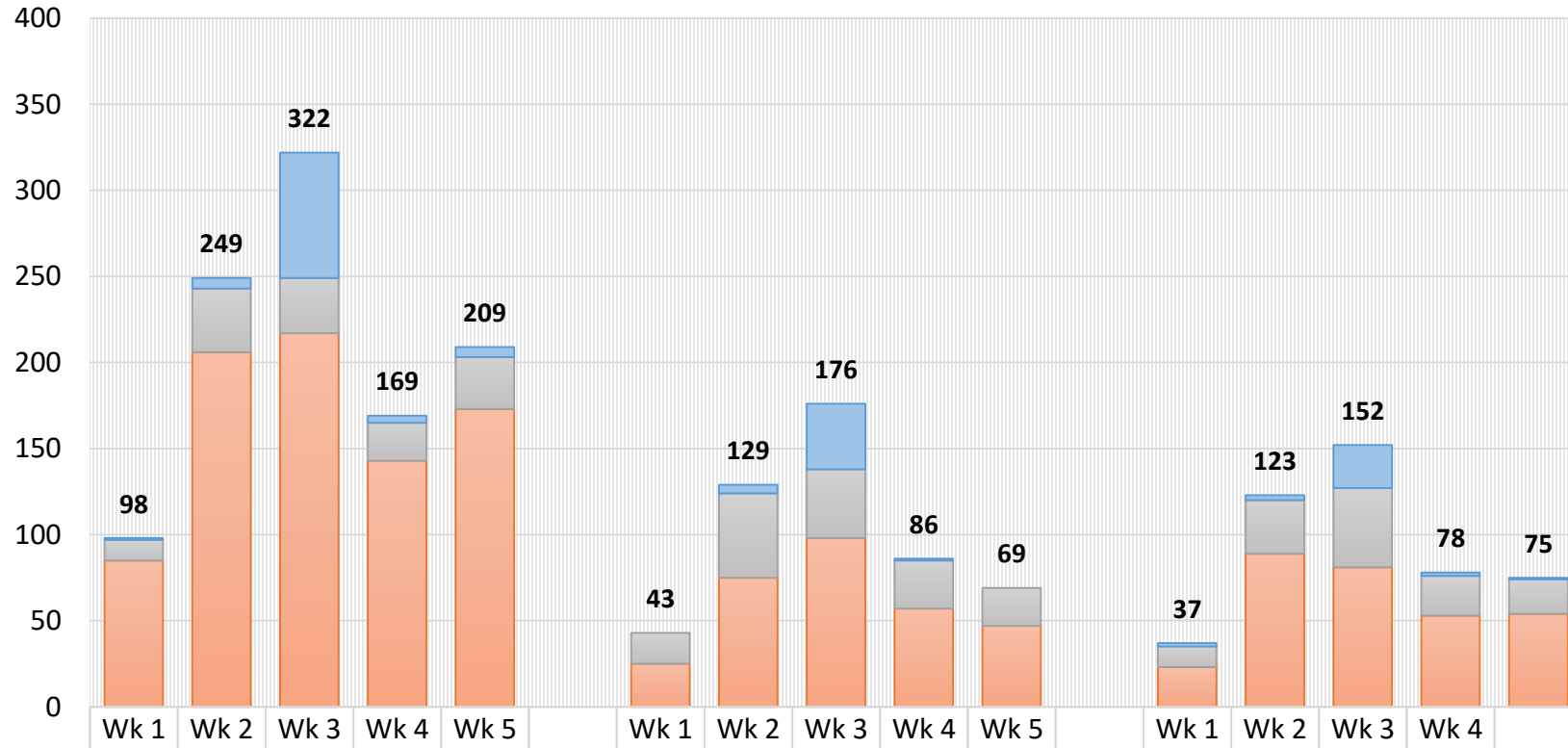
- November 13 Last Day for Plan Selection Before Auto-Assignment
- December 20 Last Day for Plan Selection Effective January 1



SOUTHEAST LAUNCH INDICATORS

CHC LAUNCH INDICATORS

LI1 - Weekly Brand New Enrollments into CHC - Southeast Zone



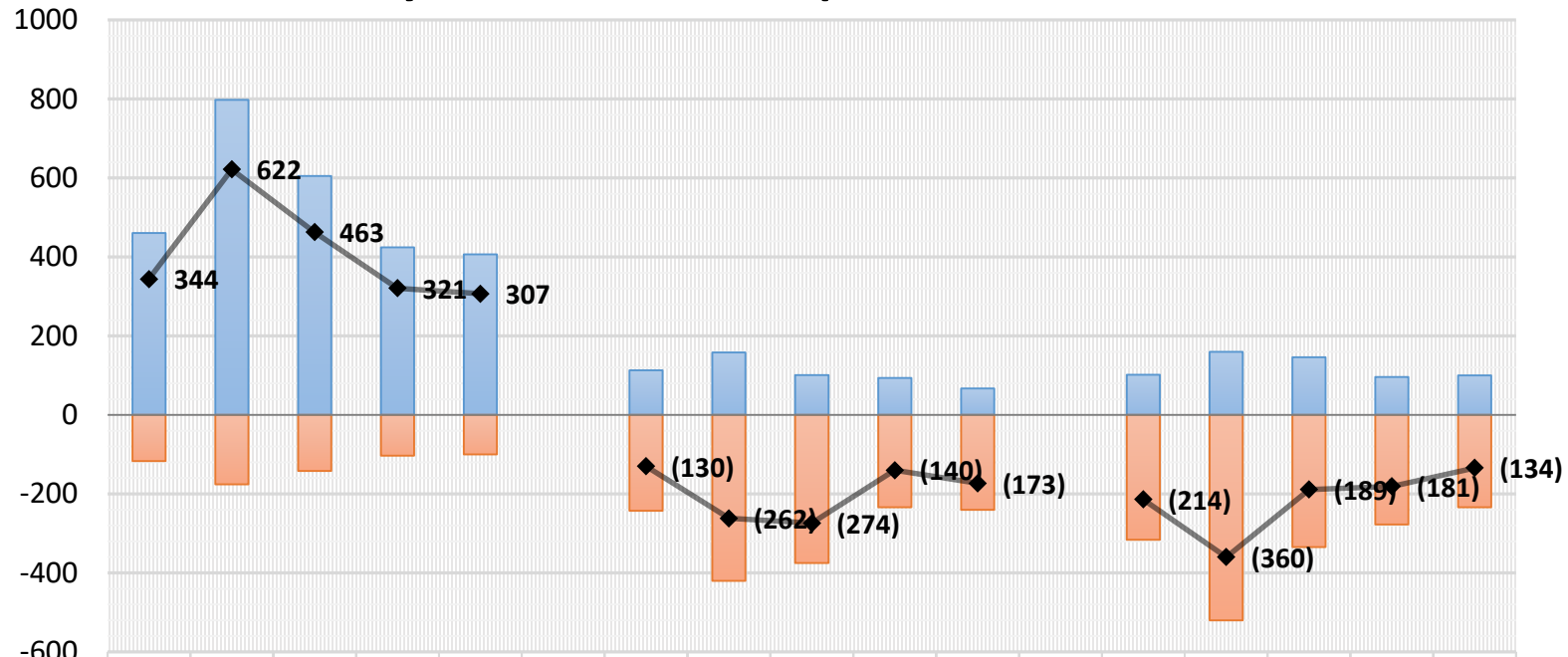
	Keystone First					PA Health and Wellness					UPMC CHC				
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5
■ New NFI	1	6	73	4	6	0	5	38	1	0	2	3	25	2	1
■ New LTC	12	37	32	22	30	18	49	40	28	22	12	31	46	23	20
■ New HCBS	85	206	217	143	173	25	75	98	57	47	23	89	81	53	54
Total New	98	249	322	169	209	43	129	176	86	69	37	123	152	78	75

Data Date ending:
1/31/2019

Source: EDW Report

CHC LAUNCH INDICATORS

LI 2 - Weekly Plan Transfers Captured CHC - Southeast Zone



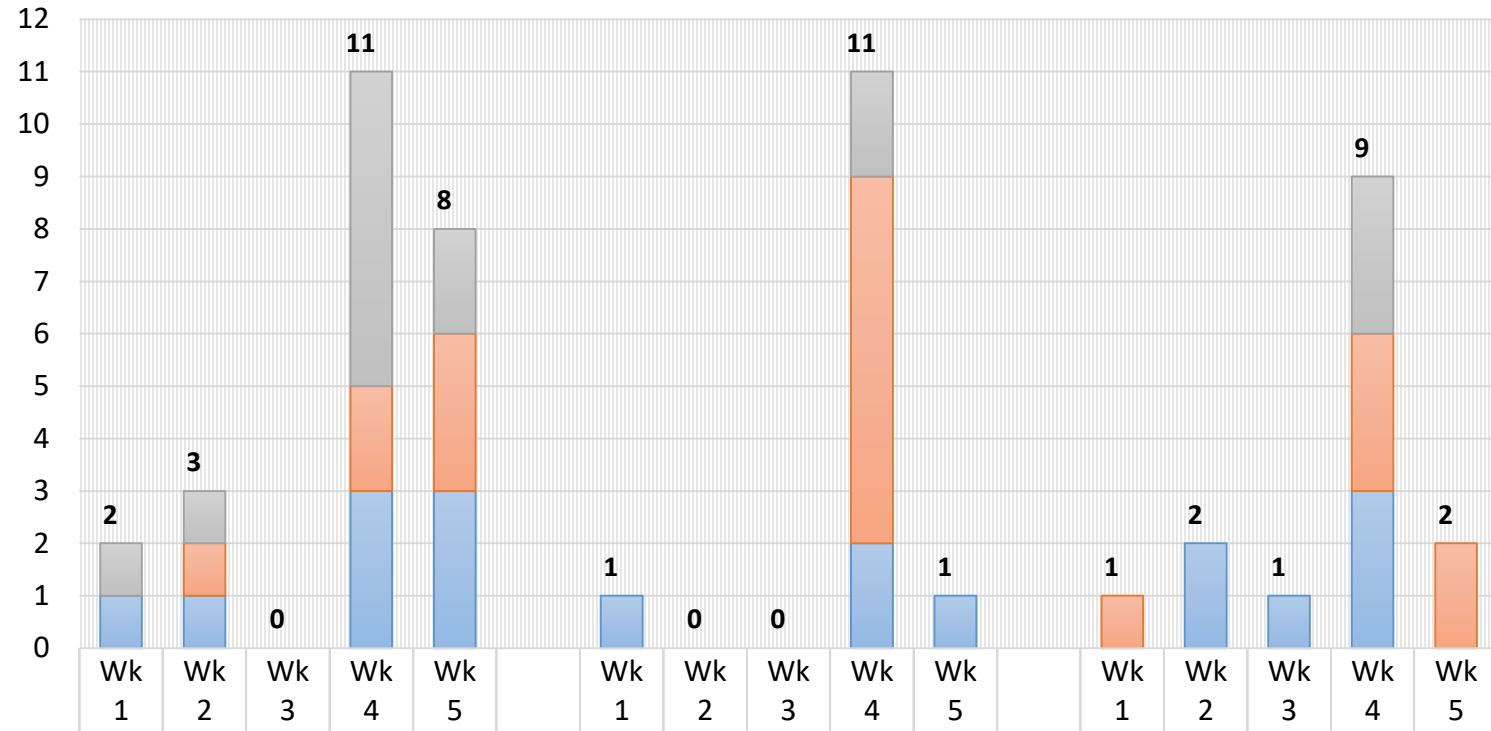
	Keystone First					PA Health and Wellness					UPMC CHC				
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5
Transfer In	461	798	605	424	407	113	158	101	94	67	102	160	146	96	100
Transfer Out	(117)	(176)	(142)	(103)	(100)	(243)	(420)	(375)	(234)	(240)	(316)	(520)	(335)	(277)	(234)
Out To - KF						(205)	(362)	(323)	(205)	(208)	(256)	(436)	(282)	(219)	(199)
Out To - PHW	(53)	(74)	(48)	(36)	(32)						(60)	(84)	(53)	(58)	(35)
Out To - UPMC	(64)	(102)	(94)	(67)	(68)	(38)	(58)	(52)	(29)	(32)					
Net	344	622	463	321	307	(130)	(262)	(274)	(140)	(173)	(214)	(360)	(189)	(181)	(134)

Data Date ending: 1/31/2019

Source: OMAP Report

CHC LAUNCH INDICATORS

LI6 - Weekly Critical Incidents Reported CHC - Southeast Zone



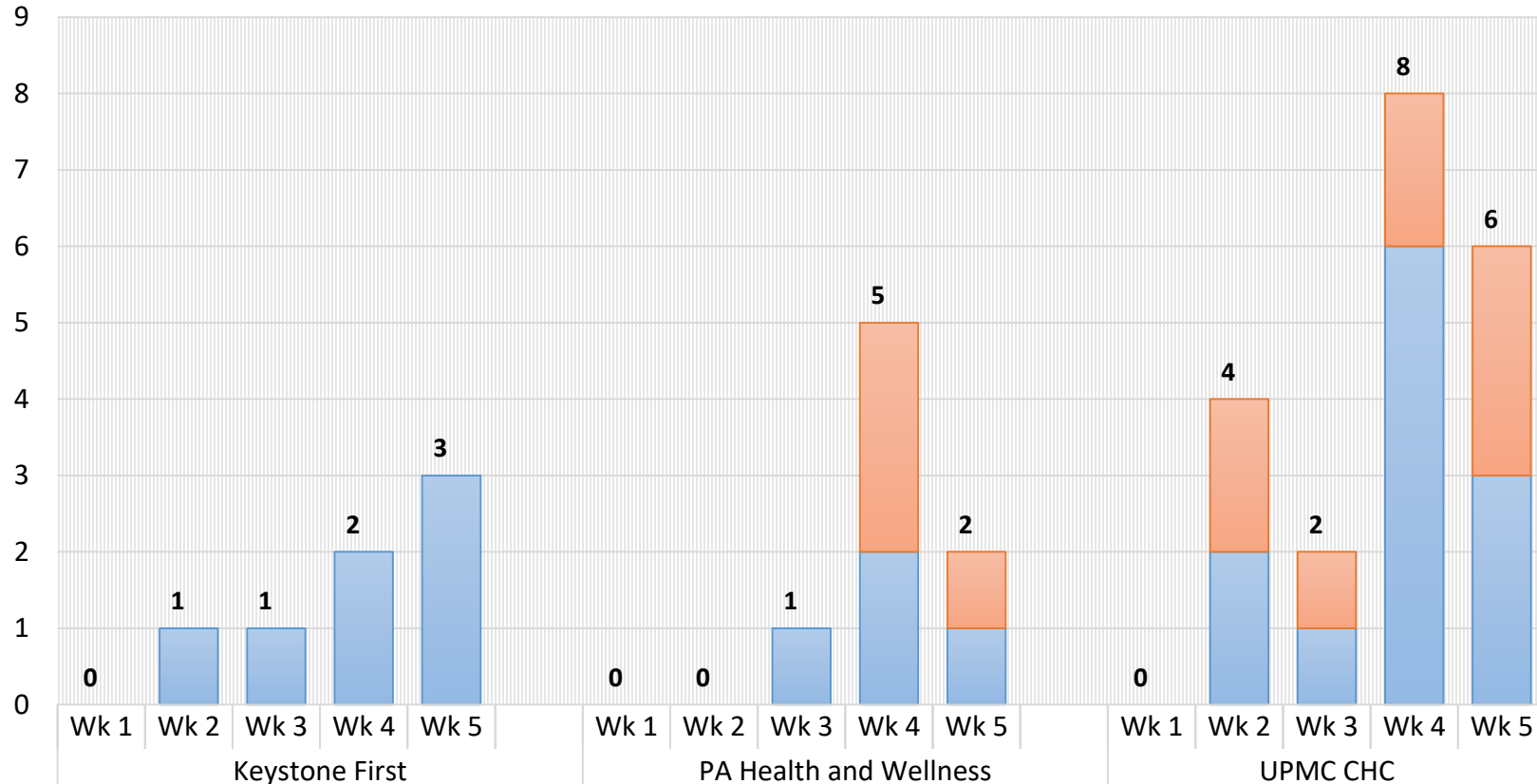
	Keystone First					PA Health and Wellness					UPMC CHC				
Service Interruption	1	1	0	6	2	0	0	0	2	0	0	0	0	3	0
Neglect	0	1	0	2	3	0	0	0	7	0	1	0	0	3	2
Abuse	1	1	0	3	3	1	0	0	2	1	0	2	1	3	0
Total Reported Incidents	2	3	0	11	8	1	0	0	11	1	1	2	1	9	2
Total Incidents/10,000	0.7	1.0	0.0	3.8	2.8	1.0	0.0	0.0	10.8	1.0	1.0	2.1	1.0	9.4	2.1

Data Date ending: 1/31/2019

Source: EIM

CHC LAUNCH INDICATORS

LI7 - Weekly Participants Complaints/Grievances - CHC Southeast Zone



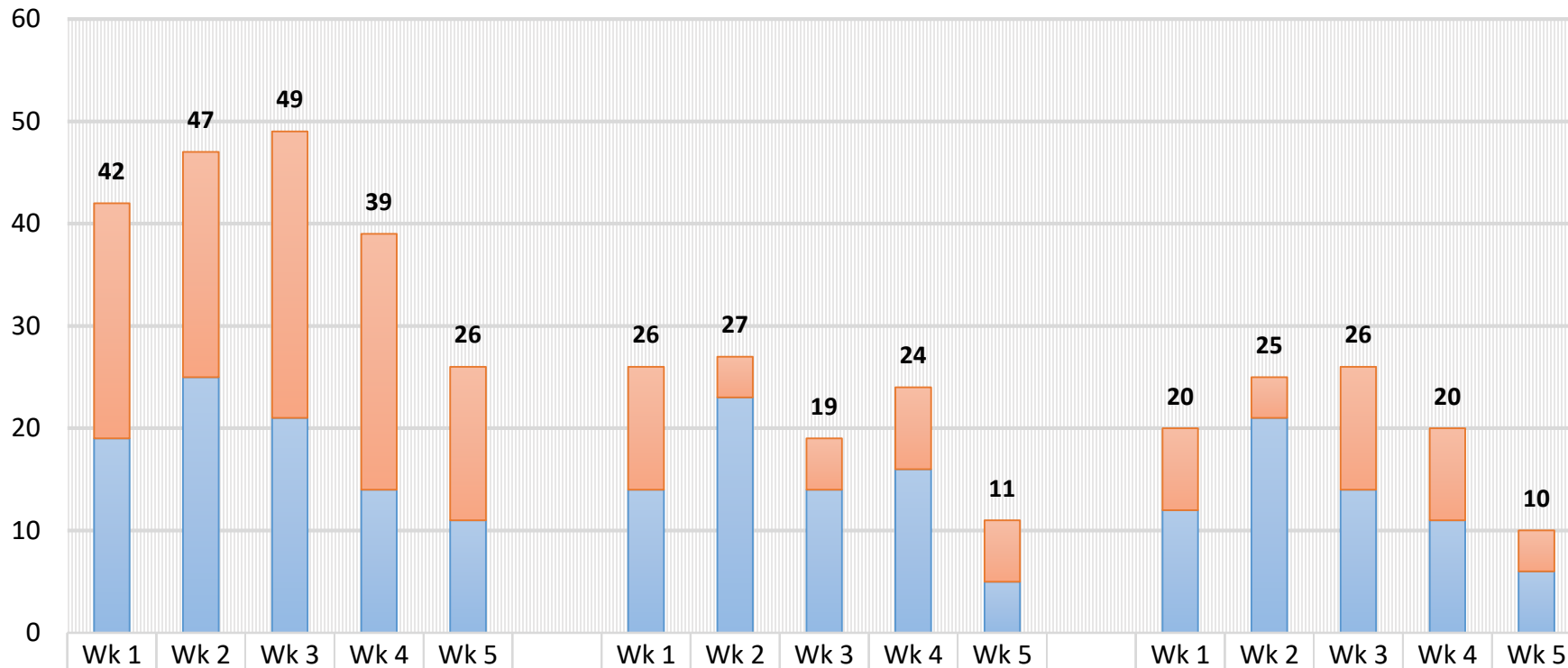
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5
Grievances	0	0	0	0	0	0	0	0	3	1	0	2	1	2	3
Complaints	0	1	1	2	3	0	0	1	2	1	0	2	1	6	3
Combined	0	1	1	2	3	0	0	1	5	2	0	4	2	8	6
Combined/10,000	0.0	0.3	0.3	0.7	1.0	0.0	0.0	1.0	4.9	2.0	0.0	4.2	2.1	8.4	6.3

Data Date ending:

Source: MCO

CHC LAUNCH INDICATORS

LI8 - Weekly Calls to OLTL Participant Line CHC - Southeast Zone



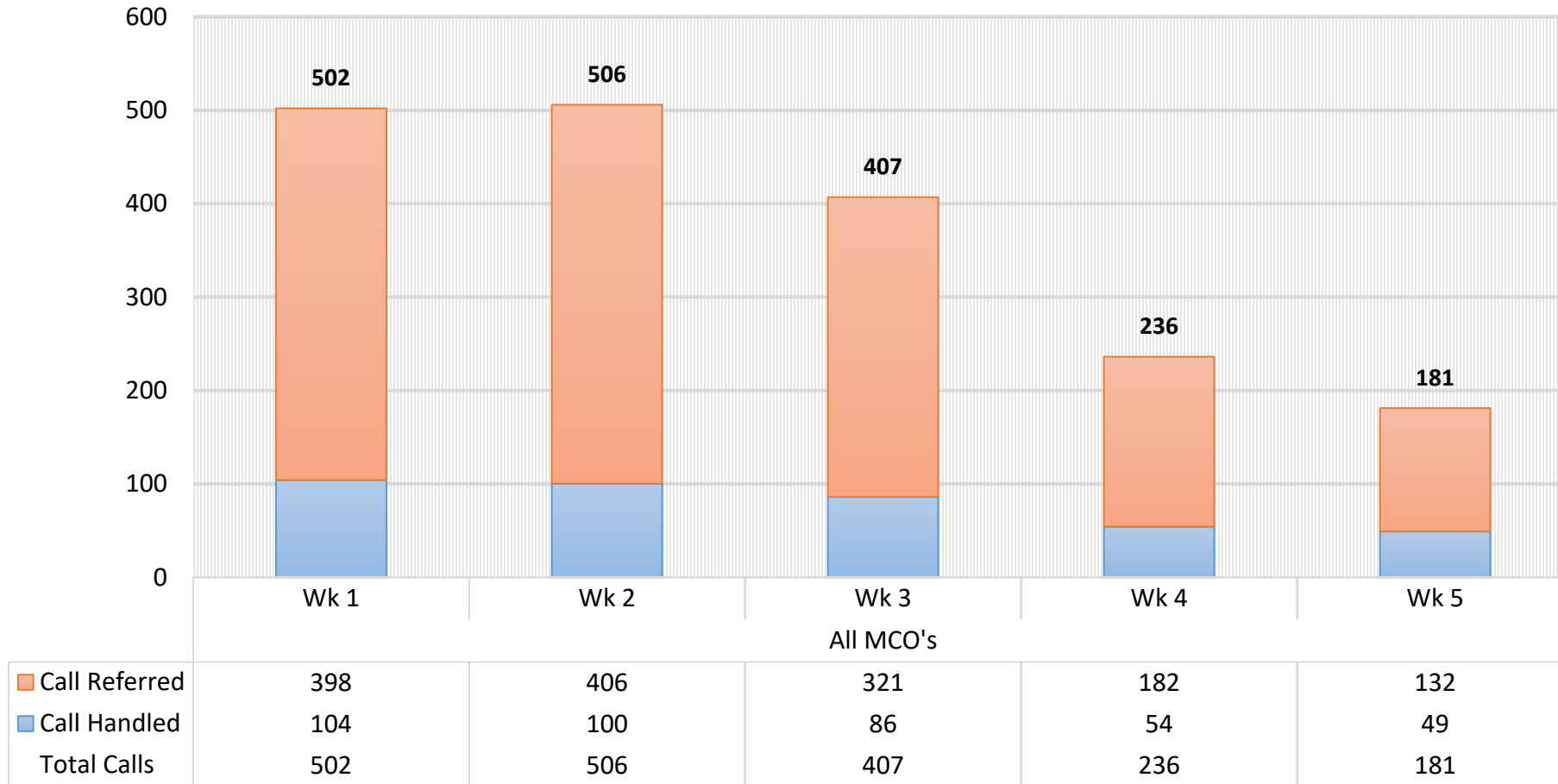
	Keystone First					PA Health and Wellness					UPMC				
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5
Urgent Call	23	22	28	25	15	12	4	5	8	6	8	4	12	9	4
Non-Urgent Call	19	25	21	14	11	14	23	14	16	5	12	21	14	11	6
Total Calls	42	47	49	39	26	26	27	19	24	11	20	25	26	20	10
Total Calls/10,000	14.5	16.2	16.9	13.5	9.0	25.4	26.4	18.6	23.5	10.8	20.9	26.2	27.2	20.9	10.5

Data Date ending: 1/31/2019 (Weekend Included)

Source: ACCESS database

CHC LAUNCH INDICATORS

LI9 - Weekly Calls to OLTL Participant Line (Contracted) CHC - Southeast Zone

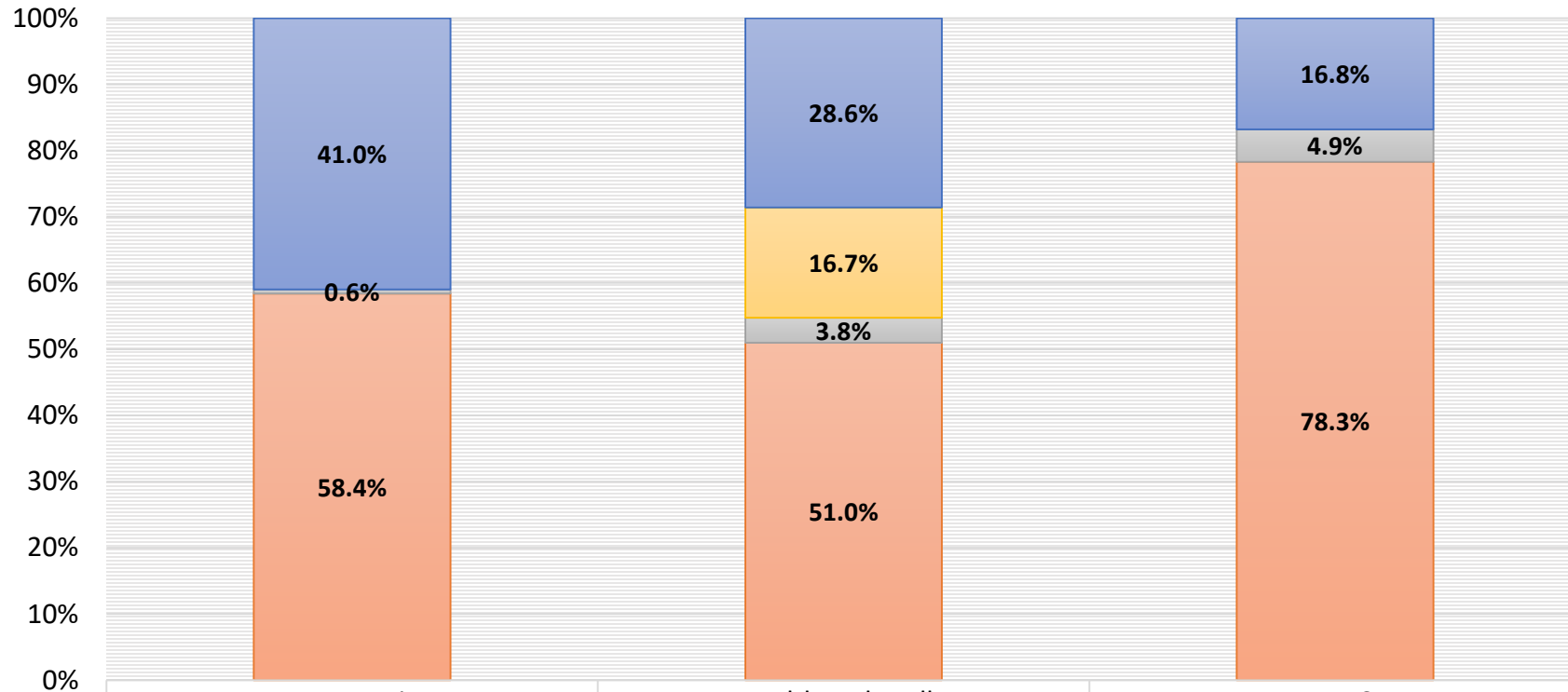


Data Date ending: 1/31/2019

Source:
Inspritec

CHC LAUNCH INDICATORS

LI14a - Weekly Claims (HCBS) Submitted to MCO CHC - Southeast Zone



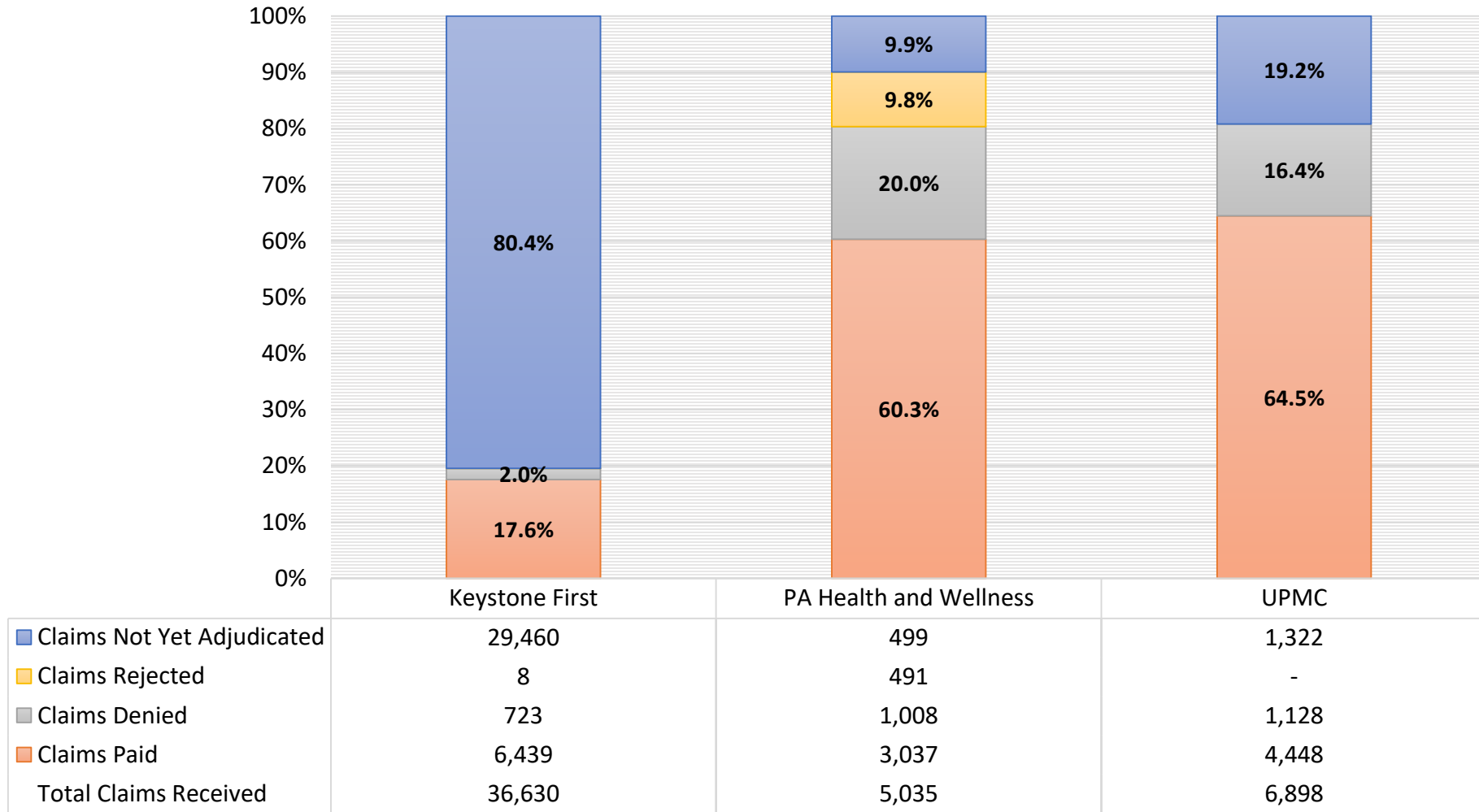
	Keystone First	PA Health and Wellness	UPMC
Claims Not Yet Adjudicated	70,435	27,925	9,854
Claims Rejected	-	16,311	-
Claims Denied	1,027	3,684	2,873
Claims Paid	100,377	49,806	45,983
Total Claims Received	171,839	97,726	58,710

Composite as of Week Ending: 1/31/2019

Source: MCO

CHC LAUNCH INDICATORS

LI14b - Weekly Claims (Other*) Submitted to MCO CHC - Southeast Zone



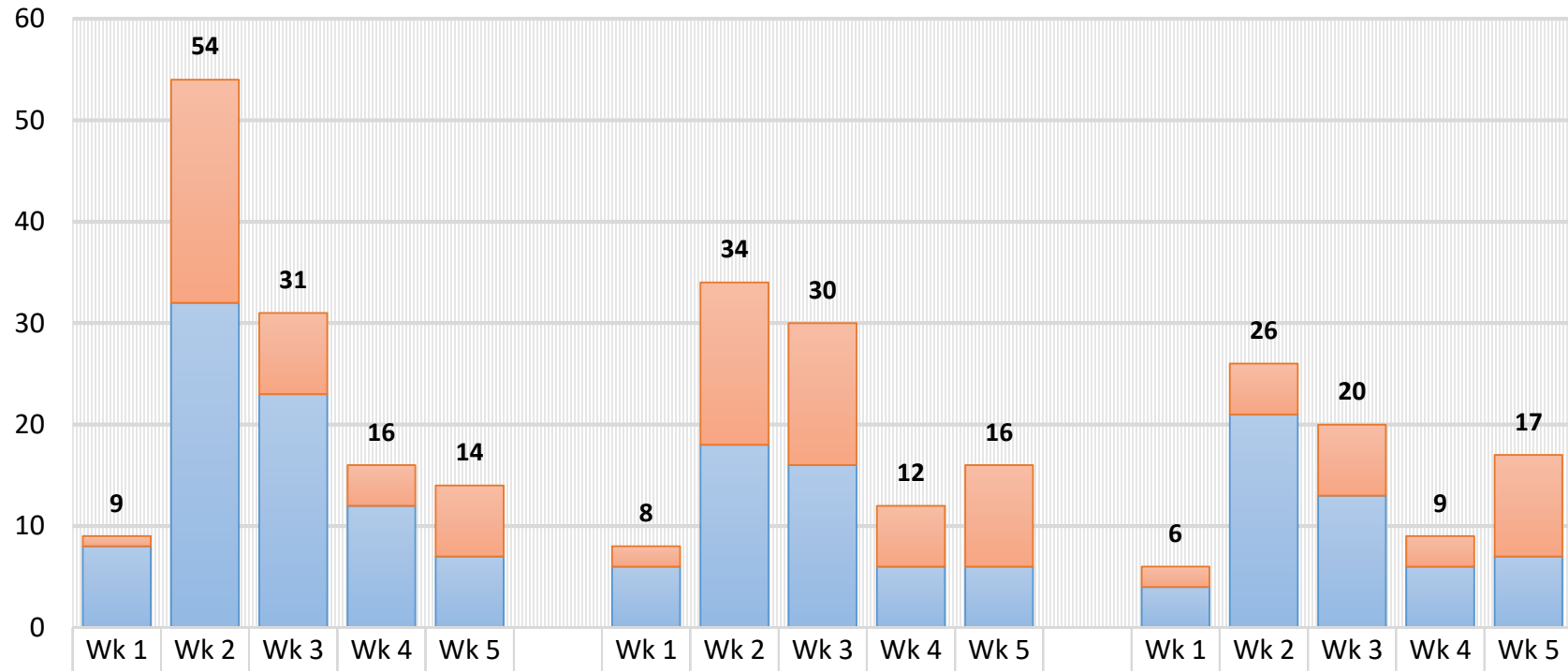
Composite as of Week Ending: 1/31/2019

*Other claims include Inpatient, Nursing Facility and Subcontractors, e.g. Dental and Vision

Source:
MCO

CHC LAUNCH INDICATORS

LI17 - Weekly Calls to OLTL Provider Line CHC - Southeast Zone



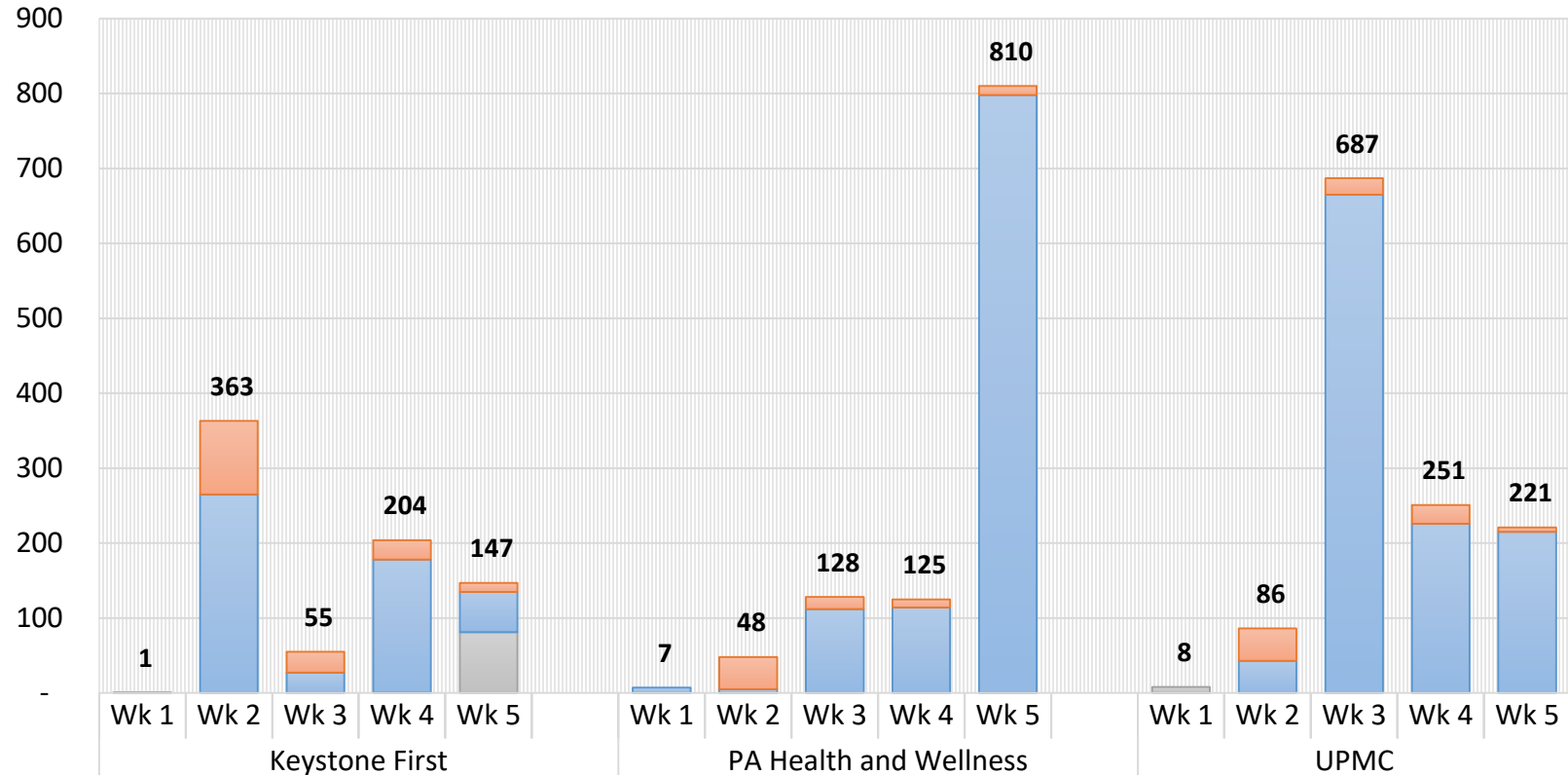
Urgent Call	1	22	8	4	7	2	16	14	6	10	2	5	7	3	10
Non-Urgent Call	8	32	23	12	7	6	18	16	6	6	4	21	13	6	7
Total Calls	9	54	31	16	14	8	34	30	12	16	6	26	20	9	17
Total Calls/10,000	3.1	18.6	10.7	5.5	4.8	7.8	33.2	29.3	11.7	15.6	6.3	27.2	20.9	9.4	17.8

Data Date ending:
1/31/2019

Source: ACCESS
database

CHC LAUNCH INDICATORS

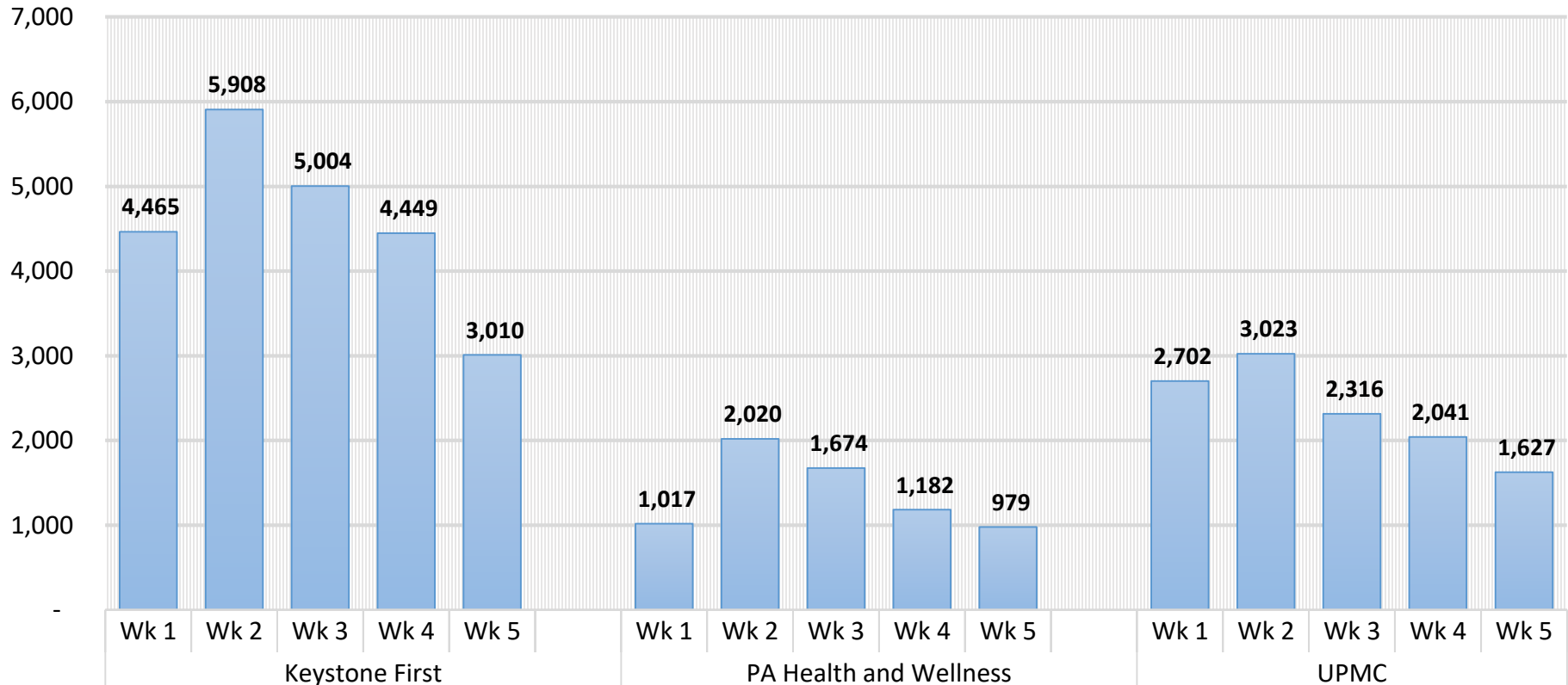
LI24 -PPL Payment Failures CHC - Southeast Zone



	Keystone First	PA Health and Wellness	UPMC
Payment Failures	-	43	22
Authorization Failures	265	112	665
Demographic Failures	1	-	8
Total PPL Failures	266	112	673

CHC LAUNCH INDICATORS

LI26 - Weekly Calls to MCO Call Center CHC - Southeast Zone



	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5
■ Total Calls	4,465	5,908	5,004	4,449	3,010	1,017	2,020	1,674	1,182	979	2,702	3,023	2,316	2,041	1,627
% Answered 30 Sec	76.0%	92.0%	96.0%	97.0%	99.0%	84.0%	73.0%	98.0%	95.0%	99.0%	61.0%	90.0%	95.0%	93.0%	96.0%
% Abandoned	5.1%	1.9%	3.4%	2.4%	0.4%	2.0%	6.0%	0.2%	1.1%	0.3%	4.8%	0.9%	0.4%	0.6%	0.2%
Total Calls/1,000	154.0	203.8	172.6	153.5	103.8	99.44	197.5	163.6	115.5	95.72	282.7	316.3	242.3	213.5	170.2

Data Date ending: 1/31/2019

Source: MCO



SOUTHWEST SERVICE DENIALS

MONITORING REPORT DATA- OPS-021

PERSON CENTERED SERVICE PLAN CHANGES

% Of PCSPs Increased	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
AHC	0.2%	0.4%	0.1%	0.4%	0.9%	2.6%	2.6%	2.8%	1.6%	2.0%	1.8%	1.4%
PHW	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%
UPMC	0.1%	0.2%	0.1%	0.8%	0.1%	0.2%	1.6%	0.0%	0.2%	0.7%	0.5%	0.7%

% of PCSPs Decreased	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
AHC	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.2%	0.1%	0.1%	0.3%	0.2%	0.1%
PHW	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
UPMC	0.0%	0.0%	0.0%	0.5%	0.1%	0.2%	0.7%	0.0%	0.2%	0.2%	0.1%	0.1%

MONITORING REPORT DATA- OPS-021

PERSON CENTERED SERVICE PLAN CHANGES

% Of PCSPs Decreased Due to MCO Decision to Reduce Services Following a Reassessment	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
AHC	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
PHW	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UPMC	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%	0.1%	0.1%	0.1%

MONITORING REPORT DATA- OPS-021

PERSON CENTERED SERVICE PLAN CHANGES

Total Number of PAS Hours Reduced Due to MCO Decision to Reduce Services Following a Reassessment	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
AHC	-6	0	0	0	0	0	0	0	0	0	0	0
PHW	0	0	0	0	0	0	0	0	0	0	0	0
UPMC	0	0	0	0	-52.5	0	-325	0	-1,904.25	-942	-232.5	-1,321

MONITORING REPORT DATA- OPS-021

PERSON CENTERED SERVICE PLAN CHANGES

Number of CHC Participants with a Reduction Due to an MCO Decision Following a Reassessment	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
AHC	1	0	0	0	0	0	0	0	0	0	0	0
PHW	0	0	0	0	0	0	0	0	0	0	0	0
UPMC	0	0	0	0	1	0	5	0	15	9	5	5

MONITORING REPORT DATA- QMUM-7 HCBS

Authorization Denials

Percent of HCBS Authorization Requests Denied	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
AHC	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1 %	0.2%
PHW	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%
UPMC	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	4.4%	3.9%	2.1%	3.2%



LIFE ENROLLMENT

SOUTHEAST LIFE ENROLLMENT

Enrollments per month Fiscal Year 2017-18		
Jul-17	2,015	10
Aug-17	2,038	23
Sep-17	2,063	25
Oct-17	2,094	31
Nov-17	2,101	7
Dec-17	2,098	-3
Jan-18	2,099	1
Feb-18	2,108	9
Mar-18	2,124	16
Apr-18	2,118	-6
May-18	2,115	-3
Jun-18	2,141	26

Enrollments per month Fiscal Year 2018-2019		
Jul-18	2,137	-4
Aug-18	2,150	13
Sep-18	2,167	17
Oct-18	2,219	52
Nov-18	2,240	21
Dec-18	2,254	14
Jan-19	2,256	2

Average Enrollments Per Month

FY 2017-2018 = 11

FY 2018-present = 16

SOUTHWEST LIFE ENROLLMENT

Enrollments per month Fiscal Year 2017-2018		
17-Jul	3,108	9
17-Aug	3,140	32
17-Sep	3,154	14
17-Oct	3,146	-8
17-Nov	3,165	19
17-Dec	3,178	13
18-Jan	3,189	11
18-Feb	3,208	19
18-Mar	3,205	-3
18-Apr	3,222	17
18-May	3,232	10
18-Jun	3,240	8

Enrollments per month Fiscal Year 2018-2019		
18-Jul	3,258	18
18-Aug	3,264	6
18-Sep	3,276	12
18-Oct	3,314	38
18-Nov	3,340	26
18-Dec	3,351	11
19-Jan	3,359	8

Average Enrollments Per Month

FY 2017-2018 = 12

FY 2018-present = 17



CHC ENROLLMENT UPDATES

CHC SOUTHWEST ENROLLMENT

Enrollment Date - February 1, 2019	NFI Dual	HCBS Dual	HCBS Non Dual	LTC Dual	LTC Non-Dual	Grand Total
AmeriHealth	140	8	3	12	2	165
PA Health & Wellness	167	38	12	8	2	227
UPMC	378	23	11	11	5	428
Grand Total	685	69	26	31	9	820

CHC SOUTHEAST ENROLLMENT

Enrollment Date – February 1, 2019	NFI Dual	HCBS Dual	HCBS Non Dual	LTC Dual	LTC Non-Dual	Grand Total
Keystone First	920	439	544	36	6	1945
PA Health and Wellness	319	136	102	29	4	590
UPMC	327	112	99	24	3	565
Grand Total	1566	687	745	89	13	3100



QUESTIONS



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