

# Community HealthChoices

## Third Thursday Webinar

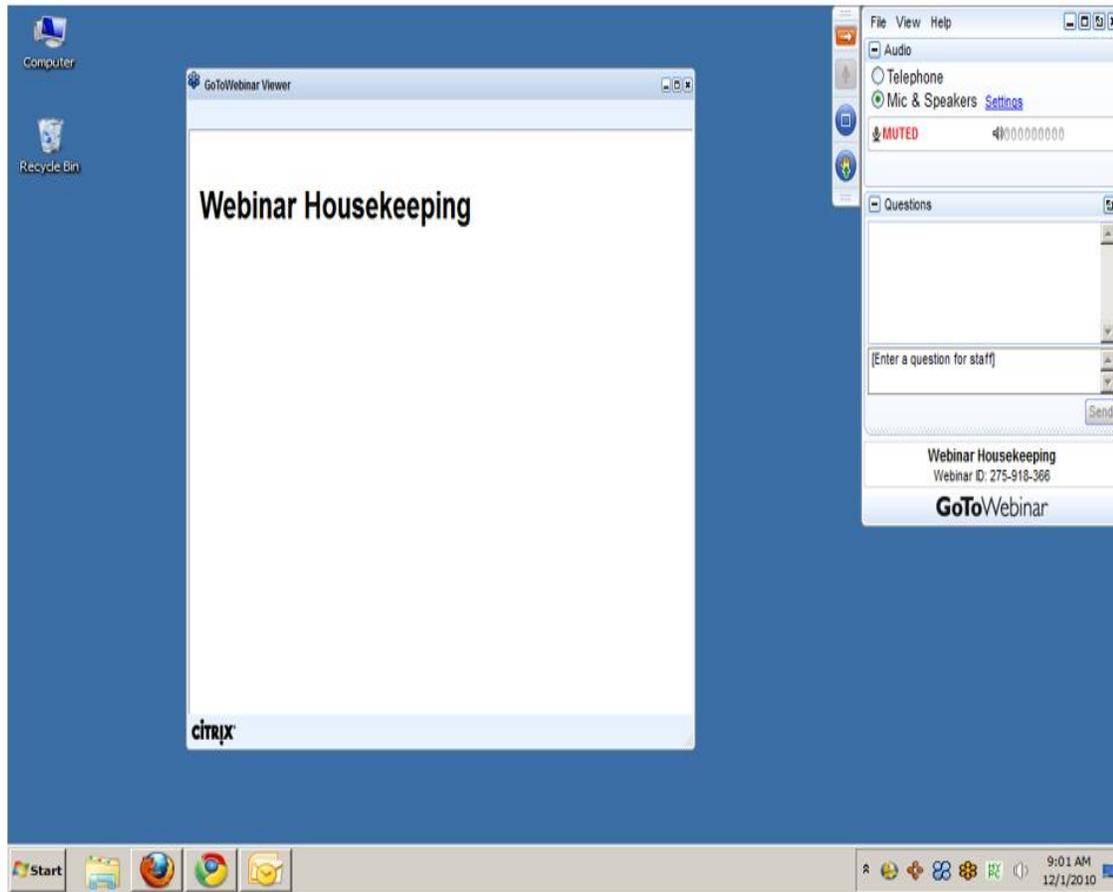
January 17, 2019

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 Southeast Implementation Updates
  - Enrollment and Plan Selection
  - Launch Indicators and Oversight
  - Launch Communications
  
- Quality Update



# **SOUTHEAST IMPLEMENTATION**

# 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

# 2019 OLTL GOALS

- **CHC PHASE 3 IMPLEMENTATION**
  - Comprehensive participant communication
  - Robust readiness review
  - Provider communication and training
  - Pre-transition and plan selection for Phase 3 participants
  - Incorporation of southwest and southeast implementation and launch lessons learned

# SOUTHEAST PLAN SELECTION-POPULATION

|                               | Keystone First<br>(Southeast) | PA Health and Wellness<br>(Southeast) | UPMC<br>(Southeast) | Grand Total |
|-------------------------------|-------------------------------|---------------------------------------|---------------------|-------------|
| A: Automatic Process          | 33,120                        | 23,050                                | 23,058              | 79,228      |
| C: Mail or Fax Choice Form    | 13,500                        | 2,829                                 | 2,711               | 19,040      |
| P: Phone Transaction          | 16,624                        | 3,577                                 | 3,971               | 24,172      |
| W: Self Service Portal on Web | 5,928                         | 2,727                                 | 1,648               | 10,303      |
| Grand Total                   | 69,172                        | 32,183                                | 31,388              | 132,743     |
| Percent of Total              | 52%                           | 24%                                   | 24%                 | 100%        |

# SOUTHEAST PLAN SELECTION-POPULATION

| Row Labels       | A: Automatic Process | C: Mail or Fax Choice Form | P: Phone Transaction | W: Self Service Portal on Web | Grand Total |
|------------------|----------------------|----------------------------|----------------------|-------------------------------|-------------|
| NFI Dual         | 46,543               | 9,312                      | 11,362               | 3,640                         | 70,857      |
| HCBS Dual        | 15,154               | 6,148                      | 8,456                | 3,605                         | 33,363      |
| HCBS Non Dual    | 8,062                | 2,030                      | 4,071                | 995                           | 15,158      |
| LTC Dual         | 8,429                | 1,400                      | 264                  | 1,863                         | 11,956      |
| LTC Non Dual     | 1,040                | 150                        | 19                   | 200                           | 1,409       |
| Grand Total      | 79,228               | 19,040                     | 24,172               | 10,303                        | 132,743     |
| Percent of Total | 60%                  | 14%                        | 18%                  | 8%                            | 100%        |

# SOUTHEAST PLAN SELECTION

|               | Keystone First<br>(Southeast) | PA Health and Wellness<br>(Southeast) | UPMC<br>(Southeast) | Grand Total |
|---------------|-------------------------------|---------------------------------------|---------------------|-------------|
| NFI Dual      | 35,687                        | 17,159                                | 18,011              | 70,857      |
| HCBS Dual     | 18,668                        | 7,617                                 | 7,078               | 33,363      |
| HCBS Non Dual | 10,221                        | 2,500                                 | 2,437               | 15,158      |
| LTC Dual      | 4,076                         | 4,405                                 | 3,475               | 11,956      |
| LTC Non Dual  | 520                           | 502                                   | 387                 | 1,409       |
| Grand Total   | 69,172                        | 32,183                                | 31,388              | 132,743     |

# CHC LAUNCH INDICATORS

|                | Pre-Launch   | Launch<br>(Begins at “Go Live”)  | Steady State (9-12<br>Mos. & Beyond)  |
|----------------|--|--|---|
| Primary Aim    | Readiness  | Continuity   | Program Improvement   |
| Key Activities | Readiness Reviews<br>System Testing<br>Baseline Analyses   | Frequent Meetings with MCOs<br>Monitor <b>Launch Indicators</b> & Reports<br>Conduct Implementation Study        | Regular Meetings with MCOs<br>Quarterly Quality Reviews<br>Conduct Evaluation Analyses<br>Monitor Reports       |
| Tools          | Readiness Review Tool<br>Report Templates<br>Quality Strategy  | <b>Launch Indicators</b><br>Process Measures<br>Hot-lines (Consumer & Provider)<br>Program and Financial Reports | Outcome Measures<br>Program and Financial Reports<br>Program Imp. Projects (PIPs)<br>Pay for Performance (P4Ps) |
| Stakeholders   | Consumer Communications<br>Provider Communications<br>Local Advisory group<br>SubMAAC, 3 <sup>rd</sup> Thurs.<br>CHC Website | MCO Participant Advisory Coms.<br>Local Advisory Group<br>SubMAAC, 3 <sup>rd</sup> Thurs.<br>CHC Website         | MCO Participant Advisory Coms.<br>Ad Hoc Public Engagements<br>SubMAAC, CHC Website                             |

# LAUNCH INDICATORS (DOMAINS)

Service  
Continuity

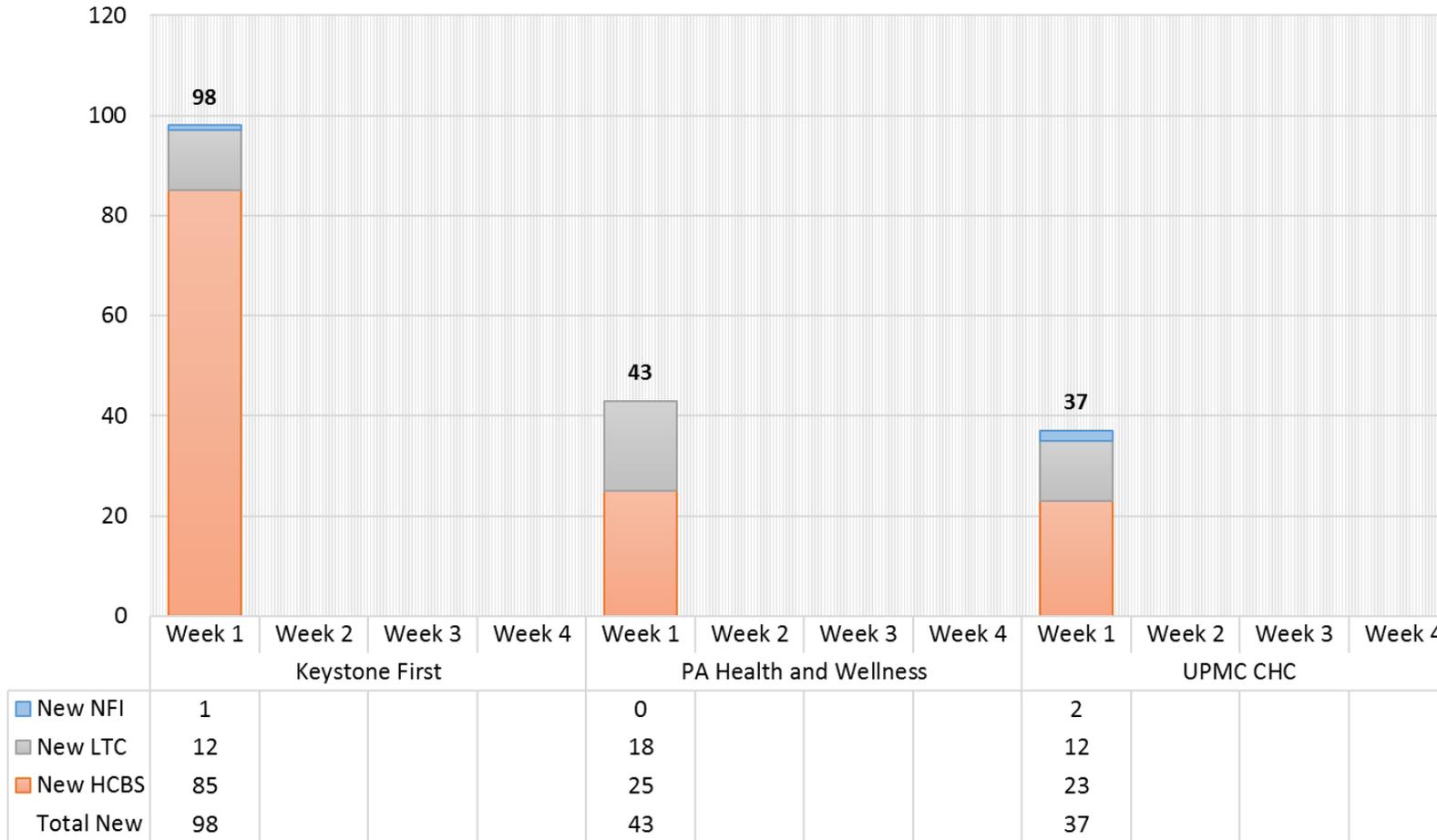
Service  
Coordination  
Continuity

Provider  
Participation

Information  
Transfers

# CHC LAUNCH INDICATORS

LI1 - Weekly Brand New Enrollments into CHC - Southeast Zone

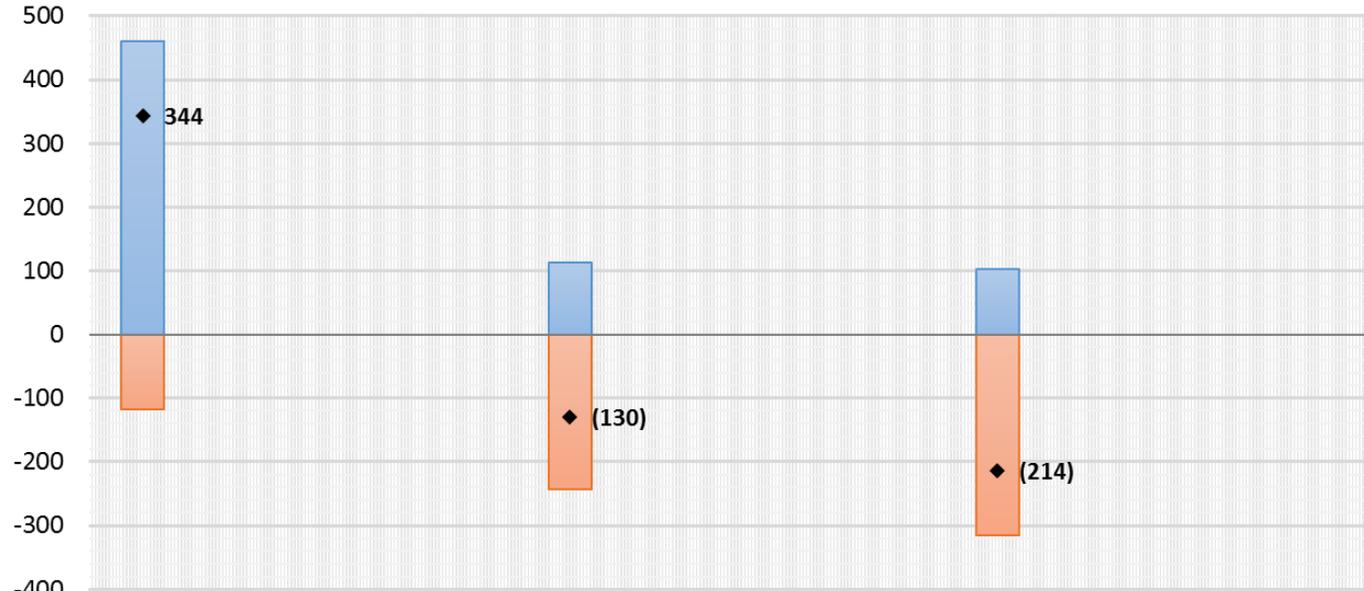


Data Date ending: 1/4/2019

Source: EDW Report

# CHC LAUNCH INDICATORS

LI 2 - Weekly Plan Transfers Captured CHC - Southeast Zone



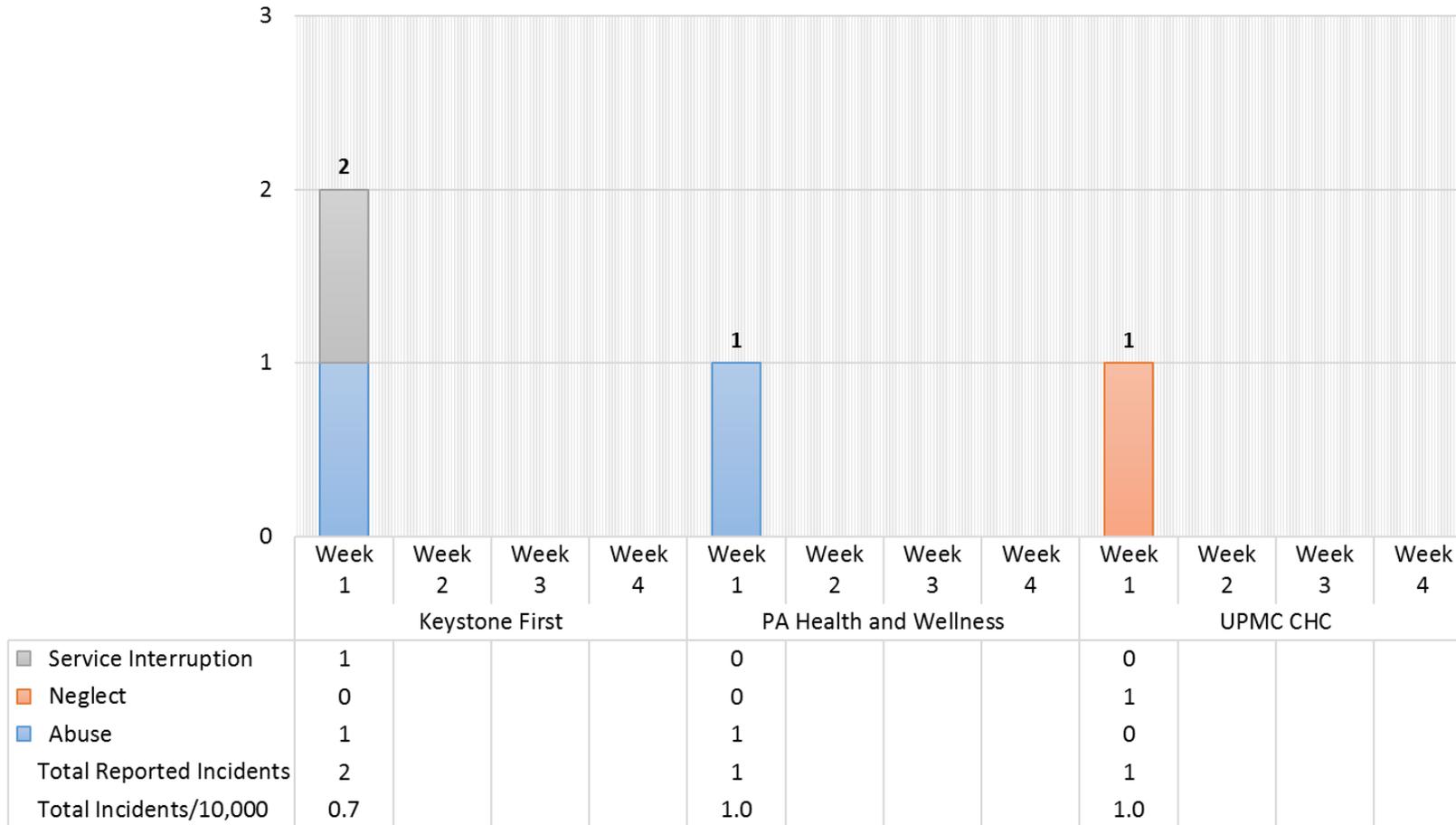
|               | Week 1         | Week 2 | Week 3 | Week 4 | Week 1                 | Week 2 | Week 3 | Week 4 | Week 1   | Week 2 | Week 3 | Week 4 |
|---------------|----------------|--------|--------|--------|------------------------|--------|--------|--------|----------|--------|--------|--------|
|               | Keystone First |        |        |        | PA Health and Wellness |        |        |        | UPMC CHC |        |        |        |
| Transfer In   | 461            |        |        |        | 113                    |        |        |        | 102      |        |        |        |
| Transfer Out  | (117)          |        |        |        | (243)                  |        |        |        | (316)    |        |        |        |
| Out To - KF   |                |        |        |        | (205)                  |        |        |        | (256)    |        |        |        |
| Out To - PHW  | (53)           |        |        |        |                        |        |        |        | (60)     |        |        |        |
| Out To - UPMC | (64)           |        |        |        | (38)                   |        |        |        |          |        |        |        |
| Net           | 344            |        |        |        | (130)                  |        |        |        | (214)    |        |        |        |

Data Date ending: 1/4/2019

Source: OMAP Report

# CHC LAUNCH INDICATORS

LI6 - Weekly Critical Incidents Reported CHC - Southeast Zone

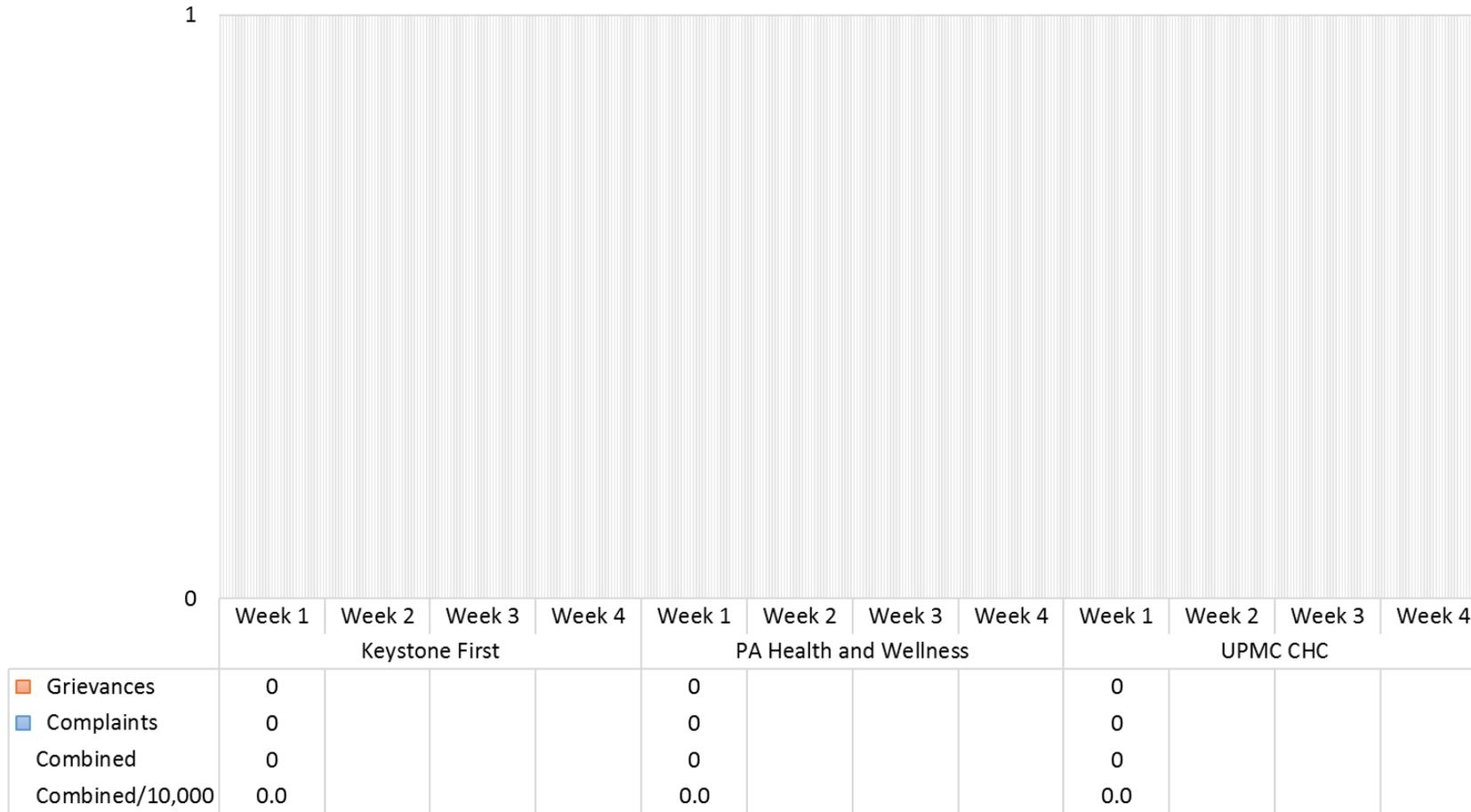


Data Date ending: 1/4/2019

Source: EIM

# CHC LAUNCH INDICATORS

**LI7 - Weekly Participants Complaints/Grievances - CHC Southeast Zone**

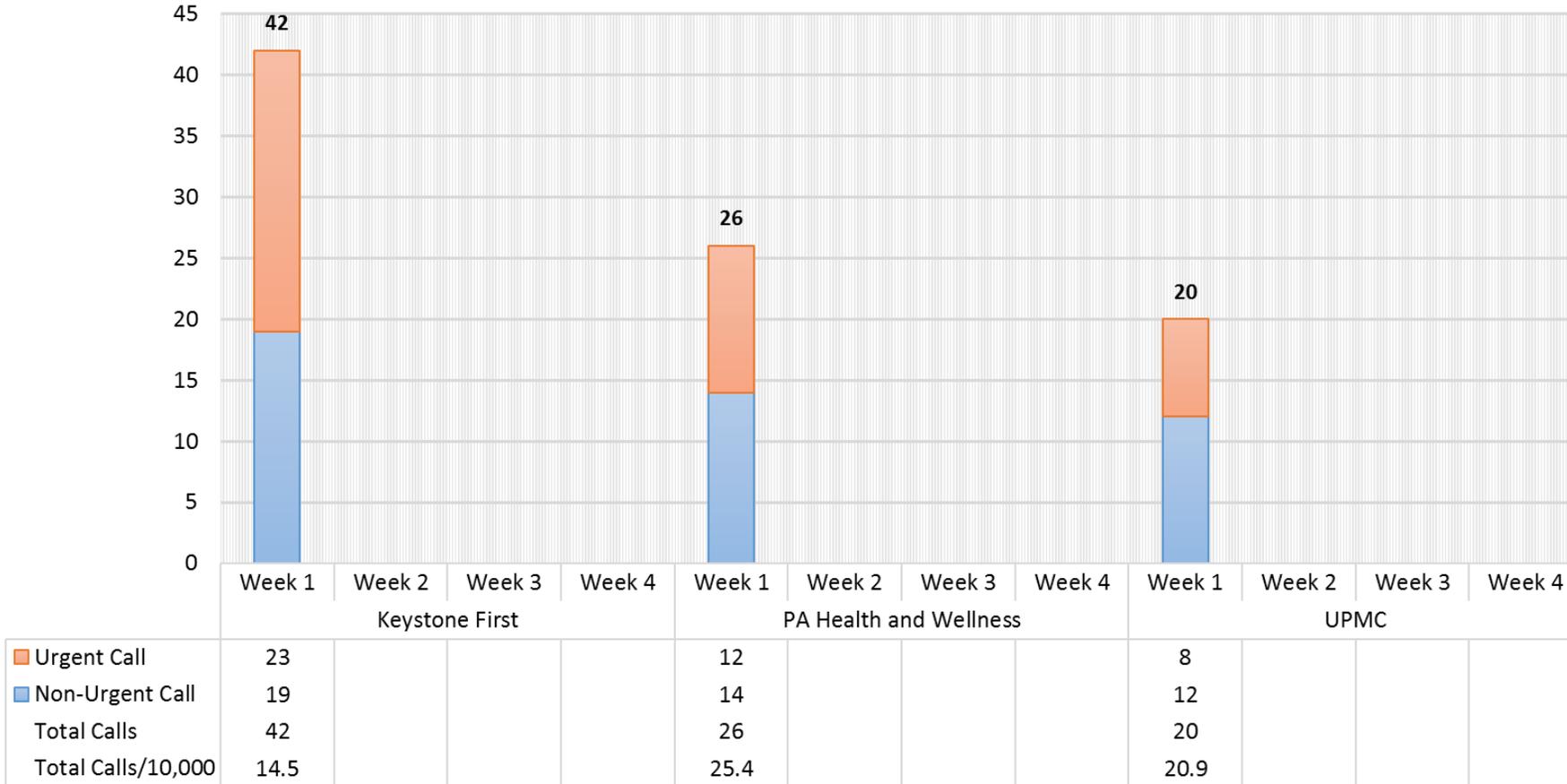


Data Date ending: 1/4/2019

Source: MCO Report

# CHC LAUNCH INDICATORS

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

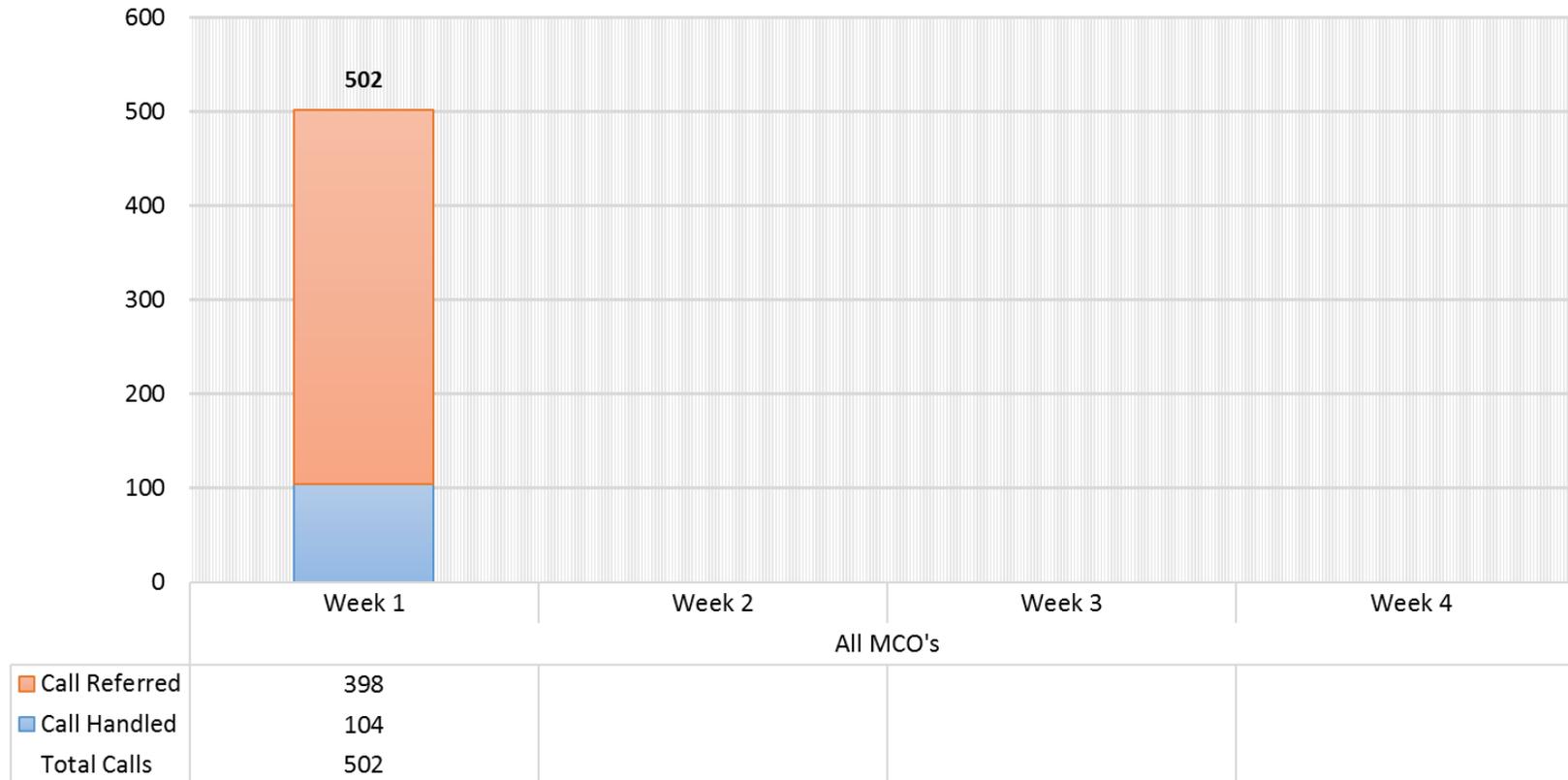


Data Date ending: 1/6/2019 (Weekend Included)

Source: ACCESS database

# CHC LAUNCH INDICATORS

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

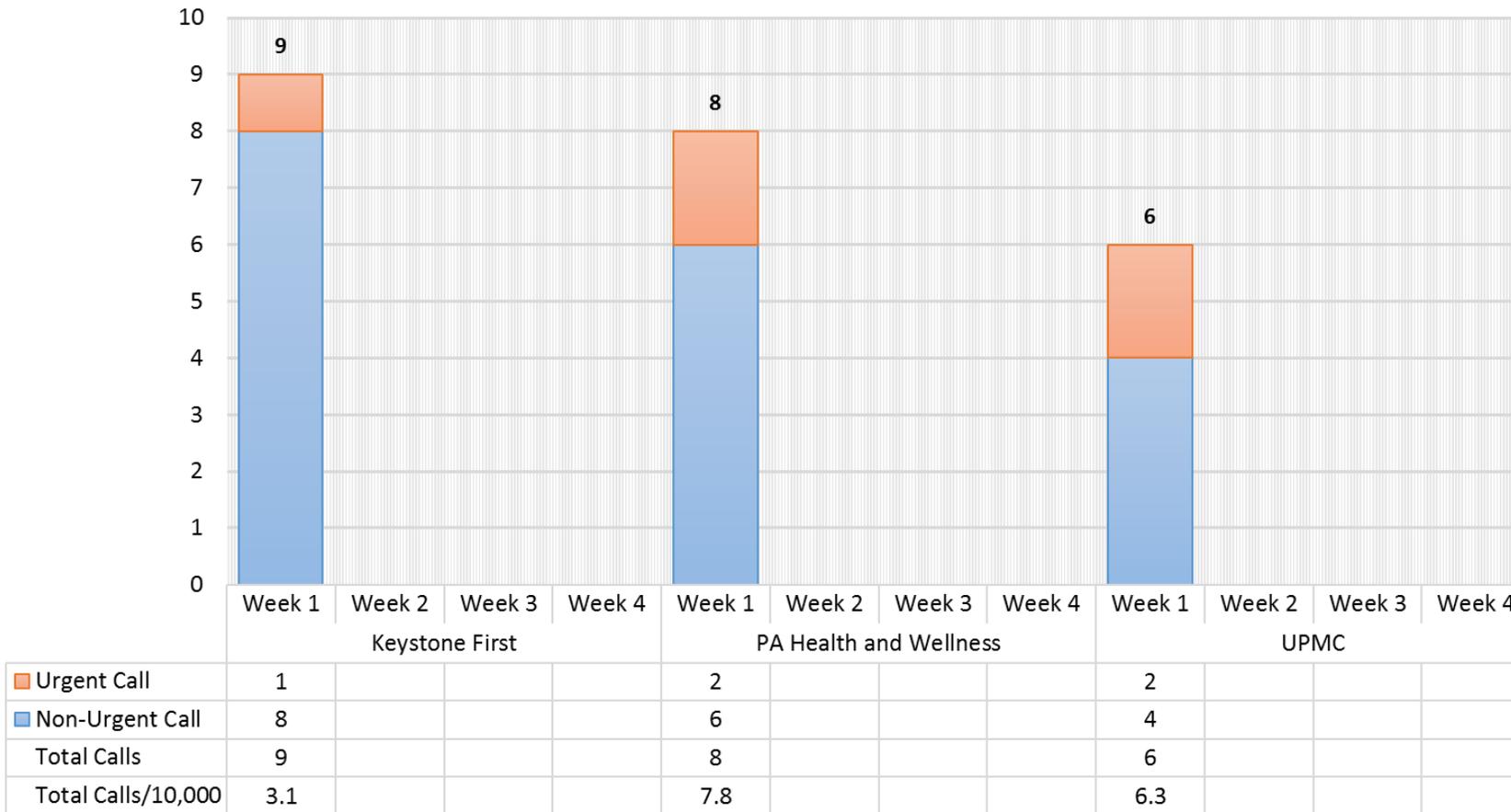


Data Date ending: 1/4/2019

Source: Inspritec

# CHC LAUNCH INDICATORS

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

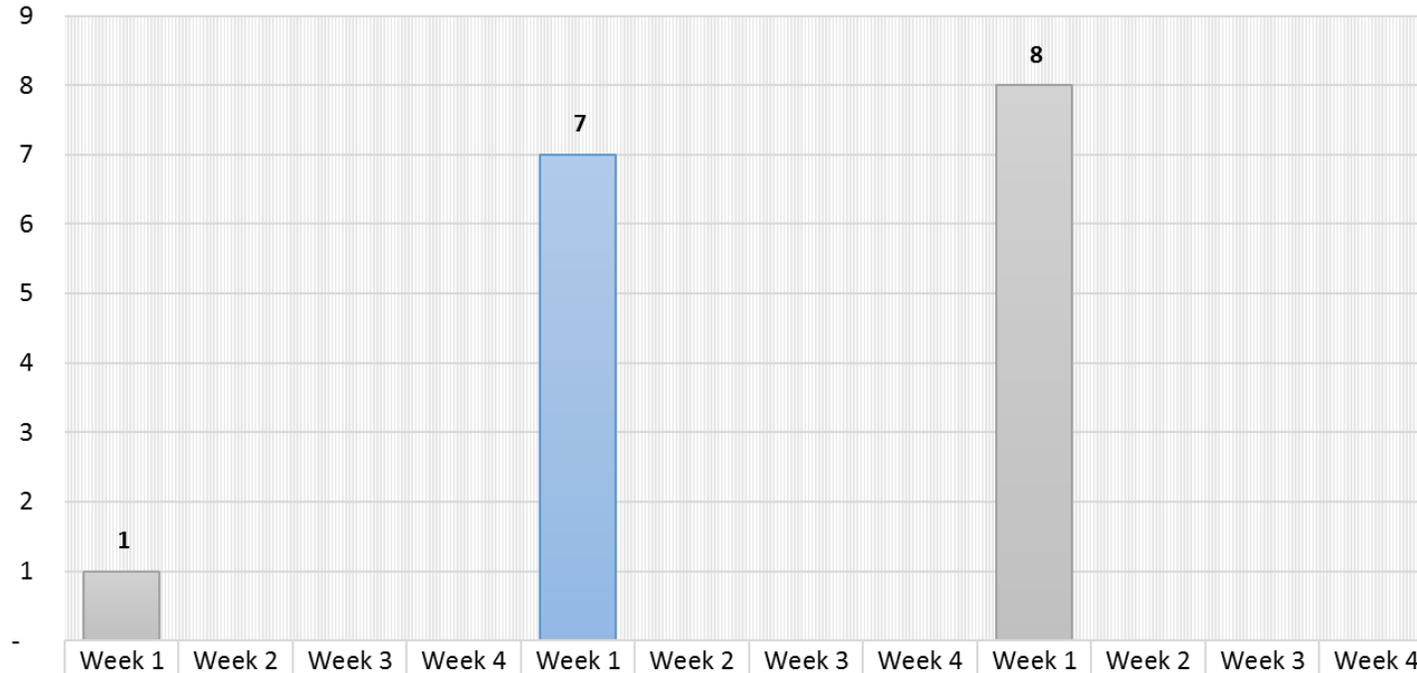


Data Date ending: 1/4/2019

Source: ACCESS database

# CHC LAUNCH INDICATORS

LI24 -PPL Payment Failures CHC - Southeast Zone



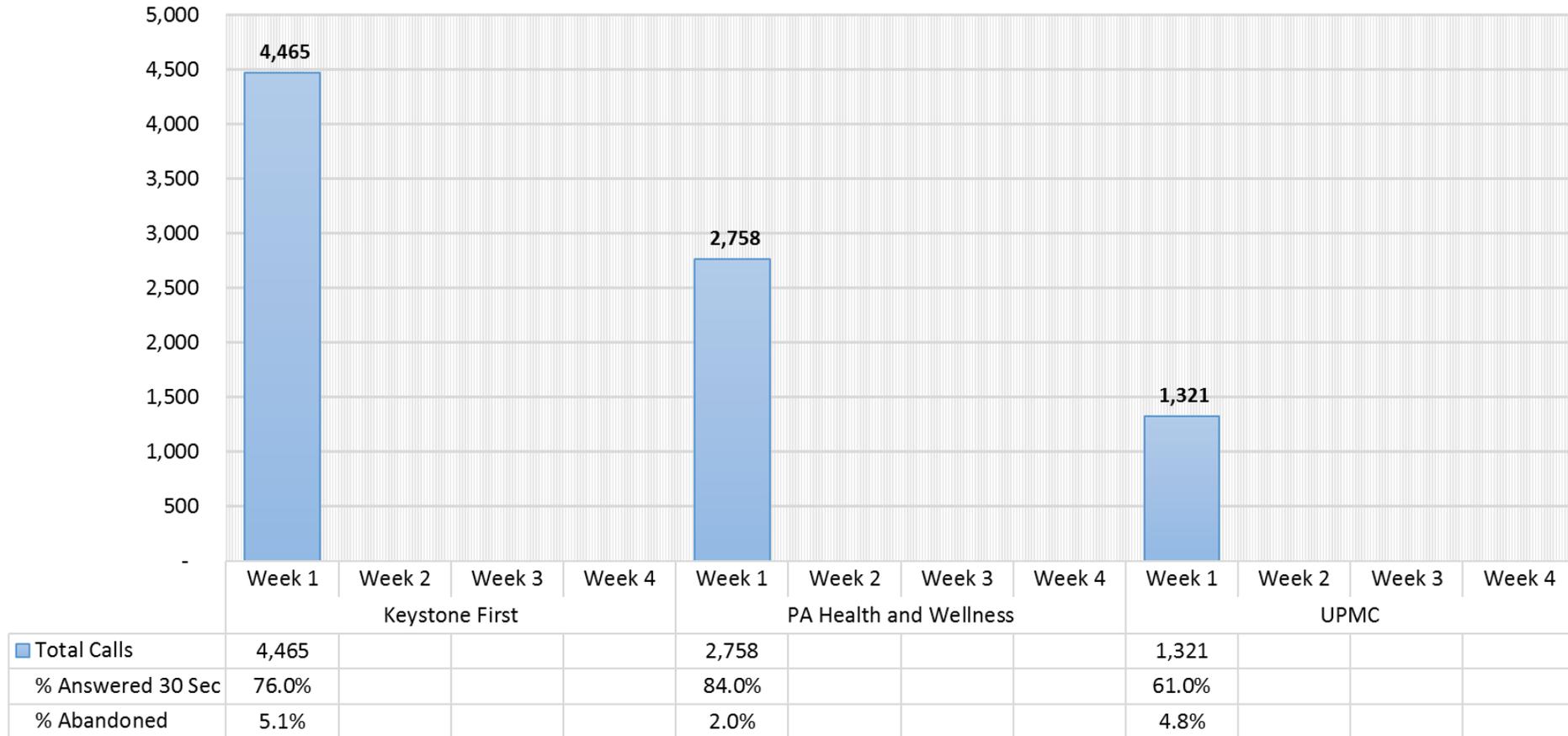
|                        | Week 1 | Week 2 | Week 3 | Week 4 | Week 1 | Week 2 | Week 3 | Week 4 | Week 1 | Week 2 | Week 3 | Week 4 |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Payment Failures       | -      |        |        |        | -      |        |        |        | -      |        |        |        |
| Authorization Failures | -      |        |        |        | 7      |        |        |        | -      |        |        |        |
| Demographic Failures   | 1      |        |        |        | -      |        |        |        | 8      |        |        |        |
| Total PPL Failures     | 1      |        |        |        | 7      |        |        |        | 8      |        |        |        |

Data Date ending: 1/4/2019

Source: PPL Report

# CHC LAUNCH INDICATORS

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



Data Date ending: 1/6/2019 (Weekend Included)

Source: MCO

# LAUNCH COMMUNICATIONS

- Daily calls with individual MCOs, including weekly joint calls with all 3 MCOs.
- Weekly participant and participant advocate calls.
- Weekly provider association calls, including:
  - Nursing Facilities
  - HCBS Providers
- Weekly calls with the Aging Network.

# LAUNCH COMMUNICATIONS

- **Participant Help Line - 1-800-757-5042**
  - 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.
- **Independent Enrollment Broker - 1-844-824-3655 OR (TTY 1-833-254-0690)**
  - If participants have not received their post enrollment packets, they should contact the IEB at the above telephone number or visit their website at [www.enrollchc.com](http://www.enrollchc.com) (**Open Monday through Friday, 8:00 a.m. to 6:00 p.m.**).

# LAUNCH COMMUNICATIONS

- **CHC-MCO Enrollment Packets:**

- Are mailed within 5 days of enrollment and include:
  - Welcome letter
  - ID Cards
  - Benefits booklet
  - Forms book, including health risk assessment, provider change form, etc.

- **BH-MCO Enrollment Packets:**

- Are mailed within 7-10 days of enrollment and include:
  - New Member Letter
  - Member Handbook

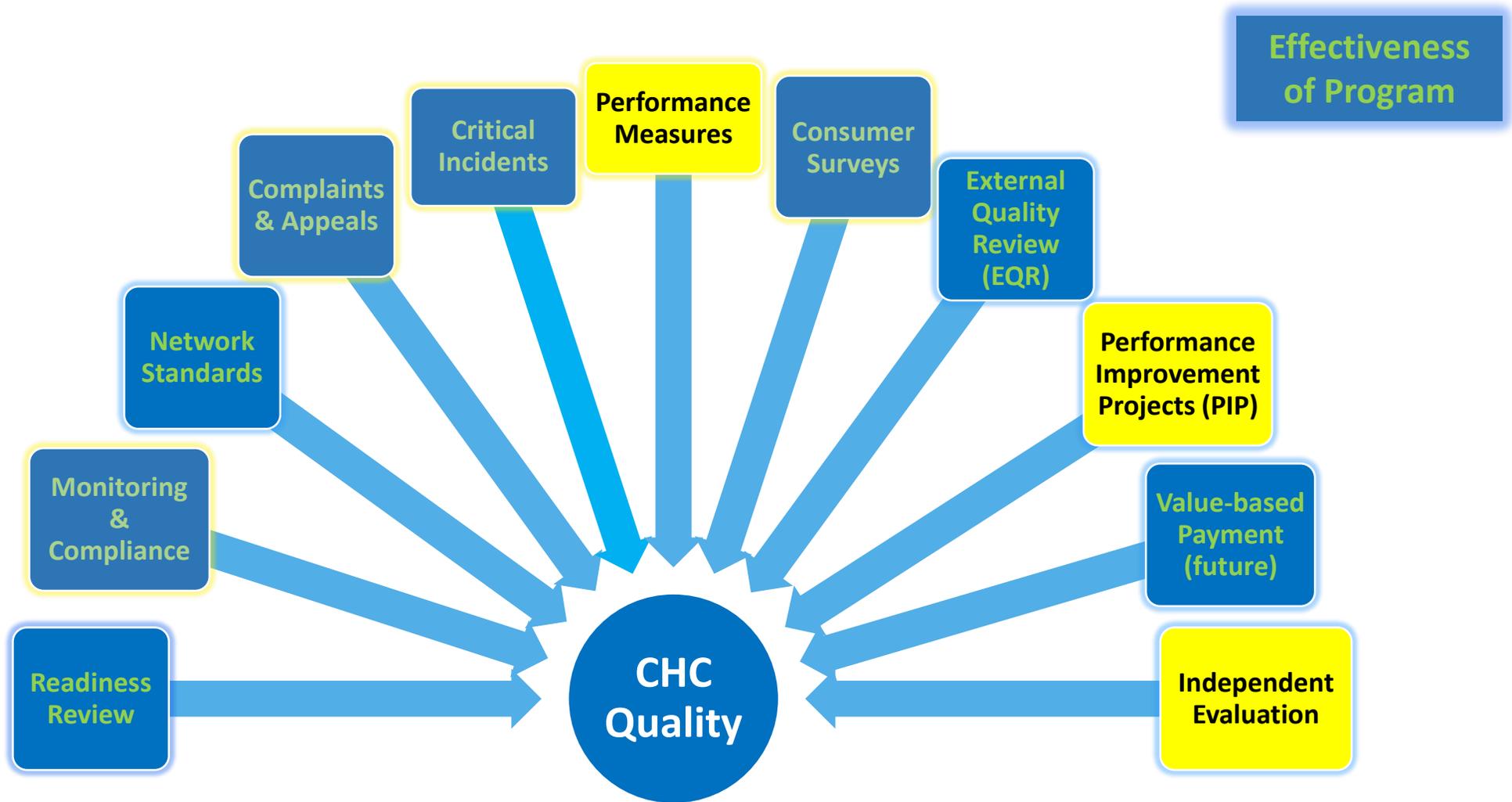


# CHC QUALITY UPDATE

# Areas of Focus

- DHS Quality Strategy (include CHC program)**
- CHC Evaluation Plan by the Medicaid Research Center at University of Pittsburgh (7 yr.)**
- CHC Quality Components**
- MCO Accountability**
  - Quality Measures
  - Performance Improvement Projects (PIPs)

# Quality Components





# CHC Evaluation Plan

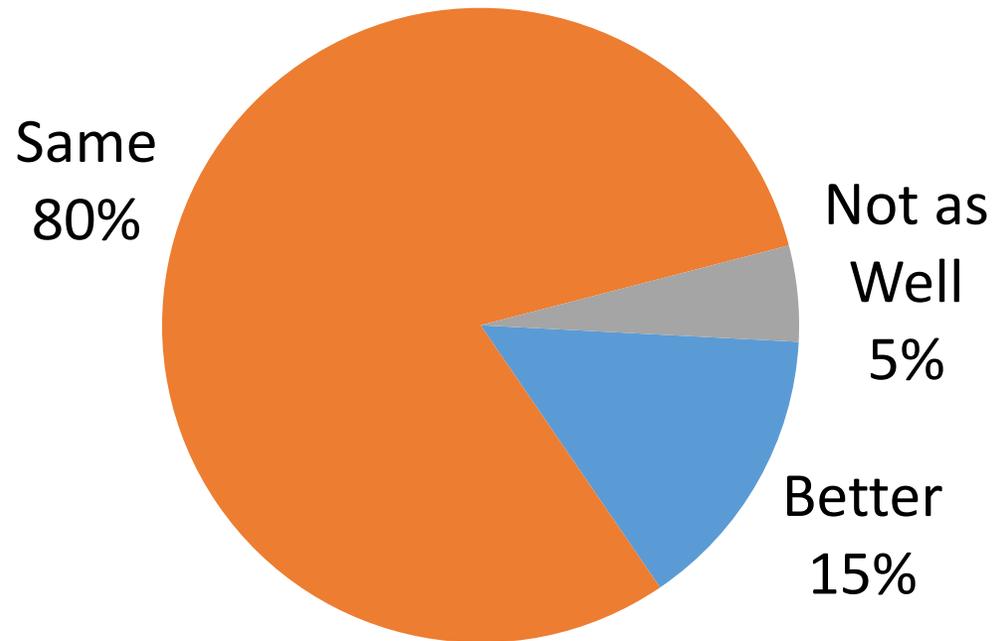
# 6-Month Follow-Up Interviews (Phase I)

- The MRC re-contacted participants in the Phase I region who were interviewed in late 2017
- Interviews conducted between:
  - 7/30/18 to 9/14/18
- Topics to be included in a future report:
  - Enrollment process, plan selection, service coordination/assessment, usual source of medical care, transportation

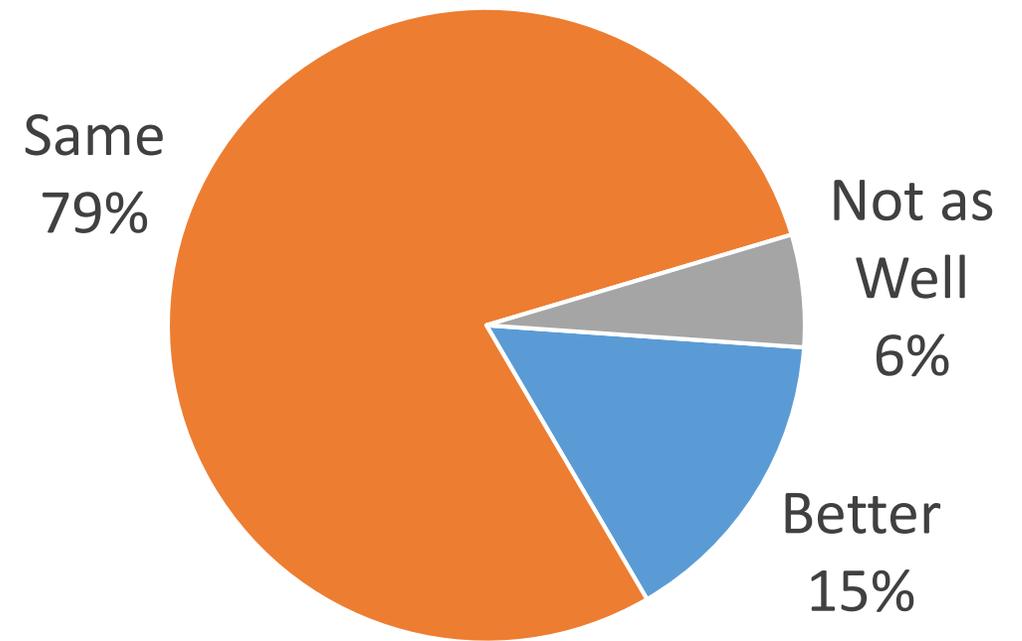
|                | Sample Size | Re-Contact Rate |
|----------------|-------------|-----------------|
| 21-59 HCBS     | 262         | 53%             |
| 60+ HCBS       | 286         | 57%             |
| Non-LTSS Duals | 279         | 52%             |
| Total          | 827         | 54%             |

# Compared to before January 1, are medical needs being met...

## Medical Care



## Prescription Drug



Data Source: Medicaid Research Center, University of Pittsburgh



# Performance Measures

# MANAGED CARE ORGANIZATION ACCOUNTABILITY



# Key Performance Measures

- Inpatient Utilization (IPU) – General Hospital / Acute Care
- Ambulatory Care (AMB)
- Plan All Cause Readmissions (PCR)
- Adherence to Meds for Individuals with Schizophrenia (SAA)
- Schizophrenics on Antipsychotic Medication (SAA)
- Access to Personal Assistance Services (PAS)
- Rebalancing (Nursing Home Transition to the Community)

# Key Performance Measures (KPM)

\*Preliminary results are subject to change; limited use for informational purposes and as a status update for validation process.

| Utilization Measures              | AHC   | PHW   | UPMC  |
|-----------------------------------|-------|-------|-------|
| Inpatient utilization per 1000 mm | 99    | 47    | 21    |
| ED utilization per 1000 mm        | 73    | 88    | 23    |
| Readmissions %                    | 10.7% | 16.4% | 17.9% |

| Treating individuals living schizophrenia | AHC | PHW | UPMC |
|---|-----|-----|------|
| % on medication                           | 83% | 99% | 76%  |
| % medication adherence                    | 95% | 86% | 86%  |

# Pennsylvania Performance Measures (PAPM)

- **Behavioral Health Focus**

- Antidepressant Medication Management (AMM)
- Follow-up After Hospitalization for Mental Illness (FUH)
- Follow-up After Emergency Department Visit for Mental Illness (FUM)
- Initiation and Engagement of Alcohol/Drug Dependence Treatment (IET)
- Use of Opioids at High Dosage (UOD)
- Concurrent Use of Opioids and Benzodiazapenes (COB)
- Adherence to Meds for Individuals with Schizophrenia (SAA)

# Upcoming Pennsylvania Performance Measures (PAPM)

## Long-Term Services and Support (LTSS)

- LTSS Comprehensive Assessment and Update
- LTSS Comprehensive Care Plan and Update
- LTSS Shared Care Plan
- LTSS Reassessment/Care Plan Update after Inpatient Discharge

## Access/Availability of care

- Annual Dental Visit
- Access to Preventive/Ambulatory Health Services
- Identification of Alcohol and other Drug Services

## Effectiveness of Care

- Controlling High Blood Pressure
- Care for Older Adults
- Annual Monitoring on Persistent Medications
- Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence

## Utilization and Risk Adjusted Utilization

- Ambulatory Care
- Identification of Alcohol and Other Drug Services
- Mental Health Utilization
- Antibiotic Utilization

# Nursing Home Activities

Meetings between DHS, DOH, NH Associations, and Quality Insights

- Developing Surveys for Administrators and Residents
- Reviewing existing quality measures



**Performance Improvement Projects  
(PIP)**

# Performance Improvement Projects (PIPs)

## Clinical: Strengthening Care Coordination

**CHC Goal:** Strengthen coordination of LTSS and other types of health care including all Medicare and Medicaid services for dual eligible individuals

- Involves and promotes coordinating care between CHC-MCOs and D-SNPs for **nursing facility, acute care, behavioral health**

## Non-Clinical: Transitioning from Nursing Facility to the Community

**CHC Goal:** Enhance Community Based Living Opportunities

- Promotes Coordinating care between CHC-MCOs and D-SNPs for **nursing facility and behavioral health**



# QUESTIONS



# RESOURCES

# CHC MCO CONTACT INFORMATION

- AmeriHealth Caritas/Keystone First | [CHCProviders@amerihealthcaritas.com](mailto:CHCProviders@amerihealthcaritas.com)  
[www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) - 1-855-235-5115 (TTY 1-855-235-5112)
- Pennsylvania Health and Wellness (Centene) | [information@pahealthwellness.com](mailto:information@pahealthwellness.com)  
[www.PAHealthWellness.com](http://www.PAHealthWellness.com) – 1-844-626-6813 (TTY 1-844-349-8916)
- UPMC Community HealthChoices | [CHCProviders@UPMC.edu](mailto:CHCProviders@UPMC.edu)  
[www.upmchealthplan.com/chc](http://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](http://www.healthchoices.pa.gov)

MLTSS SUBMAAC WEBSITE:  
[www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/](http://www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/)

EMAIL COMMENTS TO: [RA-PWCHC@pa.gov](mailto: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](http://www.enrollchc.com)