

Community HealthChoices

CHC Overview

Third Thursday Webinar
May 17, 2018

Office of Long-Term Living
Department of Human Services



pennsylvania
DEPARTMENT OF HUMAN SERVICES



CHC LAUNCH UPDATE

2018 FOCUS

CHC SOUTHWEST LAUNCH:

- Assuring no participant service interruptions
- Assuring no interruption in provider payment
- Successful launch first phase

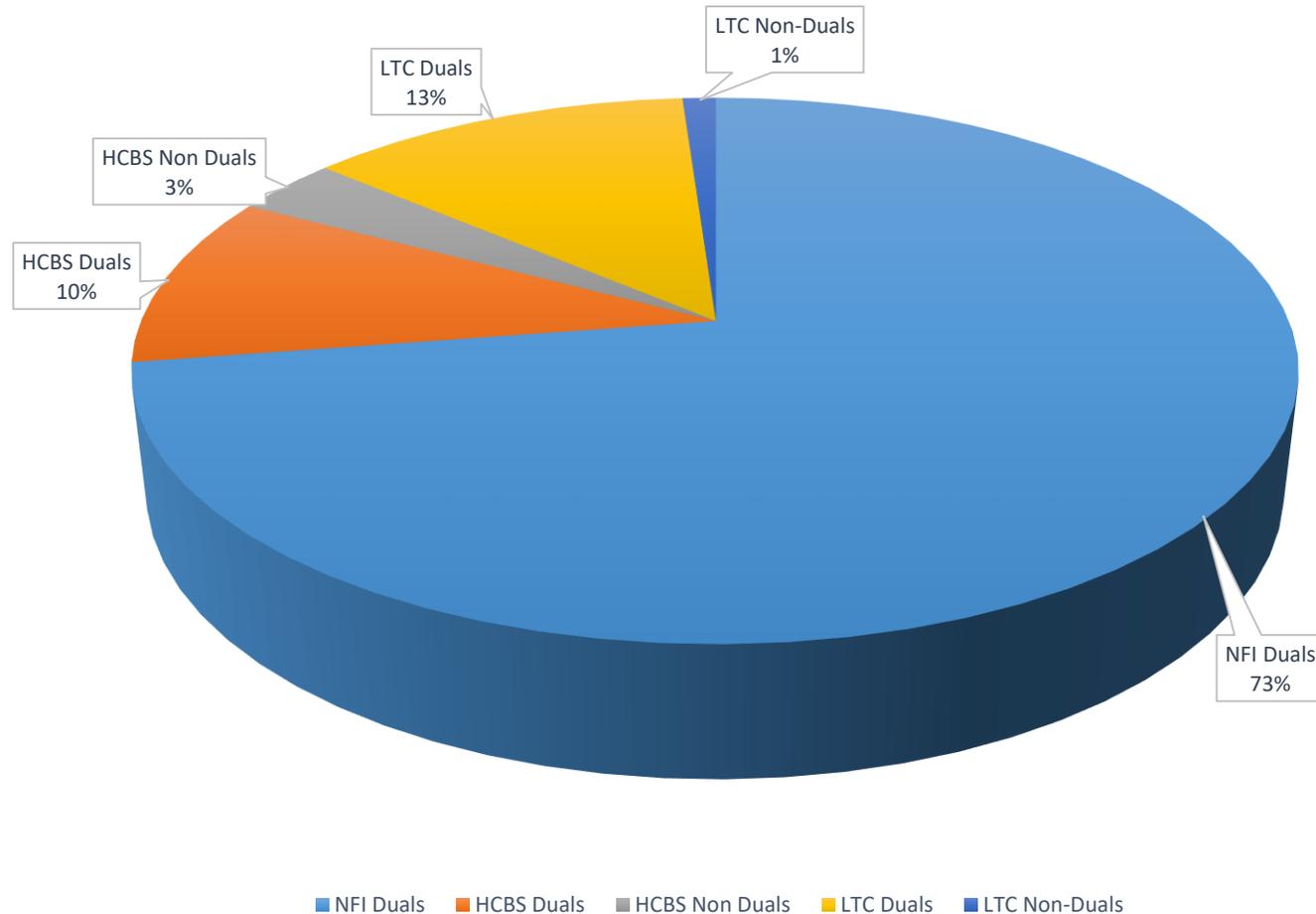
CHC SOUTHEAST IMPLEMENTATION:

- Preparation for January 1, 2019 launch
- Comprehensive participant communication
- Robust readiness review
- Provider communication and training
- Pre-transition and plan selection for southeast participants
- Incorporation of southwest implementation and launch lessons

learned

CHC SOUTHWEST (Population Distribution)

PA CHC Total Enrollments by Population



CHC SOUTHWEST (Plan Distribution)

Distribution	Amerihealth Caritas	Pennsylvania Health and Wellness	UPMC COMMUNITY HEALTHCHOICES
Percentage	19%	27%	54%



IMPLEMENTATION FEEDBACK

SOUTHWEST IMPLEMENTATION

- Successfully implemented in the Southwest on January 1, 2018
- Approximately 80,000 Participants were transitioned to the CHC program
- Lessons Learned (so far)
 - Earlier stakeholder engagement opportunities
 - Enhanced communication materials and training regarding Medicare vs. CHC
 - More education and communication on continuity-of-care
 - MCO Provider Training and outreach to occur earlier and more often
 - Earlier OBRA reassessments
 - Earlier data clean-up in HCSIS and SAMS
 - Earlier pre-transition notices
- Transportation issues

PARTICIPANT FEEDBACK

- **Problems Experienced:**

- Transportation services are difficult to navigate and schedule.
 - Historically, service coordinators filled in the gaps for transportation but the CHC-MCOs are following the requirements of the service definition.
 - Transportation is difficult to schedule and often does not meet the person-centered transportation needs of participants.
- Participants are worried about losing access to their existing service coordinator.
- Approvals for home modifications and continued DME access are more difficult than before.

- **Common questions:**

- What will happen to important service coordinator relationships after the continuity of care period ends?

PROVIDER FEEDBACK

- **Problems Experienced:**

- Communication challenges with the MCOs that, at times, have resulted in delays of payment.
- Non-Medical Transportation: MCOs handling it differently.
 - Transportation Brokers are unclear about process for getting non-emergency medical and non-medical transportation.
 - Transportation Brokers do not understand how waiver services were working before CHC.
- Billing coding challenges
- New Referrals:
 - Some external service coordinators are getting some referrals from MCOs, not through HHA, but by phone or fax.
 - Some providers' referrals originate from service coordinators but providers are told they cannot accept these referrals.
 - Providers may not receive the scope, duration, frequency and proceed with general personal assistance services with the referrals.

CHC PROVIDER CLAIMS EXPERIENCE

The following are the top 10 reasons that HCBS claims are being denied.

Top HCBS Denial Reasons
Definite Duplicate Claim
Member Not Eligible at Time of Service
Service Prior to Subscriber Effective Date
All Enroll Events are Future
Denied Claim Disallow
Members Birthdate Submitted is Not Valid
Over Max Procedure/Benefit Limit (R46)
Over Max Procedure/Benefit Limit (X46)
Not a Contracted Service
Code Not Payable for Provider/Specialty

CHC PROVIDER CLAIMS EXPERIENCE

The following are the top 10 reasons that SNF claims are being denied.

Top SNF Denial Reasons
Definite Duplicate Claim
Inappropriate Coding for Contract/Agreement
Service Prior to Subscriber Effective Date
Member Not Eligible at Time of Service
Members Birthdate Submitted Is Not Valid
Code Not Payable for Provider/Specialty
Diagnosis Inv/Missing/Deleted
Denied Claim Disallow
Resubmit on UB04
Duplicate Claim Previously Paid at Correct Rate/Cap

CHC PROVIDER CLAIMS EXPERIENCE

The following are the top 10 reasons that Physical Health claims are being denied.

Top Physical Health Denial Reasons
Claim Pending: Medicare EOB Request
Code Not Payable for Provider/Specialty
Definite Duplicate Claim
No Precert/Authorization or Referral
Member Not Eligible at Time of Service
No MAID on File
Denied Claim Disallow
Service Prior to Subscriber Effective Date
Not a Covered Service
Members Birthdate Submitted is Not Valid



**SOUTHWEST
CONTINUITY-OF-CARE**

SERVICE COORDINATION TRANSITIONS/UPMC

- UPMC will be offering long-term contracts to nine external service coordinators impacting 2,102 participants.
- UPMC, as of April 23, 2018, was evaluating all other service coordination entities impacting 4,174 participants.

SERVICE COORDINATION TRANSITIONS/PHW

- Pennsylvania Health and Wellness (PHW) will be offering long-term contracts to four external service coordinators.
- PHW will not be terminating contracts with any other external service coordinator at this time.

SERVICE COORDINATION TRANSITIONS/AHC

- AHC will not be terminating any service coordination agencies but all of these agencies are subject to additional evaluation.

NETWORK PROVIDERS AFTER CONTINUITY-OF-CARE

- The CHC-MCOs have not notified DHS of any network provider termination of agreement including:
 - HCBS Providers.
 - Physical Health providers.



AREAS OF CURRENT FOCUS

BEHAVIORAL HEALTH COORDINATION

- Meeting on May 9, 2018 that included:
 - CHC-MCOs,
 - BH-MCOs
 - Nursing Facilities
 - Office of Mental Health and Substance Abuse Services (OMHSAS)
- CHC-MCOs provided an overview of their process for coordination with Behavioral Health Services.
- OMHSAS provided an extensive overview of the behavioral health services available to participants.
- The BH-MCOs provided an overview of how to coordinate behavioral health services in the Nursing Facility.
- Discussion on how the relationship between CHC-MCOs, BH-MCOs and Nursing Facilities can be better coordinated and the referral process.

TRANSPORTATION

- The CHC-MCOs are taking steps to address transportation issues.
 - Increasing communication and training to key stakeholders.



SOUTHEAST IMPLEMENTATION

SOUTHEAST IMPLEMENTATION FOCUSES

- OBRA Assessments
 - Notifications have been sent to participants and assessments have begun.
- Participant Communications Planning
 - An online participant training is being developed from a suggestion made at the MLTSS SubMAAC.
 - Initial touchpoint flyer will be mailed in mid-July.
- Provider Outreach and Education
- Population Identification

SOUTHEAST PROVIDER SUMMITS

June 4-8: Philadelphia County

Temple University, Ritter Hall
1301 Cecil B. Moore Ave., Philadelphia, PA 19122

June 18: Chester County

West Chester University, Sykes Student Union
700 S. High St., West Chester, PA 19382

June 19: Delaware County

Delaware County Community College
901 Media Line Rd., Media, PA 19063

June 20: Montgomery County

Montgomery County Community College, Central Campus
340 DeKalb Pike, Blue Bell, PA 19422

June 21: Bucks County

Bucks County Community College, Newtown Campus
275 Swamp Rd., Newtown, PA 18940

To RSVP, click the following link: <http://bit.ly/2HNtzDD>

SOUTHEAST POPULATION

Population Bucket	Count of Individuals
HCBS Dual	28,887
HCBS Non-Dual	12,136
LTC Dual	12,456
LTC Non-Dual	1,365
NFI Dual	72,882
Grand Total	127,726

SOUTHEAST POPULATION

County	Count of Individuals
Bucks	9,488
Chester	5,216
Delaware	12,435
Montgomery	12,835
Philadelphia	87,691
Under Review	61
Grand Total	127,726



COMMUNICATIONS

ONGOING COMMUNICATIONS

- MLTSS SubMAAC
- Consumer SubMAAC
- LTSS SubMAAC
- MAAC
- Third Thursday Webinars
- Review data to be collected:
 - Stakeholders
 - MCO Participant Advisory Committees
 - Local Advisory Group
 - SubMAAC
 - Third Thursday Webinars
 - CHC Website



RESOURCES

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

OLTL PARTICIPANT LINE: 1-800-757-5042

INDEPENDENT ENROLLMENT BROKER: 1-844-824-3655 OR (TTY 1-833-254-0690)

(Open Monday through Friday, 8:00 a.m. to 6:00 p.m.)

or visit www.enrollchc.com



QUESTIONS