

Community HealthChoices

CHC Overview

**Third Thursday Webinar
November 15, 2018**

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



pennsylvania
DEPARTMENT OF HUMAN SERVICES



SOUTHEAST IMPLEMENTATION

CHC SOUTHEAST POPULATION

25%

31,902

Duals in Waivers

54%

70,612

Healthy Duals

36%

IN WAIVERS

10%

IN NURSING FACILITIES

129,947

CHC POPULATION

88%

DUAL-ELIGIBLE

9%

12,102

Duals in Nursing
Facilities

11%

13,979

Non-duals in
Waivers

1%

1,352

Non-duals in
Nursing Facilities

SOUTHEAST PLAN SELECTION-POPULATION

Population	Keystone First (Southeast)	PA Health and Wellness (Southeast)	UPMC (Southeast)	Grand Total	Total CHC Southeast Population	Percentage of CHC Southeast Population
1 - NFI Duals	14447	2907	3530	20884	70612	30%
2 - HCBS Duals	9998	2147	2155	14300	31902	45%
3 - HCBS Non-Duals	4421	624	704	5749	13979	41%
4 - LTC Duals	937	1038	433	2408	12102	20%
5 - LTC Non-Duals	112	109	32	253	1352	19%
Grand Total	29915	6825	6854	43594	129947	34%

SOUTHEAST PLAN SELECTION

Method	Keystone First (Southeast)	PA Health and Wellness (Southeast)	UPMC (Southeast)	Grand Total
Call	12100	2353	2384	16837
Paper	13359	2789	3192	19340
Website	4456	1683	1278	7417

SOUTHEAST IMPLEMENTATION FOCUS

Implementation January 1, 2019

- Participant Education and Outreach
- Provider Education and Outreach
- Population Identification
- Network Adequacy
- Readiness Review

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 will be tracking the progress of this effort.
- On-line participant training is currently in development.

PROVIDER EDUCATION

- 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



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.
- 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.

READINESS REVIEW

- All three MCOs have submitted 100% of their policies and procedures for review.
- The Monitoring Teams have approved most of the policies and procedures submitted.
- 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 bi-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.



LESSONS LEARNED

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OLTL evaluated the Southwest implementation using feedback from participants, providers, CHC-MCOs, and state staff.

Will be covering Lessons Learned in the following areas:

- Outreach and Education
- Communications
- Information Technology
- Processes and Training
- Transportation

LESSONS LEARNED – OUTREACH AND EDUCATION

- Participants expressed a need for better information about CHC. OLTL posted the following documents on the CHC website
 - Complaint and Grievance Process -
<http://www.healthchoices.pa.gov/info/resources/publications/community/third-thursday-webinars/index.htm>
 - Continuity of Care Fact Sheet -
http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_264861.pdf
 - Participant Plan Selection Tool -
http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_278391.pdf
 - Question and Answer Document -
http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_274784.pdf

LESSONS LEARNED – OUTREACH AND EDUCATION

- Better Communications with More Diverse Populations
 - The Centers for Independent Living have been engaged to do presentations about CHC
 - Extensive efforts to do grass root outreach
 - 72 participant education sessions provided in six (6) different languages (English, Russian, Mandarin, Chinese, Spanish, and Cantonese)

LESSONS LEARNED - COMMUNICATIONS

- Staff at county-level had limited awareness of CHC
 - Webinar was provided in July to familiarize counties with CHC, particularly as it relates to behavioral health and substance abuse services
- Many providers were not aware of CHC until late in the year
 - OLTL has continued to partner with the provider associations to get the word out to providers about CHC in general, educational opportunities and deadlines

LESSONS LEARNED - COMMUNICATIONS

- Problems with Participant Information Sessions – too late and insufficient space
 - Happened earlier
 - Restricted provider attendance to increase availability
 - Increased number of sessions
 - Recorded educational session
- Problems with Provider Information Sessions – too late, too general, insufficient space
 - Happened earlier
 - Contained more information specific to type of provider (HCBS, nursing facility, etc.)
 - Capacity increased so that all providers can be accommodated

LESSONS LEARNED - COMMUNICATIONS

- CHC website difficult to navigate
 - Changes have been made to make the site more user-friendly
 - Increased number of links to other resources such as CHC-MCO websites

LESSONS LEARNED - COMMUNICATIONS

- Inadequate information on the LIFE Program was being communicated by the IEB
 - Increased educational and outreach information on LIFE Program as an alternative made available to CHC applicants
 - OLTJ in partnership with LIFE providers developed and implemented a comprehensive training on the LIFE program for the IEB
 - A fact sheet on the LIFE Program was developed for post enrollment packets -
http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_278822.pdf

LESSONS LEARNED – INFORMATION TECHNOLOGY

- Service Coordinators (SCs) were inputting incomplete data
 - Communication sent to SCs to stress the importance of good data entry
- Initial files from the IEB to CHC-MCOs were missing primary care practitioner (PCP) data
 - PCP selection is not a required field.
 - The IEB is transmitting the information if a PCP is selected

LESSONS LEARNED – INFORMATION TECHNOLOGY

- Participants and providers found it difficult to find provider information on the IEB provider directory
 - Third Thursday Webinar was held on how to use the IEB provider search tool -
http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/webcopy/c_281476.pdf
- Reports from IEB did not distinguish new enrollment from plan transfers during launch
 - Added indicator to distinguish the two

LESSONS LEARNED – INFORMATION TECHNOLOGY

- There were problems with participants not being transitioned to CHC because they were transferring between waivers
 - Established cutoff dates for waiver program transfers MCOs didn't receive timely information on new participants
 - Improved reconciliation reports have been developed

LESSONS LEARNED – INFORMATION TECHNOLOGY

- SAMS – Data was incomplete, missing service coordinators and dates
 - OLTL has provided reports and is working with SCs to update incomplete data fields
- Public Partnerships (PPL) and MCOs were unprepared to share files directly
 - TA sessions held in the summer
 - Test files are in development

LESSONS LEARNED – PROCESSES

- Participants need help in complaint, grievance, and hearing and appeals processes in both nursing facilities and the community
 - OLTL has increased funding for PA Legal Aid Network to provide greater participant support
- SC assessments of OBRA participants to identify potential CHC-eligible participants began too late
 - Assessments began in May and completed in October

LESSONS LEARNED – PROCESSES

- Plan choice was not shown for participants who enrolled on-line
 - Functionality was added to the website to show plan choice
- IEB not sufficiently engaged in communications efforts
 - IEB has been extensively engaged in the phase 2 rollout efforts

LESSONS LEARNED – PROCESSES

- HHA – Systems problems arose that impacted payment of some providers by CHC-MCOs
 - MCOs and HHA set up providers sooner
 - HHA began outreach at provider forums, is enrolling providers and held trainings in October

LESSONS LEARNED – TRAINING

- SCs did not understand CHC
 - In August, training was updated and posted online by OLTL http://services.dpw.state.pa.us/chccd20171005/presentation_html5.html
 - SCs are assisting with educational efforts. Over 1,000 SCs have completed training and have educated over 8,000 of their participants
 - Additional CHC information has been provided to SCs to assist their knowledge

LESSONS LEARNED – TRAINING

- Nursing facility staff and DHS Behavioral Health staff need to have a better understanding of each others' covered services and how to access them
 - Joint nursing facility and behavioral health TA session has been held
 - Fact sheet on behavioral health vs. CHC-MCO behavioral health benefit coverage developed

LESSONS LEARNED – TRAINING

- SCs not trained sufficiently by MCOs as to their roles, MCO interface, systems, reassessment process, continuity of care, etc.
 - MCOs are doing in-person training in October and webinar refreshers November-December
- Training of providers by MCOs began too late
 - MCOs doing in-person training in October and refresher webinars November-December

LESSONS LEARNED – TRANSPORTATION

- Non-Medical Transportation: MCOs handling it differently. Transportation Brokers are unclear about process for getting non-emergency medical and non-medical transportation.
 - Transportation Fact Sheet
 - Clarification and guidance to Nursing Facilities
 - Transportation Summit on November 16th with SEPTA (includes MATP, OLTL, CHC-MCOs, transportation providers, transportation brokers)



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