

Community HealthChoices

CHC Overview

**Third Thursday Webinar
October 18, 2018**

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



pennsylvania
DEPARTMENT OF HUMAN SERVICES



SOUTHEAST IMPLEMENTATION

CHC SOUTHEAST POPULATION

23%

28,887

Duals in Waivers

56%

72,882

Healthy Duals

33%

IN WAIVERS

11%

IN NURSING FACILITIES

127,726

CHC POPULATION

89%

DUAL-ELIGIBLE

10%

12,456

Duals in Nursing
Facilities

10%

12,136

Non-duals in
Waivers

1%

1,365

Non-duals in
Nursing Facilities

SOUTHEAST IMPLEMENTATION FOCUS

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

PARTICIPANT EDUCATION AND OUTREACH

- 4,450 participants registered for the 72 participant education sessions that are being 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.

PROVIDERS

- 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.



READINESS REVIEW

- All three MCOs have submitted over 95% of their policies and procedures for review.
- The Monitoring Teams have approved over 80% and anticipate that all policies will be approved by mid-October.
- 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 will be conducted 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.



COMMUNICATIONS

SOUTHEAST COMMUNICATIONS

AWARENESS FLYER

- Mailed five months prior to implementation. Southeast: July, 2018

AGING WELL EVENTS

- 72 participant listening sessions are occurring in the Southeast from August 27-October 19th.

PRE-TRANSITION NOTICES AND ENROLLMENT PACKET

- Pre-Transition Notices have been mailed to all participants. August 20-August 31st.
- Pre-Enrollment packets have been mailed to participants.

SERVICE COORDINATORS

- Will reach out to their participants to inform them about CHC. Southeast: September, 2018

NURSING FACILITIES

- Discussions about CHC will occur with their residents. Southeast: September, 2018

ONGOING COMMUNICATIONS

- MLTSS SubMAAC
- Consumer SubMAAC
- LTSS SubMAAC
- MAAC
- Third Thursday Webinars
- MCO Participant Advisory Committees
- Local Advisory Group
- CHC Website



QUESTIONS



MAXIMUS

MAXIMUS

Pennsylvania Independent Enrollment Broker

Pennsylvania Community Health Choices Presentation

Providing Business Services for



pennsylvania
DEPARTMENT OF HUMAN SERVICES
OFFICE OF LONG TERM LIVING

TOPICS COVERED

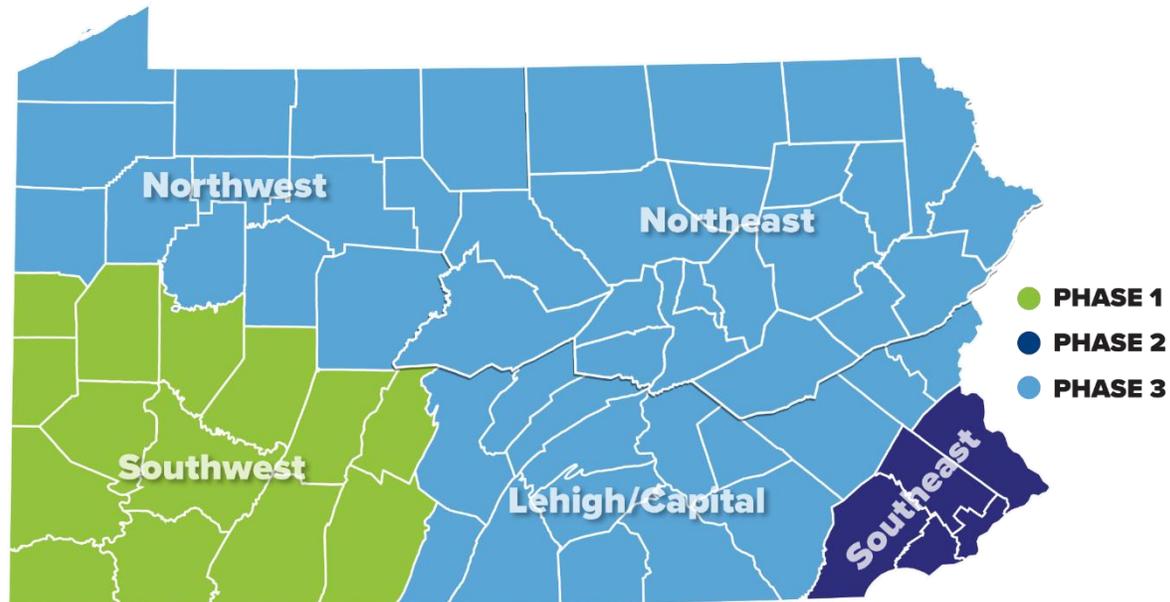
MAXIMUS PA CHC PRE-TRANSITION ACTIVITIES & PROCESS OVERVIEWS

- I. PA CHC Implementation Overview
- II. Pre-Transition Process
- III. Pre-Enrollment Packet Mailing Campaign Overview
- IV. Pre-Enrollment Packet Contents Review
- V. Choice Counseling
- VI. Plan Selection
- VII. Plan Selection Follow-Up & Auto Assignment
- VIII. Post Enrollment Packet
- IX. Plan Transfers
- X. Online Enrollment & PCP Search

MAXIMUS PA CHC PRE-TRANSITION ACTIVITIES

I. PA CHC IMPLEMENTATION OVERVIEW

WHERE ARE WE NOW?

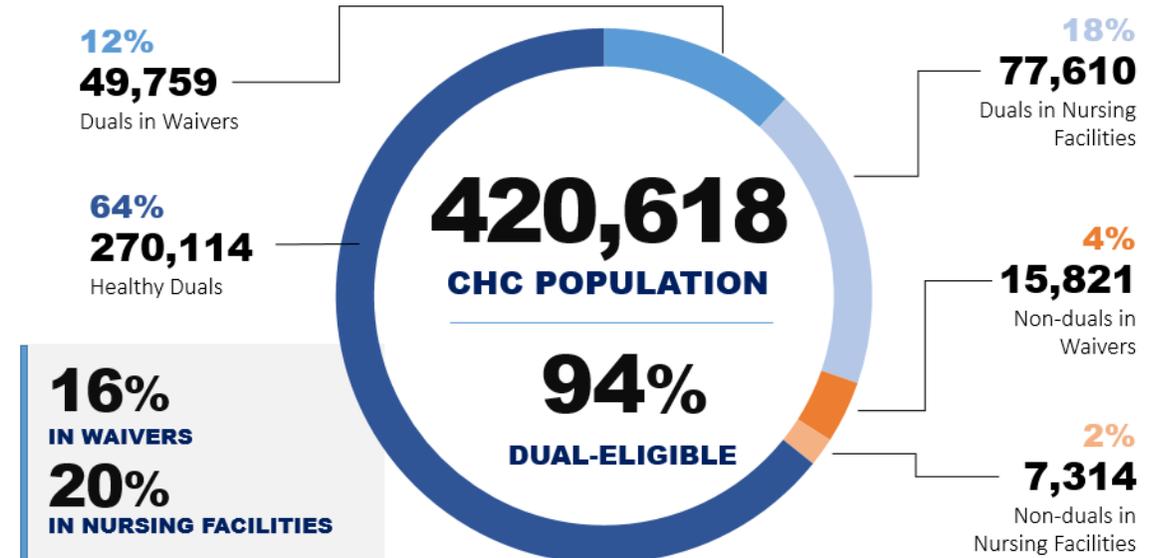


- Phase 1 implemented successfully
- Phase 2 Pre-Transition planning is complete and initial Zone 2 Pre-Transition activities are underway.

MAXIMUS PA CHC PRE-TRANSITION ACTIVITIES

II. PA CHC PRE-TRANSITION PROCESS

DHS provides Maximus the demographic data of PA residents to be enrolled into the PA Community Health Choices Program. This population is made up of Individuals who are 21 years of age or older and dually eligible for Medicare and Medicaid as well as individuals who are 21 years of age or older and eligible for Medicaid (LTSS) because they need the level of care provided by a nursing facility.



MAXIMUS PA CHC PRE-TRANSITION ACTIVITIES

III. PRE-ENROLLMENT PACKET MAILING CAMPAIGN OVERVIEW

Maximus then sends this population a CHC Pre-Enrollment Packet, this packet is composed of various informational pieces including a PA CHC Enrollment form, which contains all of the information needed for a participant to select a MCO and enroll, whether online, via phone or mail. The packet also contains a MCO comparison chart which informs the participant of program benefits including **basic** benefits, such as office visits, blood tests and X-rays and **added** benefits such as wellness programs and phone services

- ✓ PA CHC PRE-ENROLLMENT PACKETS WILL BE MAILED TO ELIGIBLE SOUTHEASTERN PA RESIDENTS SEPTEMBER 2018 THROUGH NOVEMBER 2018

MAXIMUS PA CHC PRE-TRANSITION ACTIVITIES

IV. PRE-ENROLLMENT PACKET CONTENT REVIEW

- ✓ Pre-Enrollment Brochure
- ✓ Enrollment Form
- ✓ Health Plan Comparison Chart
- ✓ Community Meetings Flyer
- ✓ Medicare Fact Sheet Flyer
- ✓ MAAC MLTSS Meetings Calendar
- ✓ Non Discrimination Insert
- ✓ LIFE Flyer (for the 55+ population)

Pre-Enrollment packets and other CHC materials are available in the following languages: English, Spanish, Russian, Chinese, Arabic and Vietnamese.

MAXIMUS PA CHC PROCESS OVERVIEWS

V. CHOICE COUNSELING

✓ **INFORM**

✓ **EMPOWER**

✓ **GUIDE**

As participants receive their PA CHC Pre Enrollment packets MAXIMUS' objective is to empower this population with the information and answers needed to make an informed decision regarding which MCO (*benefits package*) best suits their needs; what we internally refer to as Choice Counseling. Choice Counseling also includes providing participants who are over the age of 55 with information about the LIFE program. The ultimate goal of our choice counseling process is Informing, Empowering and Guiding participants to a MCO choice that leads to a fulfilling and healthy future.

MAXIMUS will gladly provide Choice Counseling via phone or in-person. TTY line is available for the deaf/hard of hearing. Language translators are also available, for both in-home visits as well as over the phone.

MAXIMUS PA CHC PROCESS OVERVIEWS

VI. PLAN SELECTION

After MAXIMUS provides CHC program participants, and their Power of Attorney's (POA's) and AR's, with the information and resources needed in order to make an informed MCO selection, MAXIMUS staff will enroll participants into the PA CHC program with the MCO of their choosing. Participants can select a MCO and enroll into the PA CHC program online at enrollchc.com, in-person, via mail or over the phone.

1. Phone

Call **1-844-824-3655** to enroll over the phone with the assistance of a CHC Customer Service Representative

1. Online

Go to **www.enrollchc.com**

2. Mail

Complete the enrollment form and mail it using the provided return envelope



UPMC Community HealthChoices

MAXIMUS PA CHC PRE-TRANSITION ACTIVITIES

VII. PLAN SELECTION FOLLOW-UP & AUTO ASSIGNMENT

What happens if a participant does not choose a plan?

Participants that **do not** choose a Health Plan (MCO) will be assigned to one. We always encourage and prefer that all CHC program participants, or their POA/AR, makes the Health Plan selection that they want over automatically being assigned to a Health Plan.

MAXIMUS initiates the Health Plan selection follow up process as soon as a participant's Pre-Enrollment Packet is mailed. We'll reach out via the following means until a voluntary Health Plan selection is made or auto assignment occurs:

Initial Notification Call → *Reminder Letter* → *Reminder Calls (x3)* → *CSR Outbound Calls (x2)*

MAXIMUS PA CHC PRE-TRANSITION ACTIVITIES

VIII. POST ENROLLMENT PACKET

After a participant selects a Health Plan (MCO), or is auto assigned to one, they will receive a Post Enrollment Packet consisting of Choice Confirmation Letter and a Post Enrollment Brochure

- ✓ Choice Confirmation Letter OR Auto Assignment Letter
- ✓ Post Enrollment Brochure

MAXIMUS PA CHC PRE-TRANSITION ACTIVITIES

IX. PLAN TRANSFERS

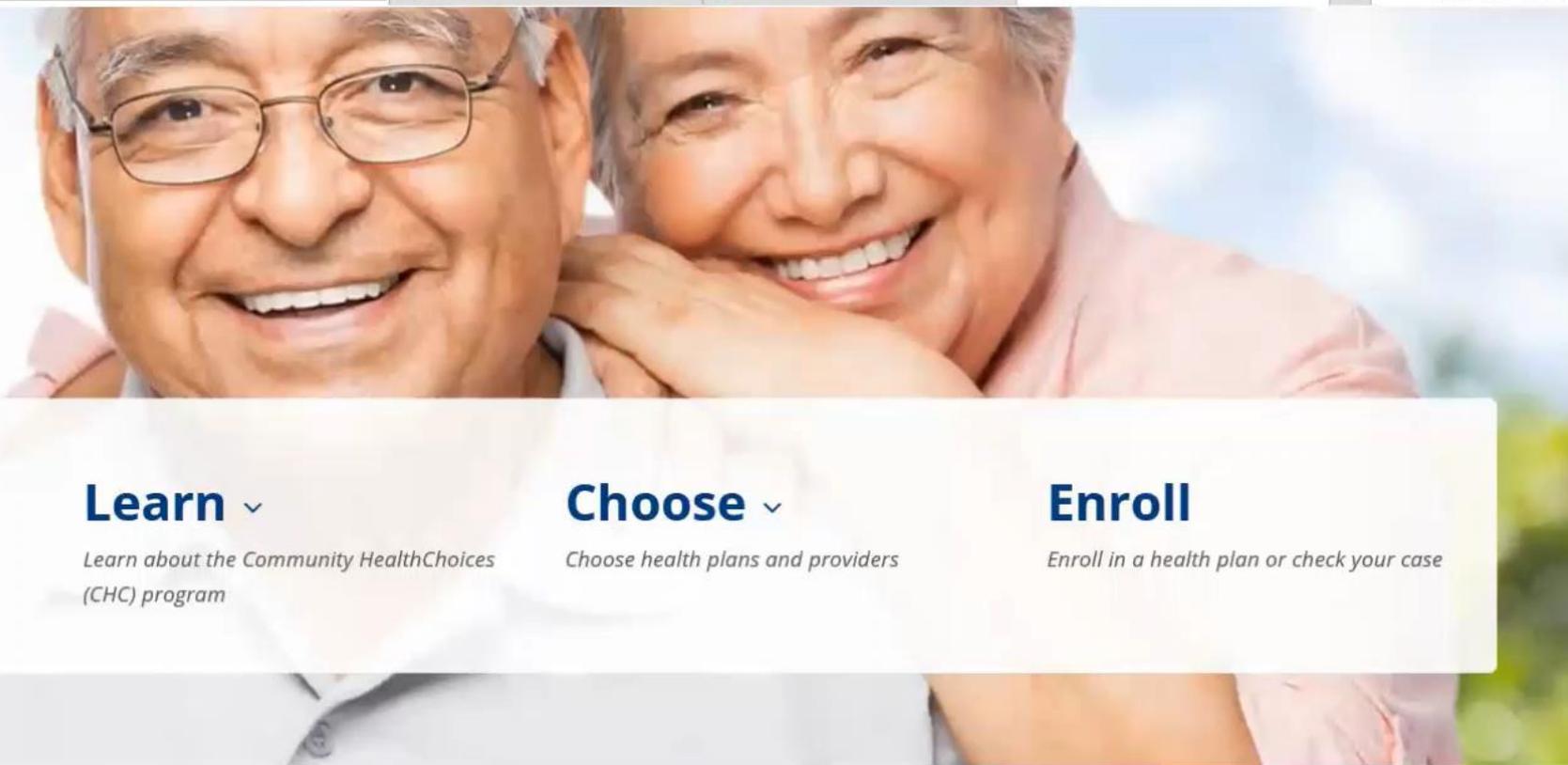
CONTROL AND FLEXIBILITY BEYOND THE INITIAL CHOICE

Understanding that a participant's needs may change at any time, the PA CHC Program offers the flexibility of an open enrollment model, so once enrolled into the PA CHC Program a participant has the freedom to perform a "Plan Transfer" at any time which allows a participant to change Health Plan's (MCO's) on an as needed basis. Transfers can be completed online at enrollchc.com or by calling the MAXIMUS PA CHC call center.

- ✓ CHC Program participants can perform a Health Plan (MCO) transfer even if they were auto assigned.



PA CHC ONLINE ENROLLMENT & PCP SEARCH
www.enrollchc.com



Welcome to Community HealthChoices
Learn about your health care options so you can choose the best health plans and providers for you.

Learn ▾
Learn about the Community HealthChoices (CHC) program

Choose ▾
Choose health plans and providers

Enroll
Enroll in a health plan or check your case

Do you live in Southeast Pennsylvania?

RECORDED WITH
SCREENCAST MATIC

Come to a meeting

Learn about the CHC program. Join us at an in-person community meeting.

It's time to enroll!

A small portrait of a smiling man with short dark hair, wearing a dark suit jacket over a light-colored shirt.

Questions?

Call the PA CHC Helpline at
1-844-824-2655 (TTY: 1-833-254-0690)



**The video presentation that you just viewed,
as well as additional guides and
presentations, are available at:**

www.enrollchc.com

ENROLLCHC.COM PROVIDER (PCP) SEARCH

FIND YOUR PROVIDER

Finding your PCP on Enrollchc.com is Fast and Easy. You can use your smartphone, tablet or PC.
Let's get started!

1. After Logging In, SELECT the person to be enrolled and then CLICK on the "Find Provider" button...

Start **Enrollment** Confirm All Choices Health Care Needs

1 **Select Members** 2 Search Providers 3 Select Provider 4 Compare Plans

Step 1 — Select Members

<input checked="" type="checkbox"/> Select All	Member Details	Enrollment Status	New Enrollment Selections
<input checked="" type="checkbox"/>	 ANNIE SMITH [83]	Enrolled, eligible to trans...	Start Date : 01/01/2019 Plan : Keystone First (Southeast) PCP : MARA LEYZIN

Find Provider **Find Plan** **Go to Confirm**

ENROLLCHC.COM PROVIDER (PCP) SEARCH

FIND YOUR PROVIDER

2. Next, SELECT “Yes” if you know you Provider’s name then CLICK on the “Search” button...

1 Select Members 2 Search Providers 3 Select Provider 4 Compare Plans

Provider Search

Choosing a doctor (PCP) ensures you get the care from the doctor you want.
***Do you know your PCP's or provider's name or phone number?**

Yes No

Search **Skip Provider**

ENROLLCHC.COM PROVIDER (PCP) SEARCH

FIND YOUR PROVIDER

3. Now TYPE your Provider's Last Name or Office Name in the designated field, then scroll down to the "County" selection menu...

*Do you know your PCP's or provider's name or phone number?

Yes No

***Provider Information**

Name

PCP First or Last Name

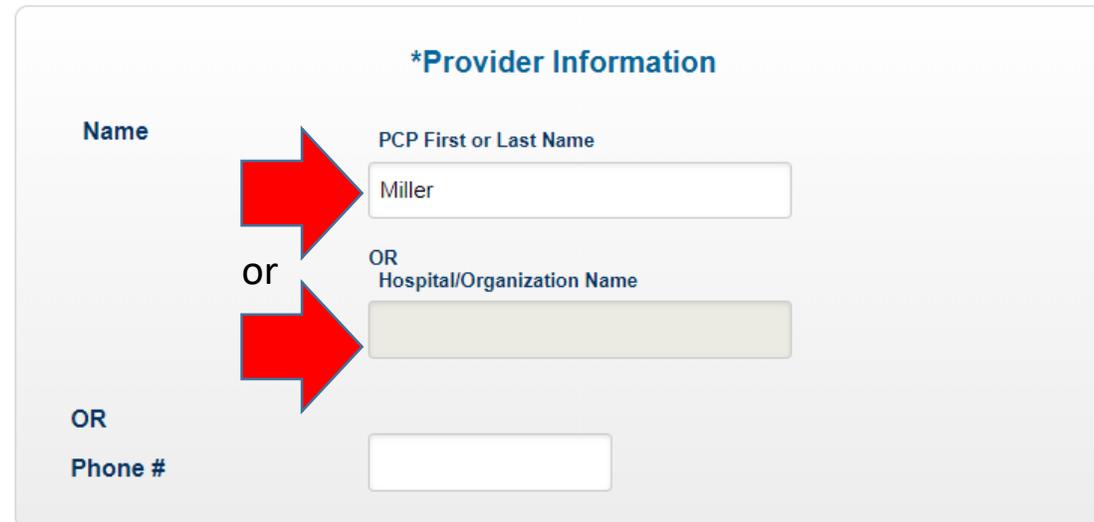
Miller

OR

Hospital/Organization Name

OR

Phone #



ENROLLCHC.COM PROVIDER (PCP) SEARCH

FIND YOUR PROVIDER

4. SELECT your county then CLICK on the “Search” button...

***Search by Provider Location**

Please select one of the radio buttons below and provide the information for that row.

Enter your ZIP Code Distance

City

County

Philadelphia

ENROLLCHC.COM PROVIDER (PCP) SEARCH

FIND YOUR PROVIDER

5. SUCCESS! You found your Provider(PCP). Now CLICK on the “Select Provider” button next to your PCP’s name to complete your selection.

1 Select Members 2 Search Providers 3 Select Provider 4 Compare Plans

Choose a View Type: [Provider List](#) [Office Locations Map](#)

Displaying 10 out of 18 results

MAUREEN MILLER

(215) 685-5747

Languages Spoken
Indonesian, Cambodian, Vietnamese

Address
131 EAST CHELTEN AVENUE
PHILADELPHIA PA 19144

Gender
Female

County
Philadelphia

[+ Get Directions](#)

Select Provider

Plan Affiliations	PCP/Specialties	Provider Details	Accepts Genders	Age Restrictions
PA Health and Wellness (Southeast)	PCP, INTERNAL MEDICINE	PCP Accepting New patients	Both	0 - 999

ENROLLCHC.COM PROVIDER (PCP) SEARCH

FIND YOUR PROVIDER

5. After you have selected your Provider(PCP) you will see your selection confirmation AND the MCO(s) that your Provider(PCP) is affiliated with.

1 Select Members 2 Search Providers 3 Select Provider 4 Compare Plans

✓ Compare Plans

Your selected Provider is: MAUREEN MILLER
Plans that this provider does not participate in are faded.

Plan	Health Plan Benefits and Services
PA Health and Wellness (Southeast)	Plan Comparison Chart (Non-LTSS)
UPMC (Southeast)	Plan Comparison Chart (Non-LTSS)
Keystone First (Southeast)	Plan Comparison Chart (Non-LTSS)



Community
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