

Community HealthChoices

OLTL Updates

April 25, 2019

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Office of Long-Term Living
Department of Human Services



pennsylvania
DEPARTMENT OF HUMAN SERVICES

AGENDA

- CHC: WHERE IS IT NOW?
- FUNCTIONAL ELIGIBILITY DETERMINATION (FED) IMPLEMENTATION
- ENROLLMENT SERVICES PROCUREMENT ACTIVITIES



**CHC: WHERE
IS IT NOW?**

SOUTHEAST IMPLEMENTATION

- Implemented CHC in the southeast on January 1, 2019
- Approximately 127,000 Participants were transitioned to the CHC program
- Based on lessons learned during the Southwest implementation, DHS was able to prevent or mitigate many of the issues seen in the Southwest during the Southeast implementation.
- Lessons Learned (so far)
 - Earlier stakeholder engagement opportunities
 - Enhance communication materials and training regarding Medicare vs. CHC
 - More education and communication on continuity-of-care
 - MCO provider training and outreach to occur in the fall of 2019
 - Identify additional locations for participant information sessions
 - Schedule additional provider workshops in the fall of 2019

PRIORITIES THROUGH IMPLEMENTATION

ESSENTIAL PRIORITIES

- No interruption in participant services
- No interruption in provider payment

HOW WILL WE ENSURE NO INTERRUPTIONS?

- The Department of Human Services (Department) is engaged with the MCOs in a rigorous readiness review process that looks at provider network adequacy and IT systems.
- The Department of Health must also review and approve the MCOs to ensure they have adequate networks.

PHASE THREE IMPLEMENTATION

OBJECTIVES

- Comprehensive participant communication
- Robust readiness review
- Provider communication and training
- Pre-transition and plan selection for phase three participants
- Incorporation of southwest, southeast implementation and launch lessons learned

CHALLENGES

- Transportation
- Geography
- Participant Outreach
- Electronic Visit Verification (EVV) Implementation

CHC STATEWIDE POPULATION

15%

66,561

Duals in Waivers

63%

285,018

NFI Duals

20%

IN WAIVERS

17%

IN NURSING FACILITIES

454,045

CHC POPULATION

93%

DUAL-ELIGIBLE

15%

69,036

Duals in Nursing
Facilities

6%

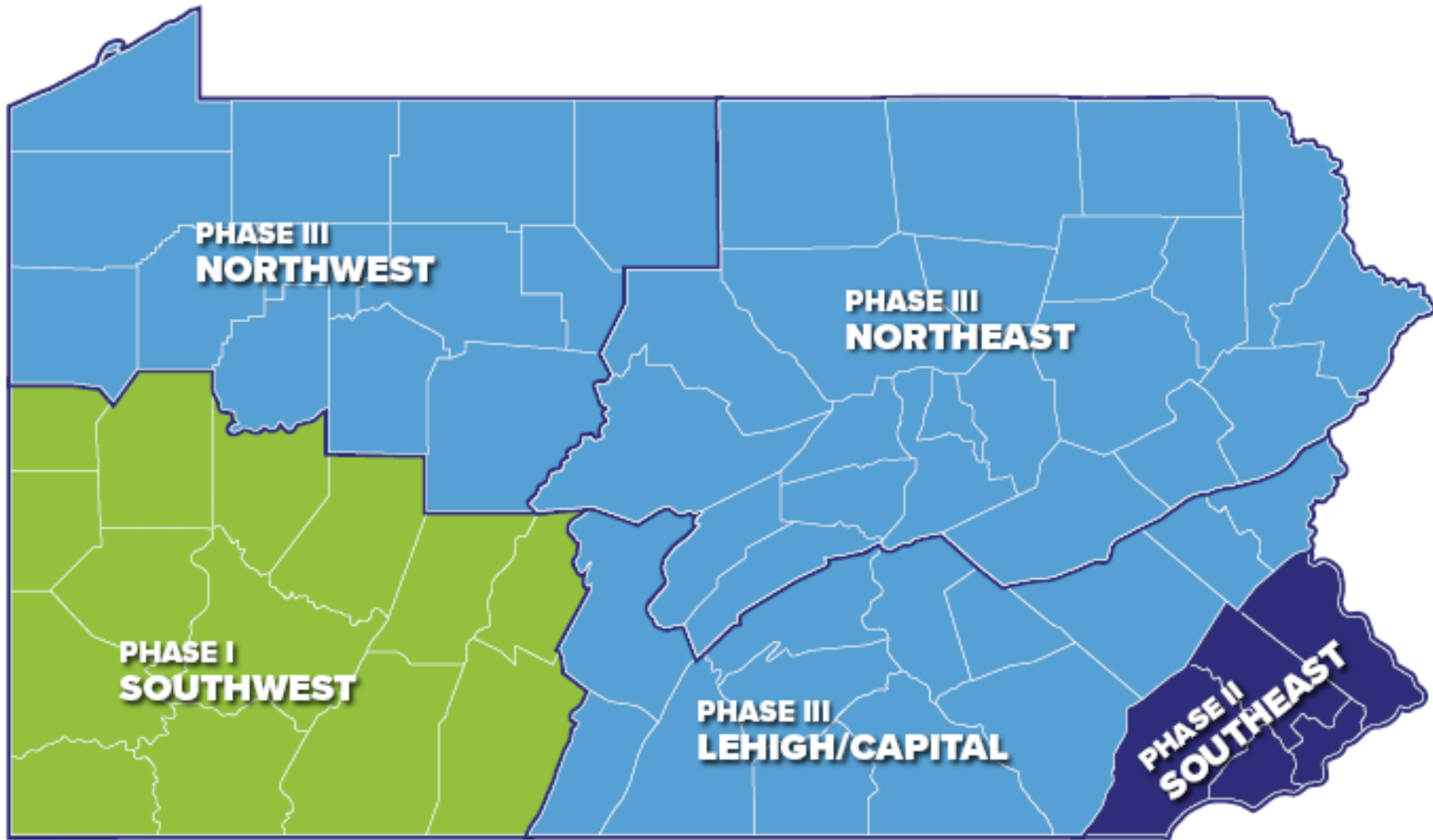
26,293

Non-duals in
Waivers

2%

7,137

Non-duals in
Nursing Facilities

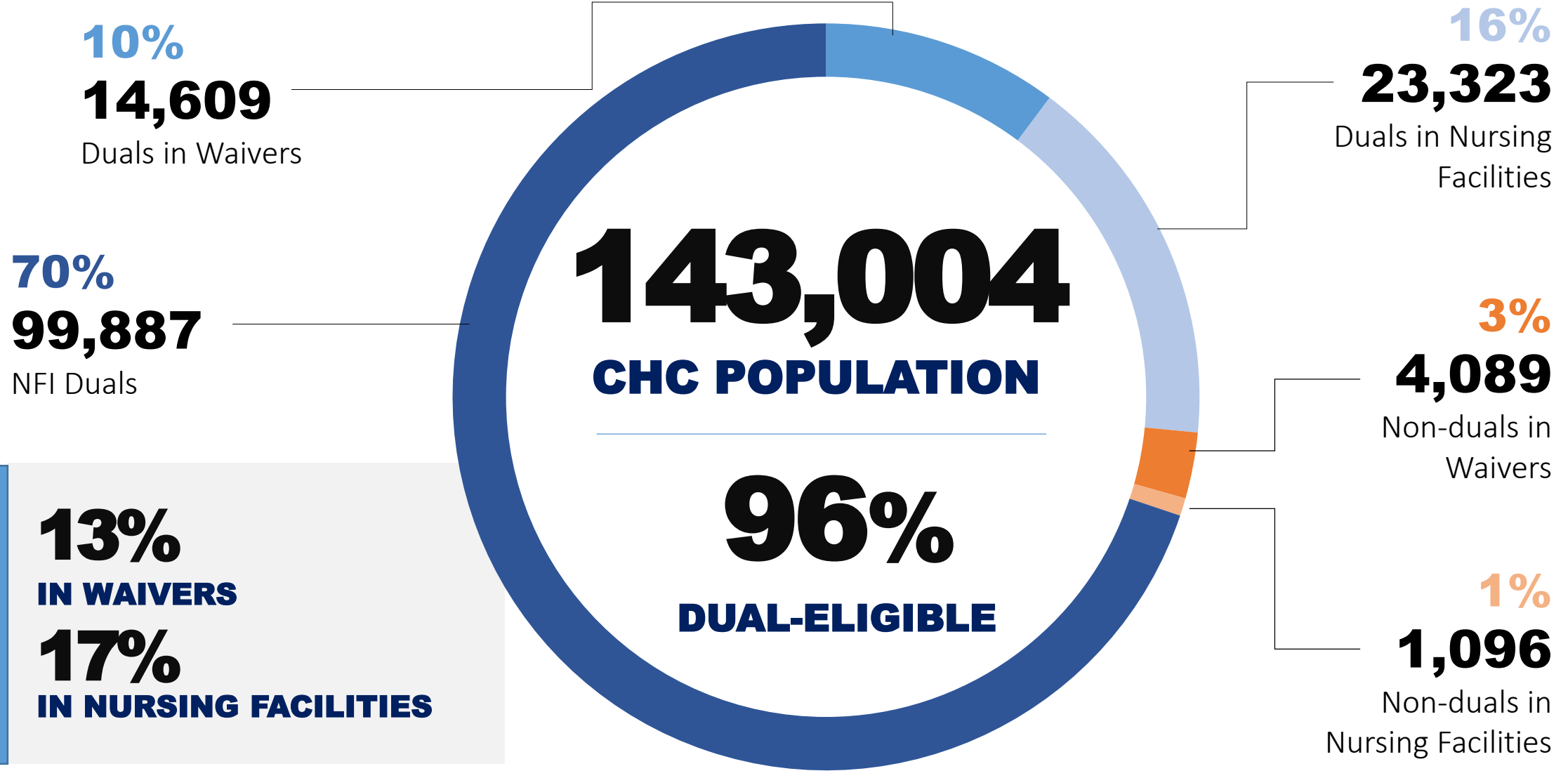


● PHASE 1 JANUARY 2018

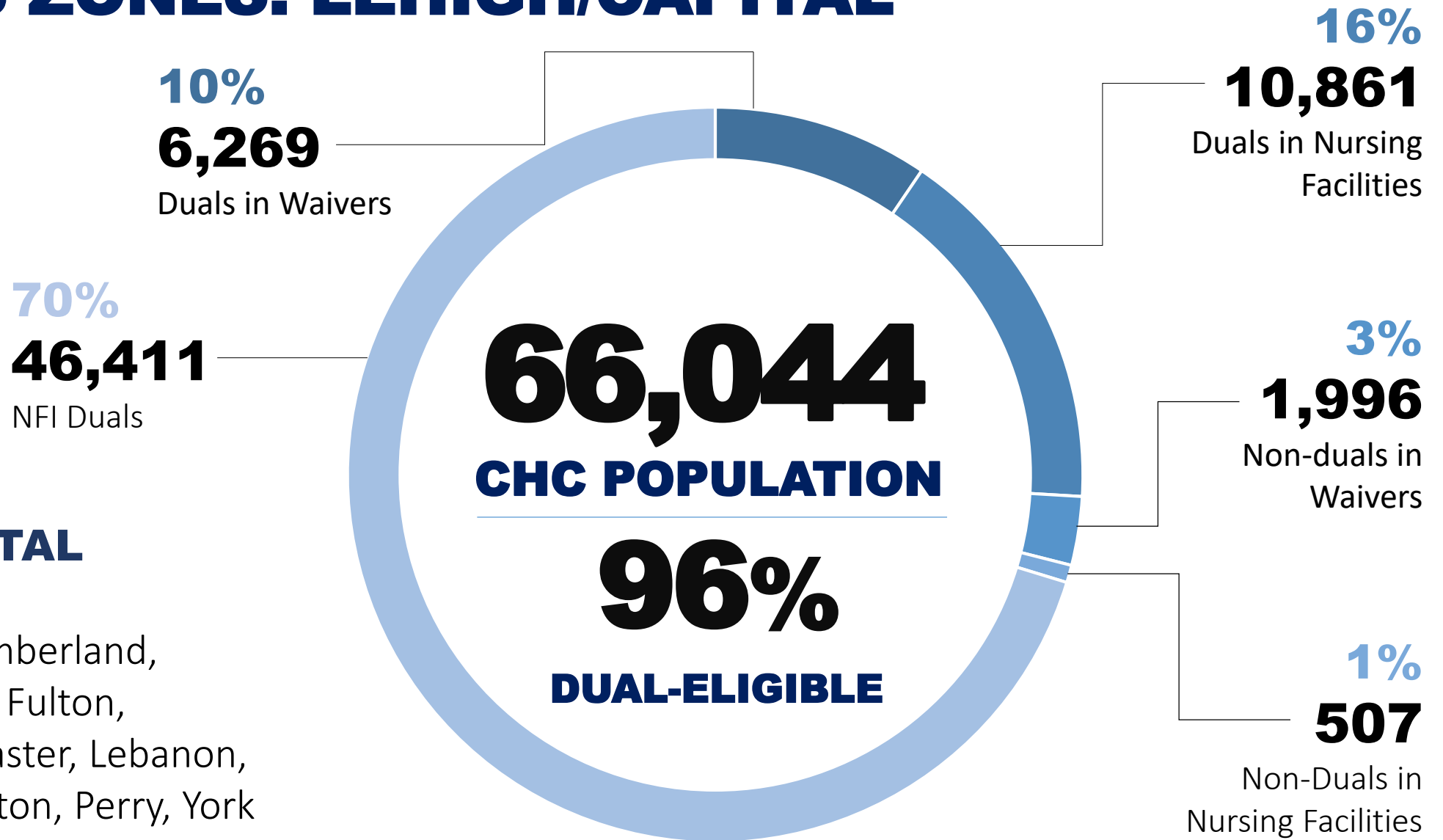
● PHASE 2 JANUARY 2019

● PHASE 3 JANUARY 2020

CHC PHASE 3 POPULATION



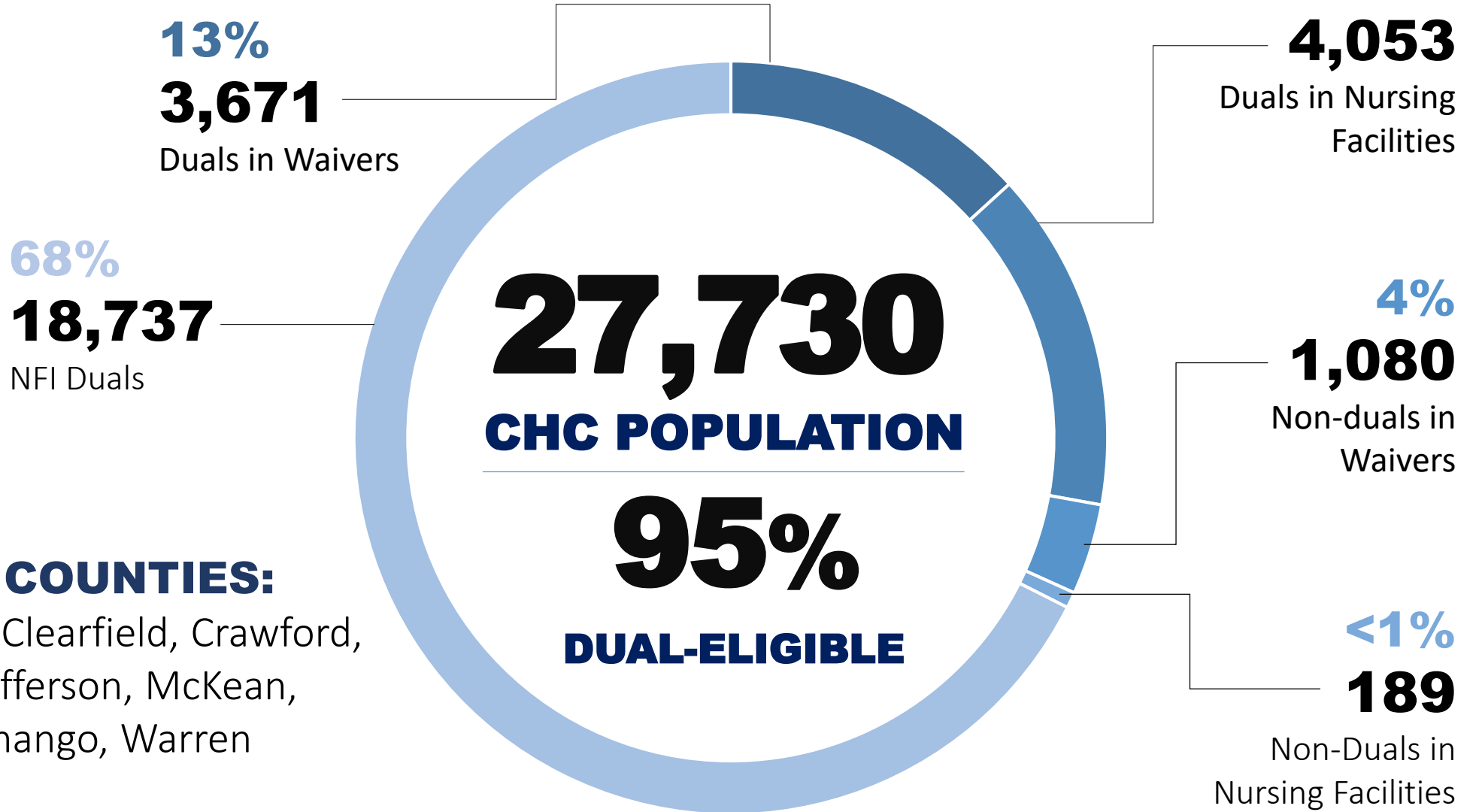
PHASE 3 ZONES: LEHIGH/CAPITAL



LEHIGH/CAPITAL COUNTIES:

Adams, Berks, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry, York

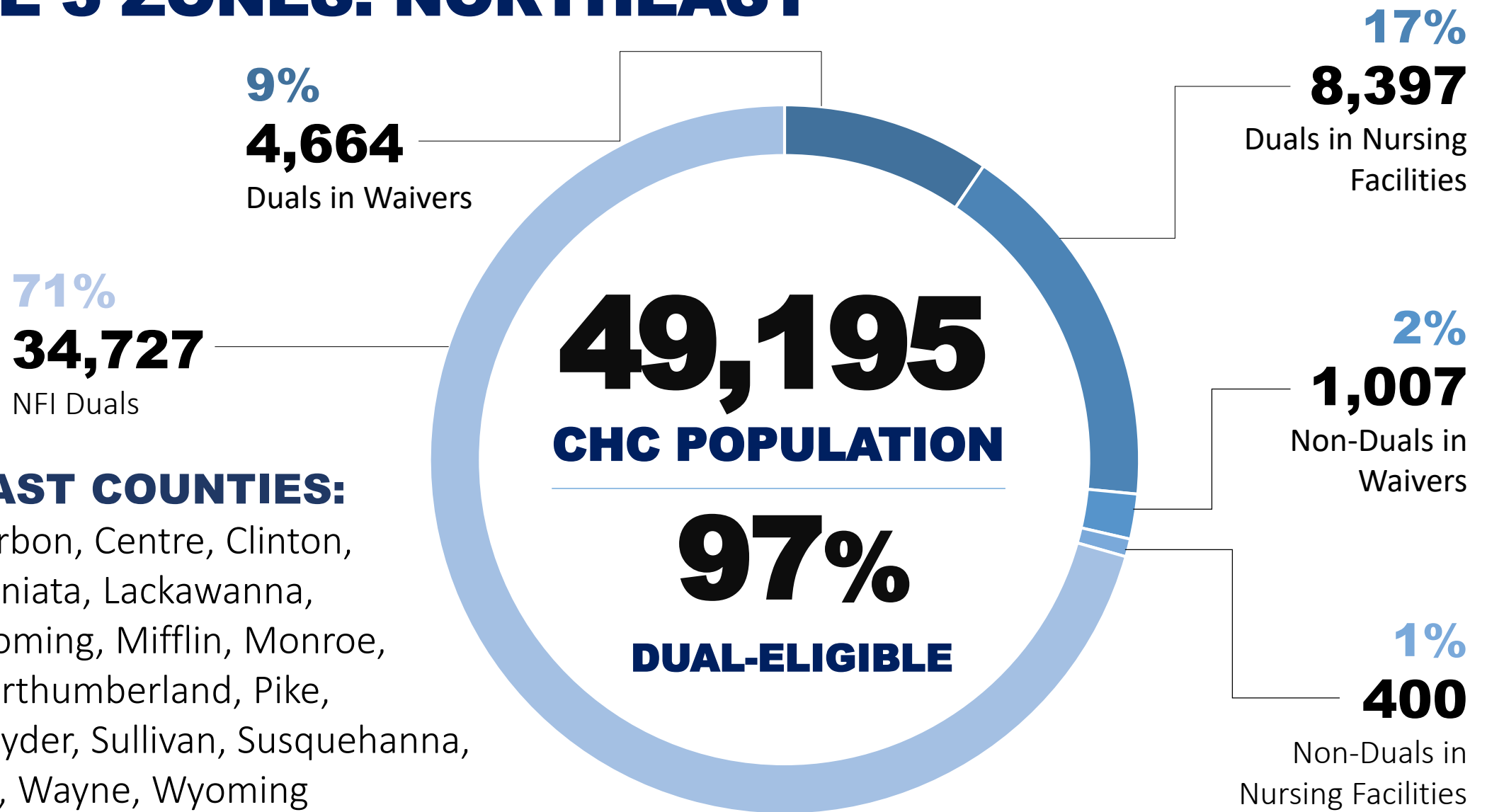
PHASE 3 ZONES: NORTHWEST



NORTHWEST COUNTIES:

Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango, Warren

PHASE 3 ZONES: NORTHEAST



NORTHEAST COUNTIES:

Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, Wyoming

UPCOMING PROVIDER WORKSHOPS

Save the date for our upcoming provider summits in the Northeast, Northwest, and Lehigh/Capital zones. These summits are educational conferences specifically for providers to learn more about CHC. Please register at: www.healthchoices.pa.gov/providers/about/community/index.htm

Lehigh/Capital Zone

- Monday, May 13: Harrisburg Area Community College
- Tuesday, May 14: Shippensburg University
- Wednesday, May 15: Kutztown University
- Thursday, May 16 (Transportation Session Only): Kutztown University

• Northwest Zone

- Monday, May 20: Edinboro University
- Tuesday, May 21: Lock Haven University
- Wednesday, May 22: University of Pittsburgh-Bradford
- Thursday, May 23 (Transportation Session Only): University of Pittsburgh-Bradford

• Northeast Zone

- Tuesday, June 4: East Stroudsburg University
- Wednesday, June 5: University of Scranton
- Thursday, June 6: Bloomsburg University
- Friday, June 7 (Transportation Session Only): Bloomsburg University



**FED
IMPLEMENTATION**

FUNCTIONAL ELIGIBILITY DETERMINATION (FED)

- Implementation Date: April 1, 2019
- Publication of MA Bulletin: April 1, 2019



ENROLLMENT SERVICES

ENROLLMENT SERVICES TIMELINE

- Concept Paper Released for Public Comment
 - Released March 22, 2019 for a 30 day comment period.
- Draft RFA Released for Public Comment - May 2019
- RFA Publication
 - 45 day response period

KEY ELEMENTS

- Key elements:
 - Conflict-free enrollment and choice counseling
 - A regional presence
 - One in-home visit at the onset of the process (navigation)
 - Assistance with completing the LTSS application (navigation)
 - Efficient and effective operations
 - Consistency
 - Improved communications and follow-up
 - Better customer service and improved applicant experience
 - Enhanced accountability and quality control



QUESTIONS

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)

or visit www.enrollchc.com

CHC MCO CONTACT INFORMATION

- AmeriHealth Caritas/Keystone First | CHCProviders@amerihealthcaritas.com
www.amerihealthcaritaschc.com - 1-800-521-6007 (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 - 1-844-860-9303 (TTY 1-866-407-8762)