

Community HealthChoices

CHC IMPLEMENTATION Pennsylvania Adult Day Services Association Update April 26, 2018

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



pennsylvania
DEPARTMENT OF HUMAN SERVICES



CHC LAUNCH UPDATE

2018 Focus

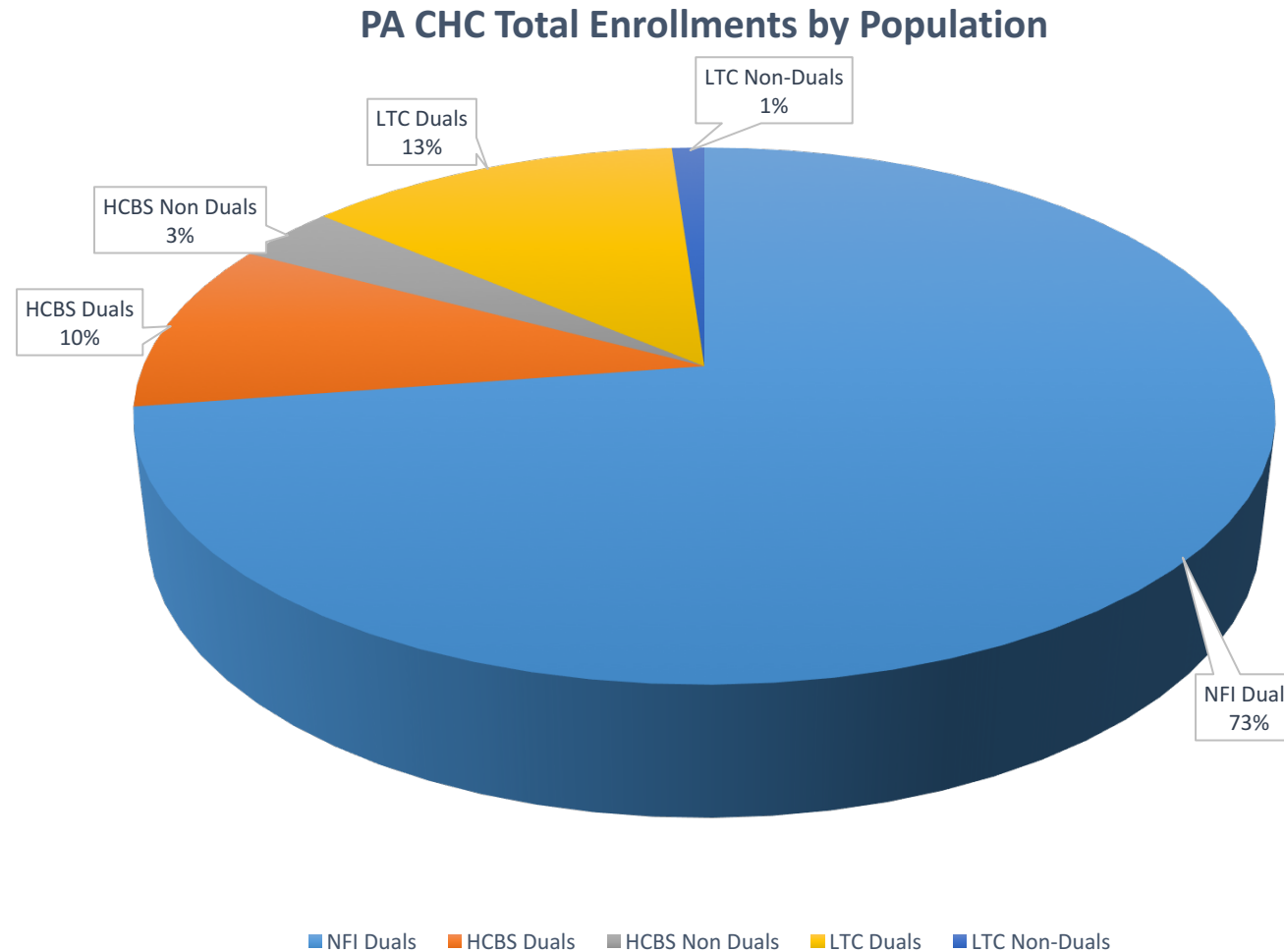
CHC SOUTHWEST LAUNCH:

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

CHC SOUTHEAST IMPLEMENTATION:

- 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



CHC SOUTHWEST CURRENT PLAN DISTRIBUTION

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



IMPLEMENTATION FEEDBACK

Participant Feedback

- **Problems Experienced:**

- Transportation services are difficult to navigate and schedule.
 - Service coordinators used to fill 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 need the person-centered transportation needs of participants. .
- Participants are worried about losing access to their existing Service Coordinator.
- Approvals for home modification and continue 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 original from service coordinators but providers are told they cannot accept these referrals.
 - Provides may not receive the scope, duration, frequency and proceed with general personal assistance services with the referrals.

Provider Feedback

- **Problems Experienced:**
 - HHA Exchange Data Inaccuracies:
 - Referrals from outside service coordinators have taken 2-4 weeks for new clients to appear in HHA.
 - Clients who change MCOs showing up under the old MCO, which may delay billing and authorization.
 - Administrative Costs of Tracking Missed Shifts: PAS agency doing double-work — responding directly to MCOs and reporting to outside service coordinators.
 - Education and Referrals from Maximus have not occurred for programs such as the LIFE Program.



AREAS OF CURRENT FOCUS

AREAS OF CURRENT FOCUS:

- HHAeXchange/Data Integrity
- Medicare/Medicaid Participant and Provider Education
- Person-centered Service Planning Process
- Reviewing Changes in Person-Centered Service Plans
- Transportation
- Complaint and Grievance processes and notices for HCBS Services
- Continuity-of-care period ending
- Lessons Learned for the Southeast



Southeast Implementation

SOUTHWEST LESSONS LEARNED (SO FAR):

- Earlier stakeholder engagement opportunities with key population groups and group representatives
- Earlier in-person provider communication sessions
- Enhanced communication materials regarding Medicare vs. CHC
- More education and communication on continuity-of-care
- Addition report development on enrollment and plan transfer scenarios
- Earlier OBRA reassessments
- More communication on the LIFE program as an enrollment alternative
- Earlier data clean-up in HCSIS and SAMS
- Earlier pre-transition
- More provider information on IEB website
- More provider training on Medicare vs. CHC

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
 - SE kick-off communication was sent.
 - Provider events are scheduled for:
 - June 4 to 8 in Philadelphia
 - June 18 in Chester County
 - June 19 in Delaware County
 - June 20 in Montgomery County
 - June 21 in Bucks County
- Population Identification

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

CHC MCO CONTACT INFORMATION

- AmeriHealth Caritas | 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/olml-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

PROVIDER LINE: 1-800-932-0939

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