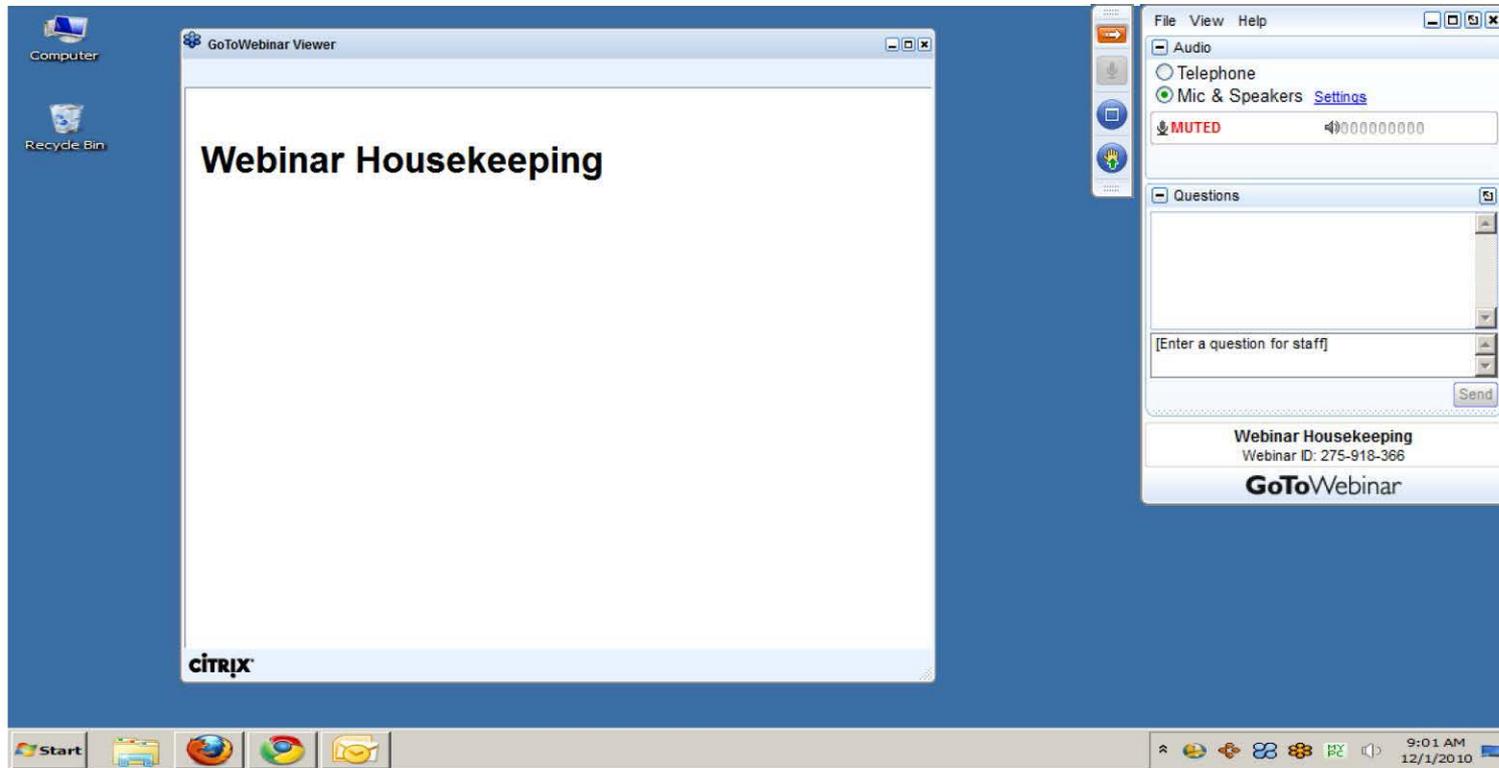


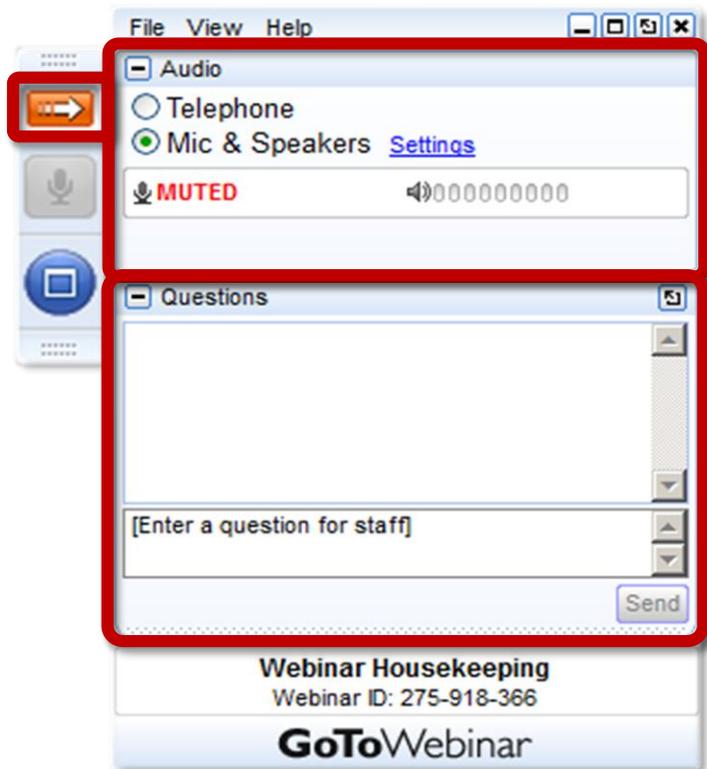
Welcome to the Third Thursday MLTSS Webinar

- Communication Access Real-time Transcription (CART) is available by clicking here:
- <https://archivereporting.1capapp.com>
- Username/password: OLL

GoToWebinar Housekeeping: What Attendees See



GoToWebinar Housekeeping: Attendee Participation



Your Participation

Open and close your control panel

Join audio:

- Choose **Mic & Speakers** to use VoIP
- Choose **Telephone** and dial using the information provided

Submit questions and comments via the Questions panel

Note: Today's presentation is being recorded and will be available on our website.

Community HealthChoices

**Third Thursday Webinar
September 15, 2016**

**Jennifer Burnett
Randy Nolen
Office of Long-Term Living**

Agenda

- Managed Care Rule and CHC Development
- General CHC Update
- CHC Readiness Review Update
- Resource Information
- Questions



Managed Care Rule and CHC Development

CMS Ten Essential Elements in CHC

1. Adequate Planning and Transition Strategies
 - Began planning Spring 2015
 - Initial implementation of Jan 2017 moved to July 2017 to ensure adequate time
 - 6 months continuity of care period, including service coordination

2. Stakeholder Engagement
 - Public Listening Sessions
 - Published Concept Paper and Draft Procurement Documents for Comment in 2015

3. Enhanced provision of Home and Community Based Services
 - Enhanced HCBS in new waiver as a Program Goal
 - Cross population waiver

4. Alignment of Payment Structures with MLTSS Programmatic Goals:
 - Blended rate

CMS Ten Essential Elements in CHC

5. Support for Beneficiaries

- In home choice support available
- Heavy Involvement with the IEB

6. Person-centered Processes

- Person-Centered planning and Person-Centered Service Plans are central to service coordination and service delivery

7. Comprehensive and Integrated Service Package

- Virtually everything except BH
- Coordination with BH
- Medicare option through D-SNPs
- Coordination with Medicare FFS

CMS Ten Essential Elements in CHC

8. Qualified Providers

- Any willing existing provider for 6 months
- Network development and Provider Transition Support

9. Participant Protections

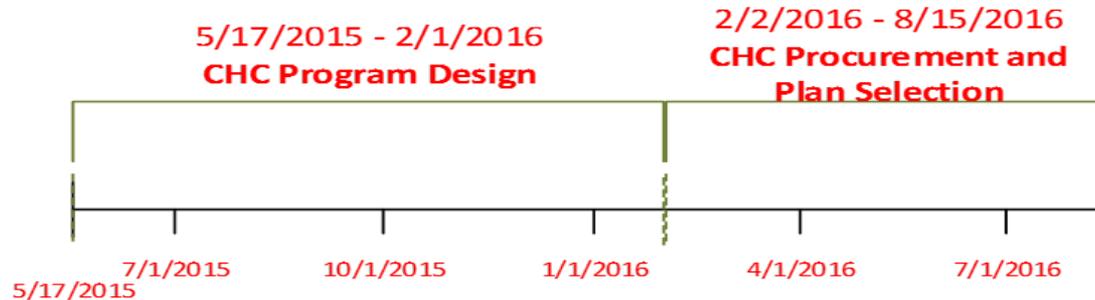
- Waiver Assurances

10. Quality

- Program Evaluation and Reporting Requirements

General CHC Update

CHC Roll-out Phases 2015-2016



Phases:

- **Program Design:** frame out program requirements and stakeholder engagement
- **Procurement and Plan Selection:** Draft, Publish, and Score RFP Proposals and negotiate Plan Contracts

Announcement of Selected Offerors

August 30th Announcement:

- Three MCOs selected Statewide
 - AmeriHealth Caritas
 - Pennsylvania Health and Wellness (Centene)
 - UPMC for You



For Providers

Community HealthChoices will deliver long-term services and supports and physical health benefits through capitated Medicaid managed care organizations (MCO). The CHC-MCOs will coordinate with Medicare and existing behavioral health HealthChoices MCOs to provide a holistic approach to services and supports. In order to transition to CHC, providers will enter into an agreement with a CHC-MCO and will be included in that CHC-MCO's provider network. For a minimum of the first six months of the implementation of CHC, CHC-MCOs will be required to include all willing long-term services and supports providers in their network to ensure continuity of care for participants. Prior to implementation and during the six-month period, CHC-MCOs will contract with willing and qualified providers of all types to make up their provider networks. CHC-MCOs are required to create a provider network that meets the needs of their participants and allows participants to have choice in providers.

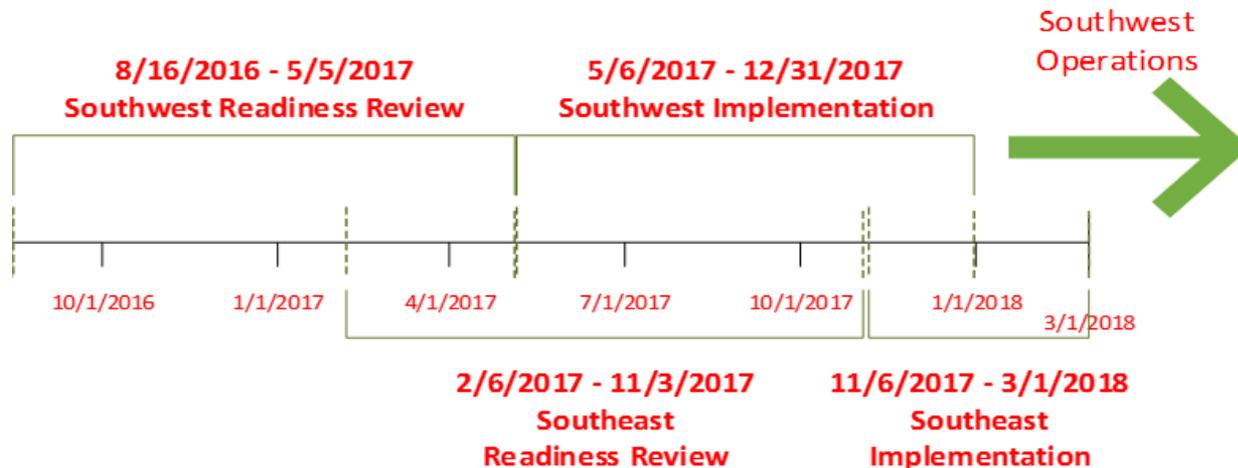
Three CHC-MCOs have been selected to move forward and negotiate agreements to serve Pennsylvanians statewide. Providers are encouraged to use the links below to contact the selected CHC-MCOs:

- [AmeriHealth Caritas](#)
- [Pennsylvania Health and Wellness \(Centene\)](#)
- [UPMC for You](#)

Related Topics

No related topics were found.

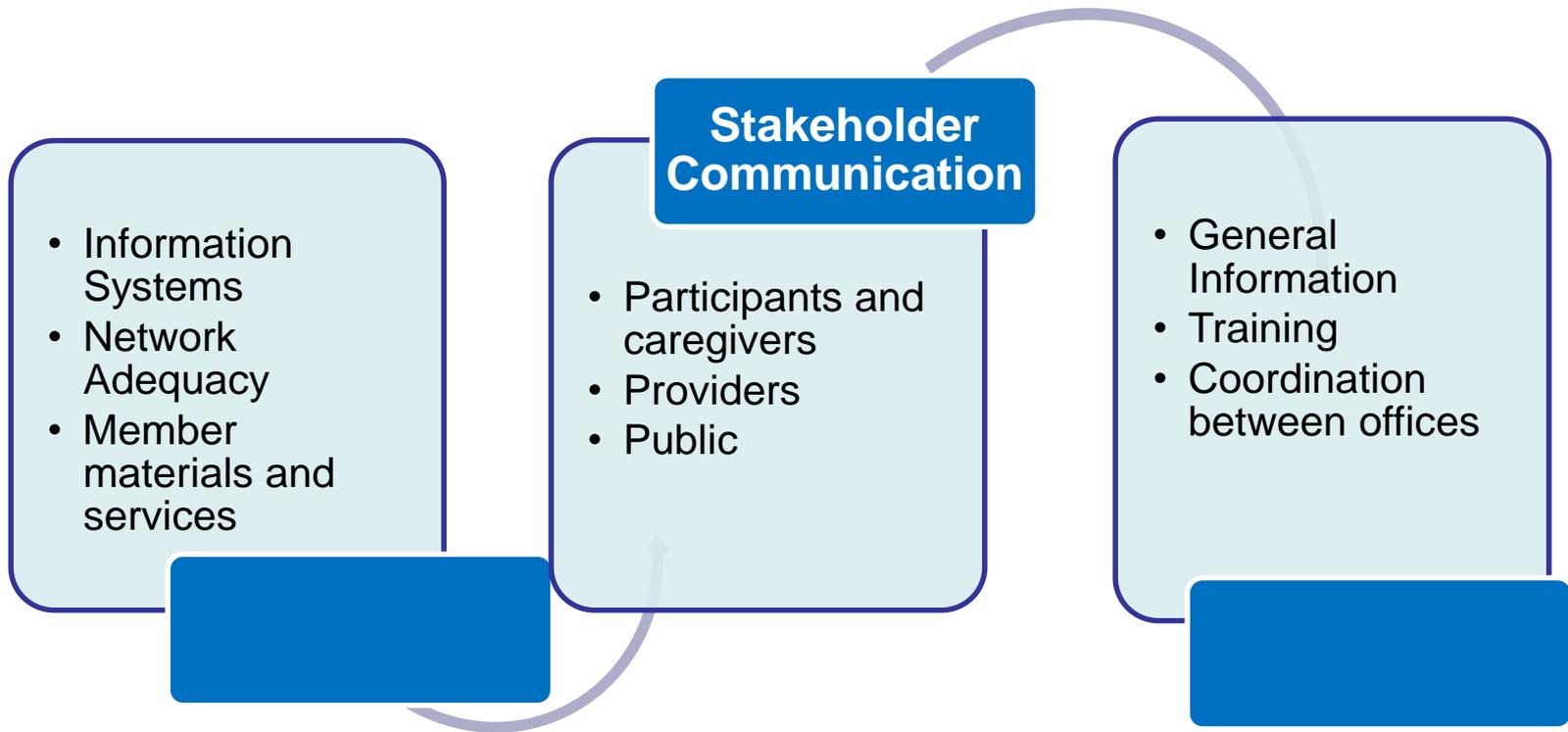
CHC Roll-out Phases 2016-2018



Phases

- **Readiness Review:** Validate plan operational readiness for enrollment, transition, service coordination and planning, LTSS and PH service delivery, information systems, network adequacy, etc.
- **Implementation:** Overseeing activities for participant transition, continuity of care, plan choice, etc.
- **'Steady State' Operation Normalization**

➤ Priorities Through Implementation



Readiness Review Update

➤ Readiness Review

- Measures readiness of Managed Care Organizations (MCO) prior to CHC going-live on July 1, 2017
- Readiness Review criteria and benchmarks are set by the Department
 - Completed as desk review and on-site
- Readiness Review Team
 - One team will be assigned to each MCO
 - Average team consists of 3-4 staff from the Department
 - Each team will have up to 10 Subject Matter Experts (SME)
- CHC Readiness Review will review all LTSS components. Physical Health will be reviewed in conjunction with HealthChoices.

CHC Readiness Review Roster

Function	DHS Office/Division
Readiness Review Supervisor	OLTL-MCO M&C
Readiness Review HSPS	OLTL-MCO M&C
Member Materials	OLTL- BMS
Member Services	OLTL- BMS
Staffing and Training	OLTL
Provider Materials	OLTL- BCPM
Provider Services	OLTL-BCPM
Quality Management	OLTL-BQAPI
Covered Services	OLTL -BIPM
IT/Systems	OMAP-BDCM
Administrative Contracts and Sub Contracts	OLTL-MCO M&C
Other Administrative Services Financial, Reporting, Records Retention, Operational Policies	OLTL-BF OLTL- BCPM OLTL-MCO M&C
Value Based Purchasing	OLTL

➤ Readiness Review Criteria

- MCOs must demonstrate to the Department compliance with specified policies and procedures, as outlined in the CHC Agreement and through CMS recommendations:
 - Administrative Functions
 - Enrollment Related Functions
 - Member Services
 - Service Provision
 - Network Adequacy
 - Continuity of Care
 - Grievance, Appeal, and Fair Hearing Process
 - Critical Incident Monitoring and Reporting
 - Quality Assurances
 - Systems Testing
 - Program Integrity
 - Encounter Data & Financial Functions

➤ Readiness Review Criteria

- MCOs must also demonstrate coordination with various entities including:
 - Behavioral Health MCOs
 - Independent Enrollment Broker (IEB)
 - Financial Management Service (FMS)

Readiness Review

- Results of Readiness Review will be provided to contract monitoring teams
 - Contract monitoring functions as on-going oversight of the MCOs once Readiness Review has been completed for each phase
- Issues identified will be addressed and resolved prior to the MCO going-live
- Early Implementation Evaluation & External Quality Review
 - Resources to ensure successful implementation of phase 2 & 3

Community HealthChoices South West Timeline

<u>Step</u>	<u>Timeframe</u>
Plans Identified	August 2016
Begin Readiness Review	September 2016
Early Implementation Function Established	November 2016– December 2016
Monitor Completion of Outstanding Items	February 2017 – July 2017
Go or No Go Date	March 31, 2017
Monitoring Teams Established	May 2017 - June 2017
SWAT Team Activated*	June 2017
Implementation Date	July 1, 2017
Review Network & Service Coordinator Adequacy (post COC)	December 2017 – February 2018

9/23/2016

22

Community HealthChoices South East Timeline

<u>Step</u>	<u>Timeframe</u>
Plans Identified	August 2016
Begin Readiness Review	February 2017
Apply Early Implementation Lessons Learned	March 2017 – December 2017
Complete Core Readiness Review Items	June 2017
Monitor Completion of Outstanding Items	June 2017 – January 2018
Early Implementation Function Established	June 2017 – July 2017
Go or No Go Date	October 31, 2017
Monitoring Teams Established	November 2017 – December 2017
SWAT Team Activated*	December 2017
Implementation Date	January 1, 2018
Review Network & Service Coordinator Adequacy (post COC)	June, 2018 – August 2018

9/23/2016

23

▶ Resource Information

- Community HealthChoices Website:
<http://www.dhs.pa.gov/citizens/communityhealthchoices/index.htm#.VkyJ23arRhF>
- MLTSS SubMAAC webpage link:
<http://www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/index.htm#.VkyKAnarRhE>
- Register for a ListServ to stay up to date:
<http://listserv.dpw.state.pa.us/>
- Email Comments to: RA-MLTSS@pa.gov

