

# **Medical Assistance Advisory Committee Meeting Consumer SubCommittee**

**May 24, 2023**

Office of Mental Health and Substance Abuse Services  
Jen Smith, Deputy Secretary

## Medicaid Enterprise Monitoring Module (MEMM)

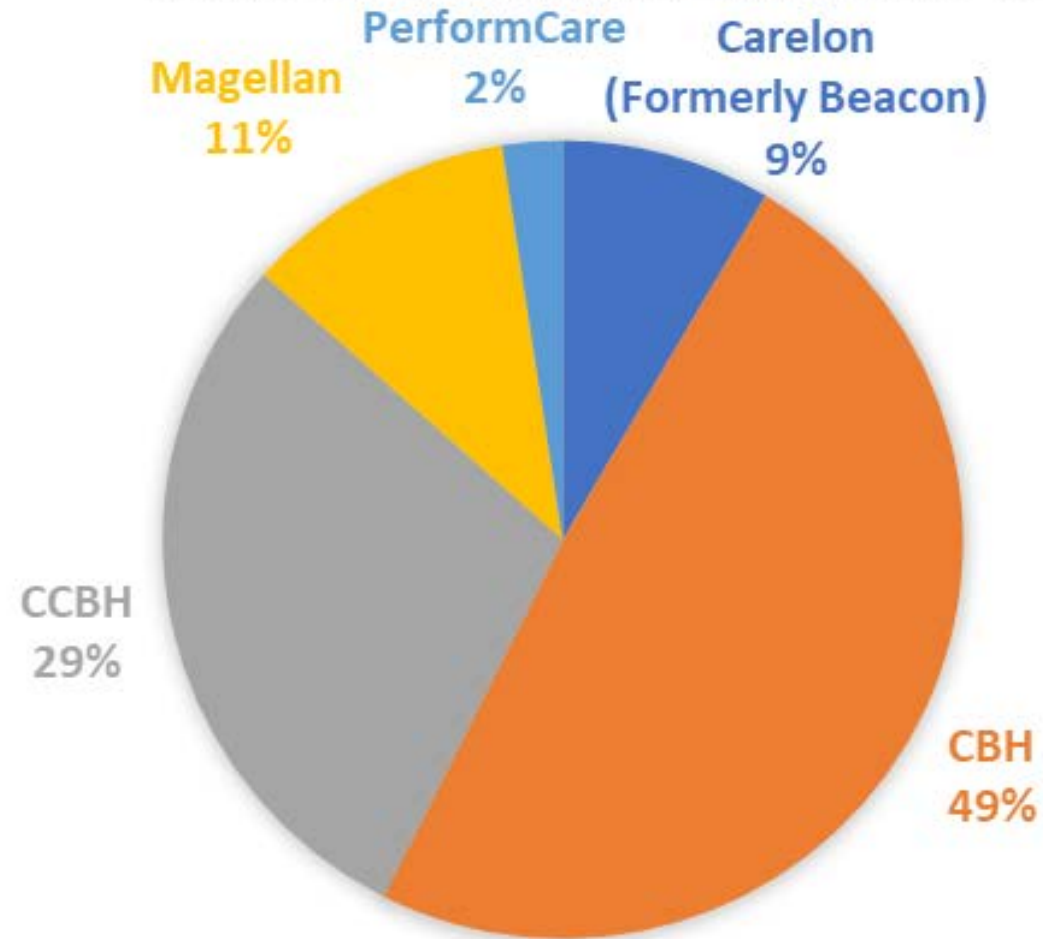
- Expansion of the MEMM (formerly known as MPOP) to include the Office of Mental Health and Substance Abuse Services. With access to MEMM comes a tailored view that meets the program office's needs for assessing the compliance and performance of BH-MCOs and Primary Contractors.
- Functionality will include easy-to-use portals for submission of data related to provider network analytics and validations, access to care, network geography, managed care program reporting, and data visualization tools for this information.

## Other Solutions

- Residential Treatment Facility dashboard
- Improved uniform reporting of wait times by BH-MCOs
- Secret shopper calls to gauge provider availability



## TOTAL INITIATED COMPLAINTS CY 2022



# Consumer Complaint Data



<b>BH-MCO</b>	<b>Initiated Complaints - Quality of Care</b>	<b>Initiated Complaints – Access Issues</b>
Carelon (formerly Beacon)	192	12*
Community Behavioral Health (CBH)	995	149
Community Care Behavioral Health (CCBH)	541	63
Magellan (MBH)	228	33
PerformCare (PC)	31	0**
<p>*This figure may be higher, as Carelon was inaccurately utilizing the code to report complaints related to access issues. This issue has since been resolved.                      **PerformCare reported no complaints related to access issues. The BH-MCO reported their complaints based on the Member's specific concern verses categorizing complaints as an access issue.</p>		

## Behavioral Health Fellows Project

- This program is designed to attract and retain individuals dedicated to improving the lives of Allegheny County's most vulnerable.
- The goal is to strengthen the County's behavioral health system by providing educational loan repayments, competitive salaries, and career development experiences to behavioral healthcare staff.
- Fellows agree to complete two years of employment with a program-eligible provider in specific behavioral health roles.
- Sponsored by Allegheny County Department of Human Services in partnership with Community Care Behavioral Health, and the Jewish HealthCare Founding, and approved by OMHSAS.

## OMHSAS released two bulletins the week of May 8<sup>th</sup>

- OMHSAS-23-04: [Mental Health Emergency Services: Applying the 120-hour timeframe for Emergency Involuntary Commitments — REVISED](#)
  - Clarifying expectations about the involuntary examination process within the Mental Health Procedural Act. Practice across the Commonwealth is vastly different, and the bulletin level sets back to the actual statute.
  - Clarifying the need to invest time to gain voluntary consent and to be mindful of the significant deprivation of individual liberty within the execution of the 302 process.
- OMHSAS-23-05: [Confidentiality of Records Changes Due to ACT 32 of 2022 and Aligning with Health Insurance Portability and Accountability Act of 1996.](#)
  - Informing stakeholders of Act 32 of 2022 changes to the list of permissible disclosures in 50 P.S. § 7111(a), and new definitions in 50 P.S. § 7103.1: and
  - Announcing that the Department of Human Services (Department) will amend 55 Pa. Code Chapter 5100 to align with Act 32 and the Health Insurance Portability and Accountability Act of 1996 (HIPAA) requirements.