

Community HealthChoices

CHC Overview

**Third Thursday Webinar
April 19, 2018**

Office of Long-Term Living
Department of Human Services



pennsylvania
DEPARTMENT OF HUMAN SERVICES



CHC LAUNCH UPDATE

2018 CHC GOALS

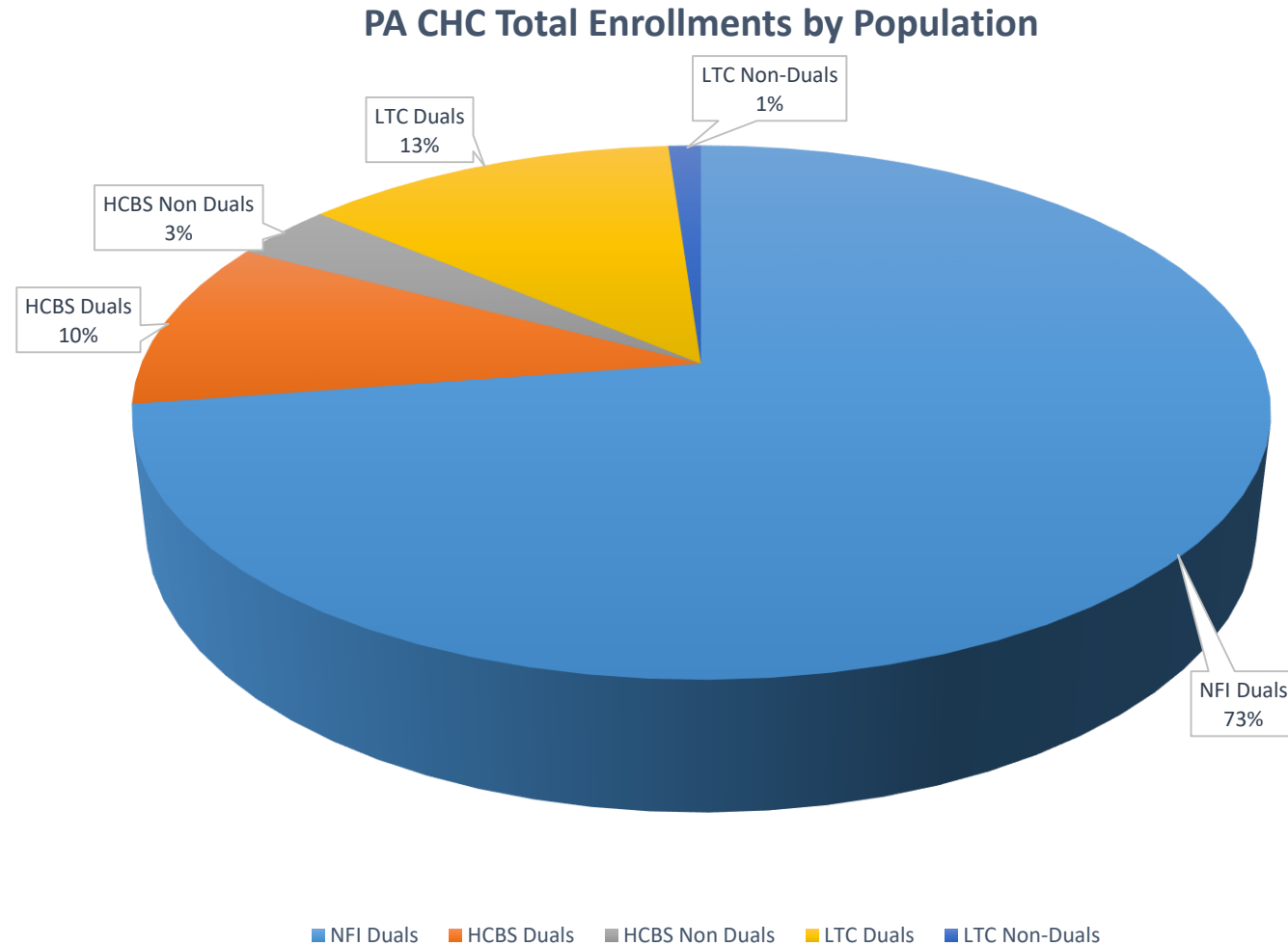
CHC SOUTHWEST LAUNCH:

- 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 JANUARY (Population Distribution)



CHC SOUTHWEST March (Plan Distribution)

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



AREAS OF CURRENT FOCUS

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- 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