

Community HealthChoices

Third Thursday Webinar

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OFFICE OF LONG-TERM LIVING
DEPARTMENT OF HUMAN SERVICES



pennsylvania
DEPARTMENT OF HUMAN SERVICES

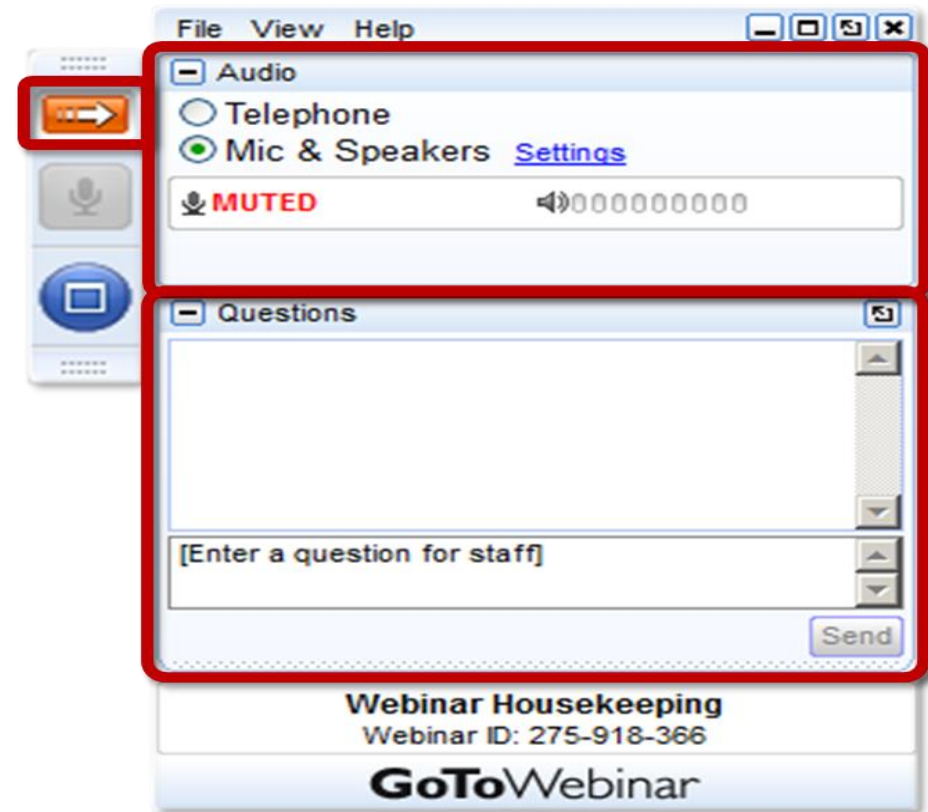
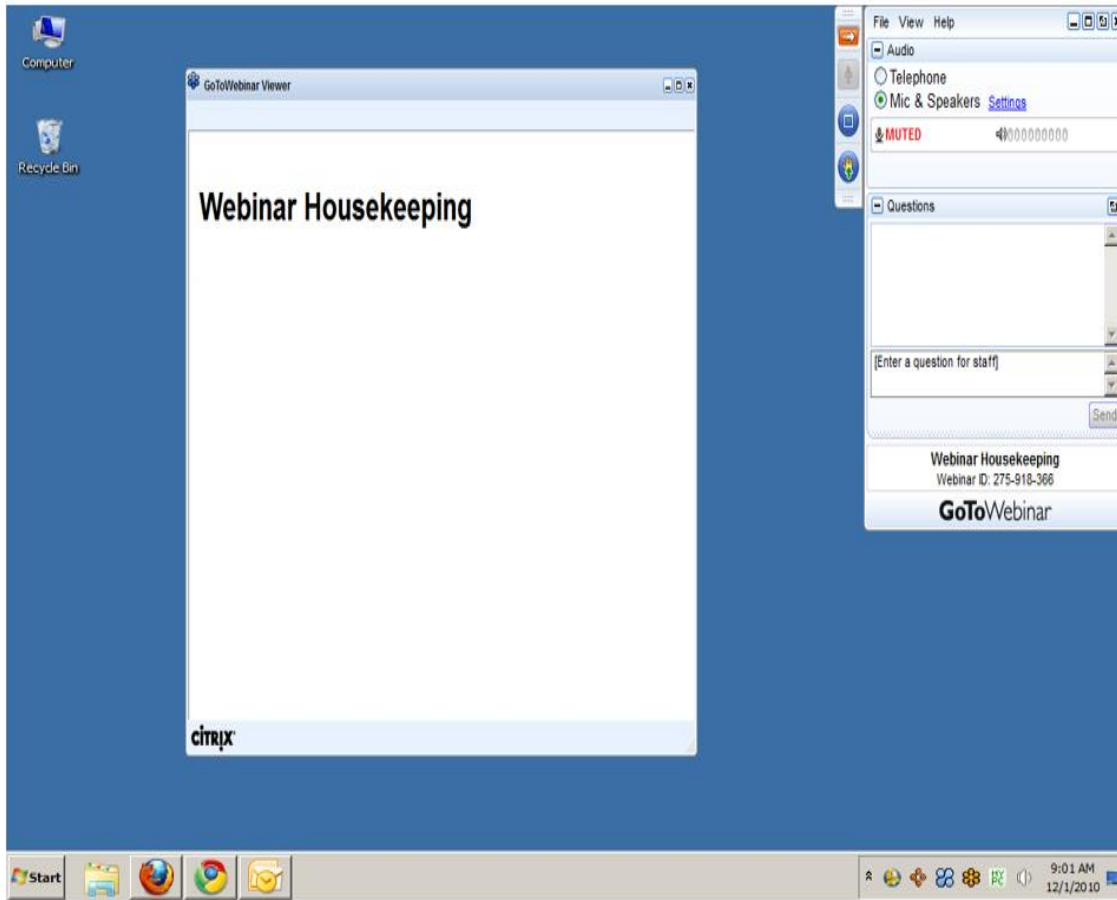
January 18, 2018

WELCOME TO THE THIRD THURSDAY WEBINAR

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



GoToWEBINAR HOUSEKEEPING: What Attendees See



AGENDA

- CHC Updates
 - 2018 Goals
 - Communications and Outreach
 - CHC Launch Status
 - Resources
- Complaints/Grievances/Fair Hearings



2018 OLTL 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 RECIPIENTS
 - INCORPORATION OF SOUTHWEST IMPLEMENTATION AND LAUNCH LESSONS LEARNED

2018 OLTL GOALS - CONTINUED

- **FOCUS ON EMPLOYMENT FOR OLTL PARTICIPANTS:**
 - RECRUITMENT OF EMPLOYMENT SERVICE PROVIDERS
 - PARTICIPANT ENGAGEMENT IN SERVICES
- **OLTL ORGANIZATIONAL ALIGNMENT:**
 - SUPPORTS MANAGED CARE PROGRAMS
 - SUPPORTS ONGOING FEE-FOR-SERVICE PROGRAMS
- **CONTINUED FOCUS ON COMMUNITY-BASED LTSS:**
 - CHC SUPPORT FOR NURSING HOME TRANSITION
 - HOUSING
 - COMMUNITY PARTNERSHIPS

CHC COMPLETED & UPCOMING EVENTS

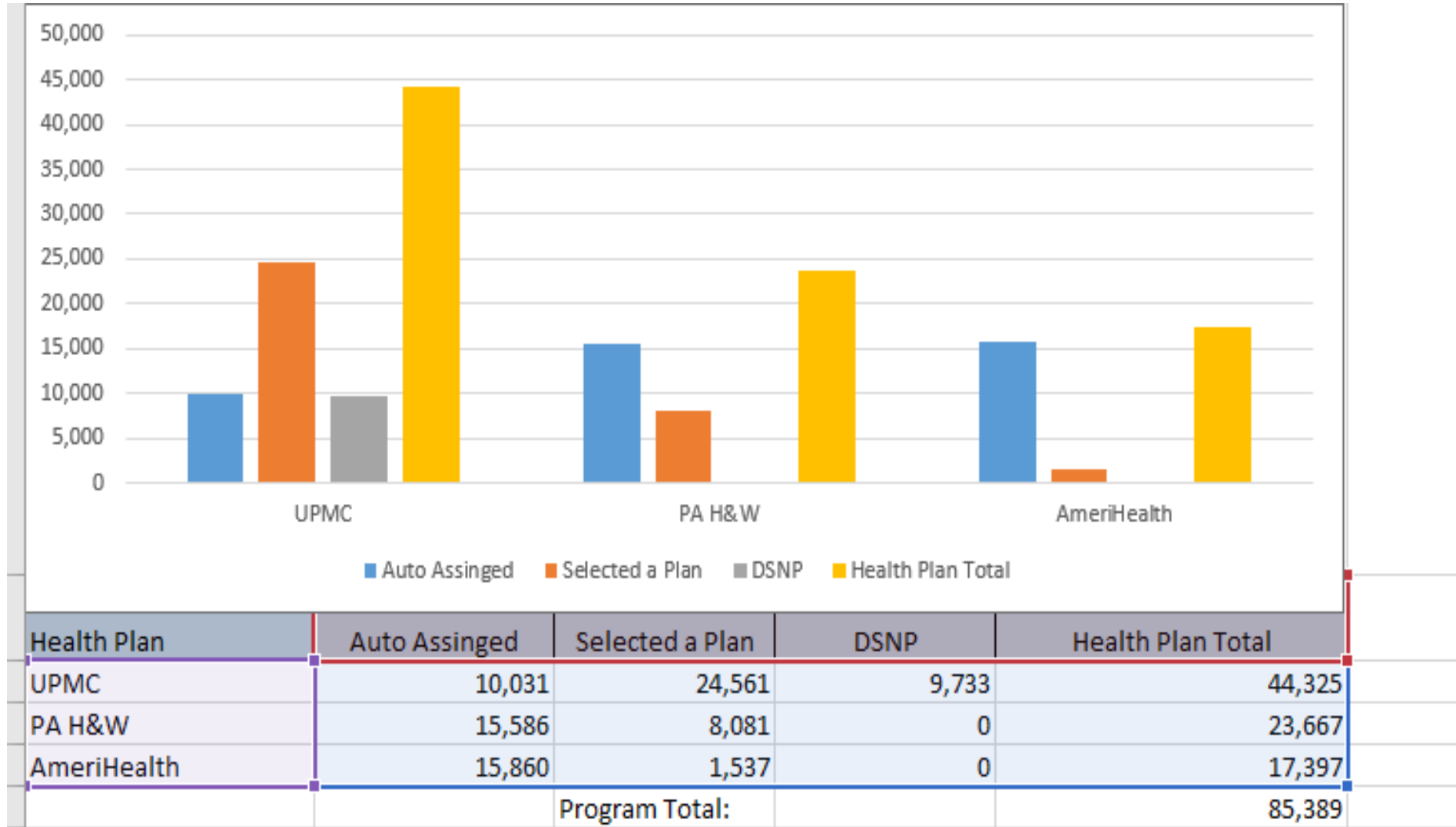
- Completed:
 - 12/26 – 1/12 MCO Mailings to Participants
 - 1/1/2018 CHC Launch in SW Pennsylvania
 - 1/3/2018 MLTSS SubMAAC Meeting
- Upcoming Events:
 - 1/24 Consumer SubMAAC
 - 1/25 MAAC
 - 2/7 MLTSS SubMAAC

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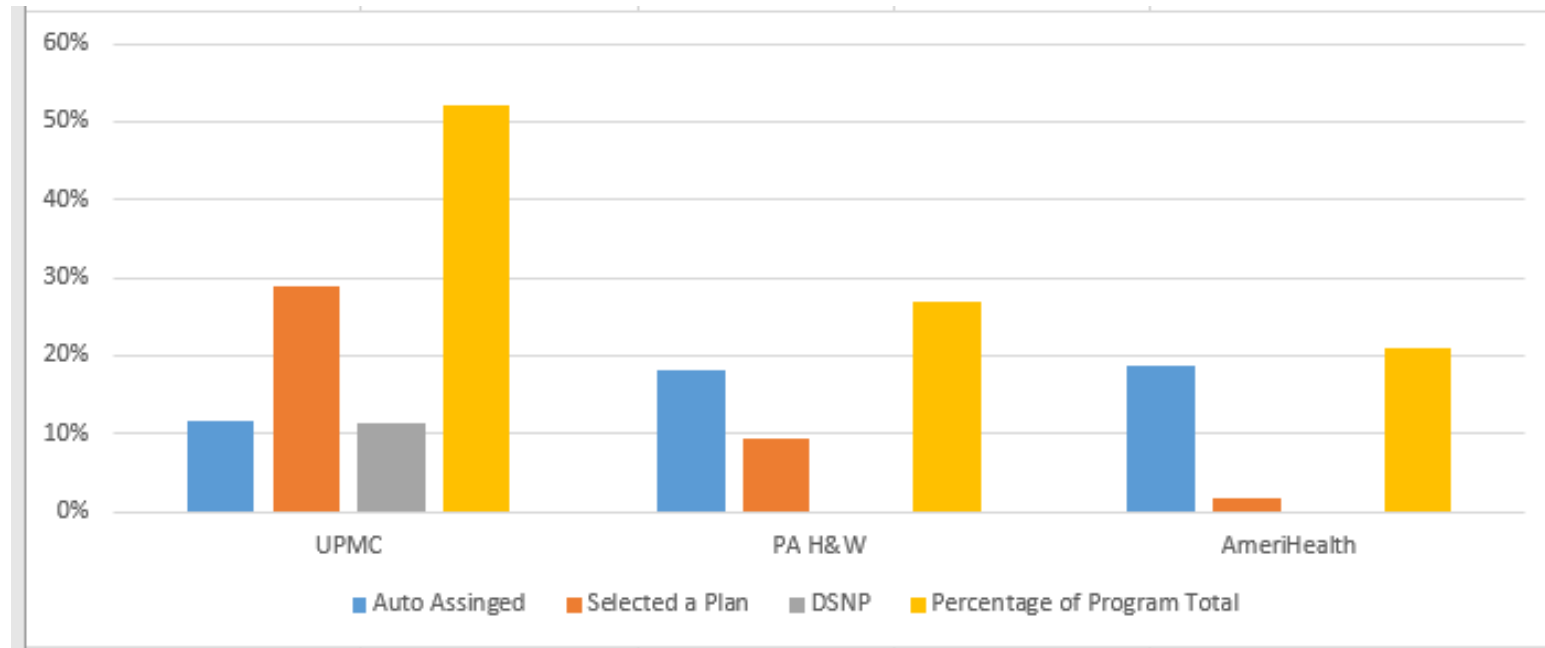


CHC LAUNCH STATUS

CHC SOUTHWEST POPULATION



CHC SOUTHWEST POPULATION



Health Plan	Auto Assigned	Selected a Plan	DSNP	Percentage of Program Total
UPMC	12%	29%	11%	52%
PA H&W	18%	9%	0%	27%
AmeriHealth	19%	2%	0%	21%
		Program Total:		100%

CHC LAUNCH INDICATORS

	Pre-Launch	Launch (Begins at “Go Live”)	Steady State (9-12 Mos. & Beyond)
Primary Aim	Readiness	Continuity	Program Improvement
Key Activities	Readiness Reviews System Testing Baseline Analyses	Frequent Meetings with MCOs Monitor Launch Indicators & Reports Conduct Implementation Study	Regular Meetings with MCOs Quarterly Quality Reviews Conduct Evaluation Analyses Monitor Reports
Tools	Readiness Review Tool Report Templates Quality Strategy	Launch Indicators Process Measures Hot-lines (Consumer & Provider) Program and Financial Reports	Outcome Measures Program and Financial Reports Program Imp. Projects (PIPs) Pay for Performance (P4Ps)
Stakeholders	Consumer Communications Provider Communications Local Advisory group SubMAAC, 3 rd Thurs. CHC Website	MCO Participant Advisory Coms. Local Advisory Group SubMAAC, 3 rd Thurs. CHC Website	MCO Participant Advisory Coms. Ad Hoc Public Engagements SubMAAC, CHC Website

LAUNCH INDICATORS (DOMAINS)

Service
Continuity

Service
Coordination
Continuity

Provider
Participation

Information
Transfers

Launch Indicators

- Weekly New Enrollment
- Weekly Plan Transfers
- CHC Transition Errors (File Transfers)
- HCBS Service Interruptions
- Critical Incidents
- Complaints/Grievances
- Participant Line
- Participant Hotline
- Weekly Appeals (Fair Hearings)
- Service Coordination Assignments
- Needs Screenings and Needs Assessments
- Claims Submissions by Provider Type
- Claims Status
- Provider Disputes
- Provider Calls

LAUNCH COMMUNICATIONS

- Daily Calls with individual MCOs, including weekly joint calls with all 3 MCOs.
- Daily Calls with DHS and PDA.
- Weekly Participant and Participant Advocate Calls.
- Weekly Provider Association Calls, including:
 - Nursing Facilities
 - HCBS Providers
- Weekly Calls with the Aging Network.

LAUNCH COMMUNICATIONS

- **Participant Help Line - 1-800-757-5042**
 - OLTL will staff a participant help line to address questions or concerns regarding their CHC MCO, the IEB, their service coordinator, or anything associated with the program launch.
- **Independent Enrollment Broker - 1-844-824-3655 OR (TTY 1-833-254-0690)**
 - If Participants have not received their post enrollment packets, they should contact the IEB at the above telephone number or visit their website at www.enrollchc.com (**Open Monday through Friday, 8:00 a.m. to 6:00 p.m.**).

Launch Status

- CHC-MCO Call Volumes and Reason Codes
- Participant Help Line Call Volumes and Call Types
- IEB Call Volumes and Call Types
- Stakeholder Call Volumes

Launch Status

- **Issues:**
 - **ID Cards:**
 - Issuance
 - Card Presentation to Providers
 - **Eligibility Records**
 - **Provider Claims Editing and Testing**
 - **Service Coordination Set-up**
 - **Medicare/Medicaid Service Confusion**
 - **Transportation**

RESOURCE INFORMATION

CHC LISTSERV // STAY INFORMED <http://listserv.dpw.state.pa.us/olml-community-healthchoices.html>

COMMUNITY HEALTHCHOICES WEBSITE www.healthchoicespa.com

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

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)

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THIRD THURSDAY WEBINARS

We will host an informational webinar on the third Thursday of each month throughout the implementation of CHC. An invite and registration link will be sent out on the ListServe. To ensure you receive email communications distributed from the Office of Long-Term Living, please visit the ListServ Archives page at <http://listserv.dpw.state.pa.us> to update or register your email address.

The next webinar will be held: February 15, 2018 @ 1:30 PM

Webinar participants will also find this presentation at
www.healthchoicespa.gov/info/resources/publications/community/third-thursday-webinars/

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