

# **Consumer Subcommittee of the Medical Assistance Advisory Committee Meeting**

**January 24, 2023**

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

## Medicaid Enterprise Monitoring Module (MEMM) Update

- The Network Analysis Dashboard has been created, and it is currently being enhanced to distinguish state plan services. This dashboard assists OMHSAS with program oversight of the BH-MCO and PC provider networks.
- The Network Adequacy Dashboard will assist OMHSAS with monitoring BH-MCO and PC compliance with time and distance standards for certain provider types, primary specialties and State Plan Services.
- The Network Geography Application will enable OMHSAS to monitor the adequacy of provider networks of time and distance requirements by utilizing real-time data for drive time and direction utilizing actual member locations or hypothetical locations.

## Intensive Behavioral Health Services (IBHS) Uniform Reporting

- 2023
  - Data gathering and defining resulting in updated reporting instructions
  - New parameters went into effect for 12/15/2023 data submissions
  
- 2024
  - Continue report analysis and hold targeted discussions with each BH-MCO
  - Staff TA in interpreting and using the report data in their job functions
  - There is a plan to create an IBHS dashboard to make data easily accessible and available for review in a user-friendly format.

## Carelon Access Surveys

- Primary Contractors and BH-MCOs must be assessed by OMHSAS' External Quality Review Organization, IPRO, according to the quality, timeliness, and access standards outlined by CMS in the Balance Budget Act of 1997.
- Carelon was found to be only partially compliant with the following standards: Assurances of Adequate Capacity, Availability of Services, Coordination and Continuity of Care, Coverage and Authorization of Services, and Practice Guidelines.
- Carelon conducted a Root Cause Analysis (RCA) and submitted a quality improvement plan (QIP) that addressed each one of these areas.
- The full IPRO report can be found at <https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/BehavioralHealth-Publications.aspx> by scrolling to the External Quality Review Projects section.

## OMHSAS and Primary Contractor Efforts

- Primary contractors and providers are undergoing their own assessments and resource planning.
  - The Behavioral Health Alliance of Rural Pennsylvania (BHARP) is presenting its workforce data at the next Provider Capacity workgroup of the MCDSS subgroup on March 8.
  - Primary contractors are designing reinvestment plans to assist providers in recruiting and retaining staff.
- OMHSAS has no easy way to collect definitive data related to workforce shortages
  - Information is relayed anecdotally from providers and provider organizations.
  - The national direct service workforce crisis remains a significant challenge.

## Network Adequacy & Workforce Shortages



### **Workforce challenges are widespread, but OMHSAS has provided or is providing support in the following ways:**

- \$79.6M in HCBS workforce recruitment and retention payments to providers of Family Based Mental Health (FBMH), Psychiatric Rehab Services (PRS), Mobile Crisis, and Intensive Behavioral Health Services (IBHS).
- \$21.95M in Act 2 recruitment and retention payments to inpatient facilities including Residential Treatment Facilities for Children and Adolescents (RTFs), Residential Treatment Facilities for Adults (RTFAs), Long Term Structured Residences (LTSRs), Inpatient Psychiatric Facilities, Psychiatric Units of General Hospitals.
- \$2M in HCBS ARPA funds allocated for Trauma Treatment Training for Clinicians.
- \$150K in HCBS ARPA funds allocated for certified peer specialist training and certification.
- \$4M in HCBS ARPA funds being allocated for telehealth equipment at small providers of 50 or fewer employees.

# Network Adequacy & Workforce Shortages



## Number of Complaints and Grievances January – November 2023

Carelon	221
CBH	951
CCBHO	635
Magellan	256
Performcare	58
<b>TOTAL</b>	<b>2,121</b>