

# OLTL Updates LTSS Sub MAAC

December 13, 2022

# Agenda

- OLTL Updates
  - AWC
  - APS Proposed Regs
  - Act 61 of 2022
- IEB Enrollment Process Flow
- IEB Enrollment Data
- LIFE Enrollments
- COVID19 Vaccination Rates

# OLTL Updates

# OLTL Updates

- Agency with Choice
  - There were two appeals filed with Commonwealth Court.
  - The procurement has been stayed until the resolution of the appeals.
- APS Proposed Regulations
- Act 61 of 2022
  - Does this impact all OLTL programs and if not, which ones are exempted? What should OLTL service providers be doing to proactively ensuring compliance, particularly those who do HCBS?

# OLTL Updates

- Act 61 of 2022
  - Does this impact all OLTL programs and if not, which ones are exempted?
  - As defined by Act 61 -
    - (i) "Care-dependent person." An adult who, due to physical or cognitive disability or impairment, requires assistance to meet the needs for food, shelter, clothing, personal care or health care.

# OLTL Updates

- Act 61 of 2022 (cont.)
  - "Caretaker." Any person who:
    - (1) is an owner, operator, manager or employee of any of the following licensed or unlicensed entities:
      - (i) A nursing home, personal care home, assisted living facility[,] or private care residence [or domiciliary care home].
      - (ii) A community residential facility or intermediate care facility for a person with mental disabilities.
      - (iii) An adult daily living center.
      - (iv) A home health service provider.
      - (v) A health care facility as defined in section 802.1 of the act of July 19, 1979 (P.L.130, No.48), known as the Health Care Facilities Act;
    - (2) provides care to a care-dependent person in the settings described under paragraph (1);
    - (3) has an obligation to care for a care-dependent person for monetary consideration in the settings described under paragraph (1);
    - (4) is an adult who resides with a care-dependent person and who has a legal duty to provide care or who has voluntarily assumed an obligation to provide care because of a familial relationship, contract or court order; or
    - (5) is an adult who does not reside with a care-dependent person but who has a legal duty to provide care or who has affirmatively assumed a responsibility for care, or who has responsibility by contract or court order.

# IEB Enrollment Process Flow

# IEB Enrollment Process Flow



## PA IEB Waiver Application Journey Examples

There are many variables and dependencies that will make each waiver applicant's journey unique.

In the following slides we present three distinct applicant journeys to help you better understand the waiver application timeline as well as demonstrate several circumstances which can influence application outcomes.

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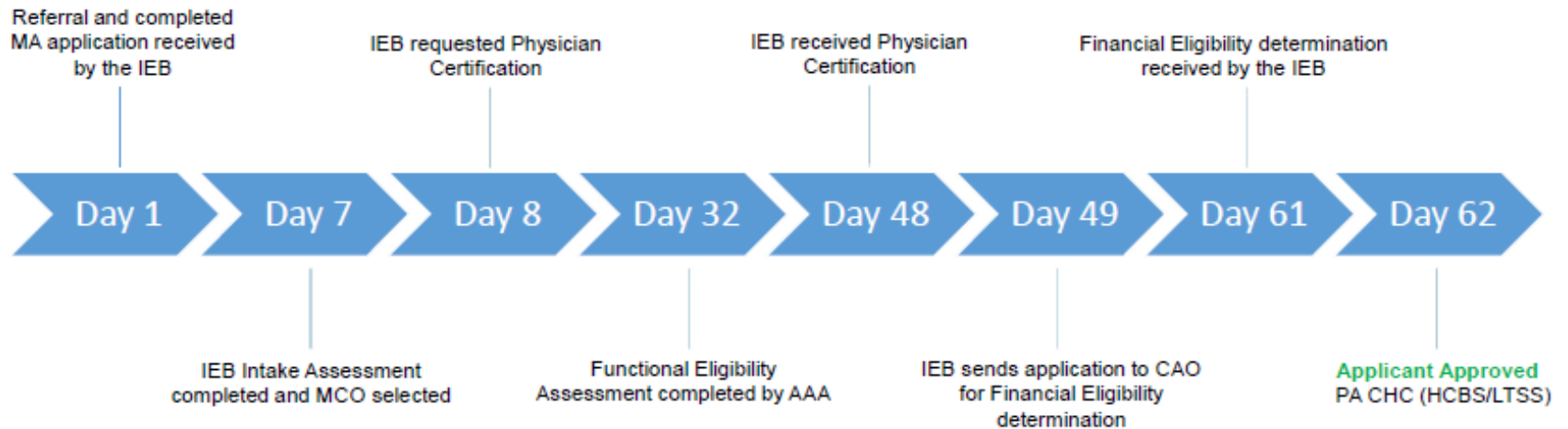


# IEB Enrollment Process Flow



## "Smooth Sailing"

In the below applicant journey all information was received timely which resulted in an optimal outcome for the applicant and all stakeholders:

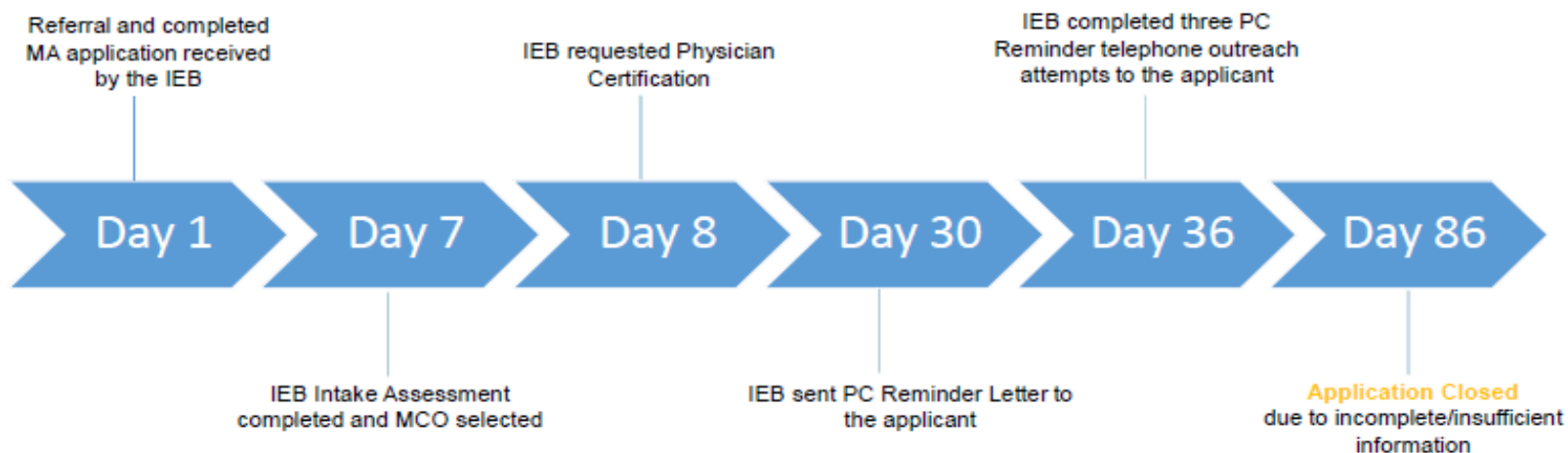


# IEB Enrollment Process Flow



## "External Factors"

In this example applicant journey not all information was received timely which resulted in an application closure:

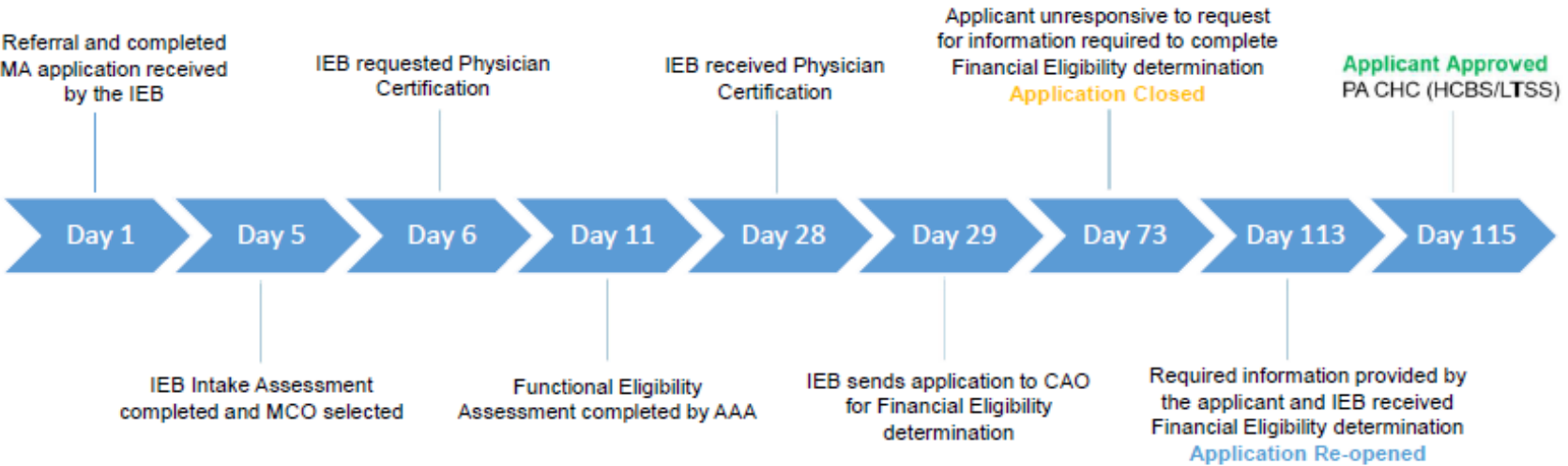


# IEB Enrollment Process Flow



*"Re-opened Application"*

In this example applicant journey not all information was received timely, which initially resulted in an application closure. However, the IEB worked with the applicant to re-open their waiver application and ultimately achieved the optimal outcome for this applicant:



# IEB Enrollment Process Flow



## Key Takeaways

- On average the PA IEB provides waiver application processing and waiver application assistance for over 10,000 Pennsylvanians monthly.
- The standard duration of the waiver application process is 90 days, however, most applications are completed successfully in less than 90 days.
- There are many possible variables and dependencies which will make each applicant's journey unique.
- The IEB is dedicated to working closely with waiver applicants and their representatives during the application process in order to achieve the best possible outcome for all applicants.

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# IEB Enrollment Data

# IEB Enrollment Data – Average Days in Status

Status	3/30/2022	4/29/2022	5/31/2022	6/30/2022	7/29/2022	8/30/2022	9/30/2022	10/31/2022	11/30/2022	Description
READY_ASSESSMENT	10	9	12	14	14	12	10	11	10	IEB has received a referral from a third party, the IEB is outreaching to the Applicant/Representative to schedule Visit.
SCHEDULED	5	4	7	5	5	6	5	7	6	In Home Visit has been scheduled
ASSESSMENT_INPROCESS	1	0	3	1	1	4	1	4	3	In Home Visit completed and the IEB is reviewing completeness of intake documents required.
MA_PA_600_REVIEW	6	7	7	5	6	6	5	8	10	IEB is waiting for the PA 600 or the PA 600 received and IEB to enter in COMPASS
PC & FEDPending	6	6	8	7	5	6	5	7	9	PC sent to the identified Physician and FED Reques sent to Aging Well
PC Pending/FED Received	37	38	40	39	37	36	37	39	41	Completed FED received from Aging Well/ PC is pending
PC Received/FED Pending	8	7	9	8	5	8	6	8	11	Completed PC received/ FED pending with Aging Well
APP_REVIEW	0	1	2	0	0	1	0	1	0	Medical Director Review Pending
OLTL_READY	28	30	7	22	20	30	25	36	7	Program Eligibility under review by OLTL
READY_TRANSITION	58	54	61	61	63	64	62	69	68	Functionally eligible, Applicant is pending nursing facility discharge
APPROVED	14	14	16	14	13	14	13	15	16	Functionally Eligible, 1768 sent to CAO
1768_DENIAL	6	1	4	1	1	1	1	3	1	Functionally ineligible, HCBS Denial notice pending
FINANCIAL_APPROVAL	2	1	2	1	2	2	1	1	1	Financial Approval Received, enrollment in Process of being finalized
MMS_READY	0	0	4	1	3	0	0	0	1	Pending acceptance by OBRA or Act 150 Service Coordinator
FINANCIAL_DENIAL	1	0	1	0	0	6	0	0	0	Financial Denial Received, application in process of completion
Financial Approval Mismatch	0	0	0	0	0	0	0	5	13	Incorrect Waiver code in CIS, action needed by the CAO.

# Current IEB Report – All Waivers

	2019QTR 1	2019QTR 2	2019QTR 3	2019QTR 4	2020QTR 1	2020QTR 2	2020QTR 3	2020 QTR4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3
Grand Total	25320	26335	24752	34711	33402	25890	26398	26213	25106	25118	29365	29082	31328	33482	31563
Complete	15607	16277	17347	15617	21513	17820	16180	18098	16081	16153	18783	18953	20171	22372	22070
Complete in 90 Days	12068	14343	13188	13027	18963	15441	14918	17428	15491	15569	17985	18233	19326	21776	21584
Complete > 90 Days With Excuse	344	435	484	483	1126	536	648	408	379	300	403	345	329	316	318
Compliance Percentage	80%	91%	79%	87%	93%	90%	96%	99%	99%	98%	98%	98%	97%	99%	99%
Average Days To Complete	60	52	56	56	52	57	45	41	40	40	37	39	40	34	35

1. Grand Total - All unduplicated applications in process this quarter
2. Complete - Total unduplicated applications completed this quarter
3. Total unduplicated applications completed during the quarter in 90 days
4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
5. Using the above fields = (row 3 + row 4)/ row 2 Average to complete excluding excused applications

Note: Reapplications removed

# Current IEB Report – Under/Over 60

Over 60	2019QTR 1	2019QTR 2	2019QTR 3	2019QTR 4	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3
Grand Total	14937	15771	15134	23082	20441	16309	16848	16775	16161	17383	20414	18991	21116	22098	21104
Complete	9323	9885	10827	10267	12967	11172	10282	11658	10189	11069	13204	12349	13602	14699	14853
Complete in 90 Days	7312	8804	8447	8605	11421	9700	9500	11233	9828	10696	12673	11909	13025	14333	14537
Complete > 90 Days With Excuse	221	272	322	336	684	327	392	267	239	194	263	200	238	207	221
Compliance Percentage	81%	92%	75%	81%	93%	90%	96%	99%	99%	98%	98%	98%	98%	99%	99%
Average Days To Complete	58	50	54	55	52	56	45	40	40	39	37	39	40	34	34

Under 60	2019QTR 1	2019QTR 2	2019QTR 3	2019QTR 4	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3
Grand Total	10383	10565	9597	11628	12101	9580	9335	9438	8964	7735	8951	10092	10208	11384	10459
Complete	6279	6392	6499	5350	7951	6648	5898	6439	5893	5084	5579	6604	6566	7673	7217
Complete in 90 Days	4751	5539	4720	4422	7006	5741	5418	6195	5663	4873	5312	6324	6302	7443	7047
Complete > 90 Days With Excuse	123	163	162	147	418	209	256	141	140	106	140	145	81	109	97
Compliance Percentage	84%	89%	75%	85%	93%	90%	96%	98%	98%	98%	98%	98%	97%	98%	99%
Average Days To Complete	63	55	60	59	53	57	47	41	41	41	38	39	40	35	35

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# Q3 2022 Closure Reasons

Closed Reason	Count	Description of Closure
Enrolled	6256	Applicant enrolled in HCBS.
Failure to provide info-CAO	6578	CAO issued denial due to applicant not providing financial verification timely
Unable to Reach Client	2153	IEB unable to reach applicant from third party referral.
incomplete	2149	Closed at day 86 of application due to incomplete or missing information Example: MA 570 not returned
Clinically Ineligible	2140	HCBS Denial Notice issued - Applicant determined NFI as a result of the FED and PC or Medical Director Review
Not Interested in Services	1104	Applicant is contact after referral is received and notifies the IEB that they are not interested in receiving HCBS services
Voluntary Withdrawal	523	Applicant contacts the IEB and requests to withdraw the application.
reApped	419	System corrected application and the status needs revised. The original application start date is used.
Financially Ineligible	3	CAO issued denial notice due to the applicant being determined financially ineligible.
Already Receiving Services	170	Upon referral IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Applicant Not Discharged	204	NHT applicant that does not discharge within 180 days of the application start date.
DECEASED	149	IEB is notified or identifies that the applicant is deceased before application is finalized.
Duplicate Application	103	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	43	Applicant is reviewed for OBRA or Act 150 and Denial notice issued due to Applicant not meeting Program Requirements.
Does not meet 5 year bar	22	CAO issued notice indicating the applicant does not meet the 5 year residency requirement to receive MA HCBS services.
MA Application Not Received	13	IVA was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	41	Referral received that does not include enough information to follow up with individual begin an application.
Expired Documents	0	Application closed due to application documents (FED/PC) over 12 months
<b>Grand Total</b>	<b>22070</b>	

# In-person vs. Virtual IVA

2022

	Visit Type				
	Phone		In Home		Total Count
Month	Count	Percentage	Count	Percentage	
Jan	4939	77.65%	1422	22.35%	6361
Feb	5454	78.18%	1522	21.82%	6976
Mar	6472	76.20%	2021	23.80%	8493
Apr	5645	74.14%	1969	25.86%	7614
May	5603	73.92%	1977	26.08%	7580
Jun	5568	73.71%	1986	26.29%	7554
Jul	4669	64.85%	2531	35.15%	7200
Aug	5892	64.61%	3228	35.39%	9120
Sep	5395	67.10%	2645	32.90%	8040
Oct	5127	66.08%	2632	33.92%	7759
Nov	4883	65.46%	2577	34.54%	7460
<b>Grand Total</b>	<b>59647</b>	<b>70.88%</b>	<b>24510</b>	<b>29.12%</b>	<b>84157</b>

# FED Appeals Data

# FED Appeals Data

	Jan		Feb		Mar	Apr	May	Jun		Jul	Aug	Sep	Oct	Nov	Grand Total
Status	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	
APPEAL_HEARING_SCHEDULED	23		18	1	25	28	31	2		7	31	29	42	25	313
APPEAL_INITIATED	39	1	27		70	26	39	2		1	5	32	27	38	326
APPEAL_WITHDRAWN	24		22	1	25	17	21	46		49	25	11	6	13	297
APPEAL_DISMISSED	7		3					6	1	14	2	3	2		41
APPEAL_SETTLED								7		3	1				14
APPEAL_WAITING_JUDGE_DECISION							1	3		8	2				14
APPEAL_STIPULATED_SETTLEMENT								1		9	1				11
APPEAL_DENIED								4		4					8
APPEAL_SETTLEMENT_DENIED								1							1
APPEAL_APPROVED								1							1
<b>Grand Total</b>	<b>93</b>	<b>1</b>	<b>70</b>	<b>2</b>	<b>120</b>	<b>71</b>	<b>92</b>	<b>73</b>	<b>1</b>	<b>95</b>	<b>67</b>	<b>75</b>	<b>77</b>	<b>76</b>	<b>1026</b>

- **APPEAL\_WITHDRAWN** - Following Pre-Hearing Appellant Withdrew
- **APPEAL\_INITIATED** - Appeal Received - Hearing Date has not yet been scheduled
- **APPEAL\_HEARING\_SCHEDULED** - Hearing Date Scheduled
- **APPEAL\_DISMISSED** - ALJ Dismissed Appeal ( example Appellant cannot be reached)
- **APPEAL\_WAITING\_JUDGE\_DECISION** - Pending decision by the ALJ
- **APPEAL\_SETTLED** - Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
- **APPEAL\_STIPULATED\_SETTLEMENT** - Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
- **Appeal Settlement Denied** - Appeal Denied following outcome of the Stipulated Settlement
- **Appeal Approved** - ALJ found in favor of Appellant Applicant moved forward for Financial Eligibility Determination

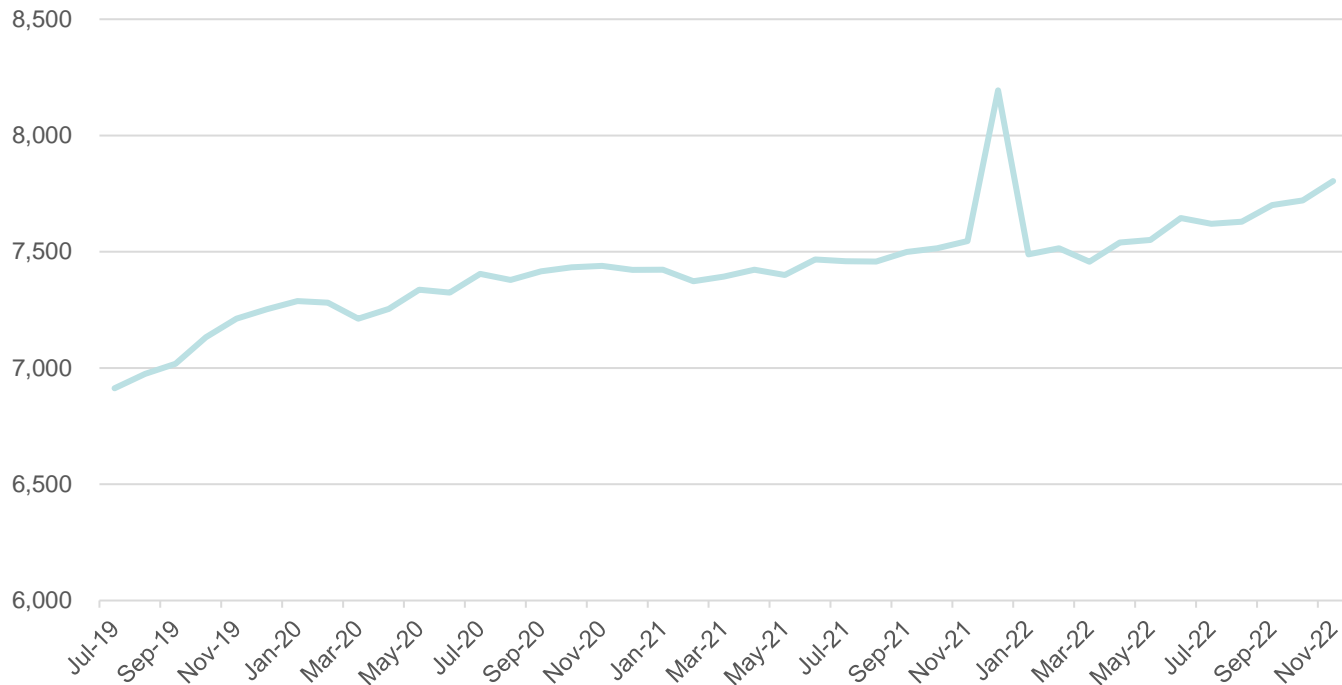
# MCO Plan Change Reasons

Reason	Count
Prefers another MCO's benefits	477
Would not give reason	102
Family/Friend Recommendation	40
Prefers nonparticipating doctor or hospital	27
Doctor left plan	22
Someone other than those listed above recommendation	19
MCO has denied/reduced my services	10
Dissatisfied with Medical MCO Services	10
Can't stay with current nonparticipating doctor for treatment	10
Out of plan services wanted	7
PCP Recommendation	7
Dissatisfied with MCO's services/marketing rep	7
Mail Plan Change - No reason given	4
Language Problem	4
Location of doctors inconvenient	4
Dissatisfied with range or length of services - too limited	3
Dissatisfied with Doctor/PCP	2
Moved/Moving Out of Area	2
Dislikes Making Appointments	2
Dissatisfied with vision program/provider	2
Dissatisfied with dental program/provider	2
Pharmacist recommendation	1
Dislikes using referrals	1
Dissatisfied with hospital	1
Dissatisfied with Drug/Alcohol or Mental Health Services	1
Disabled/Handicapped-Doctor's office not easily accessible	1
<b>Grand Total</b>	<b>768</b>

# LIFE Enrollments

# LIFE Enrollments

LIFE Enrollments July 2019 through Nov 2022



- Since statewide LIFE IEB implementation, the overall LIFE Program census has increased by 404 individuals (from May 2021 through November 2022). During the 12 months prior to statewide implementation, the program grew by 86 individuals (May 2020 through April 2021). IEB referrals are directly attributable to a 5.5% increase in the LIFE census.

# COVID19 Vaccination Rates



# CHC Plan Vaccination Update

- AHC/Keystone First

AmeriHealth Caritas PA CHC/Keystone First CHC Program	Percent of the population vaccinated
HCBS Dual	74.47%
HCBS Non Dual	70.59%
NF Dual	76.35%
NF Non Dual	81.22%
NFI	65.01%

- PHW

PA Health and Wellness CHC Program	Percent of the population vaccinated
HCBS	62.1%
NF	61.4%
NFI	52.3%

# CHC Plan Vaccination Update

- UPMC

UPMC CHC Program	Percent of the population vaccinated
HCBS	68.0%
NF	79.0%
NFI	60.0%
Non Dual	58.0%

# Questions?

