

OLTL Updates LTSS Sub MAAC

August 8, 2023

Agenda

- OLTL Updates
- Independent Enrollment Broker (IEB) Enrollment Data
- Living Independence for the Elderly (LIFE) Enrollments

OLTL Updates

OLTL Updates

- Statewide Listening Tour
 - All virtual sessions were held on July 19th, 21st and 22nd and included over 160 attendees.
 - Remaining sessions include:
 - CIL of Central PA & Menno Haven (Brookview Health Care Center) on August 9, 2023
 - Listening Session flyer with all available dates and session information can be found on the DHS website at [CHC-Communications to Participants](#)

OLTL Updates

- Statewide Listening Tour
 - Common themes included:
 - Supports Coordination
 - Lengthy response times
 - Uninformed/ inadequately trained
 - Medical and Non-Medical Transportation,
 - Inadequate training of staff and improper safety mechanisms
 - Delays and issues obtaining transit passes and reimbursement for out-of-pocket expenses.
 - Home Modifications and Durable Medical Equipment
 - Delays in approvals and installations
 - Virtual Service Delivery Options
 - Personal Assistant Services
 - Service Authorizations
 - Reduced hours without detailed explanation

OLTL Updates

- CHC Request for Application (RFA)
 - No updates as of today's meeting but any timelines will be shared accordingly.
- Bureau of Human Services Licensing (BHSL) Website
 - Scheduled to launch August 7, 2023.
 - A provider webinar on the new website is scheduled for August 11, 2023.
- Pennsylvania Medicaid State Plan
 - The plan is approved and is now available online located at <https://www.dhs.pa.gov/docs/Publications/Pages/Medicaid-State-Plan.aspx>

OLTL Updates

- **2023 Nursing Facility Rates**
 - The Proposed Rate notice comment period recently closed on July 24, 2023.
 - 3 comments were received.
 - Additional information will be shared once the Final Rate Notice becomes available.
- **Dual Eligible Special Needs Plan (DSNP) Medicare Encounter Data**
 - DSNP Medicare Encounter Data with dates of service January 1, 2018 to current for Medicaid participants has been successfully loaded to the Enterprise Data Warehouse (EDW).
 - Will assist OLTL in analyzing the complete utilization of services for our Community HealthChoices (CHC) participants due to Medicare being the primary payer for over 93% of our CHC population.

OLTL Updates

- MCPAR
 - Centers for Medicare and Medicaid Services (CMS) regulations require states to submit a Managed Care Program Annual Report (MCPAR). Under the regulation, each state must submit to CMS, no later than 180 days after each contract year, a report on each managed care program administered by the state.
 - The MCPAR report provides information in the following categories:
 1. Program enrollment and service area expansions
 2. Financial performance
 3. Encounter data reporting
 4. Grievances, appeals, and state fair hearings
 5. Availability, accessibility, and network adequacy
 6. Delegated entities
 7. Quality and performance measures
 8. Sanctions and corrective action plans
 9. Beneficiary support system (BSS)
 10. Program integrity
- OLTL recently submitted the CHC MCPAR report to CMS on June 22, 2023. The OLTL CHC MCPAR report can be found on the DHS website at the following link: [Managed Care Quality Strategy \(pa.gov\)](https://www.pennsylvania.gov/managed-care-quality-strategy)



OLTL Updates

- **DHS - Money Follows the Person (MFP)**
 - Pennsylvania will receive an estimated \$42 million in federal funding from CMS to continue existing and support new activities that make serving individuals in the community possible.
 - Funding will be distributed across several offices with DHS.
- **Low Income Household Water Assistance Program**
 - The Low-Income Household Water Assistance Program (LIHWAP) re-opened to help Pennsylvanians with low incomes maintain access to drinking and wastewater services.
 - Applications for LIHWAP opened Monday, July 10, 2023.
 - Households may qualify if they rent or own their home, have an overdue water or wastewater bill that they are responsible to pay, and if the household is within the income limit for their household size.

OLTL Updates

- PA Department of Aging – Master Plan on Aging
 - You are invited to contribute what you think should be the plan's priority goals, objectives, and initiatives to support the highest quality of life for older adults.
 - Holding in person “listening sessions” representing every county in the Commonwealth.
 - Feedback should be submitted to AgingPlan@pa.gov
 - Additional details can be found at:
<https://www.aging.pa.gov/publications/MasterPlan/Pages/default.aspx>

IEB Enrollment Data

IEB Enrollment Data – Average Days in Status

Status	1/31/2023	2/28/2023	3/31/2023	4/27/2023	5/30/2023	6/30/2023	7/31/2023	Description
READY_ASSESSMENT	10	10	8	8	12	10	10	IEB has received a referral from a third party, the IEB is outreaching to the Applicant/Representative to schedule Visit.
SCHEDULED	6	6	6	6	8	6	8	In Home Visit has been scheduled
ASSESSMENT_INPROCESS	1	6	1	1	4	1	3	In Home Visit completed and the IEB is reviewing completeness of intake documents required.
MA_PA_600_REVIEW	6	10	9	10	8	6	7	IEB is waiting for the PA 600 or the PA 600 received and IEB to enter in COMPASS
PC & FEDPending	6	7	5	5	8	5	7	PC sent to the identified Physician and FED Reques sent to Aging Well
PC Pending/FED Received	38	38	36	38	39	36	38	Completed FED received from Aging Well/ PC is pending
PC Received/FED Pending	7	7	6	7	9	7	7	Completed PC received/ FED pending with Aging Well
APP_REVIEW	1	1	0	0	3	1	2	Medical Director Review Pending
OLTL_READY	17	20	13	14	27	16	24	Program Eligibility under review by OLTL
READY_TRANSITION	59	56	54	52	59	60	62	Functionally eligible, Applicant is pending nursing facility discharge
APPROVED	13	14	13	13	15	14	14	Functionally Eligible, 1768 sent to CAO
1768_DENIAL	1	1	1	1	4	1	3	Functionally ineligible, HCBS Denial notice pending
FINANCIAL_APPROVAL	1	1	2	2	3	1	2	Financial Approval Received, enrollment in Process of being finalized
MMS_READY	0	0	2	0	0	0	0	Pending acceptance by OBRA or Act 150 Service Coordinator
FINANCIAL_DENIAL	0	0	0	0	1	1	0	Financial Denial Received, application in process of completion
Financial Approval Mismatch	5	5	1	4	0	4	5	Incorrect Waiver code in CIS, action needed by the CAO.

Current IEB Report – All Waivers

	2020QRT3	2020 QRT4	2021QTR1	2021QTR2	2021QTR3	2021QTR4	2022QTR1	2022QTR2	2022QTR3	2022QTR4	2023QTR1	2023QTR2
Grand Total	26398	26213	25106	25118	29365	29082	31328	33482	31563	30012	31490	34883
Complete	16180	18098	16081	16153	18783	18953	20171	22372	22070	21399	21383	23501
Complete in 90 Days	14918	17428	15491	15569	17985	18233	19326	21776	21584	20705	20767	22974
Complete > 90 Days With Excuse	648	408	379	300	403	345	329	316	318	347	576	471
Compliance Percentage	96%	99%	99%	98%	98%	98%	97%	99%	99%	98%	99%	99%
Average Days To Complete	45	41	40	40	37	39	40	34	35	34	33	33

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	2020QRT3	2020 QRT4	2021QTR1	2021QTR2	2021QTR3	2021QTR4	2022QTR1	2022QTR2	2022QTR3	2022QTR4	2023QTR1	2023QTR2
Grand Total	16848	16775	16161	17383	20414	18991	21116	22098	21104	20123	20740	22946
Complete	10282	11658	10189	11069	13204	12349	13602	14699	14853	14393	14141	15459
Complete in 90 Days	9500	11233	9828	10696	12673	11909	13025	14333	14537	13969	13760	15138
Complete > 90 Days With Excuse	392	267	239	194	263	200	238	207	221	218	377	304
Compliance Percentage	96%	99%	99%	98%	98%	98%	98%	99%	99%	99%	99%	99%
Average Days To Complete	45	40	40	39	37	39	40	34	34	33	33	33

Under 60	2020QRT3	2020 QRT4	2021QTR1	2021QTR2	2021QTR3	2021QTR4	2022QTR1	2022QTR2	2022QTR3	2022QTR4	2023QTR1	2023QTR2
Grand Total	9335	9438	8964	7735	8951	10092	10208	11384	10459	9889	10750	11937
Complete	5898	6439	5893	5084	5579	6604	6566	7673	7217	7006	7242	8042
Complete in 90 Days	5418	6195	5663	4873	5312	6324	6302	7443	7047	6736	7007	7836
Complete > 90 Days With Excuse	256	141	140	106	140	145	81	109	97	129	199	167
Compliance Percentage	96%	98%	98%	98%	98%	98%	97%	98%	99%	98%	99%	99%
Average Days To Complete	47	41	41	41	38	39	40	35	35	36	34	33

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4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
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Note: Reapplications removed

Q4 2022 Closure Reasons

Closed Reason		Description of Closure
Enrolled	5785	Applicant enrolled in HCBS.
Failure to provide info-CAO	7388	CAO issued denial due to applicant not providing financial verification timely
Unable to Reach Client	1878	IEB unable to reach applicant from third party referral.
incomplete	2430	Closed at day 86 of application due to incomplete or missing information Example: MA 570 not returned
Clinically Ineligible	1966	HCBS Denial Notice issued - Applicant determined NFI as a result of the FED and PC or Medical Director Review
Not Interested in Services	845	Applicant is contact after referral is received and notifies the IEB that they are not interested in receiving HCBS services
Voluntary Withdrawal	1396	Applicant contacts the IEB and requests to withdraw the application.
reApped	523	System corrected application and the status needs revised. The original application start date is used.
Financially Ineligible	355	CAO issued denial notice due to the applicant being determined financially ineligible.
Already Receiving Services	325	Upon referral IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Applicant Not Discharged	117	NHT applicant that does not discharge within 180 days of the application start date.
DECEASED	179	IEB is notified or identifies that the applicant is deceased before application is finalized.
Duplicate Application	165	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	64	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	30	CAO issued notice indicating the applicant does not meet the 5 year residency requirement to receive MA HCBS services.
MA Application Not Received	27	IVA was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	11	Referral received that does not include enough information to follow up with individual begin an application.
Expired Documents	17	Application closed due to application documents (FED/PC) over 12 months
Grand Total	23501	

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
Dec	4523	64.03%	2541	35.97%	7064
Grand Total	64170	70.35%	27051	29.65%	91221

2023

	Visit Type				
	Phone		In Home		Total Count
Month	Count	Percentage	Count	Percentage	
Jan	2859	58.49%	2029	41.51%	4888
Feb	2108	43.75%	2710	56.25%	4818
Mar	2349	40.43%	3461	59.57%	5810
Apr	1393	27.79%	3619	72.21%	5012
May	345	6.06%	5350	93.94%	5695
Jun	0	0.00%	5291	100.00%	5291
Grand Total	9054	28.73%	22460	71.27%	31514

FED Appeals Data

FED Appeals Data

Count	Column Labels							
	Jan	Feb	Mar	Apr		May	Jun	Grand Total
Status	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	
APPEAL_HEARING_SCHEDULED	13	19	23	16	1	19	44	135
APPEAL_INITIATED	37	22	17	14	1	42	65	198
APPEAL_WITHDRAWN	4	3	3	2		2	4	18
APPEAL_WAITING_JUDGE_DECISION			2					2
APPEAL_SETTLED							1	1
Grand Total	54	44	45	32	2	63	114	354

- **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

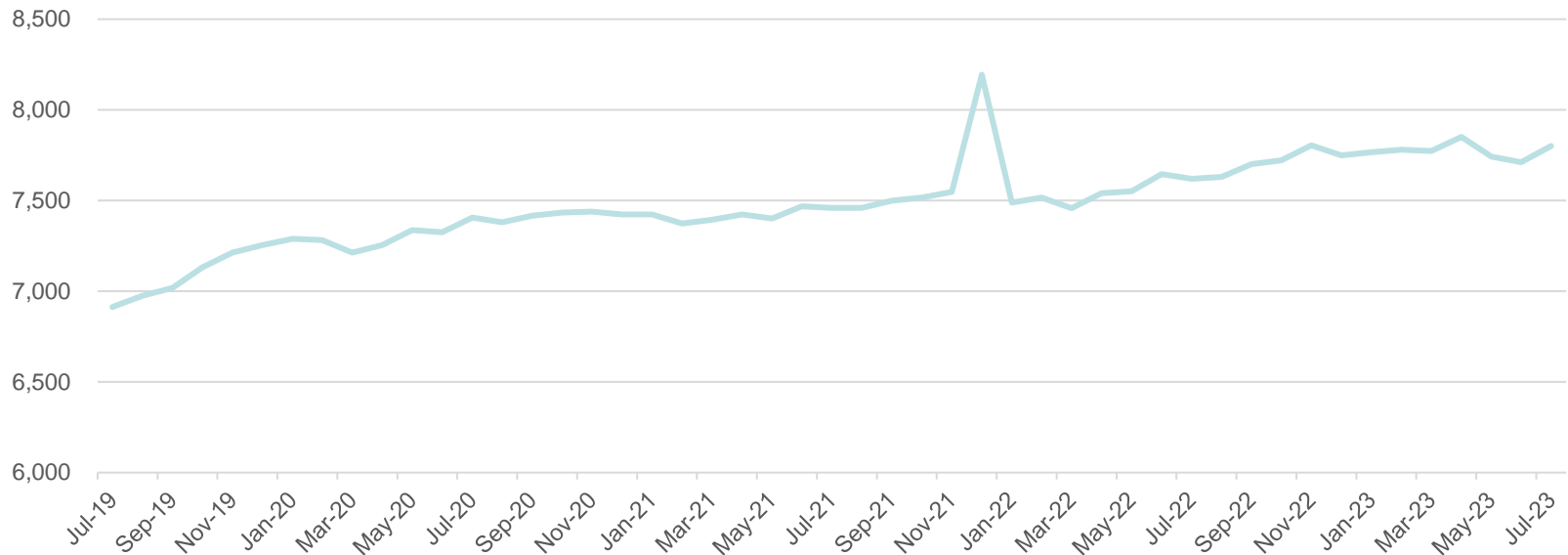
MCO Plan Change Reasons

Reason	Count
Prefers another MCO's benefits	674
Would not give reason	56
Family/Friend Recommendation	27
Dissatisfied with Medical MCO Services	18
Dissatisfied with MCO's services/marketing rep	16
Doctor left plan	12
Prefers nonparticipating doctor or hospital	11
Out of plan services wanted	9
Not Applicable - Not Disenrolling from Another Plan	9
Someone other than those listed above recommendation	8
MCO has denied/reduced my services	7
PCP Recommendation	6
Can't stay with current nonparticipating doctor for treatment	6
Mail Plan Change - No reason given	6
Location of doctors inconvenient	6
Moved/Moving Out of Area	2
Receives bills for services	2
Dissatisfied with family planning services	1
Dissatisfied with pharmacy program/provider	1
Dislikes Making Appointments	1
Language Problem	1
Dissatisfied with Doctor/PCP	1
Dissatisfied with vision program/provider	1
Dislikes using referrals	1
Dissatisfied with hospital	1
Dissatisfied with Drug/Alcohol or Mental Health Services	1
Grand Total	884

LIFE Enrollments

LIFE Enrollments

LIFE Census July 2019 through July 2023



- As of July the LIFE Program has 7,800 participants. Since statewide LIFE IEB implementation, the overall LIFE Program census has increased by 400 individuals (from May 2021 through July 2023). During the 12 months prior to statewide implementation (May 2020 through April 2021), the program grew by 86 individuals. IEB referrals are directly attributable to a 7% increase in LIFE enrollments.

LIFE Enrollments

New Enrollments Vs Net Enrollment

2021		2022	
New Enrollments	Net Enrollment	New Enrollments	Net Enrollment
2,018	59	2,301	308

LIFE Expansion Survey

- OLTL posted a notice in the Pennsylvania Bulletin on December 3, 2022, soliciting proposals for the expansion of LIFE services into PA's 13 inactive counties to which we received no response.
- In follow-up, we surveyed our LIFE providers, and received responses from 75% of providers.
- Response Summary
 - Rural counties with low population density that is very spread-out making business more difficult to sustain
 - These locations are financially not feasible given the current reimbursement – would require a higher reimbursement rate for rural areas
 - Workforce challenges remain everywhere
 - Suggested the need for State Policy change in overall expansion approach, with no specifics offered
 - Suggested the need for State Policy change that would allow greater success with LIFE enrollments, with no specifics offered
- OLTL is able to offer the LIFE Program to over 90% of PA's LIFE eligible population in its current 54 county service area

Questions?

