

# Community HealthChoices

LTSS SubMAAC  
CHC-Updates

June 12, 2018

Kevin Hancock/Deputy Secretary  
Office of Long-Term Living  
Department of Human Services

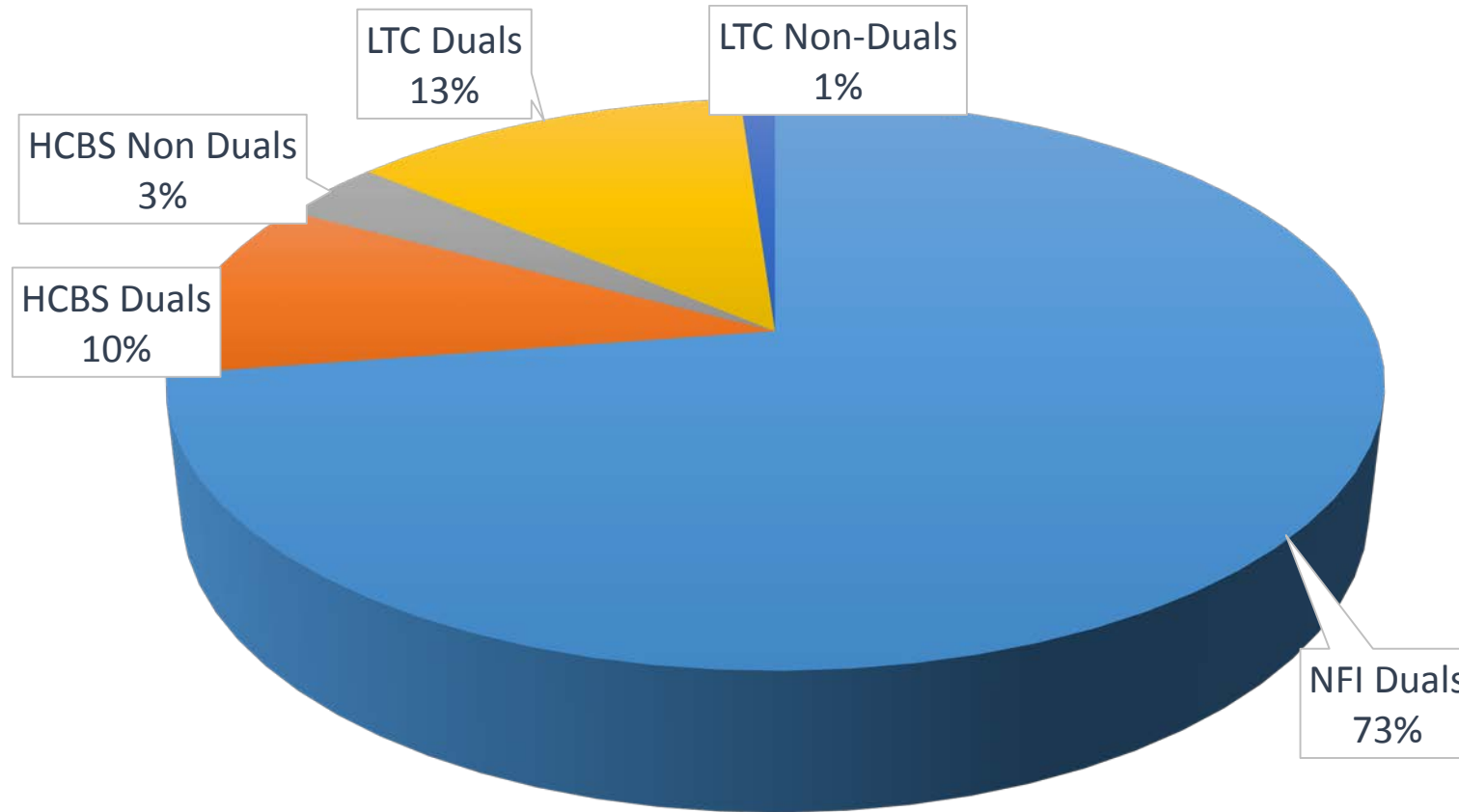


pennsylvania  
DEPARTMENT OF HUMAN SERVICES



CHC LAUNCH  
UPDATE

# CHC SOUTHWEST POPULATION DISTRIBUTION



- NFI Duals
- HCBS Duals
- HCBS Non Duals
- LTC Duals
- LTC Non-Duals

# CHC SOUTHWEST CURRENT PLAN DISTRIBUTION

AmeriHealth Caritas	Pennsylvania Health & Wellness	UPMC Community HealthChoices
19%	27%	54%



# IMPLEMENTATION FEEDBACK

# PARTICIPANT FEEDBACK

## *Concerns about Continuity of Care Ending:*

- Participants expressed concerns that the end of the continuity of care period, a six-month period designed to ease the transition from the prior fee-for-service program to managed care by continuing existing home and community-based services, would mean that prior services would be cut by the CHC managed care organizations.

# PARTICIPANT FEEDBACK

## *A Lack of Training and Information by Service Coordinators on the Person-Centered Planning Process:*

- CHC as a program, as did the previous fee-for-service program, required that all long-term care community based service plans be developed with the needs and preferences of participants as the basis for how service plans are designed.
- Participants stated that service coordinators were relying either too heavily or completely on the assessment tool to determine what services are needed for participants and did not consider the input from participants outside the responses to the questions in any meaningful way.

# PARTICIPANT FEEDBACK

## *Challenges with Transportation:*

- Participants stated that access to non-medical transportation and non-emergency medical transportation has been complicated by the implementation of CHC.
- Previously, they were able to work with service coordinators who were able to facilitate all of their transportation requirements in one place.
- CHC is now requiring participants to use a broker affiliated with the CHC-MCOs to coordinate non-medical transportation and coordinate non-emergency medical transportation through the Medical Assistance Transportation Program.



# PROVIDER FEEDBACK

## Problems Experienced:

- Communication challenges with the CHC-MCOs that, at times, have resulted in delays of payment.
- Non-medical transportation: CHC-MCOs handling it differently.
  - Transportation brokers are unclear about process for getting non-emergency medical and non-medical transportation.
  - Transportation brokers do not understand how waiver services were working before CHC.
- Billing coding challenges
- New referrals:
  - Some external service coordinators are getting referrals from CHC-MCOs, not through HHA, but by phone or fax.
  - Some provider referrals originate from service coordinators but providers are told they cannot accept these referrals.
  - Providers may not receive the scope, duration, frequency of the service and proceed with general personal assistance services with the referrals.

# PROVIDER FEEDBACK

## Problems Experienced:

- HHAeXchange data inaccuracies:
  - Referrals for outside service coordinators have taken 2-4 weeks for new clients to appear in HHAeXchange.
  - Participants who change CHC-MCOs showing up under the old CHC-MCO, which may delay billing and authorization.
- Administrative costs of tracking missed shifts: PAS agency doing double-work — responding directly to CHC-MCOs and reporting to outside service coordinators.
- Education and referrals from Maximus have not occurred for programs such as the LIFE Program.



# SOUTHWEST CONTINUITY OF CARE

# SERVICE COORDINATION TRANSITIONS

- UPMC will be offering long-term contracts to ten external service coordinators.
  - UPMC will be evaluating all other service coordination entities on an ongoing basis.
- Pennsylvania Health and Wellness (PHW) will be offering long-term contracts to four external service coordinators.
  - PHW will not be terminating contracts with any other external service coordinator at this time.
- AHC will be developing long-term contracts with more than five service coordination entities.
  - AmeriHealth Caritas (AHC) **will not be terminating** any additional service coordination agencies but all of these agencies are subject to additional evaluation.

# NETWORK PROVIDERS AFTER CONTINUITY OF CARE

- The CHC-MCOs have not notified DHS of any network provider termination of agreements including:
  - HCBS providers;
  - Nursing facilities; and
  - Physical health providers.
- This includes both in-network and out-of-network providers.



# [ COMMUNICATIONS ]

# SOUTHEAST COMMUNICATIONS

## PROVIDERS

- Provider sessions were held on June 4<sup>th</sup> through the 8<sup>th</sup> in Philadelphia and will be held on June 18<sup>th</sup> to 21<sup>st</sup> in the four southeastern suburban counties.
- A webinar for counties will be held July 23.
- Online trainings have been updated.

## PARTICIPANTS

- Participant online training is being developed.
- The initial touchpoint flyer will be mailed to participants on July 16.
- Pre-transition notices to participants will be mailed August 20 to 31 followed by enrollment packets.
- 60 participant sessions will be held August through October.

# ONGOING COMMUNICATIONS

- MLTSS SubMAAC
- Consumer SubMAAC
- LTSS SubMAAC
- MAAC
- Third Thursday Webinars
- MCO Participant Advisory Committees
- Local Advisory Group
- CHC Website





# RESOURCES

# CHC MCO CONTACT INFORMATION

- AmeriHealth Caritas/Keystone First | [CHCProviders@amerihealthcaritas.com](mailto:CHCProviders@amerihealthcaritas.com)  
[www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) - 1-855-235-5115 (TTY 1-855-235-5112)
- Pennsylvania Health and Wellness (Centene) | [information@pahealthwellness.com](mailto:information@pahealthwellness.com)  
[www.PAHealthWellness.com](http://www.PAHealthWellness.com) – 1-844-626-6813 (TTY 1-844-349-8916)
- UPMC Community HealthChoices | [CHCProviders@UPMC.edu](mailto:CHCProviders@UPMC.edu)  
[www.upmchealthplan.com/chc](http://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/oltl-community-healthchoices.html>

COMMUNITY HEALTHCHOICES WEBSITE: [www.healthchoices.pa.gov](http://www.healthchoices.pa.gov)

MLTSS SUBMAAC WEBSITE:  
[www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/](http://www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/)

EMAIL COMMENTS TO: [RA-PWCHC@pa.gov](mailto:RA-PWCHC@pa.gov)

OLTL PROVIDER LINE: [1-800-932-0939](tel:1-800-932-0939)

OLTL PARTICIPANT LINE: [1-800-757-5042](tel:1-800-757-5042)

INDEPENDENT ENROLLMENT BROKER: [1-844-824-3655](tel:1-844-824-3655) or (TTY [1-833-254-0690](tel:1-833-254-0690))

or visit [www.enrollchc.com](http://www.enrollchc.com)



# QUESTIONS