



HealthChoices Advisory Committee Meeting Lehigh/Capital Zone

Tuesday, April 7, 2020

10:00 AM – 12:30 PM

Giant Community Rooms

3301 E. Trindle Road

Camp Hill PA 17011

Meeting Agenda

10:00am Welcome & Introductions – Issac Miller

- I am Isaac Miller Outreach Coordinator for the zone. Thanks for joining us on the teleconference didn't have those little different than how we usually do things. It is a toll endemic, but we're happy to have you all on the line with us today.

10:05 am October 2019 Meeting Minutes -Tabled

10:10 am Enrollment Assistance Program Report – Teresa McDonnell

- **Updates**
 - In light of the current situation with COVID-19, we at Pennsylvania Enrollment Services are working remotely and we are operational.
 - Currently we have five mailboxes set up to collect and return voicemail through 6pm Monday through Friday so all callers who call in through 6pm do get a return call that day.
 - We are also encouraging callers to use our website. It's very functional. They can process enrollments, plan transfers, they can leave us questions on the web complaint tab and we are responding to them.
 - We do have a skeleton crew at the office. So we are continuing to receive mail process mail enrollments and plan transfers as they are received.
 - We are also working our outbound call list to assist new eligible consumers with making their enrollment selections and our PCP selections.
 - In the new eligible packets, consumers receive we have inserted a notice informing and encouraging consumers to enroll online and making them aware that there could be a potential delay in processing their form, if they are sending in the mail. But as of right now, we have had no issues and everything is getting processed timely.
- **Data Review** – Refer to Report
 - This report looks a little different than what we typically present at the Advisory Committee Meetings. It is the same data that you've received previously, what we did is we took all of the data and decided to do an annual view of the information. Why we changed the format is because the last two years at previous April meetings we've had questions come up and even feedback from some of you in regards to



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some of you reporting a decrease in new eligible or we're seeing a decrease in members. I thought that it would might be a good time to take all of those data reports that you've received for the last few years and put that up on the screen to look at it year over year. Here's the data for Lehigh Capital. *Refer to the Report.

- **2020 Webinar Series**
 - For this year's webinar series, we hosted
 - Tuesday, February 11, 2020 Property Tax Rent Rebate Program -- Alicia Gonse from the Department of Revenue.
 - Attendance: 93
 - Great feedback, attendees included representative payees, case workers, case managers, managed care organization staff, community based organization staff, consumers and families.
 - Materials from the webinar posted on our website enrollnow.net
 - Tuesday, March 24, 2020 Pennsylvania Enrollment Services, The Enrollment Process – Issac Miller, Outreach Coordinator from PA-Enrollment Assistance Program.
 - Attendance: 126
 - Closed webinar, held for staff from the HealthChoices physical health managed care organizations and behavioral health managed care organizations.
 - Upcoming Webinars:
 - Thursday, May 14, 2020 10:00am – 11:00am Vaping & Tobacco Use; Presenter: Ryan Coffman –American Lung Association/Philadelphia Department of Health
 - Wednesday, June 17, 2020 10:00am – 11:00am Tobacco Free Recovery in Behavioral HealthCare; Presenter: Ryan Coffman – American Lung Association/Philadelphia Department of Health

10:25 am **DHS Report**

- **BMCO Report – Nan Mavor**
 - Greeting- transition to remote work by the enrollment broker seamless,
 - Introduction- We have several updates based on questions and comments Ms. Mcdonnell received and of course some updates on the current COVID-19 pandemic. In response to questions about the:
 - **Pediatric Shift Care Nursing Home Health Workshop**

On January 8, 2020, DHS hosted the 3rd Quarterly Workshop. Approximately 80 stakeholders participated in the Workshop including Managed Care Organizations, Home Health Associations, DHS staff, and Behavior Health partners. This Workshop also included parent/family representatives and emphasized the importance of the family perspective to the work of this collaborative effort.

 - Speaking on behalf of OMAP, Deputy Secretary Sally Kozak's Executive Assistant, Gwen Zander reported that the Deputy Secretary's vision involves the development of regional hubs that can serve as locations that bring



together a child's entire care team and serve as a place for collaboration, knowledge sharing, and support.

- Special Assistant to Secretary Miller, Nancy Thaler discussed the current DHS initiative of assisting families of children with complex medical needs to transition their child to community care while highlighting the role of care coordination within the process.
- Individual work groups met to discuss outcomes that included the following: Drafting best practice guidelines, development of a portal for improved communications across stakeholders, standardized pediatric shift care materials (e.g. family welcome kits), recommendations for legislative changes, partnerships for workforce development, resource guides for families and caregivers, ideal state process-flow diagrams, and recommendations for HealthChoices Agreement language.
- A guest presentation from Alexandra Koloskus and Michelle Miller from the Health Care Policy & Financing Department of Health First Colorado (Colorado's Medicaid Program) provided a learning opportunity intended to spur discussion with a first-hand account of how another state is addressing delivery of pediatric shift care.
- At this time, we are cancelling the workshop that was scheduled for April 29, and we are cancelling all workgroup meetings and calls through the month of May. Our work is not over. We will reconvene in June, and we will do our very best to pick up where we left off. The Office of Medical Assistance Programs remains deeply committed to this initiative, but we know that we must give everyone the time that they need to address immediate patient needs. We hope that during the coming months we will be able to identify and pilot some innovative solutions based on flexibilities afforded by the federal government. We will learn from these lessons and give thought to how we can implement them systematically when we come together again this summer.
- March 27, 2020

- **Gov. Wolf: State Receives Waiver to Facilitate Greater Flexibility in Medicaid, CHIP Programs During COVID-19 Mitigation Efforts**
- Governor Tom Wolf announced that Pennsylvania, through the Department of Human Services, received approval from the federal Centers for Medicare & Medicaid Services (CMS) to temporarily grant flexibility of requirements for providers of Medicaid and Children's Health Insurance Program (CHIP) to ensure availability and access to health care and public assistance programs for people who need them in light of COVID-19 mitigation efforts.
- Gov. Wolf said. "We are grateful that the federal government quickly granted us flexibility to ensure human services programs are able to make critical adjustments necessary to fighting this public health crisis."
- When the President declares a disaster or emergency under the Stafford or National Emergencies Act, this authority permits changes to Medicare, Medicaid, and the Children's Health Insurance Program to ensure the needs of people covered by these programs are met during an emergency.



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- The waiver also allows Pennsylvania flexibility to pay providers for health care services to ensure they are able to adequately respond to and adjust care in light of a public health emergency.
- The waiver allows DHS the temporary flexibility under Medicaid and, in some instances, CHIP, to:
 - Suspend Medicaid fee-for-service prior authorization requirements and extend pre-existing authorizations through the end of the public health emergency;
 - Suspend Pre-Admission Screening and Annual Resident Review (PASRR) Level I and II assessments for 30 days;
 - Extend the timeframes for beneficiaries to file an appeal;
 - Temporarily waive provider enrollment and screening requirements, including:
 - Payment of an application fee;
 - Criminal background checks and fingerprinting;
 - Site visits; and
 - State licensure, if the provider is licensed in good standing in another state.
 - Provide payment to out-of-state providers for services rendered to Pennsylvania Medicaid recipients in another state; and
 - Provide payment for facility services rendered in alternative settings.
 - The approval letter issued by CMS did not address each request that Pennsylvania included in its waiver application, the full 1135 waiver request submitted by Pennsylvania may be found pa.gov, “Responding to COVID-19.”
- On **March 20, 2020**, a media release from the **Department of Human Services Provides Guidance Related to Employment and Training Programs and Work Requirements in Light of Governor Wolf’s mitigation guidance regarding COVID-19**
 - Secretary Miller states, “The health and safety of our clients is our number one priority, so to that end we are encouraging people who feel ill, including people who are in our employment and training programs, to stay home.”
 - We will work with you to determine how to meet your E&T requirements and needs.”
 - “No one should fear losing their benefits due to circumstances beyond their control, and we are working with our E&T providers to excuse program participants during this period.”
 - No sanctions associated with COVID-19 should take place. If a program is closed, participants will remain enrolled in the program until it reopens. E&T providers have been instructed to be flexible and offer, to the extent possible, remote additives to keep individuals actively engaged.
 - **The department is also requesting that individuals should not physically bring anything verifying their employment hours to their local county assistance offices (CAOs), continue be closed to the public.**



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- **MyCOMPASS PA, the mobile app for benefits issued by the CAO, can be used by participants to send in verifications.**
- **Additionally, forms can be faxed/emailed/mailed directly to providers or CAO.**

MEDIA CONTACT: Erin James, 717-425-7606

- Information for Providers and Participants can be access from this media release on the DHS.gov website.
- For Providers, here are a few more details from the Guidance-Employment and Training link.
- E&T participants in Pennsylvania may be impacted by COVID-19. This includes not only individuals who have reported symptoms or have tested presumptively positive for the virus, but also individuals who are caring for a family member or have been impacted by an activity and/or supportive service (such as education, childcare, transportation, employment, etc.) that has been canceled or suspended due to COVID-19.
 - If a participant has been exposed or potentially exposed to COVID-19 (or any communicable illness), the participant is responsible to contact the CAO or E&T program and make them aware of the situation and inform them if the illness is anticipated to last beyond the excused absence time. If COVID-19 related verification is provided to the E&T contractor, that information must also be shared with CAO staff so they may scan it into imaging. Once the E&T contractor has been made aware of exposure to COVID-19, they must contact the Bureau of Employment Programs (BEP) and make them aware. E&T contractor staff must also notify the CAO of potential exposure immediately. Providers must contact the PA Department of Health at 1-877-PA-HEALTH (1-877-724-3258) if they become aware of parties that have tested presumptively positive.
- <https://www.dhs.pa.gov/providers/Providers/Documents/Coronavirus%202020/COVID19%20Provider%20Letter%20031620.pdf>
- Another concern brought to light by the COVID19 is **FOOD SECURITY**. Governor Wolf released a statement reminding Pennsylvanians of food assistance resources available and what actions he is taking to ensure access to food does not stop in spite of the COVID-19 mitigation efforts.
- DHS is continuing to process applications and benefit renewals for the Supplemental Nutrition Assistance Program (SNAP).
- Emergency SNAP applications can be expedited and issued in five days. Pennsylvanians can apply for SNAP online at www.compass.state.pa.us.
- DHS will continue to process application and renewal benefits, so people should continue to send in paperwork as usual.



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- But, for anyone currently on SNAP who misses a deadline, who is not able to submit the paperwork or complete an interview or provide verifications for any reason during this emergency, DHS will ensure their SNAP benefit continues.
- DHS submitted a waiver request to the federal Food and Nutrition Service (FNS) to ensure this continuity in benefits.
- AN additional release also clarified that a waiver for college students has also been requested, allowing them to receive SNAP during this time and allowing families to add them to the HH if they are living back at home.
- Through their website, **Pennsylvania Department of Agriculture** has provided resources for Pennsylvanians to **access emergency food assistance** during COVID-19 mitigation, including locations of food banks and food pantries that are assisting individuals and families during this time.
- Stay at Home orders do not prohibit food banks and their volunteers from offering food services, nor do they prohibit school districts from offering food services to children during the statewide school closure. Schools and school districts may continue to bring in essential employees involved in the preparation and distribution of meals for children.
- On the DHS resources website, **Businesses** who have resources to help feed and shelter Pennsylvanians in need **are encouraged to fill out the survey** to assist the task force as they look to direct resources. Any Pennsylvanian who is suddenly in need of food should complete their survey so the task force can better understand where resources should be directed.
- <https://www.dhs.pa.gov/about/Ending-Hunger/Pages/default.aspx>
 - MEDIA CONTACT: Erin James, DHS – 717-425-7606;
Shannon Powers, Agriculture – 717-783-2628
- **WE received a statement from WIC:**
WIC is open! Participants should be calling into the clinics before their appointments to get instructions on how their appointments are going to be handled. For new applicants, they can call their local WIC office, call 1-800-WIC-WINS or get started online at PAWIC.COM.
- **Other Resources** that provide access information to food and Shelter sources include
 - PA211-
 - Available 24/7/365
 - Available by phone, text, email or web in most regions
 - Free and confidential connections to health and community services
 - Call for yourself, a client or a friend
 - Text a zip code to 898-211
 - Who are the 211 providers in other areas?



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- SouthWest – United Way of Allegheny
 - NorthWest – United Way of Erie
 - Central – CONTACT Helpline
 - East – United Way of Lancaster
 - SouthEast – United Way of Philadelphia and Greater New Jersey
 - NorthEast – Family Service Association of Northeast Pennsylvania
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- The Food Security information that was received from the Managed Care Organizations will be provided in the minutes of this meeting.
 - For information about SNAP:
<http://www.dhs.pa.gov/citizens/supplementalnutritionassistance> program
 - Gov. Wolf: Support & Referral Helpline Created for Pennsylvanians in Need of **Behavioral Health Resources and Referrals During COVID-19 Public Health Crisis**
 - **Harrisburg, PA** - The Department of Human Services (DHS) announced the launch of the Support & Referral Helpline available 24/7 to counsel Pennsylvanians struggling with anxiety and other challenging emotions due to the COVID-19 emergency. Individuals can also be referred to community-based resources that can further help to meet individual needs.
 - The toll-free, round-the-clock support line was officially operational Thursday, April 2. The number to call is 1-855-284-2494. For TTY, dial 724-631-5600.
 - Staff are trained to use the principles of trauma-informed care to listen, assess needs, triage calls, and provide appropriate referral to community resources to children, teens, adults and special populations.
 - Staff will collaborate with individuals, families, police, emergency medical teams, hospitals, schools, and human service providers on the local level to provide quality care to their community members.
 - Many other resources also remain available to Pennsylvanians in need of support, including:
 - National Suicide Prevention Lifeline: 1-800-273-TALK (8255)
 - Línea Nacional de Prevención del Suicidio: 1-888-628-9454
 - Crisis Text Line: Text “PA” to 741-741
 - Safe2Say: 1-844-723-2729 or www.safe2saypa.org
 - Veteran Crisis Line: 1-800-273-TALK (8255)
 - Disaster Distress Helpline: 1-800-985-5990
 - Get Help Now Hotline (for substance use disorders): 1-800-662-4357
 - Visit the PA Department of Health’s website for the most up-to-date information regarding COVID-19.
 - MEDIA CONTACT: Erin James - ra-pwdhspressoffice@pa.gov



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- **LOCAL, STATE, AND FEDERAL EMERGENCY NUMBERS**
- Pennsylvania Department of State Health Services (DSHS)
1-877-PA-Health (1-877-724-3258) or www.health.pa.gov;
- Centers for Disease Control (CDC) Emergency Response 800-232-4636

- Visit **COMPASS** or download the **MyCOMPASS phone** app to apply for benefits for programs, such as:
 - Medical Assistance (Medicaid)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Temporary Assistance for Needy Families (TANF)
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Children's Health Insurance Program (CHIP)
 - Child Care Works Program
 - Long-Term Care Services

- **Report Abuse or Neglect**
People who are mandated reporters under the Child Protective Services Law (CPSL) should report abuse online at www.compass.state.pa.us/cwis, but ChildLine is also available to anyone wishing to report, 24/7 at 1-800-932-0313.

- **Clearances and Licensing**
DHS encourages individuals to submit clearance applications online whenever possible. Mandated reporters are encouraged to use the self-service portal on the **Keep Kids Safe website**, to avoid long hotline wait times.

You can find forms and information on the DHS Clearances & Licensing webpage.

- **Pandemic References**
 - Pennsylvania Health Department www.health.pa.gov
 - United States Department of Health and Human Services
www.pandemicflu.gov/
 - Centers for Disease Control www.cdc.gov/
 - The World Health Organization www.who.org/

- **OMHSAS Report – Lynn Wright**
 - Thank you Nan, that was amazing. You gave a lot of the information and resources that we have to provide as well.
 - At this time, all of the OMHSAS staff is working remotely, aside from those that work in 24/7 residential programs. Those staff still are continuing to go to their work sites and provide care that's necessary for those individuals in those residences.
 - We are still processing a variety of requests from the providers and working with the BMCO's in order to help them provide Telehealth appointments and work remotely.
 - We have put a hold on annual licensing reviews until the emergency declaration is listed. We are still responding to complaints and instances and that kind of thing. We will still of course be going on site when those things arise.



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- The department has done a lot to really get resources out to folks. And so the resources that were just mentioned, you know, certainly the hotline for people who are struggling with anxiety is a huge thing that we want to get out for everyone.
 - Consumers are able to obtain services through Telehealth and remote services. Providers have done a great job checking in with people that they're working with and really making sure they understand that they can still get services, which has been very helpful.
 - Does anyone has any questions? No questions from the committee and attendees.
 - I would like to announce that we have a new Deputy Secretary Kristen Houser. Val Vacary is still there at this time, during the transition particularly with this current situation but she'll be going back to her position at Torrents State Hospital. Kristin Houser is our new Deputy Secretary and has been very active in all of this work attempting to really make the transition to people being able to stay at home and still have services and the field offices still doing their work and making sure that programs are doing okay. We're checking in with them regularly. And Kristin is now heading up the department. So more to come from her.
 - Jerri Hall, BMCO shared for anybody new to recovery. There are lots of zoom meetings going on right now for AA and NA. Lynn Wright, add that Vance has done a great job trying to get that information out to the local SDA's and social media has been critical with getting the information out. There are a lot of virtual meetings going on right now.
- **MATP Report – Daphne Simeonoff**
- Hello this is Daphne. Briefly, MATP continues to operate in all 67 counties. However, many counties have restricted transportation to what we call life sustaining or critical care need trips that would be things like dialysis, Methadone clinics, Cancer Care, Urgent Care, which means that you have an appointment that set up for a doctor within one day of have a person needing care and you call in and if you don't go into the physician that day. The likelihood is that you would be going to the hospital and evening so they're still doing that. That's all verified through the MATP County.
 - I will provide a list of the staff and staff numbers for MATP to Teresa so that she can send it out with the notes from this meeting. All of our staff, Department of Human Services MATP program staff are working from home, but you can still call us on our office phones at home. So those numbers will be provided. If you go on to the DHS website you can go to the individual counties and under MATP and you can find out who to call about county services.
 - MATP is administered county by county. Now there are some counties that are joiners with other counties. But if you go on to the MATP website you can find out who to contact about getting transportation through the MATP program. So they continue to function as normal, not as normal. Some counties are down 99%; the rides have reduced to such a an extent because of doctor's offices closing and people not feeling comfortable with riding shared ride services during the pandemic. It's on a county by county basis and you would have to contact the county. So if you go on to The DHS website it's under MATP, we do have a drop down menu. It shows you how



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to get ahold of the personnel from that particular county. Some counties are more active at this time than others. Obviously, Philadelphia, they continue to heavily utilize Septa because at this point Septa is still operating at least on a reduced basis, but it is still operating. I can't give you a list of counties that have I just saw there was a question about getting a list of counties that have restricted transportation services because it's a fluid thing. So from day to day accounting may be providing full services one day and then the next day they may restrict because basically they are deciding on how many trips they provide in a day, based on the amount of requests they get per day and also how many with the issues that have come up. They're having difficulty getting drivers to come in, or they've had drivers that have had to be laid off because of the lack of drivers or lack of riders with the COVID-19 problems. So I can't give you individual numbers at this point because at this point, we're not quite sure what the individual numbers are. And like I said, it's fluid and they are working on specific direction from the Secretary's office. I know that Sally Kozac is working on it with our Medical Director to guide the counties in how to best meet the needs of people who, number one, are not suffering from this and others who are.

- The other thing is our counties have been having a really hard time trying to find personal protective gear. You may have heard that it's difficult to get masks and gloves for some of the counties. So the drivers, you know, the recommendations are that if you're in contact with groups of people that you wear masks and gloves. In fact, you're supposed to be wearing masks at all times and our drivers are exposed to a number of people a day. So it's been difficult to find those kind of things. They have been referred to PEMA because PEMA does have some limited stockpiles. But it depends on the area that the person or the county is.
- Last year it was decided that the move toward a brokerage system was placed on hold and that it's not moving forward at this point. So, when this all clears out, we're going to be looking at how to move forward with the MATP program in Pennsylvania. There is a work group to that effect. I just encourage you, if you do have a member who is having difficulty getting transportation or for instance you have someone who has dialysis who tested positive that's one of the biggest difficulties is somebody who has to get to treatment because it's a life sustaining treatment but has the issue of having tested positive. So these are things that are all being looked at in our guidance and the counties are trying to do the best they can with the information that they have. So I'd encourage you to call us, to call the counties. Call the counties first because they may be able to work with you to get people hooked up with the information and the transportation they need. If it's something that just can't be resolved, please give us a call at our office and we will work with the counties and with other resources to get people where they need to go.
- Does anybody have any other questions for MATP?
- Question: Can we get a list of counties that have restricted transportation services?
 - Answer: We don't have a specific list of counties. Most counties are at this point, limiting transportation services to life sustaining or critical care needs like dialysis, methadone and cancer treatments. We have a gentleman who has to go for follow up for a transplant. Because we are shared ride, and shared ride holds risks with it. We are looking at how to address groups of people in a small space



and possibly immune suppressed people riding in a small space with other people who are possibly COVID-19 positive. So I don't have a list of counties. At this point, because like I said it's a fluid situation, from day to day that can change at any point. Most counties are providing life sustaining critical care.

10:45 am Regional Report – Barbara Huggins

- SDHP - Regional Housing Coordinator Update
 - I'm from Self Determination of Housing Pennsylvania. I'm sure I met some of you in previous meetings. But if not, we work to increase housing opportunities for adults with disabilities so affordable housing, accessible housing is going to become even more important in the months and years following.
 - We are currently working remotely as we always have. We cover the entire state. If you look at our website, which is www.SDHP.org; you can find our regional map of the Lehigh Capital CHC (HC) region covers two different regions that we have region one and region two and so you'll also on that map out so that you have it. You can email us at any time with questions regarding housing opportunities for adults with disabilities that you're troubleshooting with a client, we do not work directly with clients, but we can certainly help with technical assistance on troubleshooting. And you can email your region directly and you will reach all of the regional housing coordinators in your region through that email. You can also, if you need an online training request. We do have a training request on our website as well.
 - April is fair housing month, we are hosting a fair housing training this Friday, April 13 for landlords. So if you have a landlord list or listserv or you're connected to a landlord group, we would love to be able to shoot out the registration information and flyer to these landlord so that they can join us on Friday and share this information. The topic will be about assistance animals, assistance and support animals and reasonable accommodations and modifications needed for again adults with disabilities. That will be this Friday at 12:00pm.
 - 811 we've talked about before. 811 is a high project program. So there are a lot of counties in Pennsylvania. You have 811 Project Based units we currently have almost zero to no waitlist in the following counties: Forest, Lackawanna, Fayette, Luzerne, Jefferson and Mercer Counties. You would contact your local lead agency housing agency and again we can connect you to them. Your clients can select up to three different counties. So they might be coming to you from Lehigh, which is one of your counties, but they might be interested in moving to a different county that we list, which enables them to have housing. Within your region, the Capital Lehigh region, we do need to build a waitlist for Berks, Cumberland, Dauphin, Franklin and Lancaster Counties. It is a tenant cycles. So tenants need to be ready and they would go through the regular tenant selection process with the landlord at the 811 unit. We often have individual on the way they cycle through and so we are looking to build those waitlist, it's a great opportunity. It's a staple for a lot of individuals. If they select those counties. If you have questions on 811 you can send them to 811@SDHP.org.



- Q: What training or information is available from landlords right now regarding COVID-19 and rent? A: Currently, we do not have anything out to them right now. I know that there are a lot of webinars, especially through different organizations that are focusing on that issue but we do not have them. I can do some research and I'm sure there's a lot of webinars being recorded as well. I've been on a few that are talking specifically about the stimulus package. Community Legal Services has resources and Philadelphia has been sharing information about self-help evictions and what tenants can do about that. I can do some research on that and just to send some resources from other organizations.
- Eligibility for 811. Who is eligible for 811 and the priority population? So every Housing Program has a priority selection list and 811 is not an exception. So just for the eligibility and you can look at the priority. Priority populations here and ages 18 to 61. So this is a non-elderly program and has to be a person with a disability as defined by the HUDD definition of disability, which includes autism, intellectual disabilities, physical disabilities, and serious mental illness. You need to be enrolled or eligible for Medicaid, eligible for long term services and support. These are served community based services long term care services just means they're eligible. This is a voluntary service. It's not a requirement that they would be receiving services, but just that they would be eligible for it. Obviously, we would like them to continue that support as they go into housing because we want them to stay in housing, that's the goal long term housing. The gross income is at or below 30% of the area median income and they cannot have a criminal history that includes being a registered lifetime sex offender or includes a conviction of methamphetamine possession or production. So those are the eligibility requirements for 811.
- We are looking to do outreach to self-advocacy and constituent advocacy groups. And again, we do not work directly with clients, but we are looking to get feedback and information into possibly work with advocacy organizations out there especially advocates who have disabilities and they're doing work to promote good services, best practices and things like that. So if you are in contact with one or, you know, we are building a list for that to do some outreach in the next couple of months. Please contact me at be BHuggins@SDHP.org, we'd love to know about them. We don't want to miss anyone so if you happen to know of any groups that would be really helpful for us.
- So thank you, and I'll pause for any questions. No questions. Thank you so much for the opportunity to speak today, everyone and all the services in Pennsylvania right now are doing a tremendous job.

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11:00 am

Presentation: American Lung Association

- Tobacco, eCigarettes, and Vaping – Caitlin Cluck and Chelsey Hildebrand, American Lung Association
 - Refer to the Power Point Presentation
 - Question One: Do you have age/grade based power points available maybe for school districts since they're currently trying to provide education at home. This would be a great opportunity to try to coordinate education with the schools.



- Answer One: Great question, we do have some power points that are available. We don't specifically tailor them towards specific grades. Our Lung Association staff, Tony Delonte, is actually the one that goes into a lot of the schools and provides these educational presentations. If you would like to reach to us, we would be happy to connect you with Tony. He would be able to provide some of those schools with information that they could potentially look at and use while they are working from home and working remotely right now.

11:45 am Physical Health/Behavioral Health Manage Care Organization (MCO) – Review & Discussion of their Tobacco Cessation Programs

- **Aetna Better Health Plan – Patrice Faust**
 - Initiatives for our smoking sensation. We did have a texting campaign in the Erie area for targeted populations encouraging to utilize smoking sensation options, we've added educational material in both our member and our provider newsletter for e-cigarettes and we also created a smoking sensation resource for members on our at a better health, the PGA member website. For 2019, we have had an increase in smoking sensation claims. For 2020, our plans are to have a CVS text message campaign as Aetna was acquired by CVS. We're also doing some work as the panelists previously spoke about the dental initiatives so offering continuing education credit for dental providers. Doing more dental provider education on tobacco cessation we're anticipating to offer that beginning in April or May of 2020. But, as everyone knows, everything is pretty much on hold. We are doing our education of our case management and our community development staff with the Quit line staff to do our education on smoking cessation counseling some treatment and some interventions that we can utilize. As always, we do include tobacco sensation as a point on our integrated care plans for our members who are serious persistent mental illness and collaborating continuing to collaborate with the behavioral health and CBOs. We've also created a smoking cessation toolkit for a reference for health plans staff as well. And hopefully that will, we're doing a lot of staff education in regards to smoking sensation as well. Are there any questions.
 - This is Sonya and I was wondering if there was a handout. We do have a smoking cessation guide for Aetna Better Health that I can provide to Teresa and then she could send it out. Would that help? Yes.
 - Any other questions for Aetna Better Health? No other questions. If you ever need to reach out in regards to any of our smoking sensation treatments or any types of medications, you can always reach out to our special needs unit. Just as any other physical health MCO has one. It's probably the best option in case anyone or any members are having difficulties.
- **AmeriHealth Caritas – Henry Hernandez**



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- Smoking cessation program information can be found at our website and at any event. At any event, we do give out information about resources that the member could go to and any providers that provide that service as well.
- **Gateway Health Plan – Erin Moore**
 - Like the other MCO's, we have a comprehensive Tobacco Cessation Program with provider outreach, consumer outreach, care management, our coordination with DHS quit line, employees and staff programs community partners and stakeholder communications. One of the other just like Tom stated, we have the quit line, and we refer our members to that as well.
- **United HealthCare Community Plan – Gilbert Bracero**
 - Good afternoon, guys and thank you for inviting me. I'm Gilbert from United Healthcare. And I just wanted to say. I hope everyone is staying safe during this time. Yes, we do have a tobacco cessation class designed to help members quit tobacco with the support of our network internal teams and community resources. Our provider outreach initiatives include sharing information with providers on the free quit line, member benefits for the tobacco cessation, billing tobacco cessation counseling codes, free frequent apps and free access to refer and exchange training links. Okay, I'm not going to go through all of them at once, but we also include member inject education, we share our tobacco cessation information with numbers and tobacco cessation member benefits information which is located in our website and our member handbook. Additionally, we also send tobacco cessation information to the members that self-identify. We also publish information in our health talk member newsletter quarterly. Our internal team support has been working on supporting our internal teams that have member contact and who have conversations with our members to explain to them the importance on quitting. We also have the support of the Philadelphia DOH you know the care management team, maternal health coordinators, our call centers. Our next step is to finalize Tobacco cessation counseling for dentists and pharmacists to allow more time for providers to offer tobacco cessation counseling to our members and work with our members who currently have chronic health issues to quit tobacco.
- **UPMC For You - Sandra Skvasik**
 - Tobacco Cessation Health Coaching UPMC MyHealth Ready to Quit Brochure provided
- **Community Care Behavioral Health – Lauren Marshall**
 - Hi. This is Lauren from Community Care Behavioral Health. I'm the Community Relations Coordinator for Community Care Behavioral Health as far as the Lehigh Capital Region goes, this is covering Berks, York and Adams Counties. As a Community Relations Coordinator and as well as some of our other Care Management that's out in the community we hand out the 1-800-QUIT NOW cards



and pamphlets that we have regarding tobacco cessation. The importance of involving Physical and Behavioral Health providers is something we really focus on. Our Care Management along with customer service, utilize screening questions to address tobacco cessation members. Those with the serious interest in quitting are directed to local providers with tobacco cessation programs as well as some online resources. For our members and families information regarding tobacco cessation can be found online as well as in our handbooks to echo what some of my counterparts have already shared. We provide this information in some of our new lead newsletters as well. We also, for all Community Care members, they automatically have access to the recovery library, which is the online resource available to all of the members. There's tobacco cessation information there as well.

- Our quality department continues to collect data regarding tobacco cessation, and this is done through our member and provider satisfaction surveys and something new and pretty cool. Now this is going to be pushed back to the beginning of the next school year, but myself and Jodie Foster, not the actress, she is our youth and young adult engagement specialist for community care. We both are on the Tobacco Free York County Tobacco Cessation Task Force and a very cool person Bob Willis, he is a Prevention Specialist and our Care Coordinator who works with and sits on the Adams Alcohol Commission task force and has been sharing updates with the group regarding a pilot program that will be launching in York County. This pilot program will be focused in the Southern York County School District. The programming is going to be lasting from about 245 days to 345 days and it will be utilizing the In-Depth Program that was already discussed. So basically it is acknowledging that students, who are caught vaping would be referred to this particular program, either by the magistrate judge or the school district. This is really in an effort to move away from a punishment model to more of a therapeutic model. And similar to how the ARD program works. Once a student successfully completes this program a report will be released back to the referral source and then this will close the loophole and do away with the fines that a student might have incurred. Having not gone through this program and something that Bob shared with me the other day is that these programs will be offered to both students and parents who wish to stop. So that is exciting news. And the hope is that if all goes well, which I hope it does, they're very well organized that this will be something that will be pitched to the Commissioners in both York and Adams County and hopefully the trend will catch on.
- **Magellan Behavioral Health – Tom Walker**
 - Magellan is committed to supporting an increase in awareness of tobacco dependence among Behavioral Health providers, as well as supporting our member community. We've got a couple high tech and low tech solutions. I'll begin with the high tech solution. I think it's pretty cool. We do have a tobacco cessation app. It's known as Clickotine. Clickotine is once someone has made a decision to quit



smoking. The application itself delivers things like personalized messaging. Individuals are able to monitor and control their breathing as an effective way to sort of reduce nicotine withdrawal symptoms, there is real time social support and replacement distractions. One of the cool features is monetary savings is all tracked through the application we use this intervention. With our community based integrated health programs we also have a tobacco subject matter expert on staff Andrew O'Brian. Andrew is a nationally certified tobacco treatment professional and this is truly his passion. Information about our tobacco plans is also maintained on our website, www.magellanofpa.com. Tobacco support is available in both the member and the provider sections of our website under Community Services. We maintain a resource guide and also a single point of contact email address for providers or members to request additional information and get help with smoking. The supports also include newsletter articles, much like the other managed care organizations are doing an ongoing communications on the topic. We do want to support our providers and tobacco free environments and so many facilities and organizations are indeed going smoke free. It makes sense to do so if you're going to look at total person care and recovery. Looking at the whole picture, including on smoking does make a difference to attack simultaneously. We maintain the consultation, the connections with local area tobacco supports. Additionally, our Care Managers strive for tobacco assessment at all clinical reviews, both initial and concurrent reviews. Tobacco assessments for each review are completed by our integrated health team which also include a tobacco screening.

○ **PerformCare – Anthony House**

- We began by our tobacco cessation efforts by participating in joint meetings with organizations such as the American Lung Association, county providers of cessation services, and then, other health plans to help identify resources and current community initiatives.
- Something else beneficial to our efforts (and this was actually recommended to us by individuals in recovery from mental illness and substance abuse) involved taking time to explore social determinants and their impact on people and populations wanting or needing quit tobacco use.
- We also continued our efforts by consulting with individuals in recovery to learn more about the various perspectives on tobacco cessation, goals and barriers and sought their ideas about how best to present information and the type of educational information to produce.
- So we recruited Individuals in recovery and, Family members as best we were able to participate on tobacco cessation work groups.
- We also made tobacco cessation, a standard agenda item on our stakeholder Advisory Committee, which essentially consists of members, family members, advocates in the community, county representatives, and anybody with a vested interest in improving Behavioral Health Services per the HealthChoices Program.
- We placed educational materials on our website related to cigarettes and vaping.
- We produced and distributed printed materials.



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- Tony also shared information on a pilot initiative they conducted which involved high-risk members and the development of a smoking cessation flyer.

12:15pm MCO Initiatives, Updates & Upcoming Events

○ **Aetna Better Health Plan**

- In regards to COVID-19, please visit:
https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/COVID%20Member%20Letter_FINAL.pdf
- Due to the COVID-19 pandemic most of our events that there were planned for this month has been cancelled or postponed. We are constantly in contact with different organizations for any events that they may have scheduled in May and June. We will be continuing to monitor the situation

○ **AmeriHealth Caritas**

- AmeriHealth Caritas PA/AmeriHealth Caritas NorthEast (ACP/ACNE) has cancelled all events scheduled to participate in through April 18, 2020. Sometime during the week of April 6th, ACP/ACNE will evaluate events from April 18th forward. ACP/ACNE are still looking at conducting community baby showers and community gardens the second half of the year depending on where the country is with the pandemic.
- We are a good resource for members that are going through situations. For example food, our Case Managers are able to help members tap into local resources. We stay up to date with our health navigators, tapping into them to see what agencies, what resources locally are open at the moment for members to utilize. We provide more than just physical health.

○ **Gateway Health Plan**

- As a valued partner in our efforts to care for the “total health” and wellbeing of our members, we wanted to share a few of the steps we’re taking to protect our stakeholders. Several weeks ago, when news began to break about the possible impact of the coronavirus in the U.S., we quickly took immediate measures to protect the health and safety of our members and associates. This included the activation of a dedicated response team. This team has been meeting daily to proactively address business continuity, as well as plan for and respond to any concerns.
- **Supporting our members**
 - In addition to sharing regular health-related tips and guidance from the CDC via our social media pages and member facing websites, we also completed several proactive phone outreach campaigns, with more planned in the near future.
 - These messages provided a brief update on the overall situation, key reminders on disease prevention, reaffirmed our commitment to their health needs and provided contact information should they require any support. For members who may need additional, non-medical related resources and support, we have



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regularly shared social determinants of health resources via our website and Community Resource Connection (CRC) tool.

- Through the CRC database, we provide our members with simple, easy to understand information about how to access basic needs resources through stakeholder organizations such as yours. This resource will provide them with an initial touch point that connects them to the helpful services that are available right their immediate community. Just some of the many topics they will find on the CRC include: health and dental, food support, utility assistance, maternal care, housing assistance, mental health and more.
- In terms of our benefits, we are covering the cost of coronavirus testing, if a member's provider or PCP determines it is necessary. We have also eliminated prior authorization or referral requirements, so our members are able to receive the appropriate tests as quickly and efficiently as possible.
- **We encourage you to visit our digital channels on a regular basis for all of the latest updates:**
 - <https://www.gatewayhealthplan.com/>
 - <https://www.facebook.com/GatewayHealthPlan/>
- **With our associates**
 - We are providing regular updates to our associates using all available channels. This includes preventive health tips from the CDC, any important action items to ensure our operations continue to run smoothly and the measures we are taking to protect our other stakeholders during the outbreak.
 - It's also important to note that, as of March 16, all of our associates are working from home until further notice. We will continue to monitor and review the situation and react accordingly. We are confident in our ability to serve our members and providers as we always have and do not expect any interruption in service.
- **United HealthCare Community Plan**
 - Due to COVID-19 stay home mandates, all UHCCP events through April 30th have been cancelled or postponed. May events and beyond will be revisited when more information is available related to COVID-19 mandates.
 - We created a resource grid for our members. This resource grid has everything for our members. For example, resource for those who need meals, testing sites, social services shelter, clothing, etc. This list that we have for our members is updated daily. We started the process in the greater Philadelphia and Allegheny areas. But now have opened it up statewide. And through this, members are benefiting with this list and with so many resources available to them during this pandemic.
 - Also, we sent out about 3,000 hand sanitizers to these organizations that were in need. There are other stuff that they need such as masks and other items that that we are looking into and prioritizing which ones we can help organizations out with during this crucial time.
- **UPMC For You**



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- UPMC For You events through the month of April have been cancelled or postponed to a later date.
- Welcome Dr. Johanna Vidal-Phelan our new Senior Medical Director for Pediatrics.
- In regards the COVID-19;
 - Our member services staff and our nurse line are set up to work remotely to receive and address member needs and questions related to the pandemic
 - MyHealth 24/7 Nurse Line allows round the clock access with a UPMC Nurse for non-emergency care
 - Expanded access to UPMC LifeSolutions to help members deal with anxiety over COVID-19-related concerns. This telephonic service offers specially trained counselors to assist our members through this challenging time.
 - Prior Authorization requirements are not applied to services related to COVID-19
 - UPMC will cover the full cost of diagnostic testing for COVID-19
 - Telehealth visits, including UPMC AnywhereCare, are available to members at no cost regardless of diagnosis for at least a 90-day period
 - UPMC has increased member access to medications by waiving early refill limits on prescriptions filled at retail and specialty pharmacies
- **Community Care Behavioral Health**
 - Currently, 97% of Community Care's workforce is working from home. We continue to be working around the clock. Our providers as well as our members are continually updated on our website at www.ccbh.com you can click on member or provider and immediately, you'll be taken to a banner that says "click here for the latest COVID-19 information. Our Customer Service continues to operate 24/7 as well as our provider line customer service. They also have a hand, like I said in addressing tobacco cessation needs that our members might call in for as well as that piece with those members that are enrolled in Community Health Choices.
 - Customer Service also right now is still an issue, helping members initiate the complaint and grievance process, scheduling appointments, finding providers, assisting with transportation, as was discussed in the MATP report. Being mindful of life sustaining and critical care needs, the latest information regarding the advanced payment arrangement can be found in our provider location on the website and there is a list of provider alerts that as everybody on this call probably these things are updated, minute by minute. We are trying to stay on top of it all. Feedback continues to be welcomed either by contacting me or our Regional Directors.
 - As everybody knows the MCOs are working together collaboratively to address the needs of the people in our community and we are continually working with county and state officials. Other than that, the last thing I had the report was, we do have our quarterly Adult and Family Member Advisory Meetings. Now, the ones for York and Adam were scheduled to take place on both May 6th and on May 7th. I will be finding out by the end of this week if those meetings will still be taking place. From senior leadership right now our lines for RSVP for all of our members have been updated to say that the RSVP opening of that window will open April 14th just because we're hoping that this will provide us more time to make those final



decisions and once those final decisions are made I will personally be reaching out to those Members that continually are attending those meetings to have some one on one conversations. But of course, that information will also be shared with members through various channels as well as with our providers.

- The Pennsylvania Recovery Organizations Alliance have an amazing COVID-19 resource page available on their website. This is specific to those with Substance Use Disorders. There is an extensive list that they continually update and Phil Stauffer who's the Executive Director is just such a voice in making sure people's needs are met. So thank you all for having me.
- **Magellan Behavioral Health**
 - All recent provider communications, including provider announcements related to COVID-19, please go to <https://www.magellanofpa.com/providers/communications/provider-announcements/>
 - Overall review of where to find reliable information related to the COVID-19 and provider status. For Lehigh and North Hampton counties, as well as, the southeast counties that Magellan has presence in, as well as Cambria County. We've been much like the other Behavioral Health managed care organizations working collaboratively to structure alternative payment arrangements, as well as, the additional energy on telemedicine and Telehealth services, which has expanded to literally all levels of care. We really appreciate the Department of Human Services approvals of the attestations and working together we're going to get through this difficult time. Sources of information are available on our website, which is www.Magellan.com. Our announcements are in the provider section. We are maintaining a daily practice update as well, as a source for reliable and accurate information to be shared with Health Choices members and our providers.
 - We remain open. I do have to say that call volume and utilization of services is indeed changing. And I imagine we're all experiencing that in slightly different ways. Call Center volume tends to be decreasing, I do attribute that to more proactive outreach attempts by our provider partners. I am the various venues of online support specifically for individuals that are overcoming Behavioral Health needs issues during this pandemic. I did want to share and I will share this separately with Teri or our corporate office is making available online Cognitive Behavioral Therapy tools, specific to insomnia, which is available to everyone. And when I say everyone I mean everyone doesn't matter if you're a health choices member, you're a provider, you're a stakeholder, you're just a citizen. This is really, really important I think to promote as we get into the thick of things with COVID-19.
 - The other significant update to share, at least in terms of this is utilization of inpatient hospitalization tends to be decreasing. I think there is in general, more well, we've not had a problem in any of our 24 hours levels of care placements. This could be for substance use disorder, residential services or inpatient psych psychiatry services, we are attempting to pull our provider community specific to or 24 hour levels of care to look at a measure of capacity, as well as, any net bed losses related to the need for social distancing in residential facilities. So again, any of those



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changes if you're looking to make a referral, you can always call our member services line that information is on the website.

- **PerformCare**
 - With our COVID-19 initiatives; one of the things that we've been involved with is a regular check in, we've been participating in virtual drop-ins through Facebook through the Pennsylvania Mental Health and Consumers Association, through the Pennsylvania Peer Support Coalition and also the Mental Health America/Mental Health Associations that have been open.

12:20 pm Community Based Organization Updates & Upcoming Events

- Lancaster County resource for AA Meetings and other online supports.
<http://www.lancastercountybhds.org/358/wellness-and-support>

12:25 pm Consumer & Family Feedback/Open Discussion

- No updates shared by the Committee nor the Audience in regards to Consumer and Family Feedback.

12:30 pm Adjourn

- A survey link will be sent to you after the meeting from survey monkey, please take some time to complete the survey, your feedback is very important to us.

Committee Meeting minutes and presentations available at www.enrollnow.net

Next Meeting: HealthChoices Advisory Committee Meeting Lehigh/Capital Zone
July 2020

Date, Time, Location: Tuesday, July 7, 2020

10:00am – 12:30pm

12:30pm – 1:00pm (Lunch & Networking)

Giant Community Room

3301 E. Trindle Road

Camp Hill, PA 17011