

## HealthChoices Advisory Committee Meeting Lehigh/Capital Zone

Tuesday, July 9, 2019

10:00 AM – 12:00 PM

Giant Community Rooms B&C

2300 Linglestown Road

Harrisburg, PA 17110

### Meeting Agenda

#### **10:00am Welcome & Introductions – Cameron Davis, PA EAP**

- Roll Call Committee:
  - In Attendance: Daris Delbrey Rivera (Aetna); Henry Hernandez (AmeriHealth Caritas); Erin Moore (Gateway); Yolanda Colon (Gateway); Tom Walker (Magellan); Anthony House (PerformCare); Nikki Bagby (United HealthCare); Sandra Skvasik (UPMC); Dawn Horst (Healthy Beginnings); Tia Whitaker (PA CHC); Cameron Davis (PA EAP)
  - Absent: Vera Carter, Michelle Howard, Tanka Karki, Maria Zavala, Brittany Shutz (CCBH)
- Introductions by Audience
  - In Attendance: Refer to Sign-In Sheet

#### **10:05 am April Meeting Minutes**

- April Meeting Minutes were reviewed and approved by the committee. Ms. Bagby approved the minutes. Mr. Hernandez seconded the approval.

#### **10:10 am Enrollment Assistance Program Report**

- a. Data Review -- Ms. McDonnell provided enrollment data from PA Enrollment Services from January through March 2019. Additional data was provided from March 2019 through May 2019 regarding:
  - Enrollments
  - Web Transactions
  - PCP Selection Rates
  - Plan Transfers – Health plans consumers are transferring from
  - Plan Transfers – Health plans consumers are transferring to
  - Top 10 Transfer Reasons – Specific to the Zone, Overall top 10 transfer reasons across the state.

Questions asked by the committee: Mr. House asked if Ms. McDonnell noticed an increase spike in enrollments the beginning of the year. Ms. McDonnell reported that she only had the 2019 data with her and would need to look at previous years to see if there was a spike in the beginning of the year. She reported she would look at the data and respond back to the committee. Ms. Mavor, from DHS reported that there has been



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a fluctuation since 2015 with the beginning of the year showing an increase in enrollments.

- b. 2019 Webinar Series -- Ms. McDonnell referenced webinars are posted on the [www.enrollnow.net](http://www.enrollnow.net) website. There are webinars that are posted on the website for all to attend. Registration invitations are sent out to the email distribution list within 30-45 days of the scheduled webinar. A reminder email is sent to all registered attendees 7 days prior to the webinar. Webinars held since the April meeting included:
- Tuesday, May 14, 2019; 10:00am PA 2-1-1 -- 111 individuals attended this webinar
  - Tuesday, June 11, 2019; 10:00am Housing 101 – 103 individuals attended this webinar

Upcoming webinars include:

- The webinar scheduled for the remainder of 2019 should be posted in the next few weeks. Currently, we are in discussions with the Department of Health on conducting some health related webinars around child health and family health topics. Also, we are hoping to host another LIHEAP webinar in the fall.
- Ms. Bagby ask if some consideration could be given to hosting a webinar on the Act dealing with Cash Assistance. This category is being limited August 1<sup>st</sup> and will no longer be available. Ms. McDonnell said she would outreach to see if a webinar on this topic was a possibility. If not, she would get additional information on this topic to the committee.

### 10:20 am DHS/BMCO Report

Ms. Mavor from the Department of Human Services gave the following updates:

- **Medical Assistance/HealthChoices**: In May, Governor Tom Wolf announced a first-of-its-kind, statewide Suicide Prevention Task Force to develop a long-term strategy to reduce suicide in Pennsylvania. The Suicide Prevention Task Force combines the efforts of multiple state agencies into one. This task force will include the diverse perspectives and experiences of various state agencies, including departments of
  - Aging,
  - Human Services,
  - Drug and Alcohol Programs,
  - Health,
  - Military and Veterans Affairs,
  - Education,
  - Corrections, and
  - Transportation,
  - the Pennsylvania State Police, and
  - the Pennsylvania Commission on Crime and Delinquency.



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The members of the task force will be appointed by agency cabinet secretaries. They will work with the General Assembly, community partners in suicide prevention and other stakeholders to develop a new suicide prevention plan. This plan is to include long-term policy solutions and strategies to increase awareness of resources for people in crisis or considering suicide, to reduce the stigma associated with suicide and mental illness and to reduce the rate of suicide in Pennsylvania.

According to a 2018 report by the Centers for Disease Control and Prevention (CDC), suicide is the 10th leading cause of death in the country and is one of only three that are on the rise. In Pennsylvania, suicide rates have increased by 34 percent since 1999.

The CDC reports that problems with relationships, substance use, physical health conditions, a job or financial situation, and the legal system or another crisis most often contribute to suicide, and more than 50 percent of people who die by suicide do not have a known mental health condition.

The Department of Human Services' (DHS) Office of Mental Health and Substance Abuse Services (OMHSAS) receives funding through the federal Substance Abuse and Mental Health Services Administration (SAMSHA) to support suicide prevention efforts around the commonwealth. Suicide prevention plans developed in support of these efforts have historically been targeted specifically toward young adults, school-aged children and older adults.

"If we are going to reverse the growing prevalence of suicide as a leading cause of death, we must expand our perspective and strengthen our approach," said DHS Secretary Teresa Miller. "Suicidal ideation and crisis can affect people at any time and in any circumstance. We can all play a role in recognizing and supporting people in crisis, and we intend to do that."

If you or someone you love is in crisis or you are considering harming yourself, free help is available 24/7 through the National Suicide Prevention Lifeline at 1-800-273-8255.

- **Other DHS News:** There was a recent ShiftCare workgroup meeting with the Department of Human Services, the Managed Care Organization's and Home Health Care agencies held at the Child resource Center in Mechanicsburg, PA. This workgroup meeting will continue throughout 2020, addressing issues such as missed shifts, nursing staff shortages, better communication and sharing of best practices with the managed care plans. The first of the workshops was determined a success with the sharing of ideas and new concepts. DHS is looking forward to future meetings to include all stakeholders at some point during the series of meetings to be scheduled. We will include this in our DHS updates as they happen.



- MA Expansion- At previous meetings a reduction in Medical Assistance enrollment was noted in the early months of 2018. While a clear reason for the reduced enrollment has not been determined, it is to be noted that total enrollment has increased from 2,300,000 in January of 2015 to over 2,800,000 in January of 2019. With the MA Expansion goal of improving access and reducing spending, one focus was on preventative screening. The utilization of preventive screenings and checkups for MA eligible individuals has resulted in increased doctor visits, as well as the increased diagnosis of breast, colon, cervical and prostate cancers. According to the Center for Disease Control, if everyone in the US received clinical preventive care, more than 100,000 lives could be saved each year.
  - This data and more can be found on the 2019 Medicaid Expansion Report on the Medical Data Dashboard. The dashboard is updated regularly. It is located on the DHS website under the Health Care heading on the Citizen tab.
  - The final phase of the Community Health Choices program will be implemented on January 1, 2020 for the remainder of the state. This includes Leigh/Capital, Northeast and Northwest regions. There are informational links available on Department of Human Services website. These links include a question and answer document, a General Information Webinar, and multiple other resources.
  - As a reminder for anyone new to the Community Health Choices program, CHC is Pennsylvania's mandatory managed care program for individuals enrolled in Medicaid and Medicare (or dual eligible), and individuals with physical disabilities.
- **Opioid Use Disorder, Centers of Excellence, Other: Department of Health Declares Hepatitis A Outbreak**

On May 20, 2019, Secretary of Health Dr. Rachel Levine announced that Pennsylvania has declared an outbreak of hepatitis A, with 171 cases in 36 counties since January 2018.

The counties hardest hit by this outbreak are Philadelphia and Allegheny, but we have seen an increase of cases throughout much of the state,” Dr. Levine said. “We are taking this action now to be proactive in our response to treating Pennsylvanians suffering from this illness and prevent it from spreading. The best way to prevent hepatitis A is through vaccination.”

Dr. Levine noted that neighboring states of Ohio and West Virginia have seen more than 2,000 cases since January 2018.

By declaring an outbreak, Pennsylvania is eligible for federal funds to purchase additional vaccine if it is needed. While it is hard to know for sure why Pa is experiencing an outbreak of hepatitis A, the state has seen an increase of diseases like hepatitis C and HIV because of the opioid epidemic.



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The Department of Health has launched enhanced hepatitis A information, including an interactive map with vaccine clinics on its website at [health.pa.gov](http://health.pa.gov).

Uninsured or underinsured individuals can contact 1-877-PA-HEALTH to find the nearest state health center where they can be tested and monitored.

For more information about the Department of Health, visit [www.health.pa.gov](http://www.health.pa.gov).

○ **Sources and Resources:**

<https://www.media.pa.gov/Pages/DHS.aspx>

<https://www.governor.pa.gov/topic/human-services/>

Links from Updates:

[http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c\\_213880.pdf](http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_213880.pdf)

<https://www.governor.pa.gov/grandfamilies-bills-signed-into-law-by-governor-wolf/>

### 10:30 am **Regional Report**

○ **PA 211 - Regional Manager Presentation** – Kelly Gollick, Executive Director CONTACT Helpline

- Refer to the Power Point Presentation – “211 Training, PA211 SouthCentral”
- Question 1: Has 211 considered creating an app?  
Answer: Good Question, we have discussed this. Right now we are going to update our software. The software vendor we select may also, include the app. We will continue to look at it.  
Question 2: Secretary Miller is creating a resource tool. There was an RFI released. This seems like a natural step for 211 to be a part of. Did 211 respond?  
Answer: We did respond to the RFI and did a demonstration. We are waiting for the RFP to be released. Part of the RFP will be to “close the loop”. Currently, our software doesn’t do this. This is why we are looking at updating our software.
- Question 3: With Outcomes, how do you measure?  
Answer: Specifically with housing, we use the HUD definition.
- Question 4: In regards to Marketing, how do you get 211 out in the community?  
Answer: Based on the breakdown of 211 territories/zones, our services are more localized so our marketing is currently more localized. Currently, there is no unified statewide marketing. We are looking at Global Marketing for the future now that we have a second year of PA funding.
- Question 5: How do you capture and share success stories?  
Answer: We are working on this. Callers can be anonymous when they call in so in some instances this is not possible. With housing calls, we may have more opportunities to capture success stories. We recognize that stories matter.



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- Question 6: Managed Care Organization (MCO) members calling 211 regarding Self Determinants of Health, how can we the MCOs partner with 211?  
Answer: We will need to look at this further.
- Question 7: Do you see an increase in referrals or warm transfers?  
Answer: Referrals
- Question 8: What county currently is not contracted with 211?  
Answer: Cameron County
- Question 9: Who are the 211 providers in other areas?  
Answer: In the:
  - 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
- Question 10: With callers calling they may be multiple reasons and issues occurring with the call mental health, domestic violence, trafficking how is this captured?  
Answer: We have the capability to categorize multiple reasons for the call.
- Question 11: Housing calls, do you ask if the caller needs accessible housing?  
Answer: Yes
- SDHP - Regional Housing Coordinator Update – Julia Hoskins, Regional Housing Coordinator
  - Regarding 811 – An RFP just came out. It is not for MCOs, it is for public housing agencies. Please share with any landlords/public housing agencies you know or may work with.
  - Fair Funding through PFHA
  - Housing Trust Fund – Anticipate an RFP to be released in August
  - State of the 811 Wait List – This is for the non-elderly, disabled individuals. We need to build a wait list in Franklin County for two bedroom units. We do not want to lose these. Please reach out to me if there is a need.
  - PAHousingSearch.com informational cards distributed to the committee and attendees.
  - Upcoming Webinar:
    - 7/17/2019 12:00pm -1:00pm Presenter: Housing Alliance of PA – Topic: Reasonable Accommodations
    - The Housing Alliance of PA trainings/webinars can be found on <https://housingalliancepa.org/events-and-training/>.

**11:30 am**

### **Physical Health Managed Care Initiatives, Updates & Upcoming Events**

Check the Health Plans' Websites for specific dates, times and locations of upcoming events

- Aetna Better Health Plan – Ms. Delbrey Rivera shared the following information:



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- Latino Community Programs
- Hand Sanitizer, Sun Safety Health Activities
- AmeriHealth Caritas – Mr. Hernandez shared the following information:
  - August – Baby Shower in Allentown
  - Project Big Love – Franklin County, partner with agencies hosting back to school events
  - Let Us Know Program
  - GED Program – We pay for it for our members
- Gateway Health Plan - Ms. Moore and Ms. Colon shared the following information:
  - July – Oral Health Hygiene
  - August – Community Health Centers week
  - <https://gatewaytobetterhealth.com/>– Health Website just launched
- United HealthCare Community Plan – Ms. Bagby shared the following information:
  - 8/07/19 Volunteering with New Hope Ministries – Food Services
  - 8/27/19 Project Big Love – Franklin County
  - Berks County – Welsh Mountain
- UPMC For You – Ms. Skvasik shared the following information:
  - 10/30/19 Berks County Community Event
  - Other community events in the fall, check our website

### **11:40 am Behavioral Health Managed Care Updates & Upcoming Events**

- Community Care Behavioral Health - No updates were shared.
- Magellan Behavioral Health – Mr. Walker shared the following information:
  - May was Mental Health Awareness Month
  - New Handbook to be released shortly
  - DHS Call for Change blending with Call for Change youth and families
  - 07/01/19 OUD Centers of Excellence – Program funded from DDAP
  - 08/11/19 Steel Stacks Harvest Recovery Conference – Lehigh County
  - We continue to focus on: Total Person Care, Integrated Health
  - Value Based payment models – 22% of Contracts
- PerformCare – Mr. House shared the following information:
  - Thank you – May 211 webinar received some case specific assistance
  - Incorporated 211 into our Newsletters to inform our members of this valuable resource



**11:45 am**

**Community Based Organization Updates & Upcoming Events**

- No updates and upcoming events shared by Community Based Organizations present

**11:50 am**

**Consumer & Family Feedback**

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

**11:55 am**

**Open Discussion**

- A committee member shared she is having transportation services issues for a client - Gateway Health responded and said if it is one of their members please call us to see if we can help. Ms. Torres from MATP shared if other services are available they should be used first. If other services are not available, MATP services are county contract, they determine eligibility. They look at the lease costly. Some Counties subcontract services out and they will determine the service. The specific issue is with Red Rose, Lancaster County. Individuals receive a 10 trip pass. They need to mail it in to receive another pass. If they lose it they are off the list. How do we use uber-health? Currently, services are county based. MATP is in the process of revising some of its policies and practices.
- Medical Assistance Transportation Program (MATP) – Maribel Torres and Eira Andrade-Hall, Program Advisors in Attendance of the meeting. Ms. Torres shared the following transportation updates:
  - The RFA that was issued was to move the transportation program from a county based system to a broker model. The counties will be split into three zones. A vendor can be awarded no more than two zones. There will be a minimum of two vendors, with a maximum of possibly three vendors selected for the broker model. Currently, they are reviewing the bids and are unable to discuss anything further. They are currently in a blackout period.
  - Refer to handout distributed with MATP contact list.
- August 4-10, 2019 is National Health Center Week – Reach out to your local Health Centers to see how you can celebrate with them. <https://healthcenterweek.org/events>

**12:00 pm**

**Adjourn**

**Total Number of Attendees: 50**



Committee Meeting minutes and presentations available at [www.enrollnow.net](http://www.enrollnow.net)

**Next Meeting:** HealthChoices Advisory Committee Meeting Lehigh/Capital Zone

**Dates:** Tuesday, October 1, 2019

**Time:** 10:00 AM – 12:00 PM  
12:00 PM – 1:00 PM (Lunch)

**Location:** Giant Food Store  
Community Rooms B & C  
2300 Linglestown Road  
Harrisburg, PA 17110