



HealthChoices Consumer Advisory Meeting Lehigh/Capital Zone

Wednesday, July 18, 2018

1:00 PM – 3:30 PM

Lancaster General Hospital – Burle Conference Room 1
1030 New Holland Avenue
Lancaster, PA 17603

Meeting Agenda

1. Introductions

Ms. McDonnell welcomed all who were in attendance to the Lehigh Capital HealthChoices Advisory Committee Meeting and gave an opportunity for all to introduce themselves.

2. Review/Purpose of the Meeting

Ms. McDonnell reviewed the purpose of the Advisory Meetings

- These meetings are sponsored by the PA Department of Human Services and led by the Pennsylvania Enrollment Assistance Program (EAP).
- They are held three times each year throughout the Commonwealth of Pennsylvania.
- The meeting goal is to involve and educate Medical Assistance Consumers and the Community about program services.
- This is your opportunity to exchange ideas with HealthChoices providers, community organizations and other consumers in the Lehigh Capital Zone.

3. Enrollment Assistance Program Update

- a. Data review -- Ms. McDonnell provided data from PA Enrollment Services from January through March 2018 in a pie chart; data from March 2018 through May 2018.
 - Enrollments
 - 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.
- b. Committee and Subcommittee Implementation -- Ms. McDonnell spoke to the development and rollout of sub-committee in each HealthChoices zone in 2018. The rollout started in the western part of the state with the NorthWest and SouthWest Zones. In the upcoming months, the plan will be to rollout the Lehigh Capital and NorthEast Consumer Advisory Meetings. The last zone to rollout their committee will be the SouthEast. She discussed looking for volunteers for the committee who can commit to attend meetings in person and participate in related committee calls. Committee members to include: consumers, families, an individual identifying to represent special needs, one representative from each



MCO health plan, and one representative from each MCO behavioral health plan, and other members the committee deems as necessary.

- c. 2018 Webinar Series – Ms. McDonnell referenced webinars are posted on the www.enrollnow.net website. There are open webinars that are posted on the website for all to attend.
- May 15, 2018 Webinar; Supplemental Nutrition Assistance Program (SNAP) & Temporary Assistance for Needy Families (TANF). There were 124 attendees for this webinar.
 - Upcoming August 21, 2018 Webinar; Children’s Health Insurance Program (CHIP)

There are closed webinars in which specific entities are invited. These are not posted on the website.

- June 19, 2018 Webinar, PA-EAP Enrollment Process – For all HealthChoices Physical & Behavioral Health Plans. There were 102 attendees from across the plans who attended this webinar.

Archived webinars can be found on the www.enrollnow.net website under the “Go to a meeting or Webinar” box.

4. Department of Human Services Initiatives & Updates

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

- HealthChoices Re-procurement: The Department of Human Services Legal team is still reviewing the final decision and no direction has been given yet.
- The Department of Human Services (DHS) received approval from the federal government for a waiver amendment allow DHS to continue to receive federal Medicaid funding to be used for the treatment of individuals in Substance-Use Disorder (SUD) treatment facilities.
 - Demonstration Waiver Amendment was developed in collaboration with the Department of Drug and Alcohol Programs to continue more than \$55 million per year in federal funding to provide more than 12,000 individuals access to high-quality, medically necessary treatment for SUD across the commonwealth through more than 150 service providers.
- January 2019 Community HealthChoices (CHC) Phase II Implementation for Bucks, Chester, Delaware, Montgomery, and Philadelphia Counties – SouthEast Zone rollout
- Open Data PA Website: <https://data.pa.gov> - This website displays state government data.
- Resources for information:
 - HealthChoices Website: <https://healthchoicespa.com/>
 - Open Data: <https://data.pa.gov/stories/s/Pennsylvania-Opioids/9q45-nckt/>
 - PA Governors News Room: <https://www.governor.pa.gov/newsroom/>

5. Feature Presentations & Panel Discussion – Special Needs Unit & Member Services Departments from the Managed Care Organizations



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- a. Aetna Better Health Plan – Denise Lindsey, Jennifer Oglesbee
- b. AmeriHealth Caritas – Kimberly Gatten
- c. Gateway Health Plan – Joshua Hartman, Linda Mikula
- d. United HealthCare Community Plan – Jackie Porter
- e. UPMC For You – Cathy Kopanic-Enright, Kelly Vitale
- f. Community Care Behavioral Health – Sarah Little
- g. Magellan Behavioral Health – John Lees
- h. PerformCare – Anthony House

Each plan presented on the role of their Member Services departments, Special Needs Units, the role of Case Management, Care Management, and Utilization Management.

Questions and responses from the panel discussion: Ms. McDonnell from PA Enrollment Services facilitated the panel discussion.

1. With home visiting services, how can we make sure our clients are receiving all necessary services such as case management and prevent duplication across services? For example, some pregnant women may be receiving services and have multiple visits from case managers from community service organizations and health plans.

Response: Ask the member to share what other services they have and/or have the member complete a consent to release information.

2. Do the Managed Care Organization (MCO) workers see what services are being provided?

Response: The worker(s) would have to proactively work to see what services are being provided based on the way their software/systems are set up. The health plan representatives did offer to look into what processes their organizations used.

3. Patients get auto enrolled into a plan that their PCP doesn't accept. Typically, there is a good response from the plan and they can work something out with the Special Needs Unit (SNU) for payment. The issue is the doctor will not honor the plan.

Response: The patient would need to call Member Services and/or the Special Needs Unit. If a plan transfer is completed, the patient still needs to work with the existing plan until the new plan would take effect.

4. Do the health plans use the information in the self-identified health survey consumers complete with the Pennsylvania Enrollment Assistance Program when choosing a plan?

Response: Yes, the information is used and taken into consideration in determining if additional outreach is needed with the consumer.



5. What are best practices when working with members with limited English proficiency?

Response: Translation services are used, the member's file is notated with their primary language.

6. Do you know what percentage of employees are bilingual?

Response: We do not currently have those statistics with us. In order to be considered bilingual, an employee would be tested to ensure they are bilingual.

7. The newborns are usually being auto assigned to the same plan as the mother. Some are not assigned to the same plan as their mothers. Why is this?

Response: A newborn should be assigned to the same plan as the mother. Recently, there was a system glitch which DHS notified and was fixed.

8. How do you help members find the right plan when they have doctors in different zones?

Response: Members can go on the www.enrollnow.net website and use the PCP and Specialist search to see what plans their physicians accept in each HealthChoices zone. If they have questions, they can call into the call center. If they are currently with a plan, they can call into member services for assistance and/or check the plan's websites, which show the providers who they contract with in all the zones.

6. Physical Health Managed Care Initiatives, Updates & Upcoming Events

a. Aetna Better Health Plan

- Cora the RV is going statewide for community events and has heart healthy smoothies, virtual reality games, Biometric machine for free health screenings, Wii games, connect 4, and checkers, dental screens, and a conference room. They are getting one in Maryland, Delaware, and Texas.
- There is a lot of dental events throughout PA which are listed on the web.

b. AmeriHealth Caritas

- Baby Showers – July 19th, at the Salvation Army in Berks and Lehigh counties.
- Healthy hoops for youth with asthma – October 14th, at the Lancaster Recreational Center, will also be providing screenings and education.

c. Gateway Health Plan

- Hispanic Heritage Month – Collaboration with community organizations



- Clinical Education Day – September
- d. United HealthCare Community Plan
 - FQHC – New Holland, Lebanon
 - Back to School Events
- e. UPMC For You
 - Upcoming events posted on the website

7. Behavioral Health Managed Care Updates & Upcoming Events

- a. Community Care Behavioral Health
 - Member Advisory groups are held regularly. You can find them on the website. Next meeting is in September.
- b. Magellan Behavioral Health
 - Member Advisory Workgroups – September
 - My Fest – My Life youth empowerment program – Regional Meetings
- c. PerformCare
 - Stakeholder Advisory Meeting – Next meeting in the Fall
 - Roadmap Brochure – Autism, will be posted on the PerformCare website
 - Anthony House, ahouse@performcare.org; please contact for additional information

8. Community Based Organization Updates & Upcoming Events

- Self Determination Housing Event – September in Grantville?
- PA Lync – Cumberland County, there will be a meeting on veteran services for those who are elderly or disabled.
- Berks Counseling Center – October 25, 26th Integrated Care/Behavioral Health two day training, funded by Reading Hospital. Limited space available.

9. Open Discussion

- No items brought up for open discussion
- Reminder given by Ms. McDonnell to complete the survey in the meeting packet of information. The feedback is valuable and assists with planning future meetings, agenda items, and presentation topics.
- Attendees encouraged to network after the meeting with one another

Total Number of Attendees: 44



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Next Meeting: HealthChoices Consumer Advisory Meeting Lehigh/Capital Zone

Dates: Tuesday, October 9, 2018

Time: 10:00 AM – 12:30 PM

Location: St. Joseph's Hospital

2500 Bernville Road

Reading, PA 19605