



HealthChoices Advisory Committee Meeting NorthEast Zone

Thursday, July 11, 2019

10:00 AM – 12:00 PM

Albright Memorial Library
500 Vine Street
Scranton, PA 18509

Meeting Agenda

10:00am Welcome & Introductions

- Roll Call Committee:
 - In Attendance: Rebecca Held; Mary Morrison; James Morrison, Sr.; Vionecia Hobson; Adria Laboy (Aetna Better Health); Lillian Russell-Burnett (AmeriHealth Caritas Northeast); Rebecca Dominguez (CCBH); Tanya DeHaas (CIL NE PA); Cinthia Acencio (PA EAP)
 - Absent: Carl Mosier; Netecia Reeves; Stacy Gibson; Jeff Romey (CCBH); Antoinette Flynn (Geisinger Health Plan); Annmarie Jennings (Maternal & Family Health Services)
- 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. Laboy approved the minutes. Ms. Held 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.
- b. 2019 Webinar Series -- Ms. McDonnell referenced webinars are posted on the 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-



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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.

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.

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



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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.



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- 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.

The Department of Health has launched enhanced hepatitis A information, including an interactive map with vaccine clinics on its website at 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.

- **Sources and Resources:**

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

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

Links from Updates:



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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/>

- Question: Regarding Hepatitis A, is there any type of Department of Health initiative for vaccination to be easier to access?

Answer: You would have to check the Department of Health website to see if any initiative are listed in regards to Hepatitis A. The question was asked of the Managed Care Organizations (MCOs) present. There were no initiatives in regards to Hepatitis A and easier access to vaccinations shared by the MCO representatives.

10:30 am Regional Report

- PA 211 - Regional Manager Presentation – Tom Foley, Director of Helpline Services; Family Service Association of Northeast PA
 - PA 211 is broken into 6 different regions – The Northeast region is comprised of 17 counties.
 - Currently, in the Northeast zone, we have 8 staff and 1 director.
 - The Northeast Office is located in Pittston in the PA Alliance Building.
 - PA 211 started in 2010, there was a slower rollout in the Northeast due to the telephone companies.
 - Currently, with our online services we are working on a chat feature.
 - Database – there are two databases an older one and a newer one. It is easier to search the new database.
 - In 15 of the 17 counties in the Northeast we process housing/homeless intakes and referrals. Currently, we do not handle intake and referrals in this area for Lackawanna and Luzerne counties.
 - Top Needs – currently we are working on our annual report however, housing/homelessness and mental health are two top areas of need.
 - Individuals who call into PA 211, we have the capability to text callers the resources and information we provide to them if they have a cell phone and texting plans.
 - Question 1: How is the database created?
Answer: There are three components to the database which includes agency and program information which include different locations and sites.
 - Question 2: How do we, agencies and community based organizations, get listed in the database?
Answer: Check the database, if you do not see your organization listed, please send me an email at tfoley@fsanepa.org.
 - Question 3: Can you transfer a call to the service you refer the caller to?
Answer: We can do a warm transfer but usually don't due to call volume. We want to empower the caller to call for him/herself. Based on circumstances, we will do a warm transfer if the situation warrants it.



- Question 4: Are calls recorded?
Answer: Yes, calls are recorded for quality assurance.
 - Question 5: Are transition services available? Is it available for Spanish speaking callers?
Answer: Yes, we use a language line with over 40 languages available when speaking to callers who do not speak English.
 - Question 6: Are callers receptive to warm transfers?
Answer: We try to empower callers to call for themselves however, will do a warm transfer if the situation warrants it or we get the sense that the caller may not call.
 - Question 7: How do you know which center to direct calls/callers to?
Answer: We ask for their zip code which directs us to the appropriate center.
 - Question 8: Are brochures available in Spanish or other languages?
Answer: At this time they are only available in English.
- SDHP - Regional Housing Coordinator Update – The Regional Housing Coordinator was unable to make it. Ms. McDonnell (PA EAP) and Ms. Haynes (Geisinger) shared an update regarding Opioid Use Disorder (OUD) grand specifically for Lackawanna County.
 - There is a grant in Lackawanna County which is being administered jointly by the United Way and The Wright Center. This program is for those living in Lackawanna County who are in the OUD Program/MAT Clinic in Lackawanna County and will be referred case by case for those moving into the county that are in a rehabilitation program or clinic/treatment. The Project Coordinator is Denise Vigliotti – The Wright Center for Community Health, 111 North Washington Avenue, Floor 1, Scranton PA 18503. Her office phone number is: 570-591-5206; fax number: 570-963-6133; email address: vigliottid@thewrightcenter.org.

11:30 am Physical Health Managed Care Initiatives, Updates & Upcoming Events

- Aetna Better Health Plan – Ms. Laboy shared the following information:
 - Maternal Family Services (WIC Office) there will be a Mobile Dental Unit – Wayne County
 - 07/24/19 Bike Safety Checks – Tobyhanna
 - 07/27/19 Summer Bash
 - 07/28/19 Father’s Day at La Casa Dominicana with a Kids Fair from 11:00am – 3:00pm
 - Mondays at the Market – Bring Health Care to the People – Wilkes Barre
 - 08/05/19 Health Screening Day
 - 08/12/19 Exercise & Fitness Day
 - 08/17/19 Second Chance Fest
- AmeriHealth Caritas – Ms. Russell-Burnett shared the following information:
 - Community Gardens



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- Second Chance Fest
- Keystone Mission 5K
- Scranton Primary Health Fair
- United Neighborhood Center Baby Shower Info Fair
 - September - Monroe
 - October - Hazleton
- Geisinger – No updates shared.

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

- Community Care Behavioral Health – Ms. Dominguez share the following information:
 - As of 07/01/19 we are now serving Bedford and Somerset Counties in the Southwest zone
 - There is a New Handbook to be release shortly. It will be distributed to members at the CCBH Advisory Committee Meetings.
 - Visit our website at ccbh.com
 - List of events
 - List of Advisory Meeting dates
 - Member section – Recovery & Wellness Tools; member’s just need to register with their Medicaid number.

11:45 am Community Based Organization Updates & Upcoming Events

- No updates and upcoming events shared by Community Based Organizations in attendance

11:50 am Consumer & Family Feedback

- No updates shared by the committee or attendees in regards to Consumer and Family Feedback.

11:55 am Open Discussion

- Medical Assistance Transportation Program (MATP) –Eira Andrade-Hall, Ron Minnich, Jeff Stinson, Program Advisors in Attendance of the meeting. Mr. Minnich shared the following transportation updates:
 - There is a new staff person with MATP, Maribel Torres, who covers the Southwest zone.



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- Currently, MATP operates as a County Model. We will be moving to a Regional Broker model. An RFA was issued and the application deadline has past. Applications received are currently being reviewed. This is all we can speak and know at this time.
- Question: What is the implementation date for the roll out to a Broker Model?
Answer: The original target was January 2020. If the date should change, we would share the new deadline.
- Refer to handout distributed with MATP contact list.

12:00 pm Adjourn

Total Number of Attendees: 40

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

Next Meeting: HealthChoices Advisory Committee Meeting NorthEast Zone

Dates: Thursday, October 3, 2019

Time: 10:00 AM – 12:00 PM

12:00 PM – 1:00 PM (Lunch)

Location: Albright Memorial Library

500 Vine Street

Scranton, PA 18509