



HealthChoices Consumer Advisory Meeting NorthEast Zone

Tuesday, July 17, 2018

10:00 AM – 12:30 PM

Thomas P. Saxton Medical Pavilion
468 Northampton Street
Kingston, PA 18704

Meeting Agenda

1. Introductions

Ms. McDonnell welcomed all who were in attendance to the NorthEast 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 NorthEast 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

Mr. Stinson 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

- a. Aetna Better Health Plan – Leander Monk, Patrice Faust
- b. AmeriHealth Caritas Northeast – Kimberly Gatten
- c. Geisinger Health Plan – Carmen Kahiu, Amie Hoffman
- d. Community Care Behavioral Health – Christine Wydeen

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. Scenario: I'm considering changing my health plan and one of my medications requires prior authorization. If I change my plan, will the prior authorization continue with the new plan or will I need to start the authorization process again with the new plan?

Response: There is a coordination of care process across plans. When an individual transfers to a new plan, the new plan will honor the authorization that was in place with the previous plan until the end date on that authorization. We can also outreach to pharmacies to cover a certain number of days of medications if the authorization has expired while a new authorization is in process.

2. Scenario: My family has Medical Assistance and my son is going out of state for college, will he have medical coverage out of state? Will he need to come home every time to be seen for medical attention?

Response: Contact the health plan prior to your son leaving for college. You can also, check the plan's website. Many of the plans have doctors/practices they contract with out of state. Also, explore medical services in the area of the college your son will be attending. Some plans will contact the university and see your son would be covered by campus services and/or develop a single case agreement with out of state doctors, this is case by case, and not done across the board. General medical care and routine appointments should be scheduled while your son is home from school. There is always the option for emergencies to seek care at hospital emergency rooms (ER).

Scenario: What if he were to go to college in a different zone or region in Pennsylvania where his plan isn't accepted?

Response: We would work with you to effectively transition your son to another plan.

3. Are the providers you contract with required to accept the Access card prior to the health plan start date?

Response: Yes, providers who accept Medicaid Health Plans need to accept the access card. If a doctor accepts the plan the individual is enrolled in but is stating he/she doesn't accept fee-for-service; if the plan is notified, they will contact their provider relations department who will contact and educate that provider. If there is a case manager from the plan involved, he/she would outreach and address with the doctor and/or office staff.

4. If a consumer enrolls into a health plan without choosing a PCP, what process do you use to assign them a PCP?

Response: The consumer would be assigned to a PCP by location. We assign to a rolling population of PCP's. These PCP's meet our gold standard criteria. We also outreach by calling the consumer to have them make a selection.

5. How do the physical and behavioral health plans collaborate to ensure continuity of care for consumers? What are some of the challenges coordinating this care?

Response: The biggest challenge is with confidentiality. We need to have signed consents and agreements in place in order to talk and coordinate care. Additional complications occur with confidentiality requirements when collaborating and coordinating with drug and alcohol needs and services. There are integrated care plans which are developed and occur between the physical health plans and behavioral health plans working with consumers.

6. Scenario: A consumer is prescribed Suboxone as part of treatment. Their provider no longer participates with their MCO plan. What steps should the consumer take to continue treatment without experiencing a lapse in coverage?

Response: Call the Special Needs Unit for your current insurance. We will work with and coordinate your care and treatment with the provider, assist you in locating a new provider and/or if necessary coordinate with another health plan should you choose to transfer plans. We can also authorize and pay for medication.

7. If there is a translator needed for an appointment, how far in advance should these services be scheduled?

Response: These services should be scheduled at least a week in advance. The most commonly used translation needed for appointments is Spanish. If it's another language in which a translator is not available to attend an appointment, the language line will be used during the appointment.

Is that statewide?

Response: Only where AmeriHealth operates.

8. Is the self-identified special needs information that is sent to the health plans utilized?

Response: Yes, it is looked at and considered in determining what is needed for the individual and to determine if outreach is necessary and if a case manager should be assigned.

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

- a. Aetna Better Health Plan
 - There is a list of upcoming events on the website.
 - 30 foot RV (started in May) named “Cora” short for “Corazon” (heart in Spanish). This is used for free health screens and children can play for free on the Wii console, virtual reality, connect 4, checkers, and can watch movies.
 - Wayne County - dental walk-in clinic, to access cleaning or referrals. At his location, there will be a dental representative present to help get the insurance needed.
 - We also provides free health screenings for kids.
- b. AmeriHealth Caritas Northeast
 - We have 4 upcoming baby showers - 2 in the North East and 2 in Lehigh Capital.
 - We have planted 8 community gardens.
 - There are some upcoming community health education sessions that are free of charge (examples; the boys and girls fair). Back to school bonanza and a back to school health fair.
- c. Geisinger Health Plan
 - There are upcoming weight management, diabetes education, and dental initiatives. Please check our website.
 - Geisinger partners with Head Starts for dental education.
 - We have a community garden
 - We have a transportation pilot occurring for appointments, grocery store visits, and pharmacy visits.
 - Reminder: specific dates for screenings and fairs are on the website.

7. Behavioral Health Managed Care Updates & Upcoming Events

- a. Community Care Behavioral Health



- Reinvestment planning happens on an annual basis. They have switched to a different “determination tool”. This is an assessment tool implemented as of July 1st. There was a two day training for the new assessments. The training was done by ASAM (American Society of Addiction Medicine).
- Housing – RFP’s to be released for save sustainable coverage. CCBH is actively looking for two Recovery Support Centers in Luzerne and Lackawanna to create opportunity for safe and dependable housing.
- All of the upcoming advisory meetings are on www.CCBH.com.
- The website also has free health care tools that can be utilized. This is for members only.

8. Community Based Organization Updates & Upcoming Events

- No updates or upcoming events shared

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: 36

Next Meeting: HealthChoices Consumer Advisory Meeting NorthEast Zone

Dates: Tuesday, October 11, 2018

Time: 10:00 AM – 12:30 PM

Location: Thomas P. Saxton Medical Pavilion

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