



## **HealthChoices Advisory Committee Meeting NorthWest Zone**

Wednesday, April 15, 2020

10:00 AM – 12:30 PM

First Presbyterian Church of the Covenant  
250 W. Seventh Street  
Erie, PA 16501

### **Meeting Agenda**

#### **10:00am Welcome & Introductions – Bobbie Jo Comes**

- Good morning, thank you for joining us today. We do appreciate your flexibility during this time, we do ask you when you're not speaking or asking questions to please mute your phone.
- Held a Moment of Silence in Memory of Committee Member Barbara Juskewycz who passed away.

#### **10:05 am July 2019 Meeting Minutes - Tabled 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.
    - Our Call Center is open, our agents are answering calls remotely.
    - Prior to this, we had 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



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- 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 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 the NorthWest. \*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.



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- 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.
- 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](http://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.”



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- 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.**
- **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.



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- 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](http://www.compass.state.pa.us).
- DHS will continue to process application and renewal benefits, so people should continue to send in paperwork as usual.
- 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-



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- 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?
  - 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
  
- 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](http://www.safe2saypa.org)
  - Veteran Crisis Line: 1-800-273-TALK (8255)
  - Disaster Distress Helpline: 1-800-985-5990



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- 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
  
- **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](http://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](http://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](http://www.health.pa.gov)
  - United States Department of Health and Human Services [www.pandemicflu.gov/](http://www.pandemicflu.gov/)
  - Centers for Disease Control [www.cdc.gov/](http://www.cdc.gov/)
  - The World Health Organization [www.who.org/](http://www.who.org/)
  
- **OMHSAS Report - Phyllis Knott**
  - I will just start off by giving kudos to all the providers that BMCO's, primary contractors, to county MH/ID offices for really pulling together during these



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tough times and continuing mental health, behavioral health services for our state. I think we're doing a fantastic job of communicating and continuing the services that are very important to our state and our individuals.

- We have a new OMHSAS Deputy Secretary. Her name is Kristen Houser. She started on March 23, 2020 Val Vicari, our prior Deputy Secretary will be resuming her position within Torrance State Hospital but she will still be available to Ms. Houser for support, guidance and assistance during next few weeks. I'm not exactly sure for how long but for a period of time during the transition.
- OMHSAS as an office, we are working from home. During the pandemic, all annual licensing inspections have been suspended at this time. I just want to be clear all annual licensing inspections are suspended during this disaster emergency. We are continuing to contact providers to support, give guidance and gather information as far as monitoring the status of their services that are provided. We are still continuing provisional license licensing; that is providers on provisional licenses, we will continue to do that licensing, as well as providers operating pending appeal to a licensing decision. OMSAS will continue those types of licensing, but we will also continue to investigate incidents and complaints. That is a priority to continue to investigate the incidents and complaints that we receive. We are conducting virtual walk-throughs for new locations, providers who have added locations.
- We continue to support our providers with IBHS a new service.
- We did as an office on Saturday outline in a memorandum, the broad usage of telehealth and the expansion of the use of telehealth. This guidance has been distributed and promulgated, if you will, and providers can, you know, expand the usage of telehealth to continue to serve individuals and to continue the mental health services in the state. This has been received very well and we have many, many providers. If not, I can't give you a percentage, but quite a bit of providers are utilizing the expansion of telehealth to continue services.
- Our prior presenter did mention this, but I do want to reiterate because I feel it was very important that Department of Human Services announced the launch of a statewide support referral helpline that is staffed by caseworkers, their experienced caseworkers. This service will be available 24/7 to help individuals struggling with anxiety and other challenging emotions during and due to the pandemic. The services will also be available to support, but also refer individuals to services that they may need in the community. So it is a great resource and contact information was presented by Nan during the last presentation, the call in numbers and additional information. I just wanted to reiterate that, I think it's a great resource for the state.
- We have quite a bit going on. We're continuing operations as I said, we're monitoring and will continue to support the community and providers and continue our licensing functions to the best of our ability. Thank you.
- No questions were asked.

- **MATP Report – Daphne Simeonoff**



- MATP has in general, been limiting transportation to life sustaining or critical care type trips. That would be dialysis, chemotherapy, methadone, high risk obstetrical and other types of transportation, such as and including pharmacy trips. On Tuesday DHS did issue guidance for the MATP providers about transportation for people who test positive with COVID-19 and we're in the process of getting feedback from the county about that guidance from all the counties. They are going to be screening since MATP is shared ride program. Clearly, with the social distancing rules in place, MATP cannot provide shared ride to someone with COVID-19 and so we're looking at how to best serve those people to get them to their doctor's appointments. Most of our counties have scaled back a lot because most of the non-life sustaining medical appointments have been canceled. So there's not as high demand for transportation as there was in the past. Basically, we're just trying to do the best we can with the resources at hand.
- I have to commend our MATP providers because they've been doing the best they can in a very, very difficult situation. Our MATP providers are having a very difficult time obtaining masks and gloves and other protective gear. This adds another element of risk to transportation. We've also had a number of providers and van drivers have maintained continuity of care, as well as they can. It's not without hitches, because it is a very difficult thing to coordinate when you have, a basic shared ride program and you know the guidance from the governor's office is not to share space with a number of people in one small space, which is what happens in a in a van. Then on top of it, I don't know if everyone's having this problem, but from what I've heard, there's a pretty widespread shortage of masks and gloves and other protective gear. So it's been a real challenge for our counties.
- You're welcome to call any one of our office staff if you have any questions about transportation. Our office numbers and email addresses are on the DHS website and I will make sure to get that out to all the attendees. Please feel free to call us if you have any concerns.
- No questions were asked

**10:45 am Regional Report – Jennifer Malone**

- SDHP - Regional Housing Coordinator Update
  - Prepared Renters Education Program (Prep)
    - Part 1: Finding Housing – Planning for housing success, creating a budget, and preparing for the housing search process
      - April 15, 10am – 11am
      - June 10, 1pm - 2pm
    - Part 2: Obtaining Housing: Learning where to find affordable housing, prioritizing needs, and breaking down lease terminology
      - April 16, 1pm – 2:30pm
      - April 22, 10am – 11am
      - June 17, 1pm - 2pm



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- Part 3: Maintaining Housing: Being a good tenant, working effectively with landlords, and strategies for long term success
  - April 23, 1pm – 2:30pm
  - April 29, 10am – 11am
  - June 24, 1pm - 2pm
- 811 Project Rental Assistance
  - 811 PRA Program Overview Webinar
    - May 5<sup>th</sup>, 10am – 11am
- 811 Project Rental Assistance: SDHP continues assisting PHFA and DHS with the 811 PRA permanent housing option for individuals with disabilities between the ages of 18-61. When applying, it is important to note that an applicant can select *up to three counties*. An applicant cannot go to individual properties to apply for the units—all applicants must be on the approved 811 PRA list and referred by the 811 PRA team at SDHP. We are currently building up the waitlist for ALL COUNTIES.
- Available Units with NO or MINIMAL Waitlist
  - Beaver – 1; 1 bedroom unit
  - Erie – 1; 2 bedroom unit
  - Cambria - 1; 1 bedroom unit
  - Forest - 1; 1 bedroom unit
  - Indiana - 1; 2 bedroom unit
  - Jefferson - 2; 2 bedroom units
- Stay tuned for upcoming units in the following counties:
  - Butler
  - Mercer
  - Fayette
  - Westmoreland
- Housing Opportunities in NWPA - **SHARE (Shared Housing and Resource Exchange)** is a new housing opportunity in Crawford and Venango Counties. This is an affordable housing choice bringing home owners and home seekers together. The home seeker receives their own bedroom and agreed upon use of the common areas. Every arrangement is unique depending on the needs, preferences and abilities of the participants involved. One participant (either home owner or home seeker) must be over 60 years of age. All participants must be 18 years of age. This is a pilot program with the PA Dept. of Aging.

### SHARE Housing Counselor / Service Coordinator

- Crawford County: Sharon Moosman, 814-336-1792, ext. 145  
smoosmann@activeaging.org
- Venango County: Jeremy Tidd, 814-432-9711, jtidd@co.venango.pa.us
- SDHP Contacts:
  - Dawn Edwards- [dedwards@sdhp.org](mailto:dedwards@sdhp.org)
  - Jennifer Malone- [jmalone@sdhp.org](mailto:jmalone@sdhp.org)
  - Leah Marmo- [lmarmo@sdhp.org](mailto:lmarmo@sdhp.org)
  - 811 Team- [811@sdhp.org](mailto:811@sdhp.org)
  - Region 3 Team (Western PA)- [region3@sdhp.org](mailto:region3@sdhp.org)



**11:00 am Presentation: American Lung Association/NorthWest PA Tobacco Control**

- Tobacco, eCigarettes, and Vaping – Katie Gassner, Northwest PA Tobacco Control; Mercer & Lawrence Counties
  - Refer to the Presentation Link on enrollnow.net

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

- **Aetna Better Health Plan – Lindsey Mylinski**
  - We have a Tobacco Cessation Program, we support members identified as smoking tobacco to learn and understand the health risks of tobacco use.
  - Identified through claims data, pharmacy data, provider referrals, self-referrals, staff referrals from other programs, use an analysis of the heat map.
  - We target providers for focused events and education, trainings, lunch and learns.
  - We partner with Clean Air Council, Health Promotion Council, Better Health Network, Maternity Care Coalition and Department Of Health for development of materials and training for providers. We focus on high concentration areas for events with providers. We also partner and meet with our Behavioral Health MCO's to discuss our efforts and look at collaboration efforts.
  - We discuss tobacco cessation during integrated care plan rounds. If members want to quit smoking we add a goal to their integrated care plan. We support our members reaching their goals collaboratively with the Behavioral Health MCO's.
  - We provide provider education through newsletters, articles sent to providers with tips for billing, counseling and free tobacco cessation certifications.
  - We provide staff education with the quit line and DOH representative to the care management staff to educate them on our resources.
  - 2019 efforts included: texting campaign, education materials in newsletters regarding vaping and e-cigarettes, one page smoking cessation guide posted on our website.
  - 2020 focus on texting campaign with CVS, dental provider education on tobacco cessation, and re-education to our care management and communication development staff.
  
- **Beacon Health Options - Tom Caringola**
  - Our tobacco cessation program was developed to align with the State's initiative on reducing the use of tobacco products among those with mental health or substance use disorders.
  - We've done similar outreach and providing resources as mentioned already. Specifically on the member side there are a lot of resources accessible on the Beacon PA website, under the member information section. Our prevention, education and outreach departments have been instrumental in the development of tip sheets



available for members. These are also used at consumer forums and other consumer member facing events.

- In 2019, we conducted educational sessions at each of the drop in centers located within the 12 counties we serve, as well as, at the Western Region CSP.
  - On the Provider side, we utilize our provider newsletter to provide frequent updates on programs and services that are related to tobacco cessation.
  - We consult with our Provider Advisory Council on outreach to providers for tobacco cessation services and programs.
  - Adagio Health has developed a series of Lunch and Learn educational sessions for providers who are interested in transitioning to becoming Tobacco Free facilities. We've had three sessions so far in 2020 which have included an overview of the Tobacco Cessation Initiative itself, programs and services that are available not only for providers to obtain training or education but also for service development and programs that they can offer members; and the internal work providers would need to do to make a decision to become a "tobacco free" facility if they're not already one. The next session will target working internally, forming a workgroup and developing plans to move towards being a "tobacco free" facility. We appreciate our partnership with Adagio Health.
  - We developed a resource guide for programs and services. We submitted it to OMHSAS in December. We're looking to finalize it and get it posted on our website for members and providers.
  - Along with the Clinical Care Management side our Clinical Care Review templates that our Care Managers are using, we do reviews with providers. We added screening questions on the use of tobacco products. Lindsey mentioned the integrated care plan and the screening that occurs with those individuals who have been identified for integrated care planning, that's been a very good collaboration with the physical health plans.
  - The OMHSAS Quality Management department has been meeting with MCO's on the development of performance measures related to the tobacco cessation work plan. Those were just finalized for 2020. Our Tobacco Cessation Workgroup that meets quarterly, just met on Monday and began reviewing the action steps that would need to be taken to address those performance measures and covered a cross section of the goals and objectives that are already in the existing plan. So we need to expand upon those.
- **Community Care Behavioral Health – Lisa Babo**
- We have similar things going on that Beacon Health Options shared so I won't duplicate.
  - We are working with community partners in identifying those partners in our regions and sharing our tobacco cessation tool kits. We'll continue to work on this as COVID lets us back into the community.



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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](https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/COVID%20Member%20Letter_FINAL.pdf)
- All April events have been cancelled or postponed. We are maintaining contact with our community partners regarding May and June events. We are currently in a waiting pattern but are outreaching to those community partners.

#### ○ **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 6<sup>th</sup>, ACP/ACNE will evaluate events from April 18<sup>th</sup> 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 maintaining telephonic contacts with our members and community partners during this time.

#### ○ **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 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.



## pennsylvania ENROLLMENT SERVICES

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- 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.
- **UPMC For You**
  - 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
- **Beacon Health Options**
  - For COVID-19 Information and Resources, please visit our website: <https://pa.beaconhealthoptions.com.>
  - All Beacon Health Options staff are working remotely.



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- The Adult Forum in April for the 9 counties was rescheduled for August 14, 2020. The location is the same. It is on our website. Sue Klaus the contact person for the event. Mercer, Crawford, and Venango counties will have their forum in November

- **Community Care Behavioral Health**

- All Community Care staff are working remotely.
- All Member and Parent Advisory meetings across the state are cancelled until the end of April, with May meetings to be decided upon soon.
- The May 12<sup>th</sup> Allegheny County Recovery Conference has been cancelled. It was to take place in Pittsburgh
- Information related to COVID-19 can be found on our website (ccbh.com) and Facebook for members/families to utilize
- Tobacco Cessation efforts with our community partners do continue, but are limited due to COVID-19
- Zero Suicide workgroups throughout Community Care continue to assess and target specific populations for future QPR trainings
- Recovery Work Incentives Initiate (SSI & SSDI) continues at Community Care and information sheets can be found on our website
- Members are encouraged to use Recovery Library as able to assist themselves to stay well during this trying time
- Alternative Payment Arrangements are being utilized to assist our provider network. All providers should have received an email regarding this. If you did not, please reach out to your provider relation's representative.
- Community Care's Care Management staff and Community Relations staff are doing outreach to members and families to check in and assist with resources/information sharing (e.g. DHS statewide Warmline), referral needs, barriers to services- especially telehealth concerns, and any other needs of the members
  - DHS Warm Line: 1-855-284-2494
  - ccbh.com Covid 19 resources

**12:20 pm**     **Community Based Organization Updates & Upcoming Events**

- Jahd Burns from the PA Independent Enrollment Broker shared the CHC staff are working remotely. Everything is operating normally for the CHC enrollment process. Assessments for the program are being completed over the phone.

**12:25 pm**     **Consumer & Family Feedback/Open Discussion**

- No consumer and family feedback shared during the meeting.

**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](http://www.enrollnow.net)

**Next Meeting:** HealthChoices Advisory Committee Meeting NorthWest Zone  
July 2020

Date, Time, Location: Wednesday, July 15, 2020

10:00am – 12:30pm

12:30pm – 1:00pm (Lunch & Networking)

Luther Memorial Church

225 West 10<sup>th</sup> Street

Erie, PA 16501