



HealthChoices Advisory Committee Meeting NorthWest Zone

Wednesday, April 10, 2019

10:00 AM – 12:00 PM

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

Meeting Agenda

10:05 am Welcome & Introductions – Bobbie Jo Comes, PA EAP

- Roll Call Committee:
 - In Attendance: Spencer Duffee (Parent); Wanda Keefer (Parent); Cookie Jones (Parent); Rhonda Schember (Advocate/Parent); Lenore Collupy (NWBHP Inc.); Tracy Palazzotto (Family Caregiver Alliance/Parent); Barbara Juskewycz (Erie JPO); Cathryn Easterling (Aetna); Carrie Swain (AmeriHealth Caritas); Dale Barney (Gateway); Skip Boykin (UPMC); Lisa Babo (CCBH); Shelley Thomas (Beacon Health Options/VBH/Parent); Diana Ames (MH Association); Bobbie Jo Comes (PA EAP)
 - Absent: Christen Porterfield (Parent), Michael Gwin (CCBH), Maryellen Greenwood (AmeriHealth Caritas); Ellan Baumgartner (AmeriHealth Caritas)
- Introductions by Audience
 - In Attendance: Refer to Sign-In Sheet

10:15 am Review & Purpose of the Committee – Bobbie Jo Comes, PA EAP

Ms. Comes reviewed the purpose of the Advisory Committee Meetings

- Format Structure change for 2019 – Moved from a presentation style to a committee format.
- 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.

10:20 am Enrollment Assistance Program Report – Teresa McDonnell, PA EAP

- a. Data Review -- Ms. McDonnell provided enrollment data from PA Enrollment Services from January through December 2018. Additional data was provided from September 2018 through February 2019 regarding:



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- 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. Comes 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 30-45 days of the scheduled webinar. A reminder email is sent to all registered attendees 7 days prior to the webinar. Webinars held this year include:
- Tuesday, February 12, 2019; 10:00am Property Tax Rent Rebate Program – Despite inclement weather there were 129 attendees to the webinar.

Upcoming webinars include:

- Tuesday, May 14, 2019; 10:00am PA 2-1-1
- Tuesday, June 11, 2019; 10:00am Housing 101

10:30 am DHS/BMCO Report – Stephen Luckie, BMCO

Mr. Luckie from the Department of Human Services gave the following updates:

- **Medical Assistance/HealthChoices:** The Department of Human Services [monthly data report](#) provides details about enrollment and service utilization in DHS programs. It can be found on the Human Services Data Dashboard. Topics included on the dashboard are Child Welfare, County Block Grant Funds, Early Childhood Education, and Enrollment Data. Developmental Programs, Long-term Care, Medicaid, Medical Assistance, Mental Health, and Personal Care Homes. This information can be broken down by county or by zone.

During an announcement on Feb 8, 2019 Secretary Miller highlighted a report published by the University of Pennsylvania that studied the Medicaid population and how a work requirement would affect this population. The study found that a Medicaid work requirement could affect more than 800,000 Pennsylvanians. However, many of these Pennsylvanians already meet some criteria that exempts them from the work requirement. Exemptions to the work requirement may include disability, age, already working, being a student, pregnancy, having been on Medicaid for less than a year, and others. After removing these exempt populations, about 90,000 people would remain affected by a work requirement in Pennsylvania. Secretary Miller pointed out that when people are healthy and don't have to worry about their healthcare costs, then they can be freed to enter the workforce:



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“Meeting a person’s health needs is an important first step to helping them excel in education, training, and the workforce.”

- **Community Health Choices:** Effective January 2019, the second phase of Community Health Choices was implemented Southeastern Pennsylvania. The final phase of the CHC program will be implemented on January 1, 2020 for the remainder of the state. CHC is Pennsylvania's mandatory managed care program for individuals enrolled in Medicaid and Medicare (or dual eligible), and individuals with physical disabilities — serving more people in communities rather than in facilities, giving them the opportunity to work, spend more time with their families, and experience an overall better quality of life choices.
- **Opioid Use Disorder, Centers of Excellence, Other:** Governor Wolf renewed the 90-day opioid disaster declaration. He states this is the best current means we have to maintain a concerted effort focused on fighting the opioid crisis. This renewal allows the 16 state agencies working together as part of the Opioid Command Center at Pennsylvania Emergency Management Agency to continue their collaborative approach at creating and implementing initiatives.

The American Medical Association has hailed Pennsylvania’s fight against opioids as a model for the rest of the country. The governor detailed progress with five additional initiatives introduced as part of the disaster declaration:

- Implemented more than 45 treatment centers (Centers of Excellence) across the commonwealth that to date have provided a level-of-care assessment for substance use disorder to more than 12,000 individuals.
- Secured more than \$110 million in federal grants to support prevention, treatment such as medication-assisted treatment, recovery, career services, and other programs to aid in fighting this crisis.
- Announced improved prescribing guidelines for the safe and effective use of opioids, including in sports medicine, for minors, and Pennsylvanians on Medicaid, as well as improved education for medical professionals on opioid prescribing.
- Launched a 24/7 helpline, 1-800-662-HELP, for those who need immediate assistance with drug and alcohol problems.
- [Signed legislation to support grandparents raising grandchildren](#) as a result of the opioid crisis.

Governor Tom Wolf continues to expand access to community-based services for Pennsylvanians with intellectual and developmental disabilities and autism. In partnership with the General Assembly, more than \$381 million has been invested since 2015, allowing 7,500 more people to access services among their families and peers in their community.



The 2019-2020 budget proposal continues this progress by investing \$15 million to serve an additional 765 people in the Community Living Waiver and 100 people in the Consolidated Waiver who may experience unanticipated emergencies.

Currently in Pennsylvania, there are more than 300 residential services providers in Pennsylvania who provide services in more than 6,200 locations across the commonwealth.

10:40 am Housing Report & Presentation – Beth Ellis, Jennifer Malone; SDHP

Ms. Ellis, Executive Housing Specialist presented updates on Pennsylvania’s Five Year Strategy.

- Refer to Power Point Presentation - “Supporting Pennsylvanians Through Housing 2017-18 Update”.
- The committee asked what the formal definition from HUD was for a person with a disability, slide 7 of the presentation. The formal definition will be sent to the committee members after the presentation.

Ms. Malone, Regional Housing Coordinator presented on Regional Housing updates.

- Refer to Power Power Point Presentation entitled “SDHP Self-Determination Housing of Pennsylvania”.
- Ms. Malone shared statistics which will be sent to committee members after the presentation.

11:40 am MATP Report – Stephen Luckie, BMCO

Mr. Luckie shared that the Medical Assistance Transportation Program (MATP) was not able to make it today due to a scheduling conflict. He shared two handouts from MATP which were updated since their October 2018 Presentation. MATP has added two additional staff: one Program Analyst and one Program Advisor.

- Handout #1: MATP Staff Directory
- Handout #2: Program Staff Assignments

11:45 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. Easterling shared the following information:
 - Sponsor for the Second Annual Latino Summit – April 17 & 18 in York, PA
 - Mobil Dental Services @ Harbor Homes, every other Friday for Aetna members
 - Child Abuse Program
- AmeriHealth Caritas – Ms. Swain shared the following information:
 - Community Health Navigators are present at today’s meeting.
 - Health Screening Events



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- 04/18/2019 Dental Clinic at Salvation Army, Venango Co – Give Kids a Smile Day
- 04/23/2019 Mobile Dental Event at YMCA – Oil City
- 04/24/2019 Mammogram Evaluations BCS – Sharon Regional, Mercer Co.
- Community Gardens
 - Sisters of St. Joseph Neighborhood Network, Erie
 - MCRC
 - Shenango Valley Gardeners, Mercer Co.
- Medical and Dental – Currently educating network of providers CHC and Medicare for 1/2020 in the NorthWest, SouthEast, and Lehigh Capital zones
- Gateway Health Plan – Mr. Barney share the following information:
 - 4/17/2019 Edinboro Health Fair
 - 05/18/2019 Venango Valley Urban League
- UPMC For You – Mr. Boykin shared the following information:
 - 05/01/2019 Consumer Advisory Committee, in Erie
 - Robust year for presentation and community outreach activities

11:50 am Behavioral Health Managed Care Updates & Upcoming Events

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

- Community Care Behavioral Health - Ms. Babo shared the following information:
 - 05/02/2019 Family Member Meeting
 - Tobacco Cessation events at the YMCA's
- Beacon Health Options/VBH – Ms. Thomas shared the following information:
 - 04/26/2019 Adult Leadership and Recovery Forum – Pittsburgh Marriott North
 - 05/07/2019 Crawford County – Meadville Mall
 - CAMP T.A.A.G – Camp in Beaver County

11:55 am Community Based Organization Updates & Upcoming Events

- 05/08/2019 Systems of Care, Erie – Sponsoring a showing of “The Ripple Effect” a Suicide Awareness Showing.
- 5/10/2019 Systems of Care, Erie – Whole Body Wellness at Gannon University
- Ms. Meinert from the Pennsylvania Health Law Project (PHLP) introduced herself and shared information on PHLP and services and trainings they provide.
- 05/21/2019 PHLP will be hosting a Legal presentation in the Main Foyer at Shriner's Children's Hospital.



12:00 am Consumer & Family Feedback

- Ms. Norris, a Community Navigator with AmeriHealth shared an issue their members have been experiencing with being unable to reach CAO workers when they call. She experienced it as well, attempting to call the County Assistance Office. Ms. Comes from PA EAP shared the Customer Service Center phone number as an option to call when callers are not able to get through to the County Assistance Office.
- A committee member asked how she can find out who her son's Case Worker is assigned at the CAO. Mr. Luckie from DHS-BMCO explained the structure of the CAO Offices. He noted that usually the Case Worker's name is listed on the upper right hand side of the CAO paperwork an individual receives. He further explained that the clerical staff at the CAO office can look up the Case Worker assigned to the case and give the information.

12:10 am Open Discussion

- Mr. Bearfield from Gaudenzia raised a question regarding Opioid Treatment. A follow up question from the October meeting. How does a consumer go about getting approval from the physical and/or behavioral health plans when they are out of county/area for treatment and want to remain in that county/area to finish treatment. For example: stepping down from treatment to a halfway house with community based outpatient treatment when it is out of network. A representative from CCBH shared that though a consumer can work through their Behavioral Health Care Manager, it will be more efficient for the provider to contact the provider line. They will look at multiple factors including if those services could be provider within network.
- Reminder given by Ms. Comes from PA EAP 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 stay for lunch after the meeting and to use the time to network after the meeting with one another

12:30 pm Adjourn

Total Number of Attendees: 38

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

Next Meeting: HealthChoices Advisory Committee Meeting NorthWest Zone

Dates & Locations: Wednesday, July 17, 2019
Community Care Behavioral Health
1314 Griswold Plaza



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Erie, PA 16501

Wednesday, October 9, 2019

First Presbyterian Church of the Covenant

250 W. Seventh Street

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