



HealthChoices Advisory Committee Meeting NorthWest Zone

Wednesday, July 17, 2019

10:00 AM – 12:00 PM

Community Care Behavioral Health
1314 Griswold Plaza
Erie, PA 16501

Meeting Agenda

10:00am Welcome & Introductions

Ms. Comes welcomed everyone, called the meeting to order and had the committee and audience attendees introduce themselves.

- Roll Call Committee:
 - In Attendance: Spencer Duffee (Parent); Cookie Jones (Parent); Rhonda Schember (Advocate/Parent); Lenore Collupy (NWBHP Inc.); Tracy Palazzotto (Family Caregiver Alliance/Parent); Barbara Juskewycz (Erie JPO); Kavon Wright (AmeriHealth Caritas); Dale Barney (Gateway); Jessica Edmondson (UPMC); Lisa Babo (CCBH); Shelley Thomas (Beacon Health Options/VBH/Parent); Diana Ames (MH Association); Bobbie Jo Comes (PA EAP)
 - Absent: Wanda Keefer (Parent); Christen Porterfield (Parent), Michael Gwin (CCBH), Cathryn Easterling (Aetna); Skip Boykin (UPMC)
- 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. Rhonda Schember approved the minutes. Ms. Lenore Collupy 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.



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Questions asked by the committee: Ms. Collupy asked Ms. McDonnell if plan transfer dates and coverage is explained to callers when they transfer a plan. Ms. McDonnell explained that call center agents do explain coverage plans for their current plan and the date their new plan will start. Plan transfers start the first of the month. There is a cut-off calendar which reflects start dates. There is 4-6 week window for the new plan to start. Prior to the new plan starting, the current plan would still be providing coverage. Give example used: If consumer enrolled before the cutoff date last week of 7/11/2019, their transfer plan would begin on August 1st. If it was after that date and by 7/25/2019, their new transfer plan date would start on 9/1/2019.

- 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 30-45 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:
- o Tuesday, May 14, 2019; 10:00am PA 2-1-1 -- 111 individuals attended this webinar
 - o 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:

- o **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.



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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 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.
 - 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 Service 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.



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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:

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/>

10:30 am **Regional Report**

- PA 211 - Regional Manager Presentation – Mr. Paul Wotus, Database Coordinator
United Way Northwest 211
- Refer to the Power Point Presentation – “211 Training, PA211 SouthCentral”
 - Question 1: Is the data 211 gathers public?
Answer: We put it in an annual report which we can share with you.
 - Question 2: My elderly parent resides in Florida and needs transportation assistance. Can I call 211 from PA and be transferred to Florida 211 to assist my mother with this need?
Answer: I’m not sure and would need to provide follow up. We can transfer you within the state however, I am unsure if we can transfer you to another state’s 211 service.
 - Question 3: Can a person explore agencies and resources on the website?
Answer: Yes
 - Question 4: Is there a brochure for 211?
Answer: Yes, and business cards. There are materials on the website under media.
 - Question 5: Has 211 considered creating an app?
Answer: Yes. An attendee shared that based on another 211 presentation she had seen within the state that it was presented that 211 is looking to update their software. Based on what was presented, the software vendor selected may also, include the app.
 - Question 6: How do you collect data and outcomes?
Answer: We complete month, quarterly and annual reports by county by need. We share data with counties based on trends and needs seen. We also, share data with the resources that we refer callers to.



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- Question 7: Are you staffed 24 hours, 7 days per week?
Answer: Yes, we are.
- Question 8: How long does it take a new community based organization or resource to be added to the website?
Answer: It is a very quick turnaround time, not sure of the exact time frame.
- Question 9: Do you contact agencies in your database to update their information so that it is current?
Yes, the database coordinators outreach to agencies to make sure information in the database is current. They also receive period email alerts regarding updating their information.
- SDHP - Regional Housing Coordinator Update – Dawn Edwards, Regional Housing Coordinator
 - Fair Funding Summaries – Came out, managed by PFHA
 - Awards:
 - \$300,000 Aaron Michael’s Place
 - \$100,000 to City of Erie
 - \$50,000 Mercy Center, Erie
 - \$50,000 Venango County
 - \$25, 000 Voices for Independence (Regional)
 - No end dates, use the money until it is exhausted
 - NOFA comes out in the Spring
 - PREP Training – Up to 40 participants.
 - Collaborate with PA Links
 - 811
 - Housed: 150 individuals
 - To qualify must be between ages 18-61
 - Have a disability
 - Resources available by county:
 - Erie – has 2 resources
 - Mercer – 2 properties, short wait list
 - Jefferson – short wait list
 - Beaver – short wait list
 - Butler – healthy wait list
 - Questions for 811 can be emailed to 811pfa.org
 - Webinar: 811 Project Rental Assistance Overview
 - When: Aug 19, 2019 10:00 AM Eastern Time (US and Canada)
The webinar will cover eligibility criteria, priority populations, and how to become a stakeholder/referral source for the Section 811 Project Rental Assistance Program.



Register in advance for this webinar:

<https://zoom.us/webinar/register/6e508df35323e60d4ac87b605f06faf5>

11:30 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 – No updates provided.
- AmeriHealth Caritas – Ms. Wright shared the following information:
 - Keys to Your Care – Texting program for pregnant mothers.
 - Well Baby 15 – Enroll in the program and receive incentives for attending appointments.
 - Erie House Authority
 - Community Health Picnic
 - 3 Back to School Bashes
 - Community Baby Showers
 - Mobile Dental Clinics
 - Greater Dental of Erie
 - Tobacco Cessation Program
 - 73 free smoking cessation therapy session
 - End Replacement Therapy
- Gateway Health Plan - Mr. Barney shared the following information:
 - Health Fairs
 - National Night Out
 - Consumer Advisory Committee Meeting – coming up next week
- UPMC For You - Ms. Edmondson shared the following information:
 - Pre Natal Program
 - Health Screening at the Sea Wolf Games

11:40 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:
 - 08/08/19 12:00pm – 1:00pm Member Meeting at St. John's, 2216 Peach Street, Erie PA 16502.
- VBH/Beacon Health Options - Ms. Thomas shared the following information:



- They are now Beacon Health Options and the website is <https://pa.beaconhealthoptions.com>
- The NW3 Autism Support Group for Mercer, Venango and Crawford County.
- Recovery Events
 - 08/10 Buhl Park
 - 09/19 Overdose Workgroup Event called “The Casino”
- 09/06/19 Titusville
- 09/20/19 Franklin Bandstand
- 10/03/19 Family Forum – Ramada Inn, Greensburg
- 11/07/19 NW Family Forum – Park Inn
- Tobacco Cessation Programs – Vaping and JUULing education

11:45 am Community Based Organization Updates & Upcoming Events

- No updates and upcoming events shared by Community Based Organizations present

11:50 am Consumer & Family Feedback

- No updates shared by the Committee nor the Audience in regards to Consumer and Family Feedback.

11:55 am Open Discussion

- Suggestion made for a webinar or Advisory Committee Meeting presentation on vaping/JUULing.
- Medical Assistance Transportation Program (MATP) – Jeffrey Stinson, Program Advisor and Daphne Simeonoff, Program Manager were in attendance of the meeting. Mr. Stinson shared the following transportation updates:
 - Stop and Study in place. The RFA that was issued was to move the transportation program from a county based system to a broker model is on hold. They are going to examine if the broker model will be effective and efficient. They will examine it over the next 180 days. Afterwards, they then have 90 days to prepare and submit a report on their findings. The assessment is to start in August. Any questions can be directed to miherring@pa.gov, 717-787-9200.

12:00 pm Adjourn

Total Number of Attendees: 40

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



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Next Meeting: HealthChoices Advisory Committee Meeting NorthWest Zone

Dates & Locations: Wednesday, October 9, 2019

First Presbyterian Church of the Covenant

250 W. Seventh Street

Erie, PA 16501

Time: 10:00 AM – 12:00 PM

12:00 PM – 1:00 PM (Lunch)