



## **HealthChoices Consumer Advisory Meeting NorthWest Zone**

Wednesday, July 11, 2018

1:00 PM – 3:30 PM

Barber National Institute – North Building  
100 Barber Place  
Erie, PA 16507

### **Meeting Agenda**

#### **1. Introductions**

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



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- The NorthWest Committee was the first sub-committee to roll out. The committee had a planning meeting on June 6, 2018. There is a committee meeting today after this meeting from 3:30pm – 4:30pm.
- c. 2018 Webinar Series – Ms. McDonnell referenced webinars are posted on the [www.enrollnow.net](http://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.

#### **4. Department of Human Services Initiatives & Updates**

Mr. Luckie 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 -- Claudia Stinely
- b. AmeriHealth Caritas – Kimberly Gatten

- c. Gateway Health Plan – Kalena McCrae, Joshua Hartman, Matthew Botti
- d. UPMC For You – Cathy Kopanic-Enright, Michelle Capper
- e. Community Care Behavioral Health – Kelly Ryan, Jon Burdick
- f. Value Behavioral Health/Beacon Health Options- Shelley Thomas, Amy Villegas

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. Comes 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: We educate the family on what to expect. Prior to the transition, we complete a transition of care document, coordination of care form. The authorization for medication is good for the time period on the authorization (this could be 30-60 days). The new plan will honor the authorization medications for the period of time on the authorization in most cases. It is dependent on the service and the medication.

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 that they contract with out of state. Some plans will contact the university and see that your son would be covered by campus services and/or, on a case-by-case basis develop individual agreements/contracts with doctors. Routine appointments should be scheduled while your son is home on breaks. 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. How can a consumer find out if all the health services they need will be covered by a health plan before they enroll or transfer plans? Can a consumer contact member services prior to being active with the plan?

Response: The consumer can check the comparison guide for health plans on the [www.enrollnow.net](http://www.enrollnow.net) website. The consumer can also talk with their doctors to see what plans

they accept. He/she can contact the member services department at the health plans but would only be given general information unless he/she is a member.

4. 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 contact their provider relations department who will contact and educate that provider.

5. Scenario: A consumer is receiving behavioral health treatment. Are all costs with treatment billed through the behavioral health plan? Are there costs that the physical health plan would cover?

Response: Physical health covers the medications, behavioral health covers the services.

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

- a. Aetna Better Health Plan
  - Red Cross Event – JFK;
  - Health Events – Erie County, Crawford Fair
  - Celebrity Chef Events;
  - MANA – Therapeutic Meals deliver to Members; 12 week duration
  - Mobile Unit
  
- b. AmeriHealth Caritas
  - Integration of Care – Care Gap Closure – Incentive for gap closure; focus on Dental, OB, Diabetes. Use Community Health Navigators, Clinical RN Navigators.
  - National Night Out – JFK August 7, 2018
  - Libraries – Bike rodeo's and safety seminars, receive a free bike helmet
  - Sunclair – Two community gardens
  - Community gardens – Locations of the gardens are determined by agency partners
  - Health Education Presentations: United Way of Mercer County – 17 classrooms – Cavity Free Kids
  - Baby Showers
  - Keep to your care – Incentives, meet all your prenatal visits
  
- c. Gateway Health Plan
  - Health Fairs – Crawford County, Career Link
  - Night out with JFK
  - Health Awareness Centers – Senior Centers



- d. UPMC For You
  - Look for community presentations and table events
  - Sea Wolves – Members have an opportunity to go to the game
  - Millcreek Mall Events – Back to School August 18, 2018; Mother’s Day events; PA Coalition of World Health; Father’s Day events)
  - Give Kids a Smile – Miracle Dentist; August 21, 2018 at the YMCA – open to all Medicaid members
  - Head Start – Education with parents; when children should go to the doctor, receive vision checks and dental care

## **7. Behavioral Health Managed Care Updates & Upcoming Events**

- a. Community Care Behavioral Health
  - Member Advisory Meeting – August 10, 2018 at the Corry Counseling Center
  - Family Advisory Meeting – August 15, 2018 12:00pm at Hoss’s
  - Erie County – SAMSA Grant (MAT) – Medication Assisted Treatment Program
- b. Value Behavioral Health/Beacon Health Options
  - Fall: Celebrate Recovery Events Crawford and Venango counties; Mercer Counties in September
  - Family Forum – October 4, 2018 in Cranberry (9 counties)
  - Family Forum – November 3, 2018 in West Middlesex for Crawford, Venango, Mercer Counties

## **8. Community Based Organization Updates & Upcoming Events**

- September 22, 2018: 21<sup>st</sup> Annual Race for Recovery (Gaudenzia) -- #EraseStigmaOfDrugAddiction

## **9. Open Discussion**

- Ms. Juskewycz, Erie JPO, looking for and/or to provide Pregnancy Prevention Education Classes – Request for existing resources and information. Aetna representative, Ms. Stinely spoke to some resources.
- Issue raised regarding individuals actively in Drug & Alcohol Treatment who are unable to obtain housing due to the background check requirement. What can CBO treatment provider(s) due to assist? Question was sent to Mr. Laudermilch & Ms. Ellis at housing. Response and recommendations sent directly to attendee.
- Reminder given by Ms. Comes 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: 35**

**Next Meeting:** HealthChoices Consumer Advisory Meeting NorthWest Zone

**Dates:** Wednesday, October 3, 2018

**Time:** 1:00 PM – 3:30 PM

**Location:** First Presbyterian Church of the Covenant  
250 W. 7<sup>th</sup> Street  
Erie, PA 16501