



HealthChoices Advisory Committee Meeting SouthEast Zone

Tuesday, April 21, 2020

10:00 AM – 12:30 PM

Willow Grove Giant Food Store - Community Room
315 York Road
Willow Grove, PA 19090

Meeting Agenda

10:00am Welcome & Introductions – Teresa McDonnell

- Good morning and thank you for joining us today. We greatly appreciate your flexibility during this time.

10:05 am 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
 - 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



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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 SouthEast. *Refer to the Report.

- Question: What is the total enrollment of Medicaid recipients in the state of Pennsylvania? Answer: I do not have the exact figure with me. I will get it to you.

- **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.
 - 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



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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, "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."
 - 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 alternatives to keep individuals actively engaged.



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- **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.
- 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.



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- 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-
 - 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



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- 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
 - Veteran Crisis Line: 1-800-273-TALK (8255)
 - Disaster Distress Helpline: 1-800-985-5990
 - 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.



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- 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;
- 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, 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
 - United States Department of Health and Human Services
www.pandemicflu.gov/
 - Centers for Disease Control www.cdc.gov/
 - The World Health Organization www.who.org/
 - Wednesday, June 17, 2020 10:00am – 11:00am Tobacco Free Recovery in Behavioral HealthCare; Presenter: Ryan Coffman – American Lung Association/Philadelphia Department of Health

- **OMHSAS Report – Scott Ashenfelter**
 - Currently, we are working remotely. We've been having daily phone calls with our primary contractors; the counties, the Behavioral Health MCO's, and CEO's to



maintain real time communication. Our Medical Director, Children's Bureau Staff from policy, quality management and operations attend the meetings.

- We've been reviewing and approving alternative payment arrangements for HealthChoices and processing waivers for county funded programming.
 - Tele-health is being utilized. We've been approving providers to use tele-health so there have been waivers approved for that.
 - We've been reaching out to all of the licensed programs on a weekly basis to check-in with them on issues they may be having and to find out about any COVID-19 cases that might be impacting their programming.
 - Licensing has been suspended for our routine annual licensing visits. We are conducting remote licensing and virtual licensing.
 - No questions were asked.
- MATP Report – Daphne Simeonoff
- Technical Issues, unable to attend.

10:45 am Regional Report – Olivia Benson

- SDHP - Regional Housing Coordinator Update
- Self Determination Housing of Pennsylvania, we advocate for folks with disabilities within housing. One of the things we do is run the waitlist for the 811 program, which is the housing choice voucher program. Contact me if you would like the eligibility requirements.
 - Those of you working with clients who qualify I do have some updates for you within our region:
 - Chester County: Coatesville and Kennett Square we have some properties coming available very soon. Get on the waitlist, it is very short right now.
 - Philadelphia County: We have a short waitlist for two and three bedrooms. We also have vacancies for three bedrooms and we do anticipate more one bedroom units coming open in the future.
 - Berks County: Though it isn't in this region it is close by. The waitlist is incredibly short, especially for one bedroom units in Reading if you're open to moving counties.
 - Email us at 811@SHDP.org if you're interested in getting clients on any of the waitlists.
 - We have multiple webinars scheduled for SDHP, so I'll share those dates with you.
 - 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



- 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 5th, 10am – 11am
- During this crisis we are engaging more with social media. We are present on Facebook and sharing a lot of helpful resources there.

11:00 am Presentation: Health Promotion Council

- Tobacco, eCigarettes, and Vaping – Sean McCormick, Health Promotion Council
 - Refer to the Presentation pdf. on enrollnow.net
 - No questions were asked

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

- Aetna Better Health Plan – Andrea D’Angelo
 - Our Tobacco Cessation Program started back in 2018. We spent time during our ramp up building relationships and identifying community partners that would work with us. We spent a lot of time putting together the various domains of the tobacco program as it relates to providers and members. External agencies like the Department of Health, community agencies, case management activities as well as activities related to and for our employees.
 - We’ve done provider education, creating newsletters which include a smoking cessation corner This is where we provide information to our providers regarding how they can build for smoking cessation counseling, how they can become smoking cessation certified, information on vaping, and what our formulary is for tobacco cessation products. We’ve held educational seminars for our providers. We send smoking cessation information to provider’s offices from a member perspective.
 - Our Community Development Recreational Vehicle, CORA, shares information smoking cessation materials in the community at different community events.
 - National Jewish Health is to co-brand materials to share with our members and anybody who is interested.
 - We have a referral Quit Line, where members can get assistance and referrals can be made right away.
 - We’ve partnered and done community events with the Clean Air Council in some of the housing developments. We’ve also worked with the Health Promotion Council (HPC) to put together education.
 - We provide dental education with our dental providers and allow our dentists to bill for smoking cessation counseling. This was put in place last August. We are working on providing educational credits to them.



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- We've been working with CVS on identifying smoking cessation counseling at local CVS health hubs.
 - We also work closely and collaborate with our Behavioral Health MCO's.
- **Health Partners Plans – Dr. Merleen Harris-Williams**
 - Our Tobacco Cessation Program started around the same time when it was mandated from DHS in 2018. We pulled together a multi-disciplinary team of business units which represented our wellness partners from our clinical team, traditional case management from our maternity case managers, as well as, fiscal, behavioral health case managers, pharmacy, communications, quality and marketing. The team also included pharmacy healthcare economics so they could track the data.
 - We have a disciplinary team that meets monthly to look at our tobacco cessation strategy. Our objective is to raise awareness around the importance of tobacco cessation by encouraging our members and education our members on nicotine replacement.
 - We've relied heavily on the Pennsylvania Association of Pharmacists as well as our dental community is able to start the education of how to become tobacco cessation counselors. We relied heavily on the DHS bulletin, to be able to apply this information to our providers and we're starting to see a lot of activity around it.
 - We partnered in 2018 with the American Lung Association to train our clinical staff as well as our FQHC's around becoming tobacco cessation facilitators. In 2019, we were able to add wellness educators to have post classes in our recovery centers. Recover Centers for tobacco cessation classes, include Stephen Klein Center, New Journeys in Recovery, New Pathways and the Outley House. We're also looking to have tobacco cessation counseling classes for maternity patients at our wellness center located in West Philadelphia. Now because of COVID, we're exploring virtual options.
 - Through our pharmacy department, we have what we call medication therapeutic management. This where participating pharmacies provide smoking cessation tips to persons that are identified through certain criteria.
 - We have a partnership with the DOH quit line. We have assessments and smoking cessation assessment tools as part of our case management. For maternity, we identify if a member is a smoker and share resources we have available to help them and refer them to the DOH Quit line. We track those numbers as well.
 - In terms of our communication, we developed several newsletters. The winter newsletter provided information regarding e-cigarettes and jewels. In the summer newsletter we featured a testimonial. One of our employees who actually went through the journey of quitting smoking. It was certainly a testimony very powerful that people understand.
 - We are constantly monitoring and tracking. We have a very comprehensive program and we're looking to do more.



○ **Keystone First – Pat Spires**

- All MCOs along with the Behavioral Health MCOs had a joint project this year around tobacco cessation. We developed a one page reference sheet to be able to distribute to all of our members. It is waiting for state approval.
- Our members are eligible for up to 70 smoking cessation counseling sessions per year. That is a 15 minute face-to-face counseling session with either an individual or group format.
- We've encouraged our physicians and pharmacists to become certified so that they can offer services to our members wherever our members are at that moment.
- Tobacco cessation products, as was discussed in the presentation today, are all covered for members. Members under the age of 18 can get a prescription for some tobacco cessation products without the permission of a parent/guardian.
- For our pregnant members, we assist them with finding a facility that offers smoking cessation or counseling classes specifically for pregnant women.
- Our Case Managers speak with members about tobacco cessation as part of our services. If a member says they are not interested, we will provide the Quit line number to him/her. For members who are interested, we will provide them with the information and resources for what they feel they can manage at that particular moment and continue to outreach to them to assist in getting tobacco cessation, if that's the route they choose to go.
- We work hand in hand with our Behavioral Health MCOs in helping our members accomplish tobacco sensation.

○ **United HealthCare Community Plan – Nikki Bagby**

- United Healthcare's tobacco cessation program is designed to help members quit using tobacco, with the support of our provider network internal teams and community resources.
- The goal of our program is to increase utilization of tobacco cessation counseling and nicotine replacement to positively impact members.
- Our provider outreach initiatives include sharing information with our providers on our free quit line, member benefits for tobacco cessation, billing tobacco cessation counseling codes, frequent quit apps and our free ask advice refer training links.
- We also developed the quick reference guide that we share with providers online or nicotine replacement therapy formulary highlighting that which will cover all in our key products and have no prior authorization requirements for generic products within the quality one limits. This quick reference guide clarifies our MCO physical health MCOs should see prescription claims for our nicotine replacement therapy from psychiatrists, all of the provider educational materials have been shared with providers and writing and in person.
- Our provider newsletters includes our free quit smoking apps and our free ask refer prescription for change training as well as nicotine replacement therapy and quick line information and then our member education. We also share tobacco cessation information with our members.



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- Our tobacco cessation members benefit information which is located on our website and in our Member handbook on maternal care and our maternal child health coordinator uses the information for initial discussions on tobacco use and motivation to quit and also uses this tool as ongoing assessment of tobacco use and motivation to quit.
 - Additionally we send tobacco information to our members that self-identify as using tobacco and having behavioral health symptoms. This letter addresses the importance of quitting tobacco and include free resources on how to quit along with member benefit information.
 - Our tobacco cessation articles are also published in our health talk member letter newsletter that are also published quarterly. We have been working on supporting our internal teams that have member contact with having conversation with members on tobacco use and motivation to quit. The Philadelphia DOH has trained our care management or SNOO's or CHW's, our maternal child health coordinators and call centers on brief intervention for tobacco sensation. They also receive a job aid outlining our in our teeth formulary and tobacco cessation counseling benefits, along with Information or free voice resources available to Members to quit to help them quit, including our quick line.
 - Our behavior and physical integration, our clinical teams are working towards incorporating tobacco cessation into integrated care plans and discussing tobacco use at clinical rounds with our behavioral health MCOs.
 - Our next step is to finalize tobacco cessation counseling for our dentists and pharmacists to allow more provider types to offer tobacco cessation counseling to our members and work with our PCMH's and our ACOs to help members and chronic health issues quit tobacco.
- **Community Behavioral Health – Orfelina Feliz Payne**
 - They offer a number of tobacco supports listed on their website for Community Behavioral Health and in their member handbook and at their provider locations.
 - **Community Care Behavioral Health – Beverly O'Sullivan**
 - Any of our members that present for any level of care are all assessed for tobacco cessation either if there are in person or if we're on the phone with them we will do it right on the phone with a member. If a provider is calling us regarding authorization for care we will complete the assessment through the provider if the member voices an interest in cessation. Then they'll be provided, either with the Quit line referral for tobacco cessation treatment. If we have we have lots of members that don't essentially access behavioral health care. We do have the information on our website on how they can access tobacco cessation information.
 - We have Community Care created tobacco cessation toolkits. They are a little envelope size kit. It's a bag and has a fidget spinner, pedometer, healthy coping skills listed to replace tobacco, and quit line information. We are giving those directly to members that voice an interest in cessation. We've also provide them to our larger providers like community agencies and agencies that have wellness nurses



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embedded in their facilities. We've given them kits to give to our members. That's what we're doing for tobacco cessation, this is specifically just for Chester County.

- **Magellan Behavioral Health – Don Beam**

- Magellan has committed to supporting an increase in awareness of tobacco dependence among our behavior health providers and supporting our member community. We currently have a tobacco action plan work for the state initiative, it's been a continuing thing going on. We're offering tobacco dependence trainings to all providers and MCOs. That is done by our tobacco subject matter expert Andrew O'Brian. If there's anyone interested you can reach out to him at tobaccosupport@magellanhealth.com.
- Additionally, on our website, magellanofpa.com when you go to the homepage, the fifth tab over, community has a little drop down bar. From there you can access our online tobacco support resource guide. There is also another link in there about the tobaccosupport@magellanhealth.com. We also have a dedicated team monitoring that email address.
- Some additional things that we have going on. We're continuing to roll out Clickotine, a smoking cessation app to our wider section of our membership. It's currently being offered to our integrated health programs only. No ETA on when that's going to roll out to the broader community. Our care managers are really striving for tobacco assessment in each clinical review. If not, they'll get it on their first review completed by the integrated health team with the primary health MCOs.
- Additionally, in our spring of 2020 newsletter. We're going to have a tobacco support resource guide with a focus on vaping.
- We continue to support referrals to the national quit line for members and providers serving our members.

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

- **Health Partners Plans**

- Given the current situation at this time many of HPP activities have been postponed or cancelled due to the Coronavirus. The list of events are currently still on but may be postponed/cancelled. Please continue to check for updates as to the status of these events.



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| Event Date | Event Time | Event Name | Venue Address | Venue Address Line 2 |
|------------|------------|--|--|---|
| 4/21/2020 | 4:00 PM | MCIU: Healthy Kids Expo | 2 West Lafayette Street | |
| 4/22/2020 | 9:00 AM | Mental Health First Aid Training | Health Partners Plans Community Wellness Center | 6232 Market Street |
| 4/22/2020 | 6:00 PM | Sing Out Loud: Signing for Survival | The Academy of Natural Sciences of Drexel University | 1900 Benjamin Franklin Parkway |
| 4/23/2020 | 12:00 PM | Walking with HPP | Community Wellness Center | 6232 Market St. |
| 4/24/2020 | 12:00 PM | Fitness Boot Camp | Community Wellness Center | 6232 Market St. |
| 4/24/2020 | 12:00 PM | Yoga Fitness Workshop | 6232 Market St. | |
| 4/25/2020 | 11:00 AM | La Fortaleza's 8th Annual Community Day Fair | La Fortaleza Fitness Center | 133 W. Hunting Park Ave. |
| 4/25/2020 | 7:00 PM | ACHIEVEability's Give and Groove Music and Dance Party | City Winery | 990 Filbert Street |
| 4/30/2020 | 10:00 AM | Dining Out for Life 2020 | Participating Restaurants | Action Wellness- 1216 Arch Street 6th Fl. |
| 4/30/2020 | 12:00 PM | Walking with HPP | Community Wellness Center | 6232 Market St. |
| 5/1/2020 | 3:00 PM | Our Voices Matter Fundraising | Morris Arboretum of the University of PA | 100 E. Northwestern Ave |
| 5/4/2020 | 12:00 PM | Prom Attire Drive | 6232 Market St. | |
| 5/6/2020 | 8:30 AM | Prom Attire Drive | 6232 Market St. | |
| 5/7/2020 | 11:30 AM | 2020 Annual Spring Luncheon "Celebrating Healthy Families" | Inn at Mendenhall | 323 Kennett Pike |
| 5/7/2020 | 5:30 PM | 15th Annual Women of Courage Celebration | Rivers Casino Philadelphia | 1001 N Delaware Ave |
| 5/11/2020 | 11:00 AM | Spring Planting | 6232 Market St. | |
| 5/13/2020 | 9:00 AM | Mental Health First Aid Training | Health Partners Plans Community Wellness Center | 6232 Market Street |
| 5/16/2020 | 7:00 PM | Night on the Nile | 513 S. Union Ave | |
| 5/20/2020 | 11:00 AM | Cooking with Health Partners Plans | 6232 Market St. | |
| 5/21/2020 | 6:00 PM | Cafe en Familia 5/21/20 | Mary D Lang Elementary | 409 Center St. |
| 6/6/2020 | 6:00 PM | Black Tie Gala | The Bellevue Hotel | 200 S. Broad Street |



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ENROLLMENT SERVICES

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|-----------|----------|--|---|--------------------|
| 6/10/2020 | 9:00 AM | Mental Health First Aid Training | Health Partners Plans Community Wellness Center | 6232 Market Street |
| 6/12/2020 | 8:00 AM | 3rd Annual Latino Health Summit (Day 1) | Double Tree by Hilton Hotel Reading | 701 Penn Street |
| 6/12/2020 | 9:00 AM | The Changing Role of Today's Fathers | 4400 N. Reese St. | |
| 6/13/2020 | 9:00 AM | Get Fit Health and Wellness Fair | 2150 W. Lehigh Avenue | |
| 6/13/2020 | 8:00 AM | 3rd Annual Latino Health Summit (Day 2) | Double Tree by Hilton Hotel Reading | 701 Penn Street |
| 6/13/2020 | 10:00 AM | 2020 Sugar Cane Festival | 1899 N. 5th St. | |
| 6/17/2020 | 11:00 AM | Cooking with Health Partners Plans | 6232 Market St. | |
| 6/20/2020 | 10:00 AM | 2020 Philadelphia Juneteenth Parade & Festival Celebration | Malcom X Park | 5100 Pine Street |

- We did just launch our virtual fitness classes as well as our virtual education classes that will be done daily. They started last Thursday. Here is the link to our educational classes <https://www.healthpartnersplans.com/health-and-wellness/wellness-partners>. Press the link in terms of the class you're interested in to join.
- **Keystone First**
 - In-Person event cancellations: Because of our concerns about the coronavirus disease (COVID-19), **Keystone First is canceling all in-person member events through the end of April**. Please come back to our website at www.keystonefirstpa.com for the most current information on member events.
- **United HealthCare Community Plan- Nikki Bagby**
 - Due to COVID-19 stay home mandates, all UHCCP events through April 30th have been cancelled or postponed. May events and beyond will be revisited when more information is available related to COVID-19 mandates.
 - UHC has developed a resource grid for our members. This resource grid has everything for our members. For example, resource for those who need meals, testing sites, social services shelter, clothing, etc. This list that we have for our members is updated daily. We started the process in the greater Philadelphia and Allegheny areas. But now have opened it up statewide. And through this, members are benefiting with this list and with so many resources available to them during this pandemic.
 - Also, we sent out about 3,000 hand sanitizers to these organizations that were in need. There are other stuff that they need such as masks and other items that that we are looking into and prioritizing which ones we can help organizations out with during this crucial time.



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ENROLLMENT SERVICES

- **Community Behavioral Health**
 - No community event information provided

- **Community Care Behavioral Health**
 - No community event information provided

- **Magellan Behavioral Health**
 - All recent provider communications, including provider announcements related to COVID-19, please go to <https://www.magellanofpa.com/providers/communications/provider-announcements/>

12:20 pm Community Based Organization Updates & Upcoming Events

- No Community Based Organization feedback shared during the meeting.

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

Next Meeting: HealthChoices Advisory Committee Meeting SouthEast Zone
July 2020

Date, Time, Location: Tuesday, July 21, 2020

10:00am – 12:30pm

12:30pm – 1:00pm (Lunch & Networking)

Willow Grove Giant Food Store Community Room

315 York Road

Willow Grove, PA 19090