



HealthChoices Advisory Committee Meeting SouthEast Zone

Tuesday, April 16, 2019

10:00 AM – 12:00 PM

University Lutheran Church

3637 Chestnut Street

Philadelphia, PA 19104

Meeting Agenda

10:10 am Welcome & Introductions – Wendy Sanchez-Hernandez, PA EAP

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

- Roll Call Committee:
 - In Attendance: Michelle Christian (Consumer/Parent); Marisol Ramos (Parent/CBO); Adolphus Talley (Consumer); Roberta McClean (Consumer/Parent); Denise Lindsey (Aetna); Velma Kennedy (CBH); Jorge Parra (Health Partners); Pat Spires (Keystone First); Donald Beam (Magellan); Nikki Bagby (United HealthCare); Wendy Sanchez-Hernandez (PA EAP)
- Absent: Tanisha O’Neal (Parent), Kelly Doyle (CCBH), Jennifer Oglesbee (Aetna); Joyce Williams (Health Partners);
- Introductions by Audience
 - In Attendance: Refer to Sign-In Sheet

10:10 am Review & Purpose of the Committee – Teresa McDonnell, PA EAP

Ms. McDonnell 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.

10:15 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. 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 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

A question was asked by the committee, Ms. Spires, if someone is on the email distribution list and is unable to attend can they forward the registration link to a coworker or colleague. Ms. McDonnell shared that they are able to forward the registration link and it should work. If there is an issue with the link Ms. McDonnell can be contacted and a new link can be sent out. Also, Ms. McDonnell shared that peers, colleagues and coworkers could be directed to the www.enrollnow.net website. Under the Meetings and Webinars tab is a list of the webinars and Ms. McDonnell's contact information for interested individuals to be sent registration links and/or to be added to the email distribution list.

10:25 am DHS/BMCO Report – Nan Mavor, BMCO

Ms. Mavor 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 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



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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:

“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.



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- 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.

A question was asked by a committee member, Mr. Beam, in regards to if the Governor's report included any information on the Carve Out or Carve In? DHS Representative, Ms. Mavor, clarified it did not and there is no comment at this time since this matter is currently in legislation.

10:35 am Housing Report & Presentation – Beth Ellis, Dawn Edwards; 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".
- A question was asked in regards to slide 6. You said there are two more active 811 counties not on the list, what were they? Ms. Ellis shared Bucks county and West Moreland counties.
- A question was asked in regards to slide 7. If a person doesn't have a mental health or behavioral health issues, but just falls into hard times, who can they reach out to for housing assistance? Ms. Ellis cited PA 2-1-1 as a good resource however, this program for individuals with disabilities. You could also, reach out to the Self Determination Housing Coordinator for your area for guidance and assistance.
- A question was asked in regards to slide 8. Do you have information available for providers on housing in other languages? Ms. Ellis did share there is information available in Spanish and asked what other languages providers may be looking for materials in. The committee member responded with the following languages: Chinese, Arabic, Mandarin and Russian.
- A question was asked in regards to slide 12. Is this pilot funding only for Opioid Use Disorders or are other substance use disorders included? Ms. Ellis is going to look into this and send an update to the committee. There were comments made from committee members and attendees regarding other drugs still being a big issue, for example Crack. There is a movement for assisting Opioid use but there doesn't seem to be anything for crack cocaine, which is still a very big issue in communities.



- A question was asked in regards to slide 13. How are individuals identified for the pilot? Ms. Ellis shared that they go through traditional services and resources and identify the gaps and those individuals that fall within those gaps.
- A question was asked in regards to slide 14. Who were the entities awarded the OUD pilots in Philadelphia? Ms. Ellis shared she does not have the list with her however, would look into this and get the information out for distribution.
- A question was asked in regards to slide 16. Is the data being utilized in the study statewide or pertain to certain areas. Ms. Ellis explained that it pertains to certain areas. There is not as much data available from the eastern part of the state. However, the Medicare/Medicaid encounter data is statewide.

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

- Refer to Power Power Point Presentation entitled “SDHP Self-Determination Housing of Pennsylvania”.
- A question was asked in regards to slide 5. The PREP training, is it just for agencies? Ms. Edwards shared no that it is not just for agencies, it is for everyone.
- A question was asked in regards to slide 8. What is the eviction process? Ms. Edwards and Ms. Ellis explained that it is still the same in legal terms, the same standard process. The tenant will receive a 15 day notice which he/she needs to respond to. Also, some counties have renter’s mediation which can assist. In Philadelphia, there is Philadelphia Community Legal services who receives funding to mitigate evictions. They are located on 1th and Chestnut streets.

11:10 am MATP Report – Nan Mavor, BMCO

Ms. Mavor 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

A question was asked from the committee regarding the MATP contact information. Why may we need to use the contact information to contact MATP? Ms. Mavor explained that the Medical Assistance Transportation Program (MATP) wanted to ensure that attendees had correct contact information since they last attended the October 2018 meeting. MATP staff have been contacted by providers and case workers for information regarding transportation services and case specific issues.

11:40 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. Lindsey shared the following information:
 - Initiative to Increase Member Satisfaction – Drilling down on the date from member satisfaction surveys.
 - Mobile RV, CORA out in the community providing health smoothies and health information.



- Health Partners Plan – Mr. Parra shared the following information:
 - 04/17/2019 – 04/18/2019 Latino Health Summit
 - 04/28/2019 March of Dimes
 - 05/15/2019 Salvation Army
 - Opening of our Wellness Center – 6232 Market Street; have various classes on line dancing, yoga, as well as other classes. Classes will alternate month to month.

- Keystone First – Ms. Spires shared the following information:
 - 04/01/2019 initiated a new program an Inclusive Dental Program to serve the under-served population in five community areas.
 - Partnered with University of Penn and Temple to provide education to dentist offices. There have been 60 providers who have taken this course.

A question was asked from a committee member. Where is the Keystone First office located? Ms. Spires shared the address: 200 Stevens Drive, Philadelphia, PA 19113

Another questions was asked from a committee member. If somebody has Keystone First as their health plan and needs a specialist who should we call. Ms. Spires directed the member to call members services. She also shared that Keystone First is currently updated their provider listing to include a list of special accommodations that the providers serves.

- United HealthCare Community Plan – Ms. Bagby shared the following information:
 - 4/27/2019 National Drug Take Back Day at CVS, Walgreens. Held twice a year, also, in October.
 - Save our Soles Event – partnering with CHIETNAPI, African American Nurses for this event. African American men have the highest amputee rate.
 - 4/27/2019 CHOP Community Health Days – Athlete Screenings being held at Wells Fargo Center at least 1,000 youth athletes will receive screenings. It's a 4-5 hour screening event.
 - 5/01/2019 Chinatown Development Corporation – Opening ceremony for their newly built High Rise.
 - Divas for Autism – will be providing health information at this event.

11:45 am Behavioral Health Managed Care Updates & Upcoming Events

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

- Community Behavioral Health - Ms. Kennedy shared the following information:
 - 1-888-545-2600 toll free line available 24/7
 - CBH is part of the Department of Behavioral Health which offers multiple events and training opportunities.



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- Monthly Opioid Training
- Mental Health First Aid Training (3 year certification)
- Other events and trainings are listed at www.DBH.IDS.org
- Currently working on developing Outreach initiatives
- Community Care Behavioral Health – No updates nor upcoming events shared.
- Magellan Behavioral Health – Mr. Beam shared the following information:
 - 03/04/2019 Texting initiative launched
 - May Advisory Committee Meeting Dates:
 - 05/13/2019 Delaware County at the Horizon House in Langhorne PA
 - 05/20/2019 Bucks County at the Family Services Association
 - 05/24/2019 Montgomery County at the Norristown Public Library
 - Consumers receive a travel stipend; there is a set agenda; the CEO will be in attendance to engage attendees.
 - Topics to include: Opioid Use Disorder (OUD) resources available to members, Attitude & Service: What does a good provider experience look like? From the feedback collected, looking at future Town Hall Meetings with Providers.

11:50 am Community Based Organization Updates & Upcoming Events

- 07/25/19-07/27/2019 Trans Wellness Event at the Philadelphia Convention Center
 - Also coming up is the Trans March and Trans Day of Remembrance
 - Check the following website for additional information on these events: www.mazzonicenter.org
- 04/27/2019 9:00am – 3:00pm Single Mothers Conference at Henderson High School, Chester County; child care will be available. For more information on the event: www.singlemotherscc.org
- 05/10/2019 Disability Conference

11:58 am Consumer & Family Feedback

- No feedback provided by the committee or attendees

12:00 pm Open Discussion

- Reminder given by Ms. Sanchez-Hernandez 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



12:00 pm **Adjourn**

Total Number of Attendees: 29

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

Next Meeting: HealthChoices Advisory Committee Meeting SouthEast Zone
Dates: Tuesday, July 23, 2019
 Thursday, October 17, 2019
Time: 10:00 AM – 12:00 PM
 12:00 PM – 1:00 PM (Lunch)
Location: University Lutheran Church
 3637 Chestnut Street
 Philadelphia, PA 19104