



## **HealthChoices Advisory Committee Meeting SouthEast Zone**

Tuesday, July 23, 2019

10:00 AM – 12:00 PM

University Lutheran Church  
3637 Chestnut Street  
Philadelphia, PA 19104

### **Meeting Agenda**

#### **10:00am Welcome & Introductions**

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); Roberta McClean (Consumer/Parent); Jennifer Oglesbee (Aetna); Denise Lindsey (Aetna); Joyce Williams (Health Partners); Pat Spires (Keystone First); Donald Beam (Magellan); Nikki Bagby (United HealthCare); Wendy Sanchez-Hernandez (PA EAP)
- Absent: Marisol Ramos (Parent/CBO); Adolphus Talley (Consumer); Tanisha O'Neal (Parent), Velma Kennedy (CBH); Kelly Doyle (CCBH); Jorge Parra (Health Partners);
- 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. Mr. Donald Beam approved the minutes. Ms. Pat Spire seconded the approval.

#### **10:10 am Enrollment Assistance Program Report**

- a. Data Review - 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.
- b. 2019 Webinar Series -- Ms. McDonnell referenced webinars are posted on the [www.enrollnow.net](http://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:

- Tuesday, May 14, 2019; 10:00am PA 2-1-1 -- 111 individuals attended this webinar
- 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. Casey Hayes from the Department of Human Services gave the following updates:

- **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.

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.

The Department of Health has launched enhanced hepatitis A information, including an interactive map with vaccine clinics on its website at [health.pa.gov](http://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](http://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](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/>

- Question: Are they looking for recruits for the suicide task force you had referenced?  
Answer: It looks like the task force is already in place, but I can follow up with you.

### **10:30 am Regional Report**

- PA 211 - Regional Manager Presentation – Ms. Cinda Watkins, 2-1-1 Human Services Senior Manager
  - Refer to the Power Point Presentation – “ PA 211 SEPA Overview”
  - Question 1: Could you provide an example of transportation services?  
Answer: We’ll ask the caller and determine if he/she qualifies for Medical Assistance Transportation Services (MATP); if they do not, we’ll go through and look at other existing transportation services within their community. These may be faith based organizations in their community, if the caller is a veteran there are veteran services which provide transportation. We determine what the appropriate resource(s) may be, what the call qualifies for.
  - Question 2: What is the length of time till a caller will receive service(s) from the resources shared.  
Answer: It varies on their need, the type of assistance/service they need and the resource that is able to provide the service. We provide the referral plus follow up. It could also depend on their own follow up and follow through with the resources they are given.
  - Question 3: What if someone wants to put together a resource list for example transportation, can we call you?  
Answer: You can, however, you can also check the database and do a search. We do though have some organizations who request not to be viewed on the public facing side. These organizations would not show up in your search. Ms. Watkins pulled up the website and showed attendees how to search.
  - Question 4: Can I share you slide show with consumers? I facilitate Consumer Advisory Committee meetings for our member.  
Answer: Absolutely, you can share the information. We can also send a speaker to your meeting if you’re interested. You just need to call us and we can schedule it.
  - Question 5: We deal with a lot of head start program in the Southeast zone and some of they are struggling for referrals. Can we reach out to you and could you possible assist with this?



Answer: absolutely, we do list a lot of head start program on our website in our database. We could possibly do a targeted text blast to those specific geographical areas. Those individuals receiving the text blast would be those who are signed up for texting. We send text blasts regarding LIHEAP open enrollment period. You need to contact us as this would be a special projected and we would need to go through the necessary steps to have this occur.

- Question 6: Regarding utilization data, do you share it with organizations who are registered with you?

Answer: Yes, we can tell agencies who are listed in our database how many people we have referred to them monthly, quarterly, annually.

- SDHP - Regional Housing Coordinator Update – Samantha Vollrath, Regional Housing Coordinator
  - 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.
  - 811 – Project Rental Assistance
    - To qualify must be between ages 18-61
    - Have a disability
    - Looking for referrals for 2 and 3 bedroom units in Philadelphia to build up the wait list
    - Reviewed a list of properties in Philadelphia, offered to be available after the meeting for anyone who wanted to review or talk more about the list.
    - Question: Is there a similar program available for those ages 62 and older?  
Answer: Not a specific program that I am aware of. You would need to reach out to the Area of Aging.

**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- Ms. Lindsey and Ms. Ortiz shared the following information:
  - Initiative to Increase Member Satisfaction – Calling providers to ensure they are accepting new members, one call resolution.
  - Gym Memberships – Starting in September we have partnered with Planet Fitness to offer free gym memberships.
  - Mobile RV, CORA out in the community providing health smoothies and health information. CORA will be out on the Pier.
- Health Partners Plan - Ms. Williams shared the following information:



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- 6232 Market Street – offering various health and wellness classes such as zumba, line dancing, yoga, as well as other classes. Classes will alternate month to month.
  - Our summer walking program is in full swing. It started on 07/11/19 and runs through 08/08/19.
  - 08/10/19 Sponsoring a 5k run, 1k walk; proceeds will go to the foundation.
  - 08/27/19 Pre K Mixer; youth who attend will receive their first back pack for school
- Keystone First – Ms. Spires shared the following information:
    - For a full list of events, please check our website
    - Gym Memberships – We partner with the YMCA’s to offer free gym memberships to our members.
    - Our Inclusive Dental Program to serve the under-served population in five community areas.
    - Vaccination places are listed on our website
    - Working with Broad Street Ministries to get members connected to Behavioral Health Services, staff helping to serve meals.
  - United HealthCare Community Plan - Ms. Bagby shared the following information:
    - Week of August 4<sup>th</sup>: National Health Center Week
    - GPHA Community Fair
    - Kappa Alpha Phi 84<sup>th</sup> fair including a health meeting
    - 07/27/19 Back to School Event
    - Sesame Street Corner – Book bag giveaway and baby cribs
    - Fashion Foundation event “Barbers with Care”

### **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 Behavioral Health – No updates shared.
- Community Care Behavioral Health – No updates shared.
- Magellan Behavioral Health - Mr. Beam shared the following information:
  - Member Advisory Committee meetings were held throughout May. We had 100 members attend the meetings. Feedback included: wanting social media involved, like Twitter and Facebook, started a social media campaign

### **11:45 am Community Based Organization Updates & Upcoming Events**

- 07/25/19 – 07/27/19 Philadelphia Trans Wellness Conference at the Pennsylvania Convention Center, 129 North Broad Street – This is the largest free trans-specific



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conference in the world. For more information:  
<https://www.mazzonicenter.org/trans-wellness>

**11:50 am Consumer & Family Feedback**

- No feedback provided by the committee or attendees

**11:55 am Open Discussion**

- No items brought up for discussion
- Reminder given by Ms. Sanchez 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: 28**

**Committee Meeting minutes and presentations available at [www.enrollnow.net](http://www.enrollnow.net)**

**\*\*CHANGE IN DATE AND LOCATION FOR THE NEXT MEETING.**

**This change is based on survey feedback about the existing meeting location.**

**Next Meeting:** HealthChoices Advisory Committee Meeting SouthEast Zone

**Dates:** Thursday, October 22, 2019

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

**Location:** Willow Grove Giant Community Room  
315 York Road  
Willow Grove, PA 19090