



HealthChoices Advisory Committee Meeting SouthEast Zone

Tuesday, October 22, 2019

10:00 AM – 12:00 PM

Willow Grove Giant – Community Room
315 York Road
Willow Grove, PA 19090

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: Marisol Ramos (Parent/CBO); Phillip Aikins (Parent); Pat Spires (Keystone First); Donald Beam (Magellan); Nikki Bagby (United HealthCare); Wendy Sanchez-Hernandez (PA EAP)
- Absent: Michelle Christian (Consumer/Parent); Roberta McClean (Consumer/Parent); Jennifer Oglesbee (Aetna); Denise Lindsey (Aetna); Joyce Williams (Health Partners); 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 July Meeting Minutes

- July Meeting Minutes were reviewed and approved by the committee. Mr. Donald Beam approved the minutes. Ms. Nikki Bagby seconded the approval.

10:10 am Enrollment Assistance Program Report

- a. Data Review -- Ms. Teresa McDonnell provided enrollment data from PA Enrollment Services from January through May 2019. Additional data was provided from June 2019 through August 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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- b. **2019 Webinar Series** -- Ms. Teresa 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 and 1 day prior to the webinar. Webinars held since the July meeting included:

- o Tuesday, October 8, 2019; 10:00am LIHEAP -- 76 individuals attended this webinar

Upcoming webinars include:

- Tuesday, November 12, 2019; 10:00am Immunizations – By the Department of Health, Bureau of Immunizations

10:20 am DHS

- a. **BMCO Report** -- Ms. Nan Mavor from the Department of Human Services, Bureau of Managed Care Operations gave the following updates:

Medical Assistance/HealthChoices: As a follow-up to the information presented at our meeting in July regarding the Suicide Prevention Task Force:

- On August 21, 2019, the Suicide Prevention Task Force held a session at the PA Mental Health Planning Council meeting with the goal of gaining insight and perspective on the development of a comprehensive suicide prevention plan.
- The task force began its focus on addressing the prevalence of suicide by firearms. Gov. Wolf announced an executive order taking action to reduce gun violence. As part of this effort, the Suicide Prevention Task Force will focus more closely on suicides by firearms and issue recommendations to reduce their prevalence, promote safe storage policies, and help those in crisis who are considering using a gun.
- The recommendations will be shared with the Special Council on Gun Violence later this fall.
- The Task Force also announced a series of public listening sessions around Pennsylvania over the next several months.
- Individuals and families affected by suicide through their own experience or a loved one are invited to share their experience to help inform the task force's work and reduce stigma around discussing topics like mental health and suicide.
- Representatives from Pennsylvania's National Alliance on Mental Illness (NAMI), the Mental Health Association of Pennsylvania (MHAPA), and the Pennsylvania Mental Health Consumers' Association (PMHCA) will be on site during the listening sessions to facilitate meaningful discussion and consolidate feedback from listening sessions to provide a report to the task force to inform the plan.
- Listening sessions were scheduled around the state through November 15.
- The locations in October are York, Scranton, and Allentown.
- The locations in November are Pittsburgh, Slippery Rock, Radnor and State College.



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- There is a link to the location date and times and to register online for one of the Listening Tour Locations at www.dhs.pa.gov/citizens/SuicidePrevention/
MEDIA CONTACT: Erin James - 717-425-7606
- **Shift Care Update:**
 - As the shift care work group continues its efforts, there are some new and upcoming ideas for bettering reporting across all MCO's. DHS continues these workshops to collaborate services between the providers and the MCOs. DHS is working towards developing a stronger support system in this area.
- **DHS – SNAP:** Secretary Teresa Miller submitted public comment to the Trump Administration opposing its proposal to drastically reduce Broad Based Categorical Eligibility (BBCE) for the Supplemental Nutrition Assistance Program (SNAP).

SNAP, previously known as food stamps, helps more than 1.8 million Pennsylvanians access nutritional meals and puts food on their tables.

BBCE is a policy that gives states, including Pennsylvania, the flexibility to determine appropriate income thresholds and extend SNAP benefits to low-income families and individuals who would otherwise struggle to afford food.

- With BBCE, a Pennsylvania family of four is eligible for SNAP if they earn no more than about \$40,000 a year. If BBCE is reduced, that family of four's SNAP income limit will drop from about \$40,000 a year to no more than \$32,000 a year. For elderly single-person households, the income limit would change from approximately \$24,000 a year to about \$15,000.
- Reducing BBCE would also jeopardize free lunches for nearly 22,600 households whose children who currently qualify. This would not only cause more students to go hungry at schools – it also risks access to programs that provide nutritious meals for children after school and during summer months.
- Reduced BBCE would increase Medicaid spending and reduce long-term health outcomes due to the direct connection between food security, proper nutrition, and good health.

DHS Comments to the Trump Administration can be viewed at:

http://dhs.pa.gov/cs/groups/webcontent/documents/document/c_291772.pdf

Information about SNAP program can be found at:

<http://www.dhs.pa.gov/citizens/supplementalnutritionassistanceprogram>.

MEDIA CONTACT: Erin James - 7174257606



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- **DHS/Other:** Blood lead

Governor Tom Wolf has discussed his initiative to create a lead-free Pennsylvania by calling on the legislature to increase access to blood testing for children in alignment with federal guidelines, increasing local response efforts, and planning for training of more certified lead abatement professionals.

- “Pennsylvania has the sixth-highest percentage rate for children suffering from lead poisoning and this is only the number who have been formally diagnosed,” Gov. Wolf said.
- The governor called on the legislature to increase access to blood testing for children in alignment with federal guidelines.
- Currently, only about 30 percent of children in Pennsylvania have been tested for lead, and about 4.6 percent of those children had elevated blood lead levels.
- The federal guidelines advise parents and guardians to have their children given a finger prick test for lead exposure between age 9 and 12 months and then again at age 24 months.
- If children are not given this test in that timeframe, it is recommended that schools encourage testing when children enter the classroom at age 6 or sooner. The preference, though, is for early detection so the source of the lead exposure can be eliminated before any permanent damage occurs

In addition to calling for legislation for universal blood testing that follows the federal guidelines, Gov. Wolf outlined other initiatives associated with creating a lead-free Pennsylvania, including:

- **Local Response Teams**
- **Workforce Training**
- **Resources for Families-** The departments of Health and Human Service have updated online resources for families to access information on lead testing, lead poisoning and lead remediation. That information is available at on pa.gov/lead.

Lead Poisoning symptoms – www.health.pa.gov/topics/disease/Lead

- Childhood lead poisoning at low levels may make learning difficult, interfere with growth, harm hearing and delay development.
- Childhood lead poisoning at high levels may cause coma, convulsions and even death.

Information about the free water testing website:

<https://www.cdc.gov/nceh/lead/data/index.htm>

- **Department of Health:** As a follow up to the DOH Hepatitis A outbreak: The Wolf Administration announced \$50,000 in state funding for vaccines and outreach to slow the spread of hepatitis A. Pennsylvania is currently in the midst of a hepatitis A outbreak, along with 28 additional states, including neighboring states New Jersey, Ohio and West Virginia.
 - Pennsylvania declared a hepatitis A outbreak in May 2019.



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- Pennsylvania has seen 376 outbreak related hepatitis A cases, with 82 percent of patients hospitalized and seven deaths.
- The case count for 2019 is nearly nine times the number expected based on historical data.
- In addition to using the state funds to purchase vaccines, the Department of Health is exploring federal funding streams that will be used to enhance Pennsylvania's outbreak response by purchasing additional vaccines and providing more local hepatitis A outreach.

If you are uninsured or underinsured, contact 1-877-PA-HEALTH to find a state health center near you where you can be tested and monitored.

For more information about hepatitis A, visit www.health.pa.gov

MEDIA CONTACT: Nate Wardle, 717-787-1783

- Question 1: Does the Department of Health know what the cause of the Hepatitis A increase is?
Answer: On their website they list reasons for the increase, however, the increase is primarily associated to the Opioid Crisis.
- b. **OLTL Report – Community HealthChoices Rollout** -- Ms. Jill Vovakes, Chief of Staff from the Office of Long Term Living presented on the Phase 3 rollout of Community HealthChoices for January 1, 2020.
 - Refer to the Power Point Presentation – “Community HealthChoices”
 - Question 1: In regards to Service Coordination, why is the agency providing the service no longer getting care plans for Service Coordination? We are being told the plan is over 50 pages and it would be a HIPPA violation. So we don't know if the person has allergies and/or other issues/needs. We are essentially doing our own so are workers can better care for the individuals. This issue is across the MCO's.
Answer: I'm going to give you my card. Send me examples so I can follow up on this matter. As providers, you do need the information if you are going into the home.
 - Question 2: We have consumers coming into the CAO Office telling us that their doctors are not accepting their insurance. Who can I tell them to call?
Answer: Medicare is still primary and should accept their insurance. Their CHC MCO would be their secondary insurance. There are COBA, Coordination of Benefit Agreements in place. Providers should be calling their Medicare plans. If you can send me examples, I'll reach out to the PA Medical Society and make sure the providers get education. Medicare Providers do not need to be enrolled into Medicaid to receive the cost sharing payment.



11:20 am Regional Report

- SDHP - Regional Housing Coordinator Update– Ms. Olivia Benson, Regional Housing Coordinator shared the following information:
 - The Self Determination Housing of PA is a statewide non-profit who works to connect stakeholders with information and resources – to increase choice and affordability in housing for people with disabilities. Stakeholders include service providers, non-profits as well as state and local government.
 - We offer training on the following topics: Fair housing, Housing 101, PREP, Landlord/Property Manager Education, 811 PRA Program and Accessible Housing.
 - Upcoming Webinars being offered include:
 - 10/17/2019 Housing Accommodations Topics Series: Assistance Animals, from 2:30 – 3:30pm. To register:
<https://sdhp.secure.force.com/EventRegistration/EventRegistration?eventID=a1D4P00000E4Zr1>
 - 10/24/2019 Housing 101, from 12:00 – 1:00pm. To register:
<https://sdhp.secure.force.com/EventRegistration/EventRegistration?eventID=a1D4P00000E4Zqm>
 - Regional Housing Updates:
 - 11/18/2019 – 11/20/2019 Statewide Homes within Reach Conference, See the Housing Alliance’s website for additional information.
<https://housingalliancepa.org/homes-within-reach/>
 - DCED awarded nearly \$5.5 million in ESG funding to counties across the state for homelessness programs
 - Easter COC – The Fiscal Year '19 Continuum of Care Application has been submitted.
 - PHFA has release the PHARE RFP – this funding stream is to support local affordable housing initiatives. Applications are due 11/15/2019.
https://www.phfa.org/forms/phare_program_phare_fund/2019_phare_rfp_final.pdf
 - County Housing Updates:
 - Bucks
 - Short Wait List
 - Philadelphia
 - Need referrals for 2 and 3 bedroom units

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 shared.
- Health Partners Plans – No updates shared.



- Keystone First - Ms. Spires shared the following information:
 - No updates
- United HealthCare Community Plan - Ms. Bagby shared the following information:
 - 10/05/19 PCCY event – Give a Kid Sight Day: We screened 1,200 kids.
 - 10/11/19 Coalition of Charter Schools – 167 Charter Schools
 - 10/17/19 – 10/19/19: PA State Resource Fair – Oversee foster parents
 - 10/28/19 Olney High Charter School Partner – Student Impact
 - Mobile Dental and Visions – First Medical Clinic inside a school
 - 12/13/19 4th Annual “Beyond the Spectrum” – Jaden’s Voice Holiday Event
 - 5:00pm – 7:00pm at Plymouth Meeting Mall, Montgomery County.
 - The event is free to families with youth on the Autism Spectrum up to age 20.

11:40 am Behavioral Health Managed Care Updates & Upcoming Events

- Community Behavioral Health – No updates shared.
- Community Care Behavioral Health – No updates shared.
- Magellan Behavioral Health - Mr. Beam shared the following information:
 - Working with PA211 on future collaboration. Looking to add a link to PA211 on our website.
 - Semi-Annual Member Groups coming up: Members receive a stipend for their participation in the group.
 - 10/25/19 Bucks County Meeting – Held at Aldi
 - 11/01/19 10:00am – 12:00pm Meeting at the Elwynn Welcome House
 - 11/08/19 Central Behavioral Health
 - 11/09/19 2:00pm – 4:00pm

Topics for these meetings include: Cultural Competency, Member Grievance Committee, the New Member Handbook, and an Open Ended Discussion.

11:45 am Community Based Organization Updates & Upcoming Events

11:50 am Consumer & Family Feedback

- Family comments shared:
 - We need to all be on the same page. Frustration was expressed in regards to the County Assistance Office losing information and LIHEAP information.



- Family comment shared: There needs to be lines of communication across systems and providers where there is accountability so that families can make informed decisions. In order to do so, all the information needs to be presented.
- Ms. Vovakes Responded to the comments: Agreement with the comments. We have a complex system. With the Office of Income Maintenance (OIM) and the mention of CAO issues; when we hear complaints and concerns, we do look at these and we modify the next round of training. With the Health Plans we do provide oversight and address issues with the plans.

11:55 am Open Discussion

- Ms. Joan Landis from the PA-IEB introduced herself. She talked about the role of her outreach team doing community outreach and choice counselling. She shared that they will be looking to host Community Health Choices (CHC) Advisory Committee Meetings in 2020 once all the zones roll into CHC. She shared the Independent Enrollment Broker (IEB) website and the CHC website.

IEB: <https://paieb.com/>

CHC: <https://www.enrollchc.com/>

Question One: Does the website have materials in different languages?

Answer: It does. The link is included below.

CHC: <https://www.enrollchc.com/>. To access materials and information in Spanish click on Spanish in the upper right hand side of the screen.

12:00 pm Adjourn

- Please complete the survey in your packet, your feedback is very important to us.

Total Number of Attendees: 21

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

Next Meeting: HealthChoices Advisory Committee Meeting SouthEast Zone
April 2020
Date, Time, Location – To Be Determined