



## **HealthChoices Advisory Committee Meeting SouthWest Zone**

Thursday, July 18, 2019

10:00 AM – 12:00 PM

Westmoreland Intermediate Unit  
Fred Rodgers Conference Room  
102 Equity Drive  
Greensburg, PA 15601

### **Meeting Agenda**

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

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

- Roll Call Committee:
  - In Attendance: Ronel Baccus (Parent/Legal Guardian); Laurel Spence (Aetna); Clinton Rhodes (Gateway); Jacki Porter (United HealthCare); Angelica Williams (UPMC); Curtis Upsher (CCBH); Suzanne Klaus (Beacon Health Options/VBH); Tracy Shultz (Magellan); Rita Lane (Southwest Behavioral Health Management); Bobbie Jo Comes (PA EAP)
  - Absent: Dena Hoke (Consumer/Parent); Sara Stenger (Parent); Jody Kris (Center for Independent Living); George Ifill (Gateway); Lindsay Wiefeling (United HealthCare); Skip Boykin (UPMC); Geraldine Green (Beacon Health Options/VBH/Parent); Jason Rilgio (Magellan);
- 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. Ms. Suzanne Klaus approved the minutes. Ms. Rita Lane seconded the approval.

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

- a. 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.



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- 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. Mavor 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.



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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:**



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<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/>

### 10:30 am Regional Report

- PA 211 - Regional Manager Presentation – Michele Bresinger, 2-1-1 Team Lead  
Resource Navigator
  - Refer to the Power Point Presentation – “211 Training, PA211 SouthCentral”
  - Question 1: What is the size of the Southwest Office  
Answer: 18 staff
  - Question 2: Do you go out in the field?  
Answer: No, we assist callers on the phone.  
Question 3: Self Determination Housing of PA is working on a landlord engagement training, can we partner with 2-1-1 on this and/or other trainings to get the word out.  
Answer: Absolutely, let’s talk after the meeting.
  - Question 4: How do you outreach to community based organizations to build up your referral resources?  
Answer: The database coordinators outreach to organizations in areas there is a need to see if there is an interest. They also, outreach to existing organizations in our database to keep organization information current.
  - Question 5: When you see a trend how do you report it and engage resources?  
Answer: Research organizations in the area and services they provide, Google searches, outreach to existing community resources.
  - Question 6: If you are interested in receiving text alerts for more than one region from 2-1-1 are you able to do so?  
Answer: Yes, you sign up for text alerts and can do so from multiple regions. Ms. Bresinger pulled up the Southwest 2-1-1 website and showed attendees how to do so. Website address is [www.pa211sw.org](http://www.pa211sw.org).
  - Question 7: What is the average length of a call?  
Answer: The average length of time is 5 to 7 minutes.
  - Question 8: Do you have any issues with keeping your database and community resources current?  
Answer: We outreach to do our best to keep the information current. We outreach to the community resources at least twice per year reminding them to update their information. This is one of the responsibilities of our database coordinators.



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- SDHP - Regional Housing Coordinator Update – Jennifer Malone, Regional Housing Coordinator
  - Fair Funding
    - Grant agencies can apply for through PFHA
    - Can be used to fill gaps that HUD dollars can't touch
    - \$15 Million awarded to the Southwest zone for 45 new projects for:
      - New construction for affordable housing;
      - Rental and utility programs;
      - Purchase and rehabbing of foreclosed properties turning them into low income housing;
      - Landlord banking – tear down condemned properties
      - Down payments, mortgage assistance
      - Funds can be used for Housing case management
    - Awards:

• Allegheny	\$1 Million	over 20 projects
• Armstrong	\$400,000	2 projects
• Beaver	\$275,000	3 projects
• Butler	\$1 Million	4 projects
• Fayette	\$225,000	2 projects
• Greene	\$900,000	2 projects
• Indiana	\$100,000	1 project
• Lawrence	\$225,000	2 projects
• Somerset	\$75,000	1 project
• Washington	\$1.3 Million	5 projects
• Westmoreland	\$300,000	3 projects
    - Question: Cambria County was not mentioned, why is that?  
Answer: Either Cambria County didn't apply for funds or they weren't selected.
    - Question: How do we share information within our counties?  
Answer: The more people know, the more they can spread the word. There are a lot of great resources that can be shared.
    - Question: With the awarded funds, do the projects have a time limit to spend the money?  
Answer: PFHA does have time line guidelines and reporting processes in place for those who were awarded funds.
  - PREP Training – Prepared Renter Education Program
    - Free
    - Train the trainer model
    - Two tracks:
      - Track One: How do I apply for housing, where to apply
      - Track Two: How to maintain housing
  - 811 –Project Rental Assistance
    - Self Determination Housing of PA (SDHP) is the Administrator



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- Not all counties have 811 units
  - Focus on creating 400 units across the state
  - Can request up to 3 counties to live in if you qualify for the subsidy
  - To qualify must be between ages 18-61
  - Have a disability
  - Resources available by county:
    - Allegheny – Very long wait list
    - Beaver – short wait list
    - Butler – great wait list, leveraged section 8 vouchers
    - Fayette – short wait list
    - Cambria – no wait list; at Crossroad Meadows – 2 bedroom unit available
    - Indiana – no wait list; at Homestead – 2 – 1 bedroom units available
    - Westmoreland – 2 future units, be on the lookout
  - Two levels of eligibility:
    - 1 for the program, 1 for tenant selection process
      - Criminal Check
      - Will look at eviction history; this is public knowledge (this is why PREP training is valuable; go through PREP training can tap into HAP dollars to assist with rears, security deposit, first month rent)
  - SHDP does talk with landlords; one hurdle is getting human service agencies involved. Will ask landlords to work with consumers if they go through PREP
  - One point noted by an attendee is that mobile homes are not considered a mortgage; it's a different line of credit.
  - Questions for 811 can be emailed to 811pfa.org
- 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.  
Register in advance for this webinar:  
<https://zoom.us/webinar/register/6e508df35323e60d4ac87b605f06faf5>

**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. Spence shared the following information:
  - Partnering with pharmacists from CVS to administer flu shots
- Gateway Health Plan - Mr. Rhodes shared the following information:



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- Week of August 4<sup>th</sup>: National Health Center week
  - 08/07/19 We'll be at Still Rock and the Field House Health Centers
  - 08/08/19 We'll be at West End and Hazelwood Health Centers
- 08/17/19 – 08/18/19 Health & Wellness events
- 08/18/19 Warrington Recreation Center
  
- United HealthCare Community Plan - Ms. Porter shared the following information:
  - Second year – Salvation Army Camp
    - Serve 1,700 youth
    - We'll host healthy eating programs, programming for the younger youth will involve Sesame Street.
  - Back To School Programs
    - Being hosted in Allegheny, Beaver and Butler counties
  
- UPMC For You – Christina, a dental hygienist with UPMC shared the following information:
  - Distributed flyers with dental clinics listed
  - Text blasts

### 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 Care Behavioral Health - Mr. Upsher shared the following information:
  - As of 07/01/19 CCBH is serving Bedford and Somerset counties
  - Several Member informational sessions were held in these counties along with Meet and Greets.
  - Member Service phone number: 1-866-483-2908
  
- Magellan Behavioral Health – Ms. Shultz shared the following information:
  - 09/07/19 Out of the Dark
  - 09/21/19 Recovery Rally
  - Suicide Prevention Series: Youth Mental Health Training; Safe Talk; Question, Persuade, Prefer (QPR) – Two cycles of training
  
- VBH/Beacon Health Options - Ms. Klaus shared the following information:
  - They are now Beacon Health Options and the website is <https://pa.beaconhealthoptions.com>
  - They are going through an acquisition and will become a subsidiary of Anthem Blue Shield
  - 10/03/19 Family Forum – Ramada Inn, Greensburg
  - 11/07/19 NW Family Forum – Park Inn



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

- Ms. Coulson shared that WCSI is having their 25<sup>th</sup> Anniversary Celebration. It is on their training calendar.

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

- No feedback provided by the committee or attendees

**11:55 am Open Discussion**

- Reminder given by Ms. Comes 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: 33**

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

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

**This change is based feedback from the committee and meeting attendees.**

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

**Dates:** Thursday, October 10, 2019

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

**Location:** Westmoreland Intermediate Unit  
Fred Rogers Conference Room  
102 Equity Drive  
Greensburg, PA 15601