



## **HealthChoices Consumer Advisory Meeting SouthWest Zone**

Thursday, July 12, 2018

1:00 PM – 3:30 PM

UPMC East – Conference Rooms B&C  
2775 Mosside Blvd.  
Monroeville, PA 15146

### **Meeting Agenda**

#### **1. Introductions**

Ms. McDonnell welcomed all who were in attendance to the SouthWest HealthChoices Advisory Committee Meeting and gave an opportunity for all to introduce themselves.

#### **2. Review/Purpose of the Meeting**

Ms. McDonnell reviewed the purpose of the Advisory Meetings

- 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 SouthWest Zone.

#### **3. Enrollment Assistance Program Update**

- a. Data review -- Ms. McDonnell provided data from PA Enrollment Services from January through March 2018 in a pie chart; data from March 2018 through May 2018.
  - Enrollments
  - 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. Committee and Subcommittee Implementation -- Ms. McDonnell spoke to the development and rollout of sub-committee in each HealthChoices zone in 2018. She discussed looking for volunteers for the committee who can commit to attend meetings in person and participate in related committee calls. Committee members to include: consumers, families, an individual identifying to represent special needs, one representative from each MCO health plan, and one representative from each MCO behavioral health plan, and other members the committee deems as necessary.



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- The SouthWest Committee was the second sub-committee to roll out. The committee has had two meetings. The first meeting was a planning call held on June 14, 2018. The second committee meeting was this morning prior to the SouthWest Advisory Meeting. We are still looking for consumer and parent representation on the committee.
- c. 2018 Webinar Series – Ms. McDonnell referenced webinars are posted on the [www.enrollnow.net](http://www.enrollnow.net) website. There are open webinars that are posted on the website for all to attend.
  - May 15, 2018 Webinar; Supplemental Nutrition Assistance Program (SNAP) & Temporary Assistance for Needy Families (TANF). There were 124 attendees for this webinar.
  - Upcoming August 21, 2018 Webinar; Children’s Health Insurance Program (CHIP)

There are closed webinars in which specific entities are invited. These are not posted on the website.

- June 19, 2018 Webinar, PA-EAP Enrollment Process – For all HealthChoices Physical & Behavioral Health Plans. There were 102 attendees from across the plans who attended this webinar.

#### **4. Department of Human Services Initiatives & Updates**

Mr. Luckie from the Department of Human Services gave the following updates:

- HealthChoices Re-procurement: The Department of Human Services Legal team is still reviewing the final decision and no direction has been given yet.
- The Department of Human Services (DHS) received approval from the federal government for a waiver amendment allow DHS to continue to receive federal Medicaid funding to be used for the treatment of individuals in Substance-Use Disorder (SUD) treatment facilities.
  - Demonstration Waiver Amendment was developed in collaboration with the Department of Drug and Alcohol Programs to continue more than \$55 million per year in federal funding to provide more than 12,000 individuals access to high-quality, medically necessary treatment for SUD across the commonwealth through more than 150 service providers.
- January 2019 Community HealthChoices (CHC) Phase II Implementation for Bucks, Chester, Delaware, Montgomery, and Philadelphia Counties – SouthEast Zone rollout
- Open Data PA Website: <https://data.pa.gov> - This website displays state government data.
- Resources for information:
  - HealthChoices Website: <https://healthchoicespa.com/>
  - Open Data: <https://data.pa.gov/stories/s/Pennsylvania-Opioids/9q45-nckt/>
  - PA Governors News Room: <https://www.governor.pa.gov/newsroom/>

#### **5. Feature Presentations & Panel Discussion – Special Needs Unit & Member Services Departments from the Managed Care Organizations**

- a. Aetna Better Health Plan – Laurel Walker, Justin Krebs



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- b. Gateway Health Plan – Joshua Hartman, Linda Mikula
- c. United HealthCare Community Plan – Jacki Porter
- d. UPMC For You – Cathy Kopanic-Enright, Kelley Vitale
- e. Community Care Behavioral Health – Jennifer Stubbs
- f. Magellan Behavioral Health – Tracy Shultz
- g. PerformCare – Brian Gannon
- h. Value Behavioral Health/Beacon Health Options – Suzanne Klaus, Deb Luther, Rachel Lee Price, Rhondale Henderson

Each plan presented on the role of their Member Services departments, Special Needs Units, the role of Case Management, Care Management, and Utilization Management.

### Questions and responses from the panel discussion:

Ms. Comes from PA Enrollment Services facilitated the panel discussion.

1. Scenario: I'm considering changing my health plan and one of my medications requires prior authorization. If I change my plan, will the prior authorization continue with the new plan or will I need to start the authorization process again with the new plan?

Response: There is a coordination of care process across plans. When an individual transfers to a new plan, the new plan will honor the authorization that was in place with the previous plan until the end date on that authorization. We can also outreach to pharmacies to cover a certain number of days of medications if the authorization has expired while a new authorization is in process.

2. Scenario: My family has Medical Assistance and my son is going out of state for college, will he have medical coverage out of state? Will he need to come home every time to be seen for medical attention?

Response: Contact the health plan prior to your son leaving for college. You can also check the plan's website. Many of the plans have doctors/practices they contract with out of state. Also, explore medical services in the area of the college your son will be attending. Some plans will contact the university and see your son would be covered by campus services and/or develop a single case agreement with out of state doctors, this is case by case, and not done across the board. General medical care and routine appointments should be scheduled while your son is home from school. There is always the option for emergencies to seek care at hospital emergency rooms (ER).

Scenario: What if he were to go to college in a different zone or region in Pennsylvania where his plan isn't accepted?

Response: We would work with you to effectively transition your son to another plan.

3. How can a consumer find out if all the health services they need will be covered by a health plan before they enroll or transfer plans? Can a consumer contact member services prior to being active with the plan?

Response: The consumer can check the comparison guide for health plans on the [www.enrollnow.net](http://www.enrollnow.net) website. The consumer can also, talk with their doctors to see what plans they accept. He/she can contact the member services department at the health plans but would only be given general information unless he/she is a member.

4. Are the providers you contract with required to accept the Access card prior to the health plan start date?

Response: Yes, providers who accept Medicaid Health Plans need to accept the access card. If a doctor accepts the plan the individual is enrolled in but is stating he/she doesn't accept fee-for-service; if the plan is notified, they will contact their provider relations department who will contact and educate that provider. If there is a case manager from the plan involved, he/she would outreach and address with the doctor and/or office staff.

5. If a consumer enrolls into a health plan without choosing a PCP, what process do you use to assign them a PCP?

Response: The consumer would be assigned to a PCP by location. We assign to a rolling population of PCP's. These PCP's meet our gold standard criteria. We also outreach by calling the consumer to have them make a selection.

6. Scenario: I voluntarily enrolled into a health plan and selected my PCP. When I received my health plan card, there was a different PCP listed on my card than what I selected? Why does this happen?

Response: The PCP that was selected, his/her panel may be full which means they reached the limit/cap regarding the number of patients assigned. If you call the health plan, member services can outreach to the PCP to see if he/she will open their panel. If they will open their panel, then the PCP will be assigned and back dated. If the PCP will not open their panel then a new PCP will need to be selected or you can choose to say with the one assigned.

7. How do the physical and behavioral health plans collaborate to ensure continuity of care for consumers? What are some of the challenges coordinating this care?

Response: The biggest challenge is with confidentiality. We need to have signed consents and agreements in place in order to talk and coordinate care. Additional complications occur with confidentiality requirements when collaborating and coordinating with drug and alcohol needs and services. There are integrated care plans which are developed and occur between the physical health plans and behavioral health plans working with consumers.



8. What role does the behavioral and physical health plans play regarding the opioid crisis and treatment?

Response: The opioid crisis has forced a more integrated collaborative model between physical and behavioral health plans. We have a hand in hand partnership with one in response to the opioid crisis and treatment. We are always looking for better ways of partnering with one another and in better collaborative care. Other resources involved and engaged are include the use of Recovery Specialists and Narcan training and education.

9. Scenario: A consumer is receiving behavioral health treatment. Are all costs with treatment billed through the behavioral health plan? Are there costs that the physical health plan would cover?

Response: Physical health covers the medications, behavioral health covers the services.

## **6. Physical Health Managed Care Initiatives, Updates & Upcoming Events**

- a. Aetna Better Health Plan
- Mobile Health Unit – CORA; measures BMI, smoothie bar, nutritional recipes, Wii Just Dance, free games kids and families to play and spend time together
  - Free Mobile Dental Units/Clinics – Cleanings
  - MANA – Nutrition Assistance Program, 6 weeks, home meal delivery assistance program
  - Tobacco Cessation Programs
  - Community Health Worker Programs – meet members in the community and assist them with their needs
- b. Gateway Health Plan
- Wellness Program
  - Mom Matters – Educational support
  - Post Discharge Meals
  - 7/18/2018, 8/10/2018 Housing – Community Days
  - 8/17/2018 Health & Wellness Week
  - 8/25/2018 African American Heritage Day
- c. United HealthCare Community Plan
- Head Start(s) – Health Fairs to kick off Back to School
  - Salvation Army – Feeding Families for Life – Food Education Process
  - Camp Allegheny – Different age groups held different weeks
- d. UPMC For You
- Mom Community Shower – Youngwood
  - Pitt Dental School – Opening days for kids cleanings – Wednesday in the afternoons
  - Public Health Dental Hygiene



- 07/25/2018
- 07/27/2018 Penn Hills
- 07/28/2018 Children's Museum

## **7. Behavioral Health Managed Care Updates & Upcoming Events**

- a. Community Care Behavioral Health
  - Better Than Roses – Inpatient
  - 7/19/2018 Opioid Conference 8:00am – 4:00pm at William Penn
  - 7/28/2018 Blair County Strikes Back – Autism
  - 7/28/2018 First Step Recovery – Annual Alumni Family Picnic
  - 8/10/2018 Allegheny County Back To School Picnic
  - 8/21/2018 Blair Regional Institute – Convention Center
  - 9/04/2018 Community Residential Center – Father Ryan
  - Sto-Rox Wellness Event
  - 9/16/2018 Out of the Dark
- b. Magellan Behavioral Health
  - 8/31/2018 Candle light Vigil
  - 9/05-09/06/2018 Opioid Conference – Lancaster
  - 9/15/2018 Recovery in the Valley
  - 9/22/2018 My Fest – Youth Express
  - 10/14/2018 Out of the Dark
- c. PerformCare
  - Posted on the PerformCare website
- d. Value Behavioral Health/Beacon Health Options
  - 10/04/2018 Family Forum 9:00am – 3:00pm

## **8. Community Based Organization Updates & Upcoming Events**

- No updates or upcoming events shared

## **9. Open Discussion**

- No items brought up for open discussion
- Reminder given by Ms. Comes 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 network after the meeting with one another

**Total Number of Attendees: 45**



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

**Dates:** Tuesday, October 2, 2018

**Time:** 1:00 PM – 3:30 PM

**Location:** UPMC St Margaret's Hospital

Cafeteria Conference Rooms A & B

815 Freeport Road

Pittsburgh, PA 15215