



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

Thursday, July 16, 2020

10:00 AM – 12:30 PM

Teleconference

### **Meeting Agenda**

#### **10:00am Welcome & Introductions – Teresa McDonnell**

- Teresa McDonnell introduced herself and thanked everyone for joining the meeting today.
  - Teresa McDonnell informed everyone to mute themselves that way there will not be any background noise. Participants that joined by internet audio can mute and unmute themselves by clicking the microphone icon on the left-hand side at the bottom of your screen. If calling in via phone participants can press \*6 to mute/unmute themselves.
  - Teresa McDonnell reminded everyone that the meeting was being recorded for the purpose of meeting minutes only. The audio clip and minutes will be posted on enrollnow.net once they are finalized.
  - Teresa McDonnell did roll call for committee members only.
- Roll Call Committee:
- In attendance: Adria Laboy (Aetna), Suzanne Klaus (Beacon Health), Randy Williams (CCBH), Jody Kris (CILs), Ronel Baccus (Parent Advocate), Clinton Rhodes (Gateway), George Ifill (Gateway), Jason Riligio (Magellan), Tracy Shultz (Magellan), Jennifer Malone (SDHP), Jacki Porter (United HealthCare), Skip Boykin (UPMC)
  - Absent: Sara Stenger (CBO/Parent), Rita Lane (Southwest Behavioral Health Management), Bobbie Jo Comes (PA EAP/Parent)

#### **10:05 am April 2020 Meeting Minutes**

- Teresa McDonnell asked if there were any revisions or feedback in regard to the April Meeting Minutes. No revisions or feedback.
- Teresa McDonnell ask if someone can approve the meeting minutes.
- Ronel Baccus motioned to approve minutes, Skip Boykin seconded the motion to approve.

#### **10:10 am Enrollment Assistance Program Report – Teresa McDonnell**

- Updates- We continue to be fully operational at Pennsylvania Enrollment Services. A majority of the staff are working remotely with a skeleton staff in the office as necessary. We are processing all enrollments and plan transfers through the mail, calls to the call center, and those done through the website.



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- Data Review– Refer to Report
  - The data was reviewed since the last meeting, February through May 2020. There was an increase in enrollments in May 2020 as compared to previous years. Also, we saw an increase in website enrollments in the month of May 55% from the average of 34%.
- 2020 Webinar Series
  - Previous Webinars:
    - Thursday, May 14, 2020 Vaping & Tobacco Use; Presenter: Ryan Coffman – Philadelphia Department of Health – Attendees: 152
    - Wednesday, June 17, 2020 Tobacco Free Recovery in Behavioral HealthCare; Presenter: Ryan Coffman –Philadelphia Department of Health – Attendees: 116
  - Upcoming Webinars:
    - Tuesday, August 11, 2020 Opioid Education & Prevention; Presenter: Sean McCormack, PA Health Promotion Council
    - Tuesday, September 8, 2020 The Opioid Crisis: The Second Wave; Presenter: Jason Snyder, Pinnacle Treatment Centers
    - Tuesday, September 15, 2020 PA EAP The Enrollment Process; Presenter: Issac Miller – closed webinar just for the MCOs.

### 10:25 am DHS

- BMO Report – Nan Mavor
  - **Pediatric Shift Care Nursing Home Health Workshop-**
    - As reported at the April Advisory Meeting the workshop that was scheduled for April 29, and all workgroup meetings and calls through the month of May were cancelled.
    - The updated information is that:
      - Virtual Meeting to be held July 30, 2020 for workgroup members only.
      - Unfortunately, the timeline has been shortened due to COVID and funding.
      - Attendees will be the original participants that have been assigned Work Groups and have actively participated in the creation of recommendations and deliverables. These results will be presented to DHS Executive staff in the Fall.
  - **Per a press release on June 24, 2020 from office of DHS**, Enrollment has increased for both Medicaid and SNAP in the month of May, though May's increase was less than the increase from March to April. Overall application numbers are down 40 percent, but DHS has been approved to extend annual SNAP renewals and not disenroll people from Medicaid, which has contributed to the decreased enrollment numbers.
  - **Health Care**
    - From February through May, there has been an overall increase by 4.2 percent, or approximately 118,000 people, in Medicaid enrollment.



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- Medicaid and CHIP provide coverage for routine and emergency health services, tests and screenings, and prescriptions. COVID-19 testing and treatment are also covered by both Medicaid and CHIP. Medicaid and CHIP enroll individuals throughout the year and do not have a limited or special enrollment time. There are income limits for Medicaid, but all children qualify for coverage through CHIP with premiums determined by household income on a tiered premium scale. CHIP enrollment continues for a year regardless of income change and is redetermined annually at the enrollment date.
- With the COVID National Emergency Period declared, Under section 1135 of the Social Security Act, the HHS Secretary was able to temporarily waive and modify requirements to Medicare, Medicaid, and the CHIP to ensure that sufficient health care items and services are available to meet the needs of individuals enrolled in Social Security Act programs in the emergency area and time periods and that providers who provide such services in good faith can be reimbursed and exempted from sanctions (absent any determination of fraud or abuse). The waivers requested and approved, allows Pennsylvania the flexibility to pay providers for health care services to ensure they can adequately respond and adjust care during the public health emergency.
- Department of Health has temporarily suspended the regulation which requires that a prescribing practitioner deliver a written prescription to the pharmacist within 72 hours after authorizing an emergency oral prescription for a Schedule II drug. This temporary suspension is in effect through the duration of the emergency disaster proclamation signed by Governor Wolf.
- On May 9, 2020 DOH issued revised guidance for health care providers as a component of Governor Wolf's phased reopening plan, as related to performing non-urgent procedures.
- All Health care providers should consider following these operating protocols throughout the COVID-19 pandemic state-wide regardless of region or county reopening color designation.
- Providers may resume non-urgent and elective care in addition to providing urgent and emergency care, only when appropriate personal protective equipment (PPE) is available and telemedicine is not clinically sufficient. Each health care provider will need to apply their clinical judgment to determine whether to re-engage in the provision of non-urgent or elective care.
- All patients should be screened for systems of COVID-19, such as by questionnaire of symptoms, including a temperature over 100.4 degrees Fahrenheit, cough, or shortness of breath, or other acceptable method, before arriving at the facility or office. Social distancing should be maintained while in the facility or office.
- The PA Department of Health has extensive health guidelines on their web page. For example, the 2020 Health Alerts, Advisories and update include:



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- o 511- 06/02/20- ADV- Lyme Disease and Other Tickborne Diseases in Pennsylvania
- o 510- 06/01/20- UPD- UPDATE: Risk Assessment and Work Restrictions for Healthcare Personnel with Potential Exposure to COVID-19
- o 509- 05/29/20- UPD- UPDATE: Testing Guidance for COVID-19 in Long- Term Care Facilities Residents and Healthcare Personnel
- o 507- 05/11/20- ALT- Restarting Water Systems
- o 506- 05/11/20- ALT- Pediatric Multisystem Inflammatory Syndrome
- In order to stay up to date with this and other public health issues, you can sign up for the Pennsylvania Health Alert Network (PA-HAN) at <https://han.pa.gov/>
- Please use this website to keep informed of issues that may affect you.
- Just some reminders from OMAP;
  - o Members are not to be charged for the use of any Personal Protective Equipment by providers or MCOs.
  - o Although DHS has received authorization through the 1135 Waiver to “relax “enrollment requirements during the COVID-19, the MCOs should be working with the affected members to have them use MA-enrolled, network providers.
- **Temporary COVID-19 Programs**
  - To date, 4,358 people have been approved for EAP and 24,582 people have been approved for LIHEAP Recovery Crisis.
  - Emergency Assistance Program (EAP) helps low-income families who have lost wages and are experiencing financial challenges due to the COVID- 19 pandemic. The program uses existing TANF funds and is open to families with a child under the age of 18 or a woman who is currently pregnant. Families who qualify for EAP will be eligible for a one-time payment to assist them in meeting basic needs and to help them secure more stable financial footing in the future.
  - Funds remain available, and this program has been extended. Applications are being Applications are being accepted through July 12. Families should be prepared to submit all necessary documentation with their application to expedite processing and avoid having to apply again. Applications are accepted at any time, and previously rejected applications can be resubmitted.
  - LIHEAP normally runs from November through March, but the Recovery Crisis program can help with Pennsylvanians’ current energy costs, including critical air conditioning during the summer months. Assistance is available for both renters and homeowners. LIHEAP Recovery Crisis program will run through August 31, 2020, or until all budgeted funding is expended.
- **Food Security**



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- SNAP enrollment has increased by 9.7 percent, or 189,727 people, from February through May
- The Department of Human Services (DHS) announced that the system changes necessary to implement the pilot program that lets recipients of the Supplemental Nutrition Assistance Program (SNAP) purchase groceries online through participating retailers have been completed, and online grocery purchasing is now active at approved retailers.
- The pilot program currently includes three approved retailers: Amazon, Walmart, and ShopRite.
- Due to the expedited timeframe to implement, this initiative does not include the ability to transact Cash Assistance benefits using the EBT card. Therefore, individuals will need to use another method of payment, such as a pre-paid debit card, to cover non-allowable fees.
- A fourth retailer, The Fresh Grocer, was approved by the federal government to participate in the program, and once necessary system changes are implemented, they too will begin accepting online SNAP payments.
- Retailers that are interested in participating must contact FNS to review the requirements to be added to the program.
- Retailers that do not wish to join the pilot program can still offer delivery or pick-up flexibility options for SNAP recipients by using mobile EBT processing equipment that would allow customers to pay with SNAP when groceries are delivered or picked up.
- Farmers markets may be able to receive this processing equipment at no cost through a grant opportunity provided by DHS.
- Pennsylvanians who need immediate help feeding themselves or their family can also find and contact their local food bank or pantry through Feeding Pennsylvania and Hunger-Free Pennsylvania to access food resources in their community.
- Visit [pa.gov](http://pa.gov) for a “Responding to COVID-19” guide or the Pennsylvania Department of Health’s dedicated Coronavirus webpage for the most up-to-date information regarding COVID-19.
- **Employment**
  - On 5/27/2020 the Department of Human Services released Operation Recommendations to Providers and Partners as counties enter the yellow phase.
  - As Sec Miller previously stated, “No one should fear losing their benefits due to circumstances beyond their control, and we are working with our E&T providers to excuse program participants during this period.”
  - As Sec Miller previously stated, “No one should fear losing their benefits due to circumstances beyond their control, and we are working with our E&T providers to excuse program participants during this period.”
  - No sanctions associated with COVID-19 should take place. If a program is closed, participants will remain enrolled in the program until it reopens.



E&T providers have been instructed to be flexible and offer, to the extent possible, remote additives to keep individuals actively engaged.

- These guidelines remain in place.
  - E&T providers are to accept new electronic referrals, provide remote enrollments for E&T programming and continue completing remote activities with their participants
  - Additionally, referrals will continue to be processed for E&T programs like KEYS, SNAP 50/50, and Family Works applications for ELECT. These contracted programs may continue to submit reverse referrals to the CAO's if they can perform intake procedures remotely and the individual can participate remotely.
- **For E&T Providers**
    - Here are a few more details from the Guidance-Employment and Training link.
    - E&T participants in Pennsylvania may be impacted by COVID-19. This includes not only individuals who have reported symptoms or have tested presumptively positive for the virus, but also individuals who are caring for a family member or have been impacted by an activity and/or supportive service (such as education, childcare, transportation, employment, etc.) that has been canceled or suspended due to COVID-19.
    - If a participant has been exposed or potentially exposed to COVID-19 (or any communicable illness), the participant is responsible to contact the CAO or E&T program and make them aware of the situation and inform them if the illness is anticipated to last beyond the excused absence time. If COVID-19 related verification is provided to the E&T contractor, that information must also be shared with CAO staff so they may scan it into imaging. Once the E&T contractor has been made aware of exposure to COVID-19, they must contact the Bureau of Employment Programs (BEP) and make them aware. E&T contractor staff must also notify the CAO of potential exposure immediately. Providers must contact the PA Department of Health at 1-877-PA-HEALTH (1-877-724-3258) if they become aware of parties that have tested presumptively positive.
  - **Unemployment**
    - Visit the Pennsylvania Department of Labor and Industry website for valuable information regarding unemployment compensation.
    - On 06/03/2020 a press release from the Dept of Labor and Industry outlined the expanding services of PA Career Link. Although the offices have been closes since March, the CareerLink employees have been teleworking to provide virtual service to Job seekers and businesses. The offices will begin taking limited in-person appointments as the counties move to the green phase.
    - **Limited On-Site Services (Appointment Only)**
    - Copying and faxing documents for unemployment compensation (UC) office



- Individual customer appointments to complete program paperwork for Workforce Innovation programs
- On-site educational assessment
- Use of the PA CareerLink® resource room for job search activity
- To protect the health and safety of customers and staff and to continue following COVID-19 social distancing and mitigation recommendations, UC courtesy telephones will not be available in PA CareerLink® offices until further notice.
- Please use the list of resources provided for contact information and questions regarding Unemployment assistance.
- **Division of School Health COVID-19 FAQ's SCHOOL RE-ENTRY/PPE GUIDANCE**
  - Guidance will be issued once there is a better sense of when schools may re-open and will be based upon the most current CDC guidelines, research and evidence-based practices available at that time.
  - Guidance would come from the Department of Education as to when the attendance guidelines will be issued once in person school instruction resumes. The Department of Education will also provide guidelines for ADM and potential school closure.
  - Currently, there are no plans to provide PPE/supplies to help curb the spread of COVID-19 when schools do reopen for in-person learning.
  - Division of School Health will seek guidance from the Bureau of Communicable Disease and Epidemiology to provide a template notification letter for schools in the event
- **On June 15, 2020**, Governor Tom Wolf announced that people with intellectual disabilities and autism and the providers of support services for these vulnerable Pennsylvanians will receive \$260 million in CARES Act funding to help continue to provide services during the COVID-19 pandemic.
  - Gov. Wolf was joined by Department of Human Services Secretary Teresa Miller, who outlined to details of funding allocations.
  - “These dollars are intended to supplement the budgets of an industry built on the values of service, caregiving, and inclusion – an industry hit particularly hard by the COVID-19 pandemic,” Sec. Miller said. “To all of our intellectual disability and autism service providers and direct support professionals – thank you for your tireless and selfless work over the past three months, and for your dedication to helping Pennsylvanians with intellectual disabilities and autism achieve the everyday life they deserve.”
- The \$260 million will be allocated as follows:
  - \$90 million to providers of residential, respite, and shift nursing services
  - \$80 million to providers of Community Participation Support services
  - \$90 million to providers of in-home and community, supported and small group employment, companion, and transportation trip services.
- **MEDIA CONTACT:** Lyndsay Kensinger, ra-gvgovpress@pa.gov
- **CHC Update**



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- On June 30, 2020, the continuity of care period for long-term services and supports in the Northeast, Northwest, and Lehigh/Capital Regions ended. Community HealthChoices (CHC) is now fully implemented across Pennsylvania.
- This may prompt questions from CHC participants on:
  - A change to their service provided due to the managed care organization (CHC-MCO) ending their contact with a provider.
  - A change in service coordinator due to their CHC-MCO ending its contract with a service coordination entity;
  - A change to the amount, duration, or frequency of service they are receiving.
- A CHC-MCO must alert the Office of Long-Term Living in writing of its intent to terminate contracts with a provider and services that a provider provides 90 days before the termination's effective date. Procedures to address the termination's impact on participants should be in place and participants must be notified in writing 45 days before the effective date.
- OLTL will continue to monitor notification requirements, service plan changes, service denial notices, complaints, and grievances despite the continuity of care period ending. CHC-MCOs will be held accountable for meeting notification requirements to ensure participants are properly informed and continue to receive necessary services without unexpected disruption.
- Participants with questions or concerns about changes to services or service delivery should contact their CHC-MCO. If questions remain, after talking with their CHC-MCO, participants can contact the OLTL at 1-800-757-5042.
- Due to COVID-19, exceptions may apply under limited circumstances. Please refer to the "[Transition Plan to Phase Out Temporary Changes to the Community HealthChoices 1915\(c\) Waiver](#)" issued by the Office of Long-Term Living.
- CHC is now live across Pennsylvania. Make sure you and your coworkers have the information you need about CHC. Take our [30-minute online training](#).

If you have other questions about CHC, view our [comprehensive question and answer document](#).

- **CONTACT:** If you have any questions, please visit [www.HealthChoices.pa.gov](http://www.HealthChoices.pa.gov)

### **Resources:**

- **Health Care**
  - In order to stay up to date with public health issues, you can sign up for the Pennsylvania Health Alert Network (PA-HAN) at <https://han.pa.gov/>
  - Please use this website to keep informed of issues that may affect you.
- **Temporary COVID-19 Programs**
  - More information about EAP, including income limits, is available at <https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-Emergency-Assistance-Program.aspx>
  - More information, including income limits, can be found at <https://www.dhs.pa.gov/providers/Providers/Pages/LIHEAP-Recovery-Crisis-Program.aspx>





- **Food Security**
  - Pennsylvanians who need immediate help feeding themselves or their family can also find and contact their local food bank or pantry through Feeding Pennsylvania and Hunger-Free Pennsylvania to access food resources in their community.
  - Visit [pa.gov](http://pa.gov) for a “Responding to COVID-19” guide or the Pennsylvania Department of Health’s dedicated Coronavirus webpage for the most up-to-date information regarding COVID-19
- **Employment**
  - MyCOMPASS PA, the mobile app for benefits issued by the CAO, can be used by participants to send in verifications.
  - Additionally, forms can be faxed/emailed/mailed directly to providers or CAO.
  - Information for Providers and Participants can be access from this media release on the DHS.gov website.
- **For E&T Providers**
  - <https://www.dhs.pa.gov/providers/Providers/Documents/Coronavirus%202020/COVID19%20Provider%20Letter%20031620.pdf>
- **Unemployment**
  - For regular UC questions: Email [uchelp@pa.gov](mailto:uchelp@pa.gov) OR
  - Call 888-313-7284 Monday through Friday from 8:00 AM to 4:00 PM
  - Live Chat (call 888-313-7284 for a secure 6-digit code) Monday through Friday from 8:00 AM to 5:00 PM
  - For Pandemic Unemployment Assistance (PUA) questions:
    - Email [ucpua@pa.gov](mailto:ucpua@pa.gov)
    - Call 855-284-8545 Monday through Friday 8:00 AM to 3:00 PM
    - For more information, including COVID-19 employment opportunities in the commonwealth, visit [www.pacareerlink.pa.gov](http://www.pacareerlink.pa.gov).
    - MEDIA CONTACT: Penny Ickes, [dlipress@pa.gov](mailto:dlipress@pa.gov)
- **Division of School Health COVID-19 FAQ’s SCHOOL RE-ENTRY/PPE GUIDANCE**
  - Please refer to <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-schools.html> for current mitigation ideas from the CDC.
  - Please also see the following: <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/schools-faq.html>
- **CHC Update**
  - Due to COVID-19, exceptions may apply under limited circumstances. Please refer to the “Transition Plan to Phase Out Temporary Changes to the Community HealthChoices 1915(c) Waiver” issued by the Office of Long-Term Living.
  - CHC is now live across Pennsylvania. Make sure you and your coworkers have the information you need about CHC. Take our 30-minute online training.



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- If you have other questions about CHC, view our [comprehensive question and answer document](#).
  - CONTACT: If you have any questions, please visit [www.HealthChoices.pa.gov](http://www.HealthChoices.pa.gov)
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- OMHSAS Report – Lee Ann Kohler, Angela Douglas
    - The U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), is announcing additional distributions from the Provider Relief Fund to eligible Medicaid and Children’s Health Insurance Program (CHIP) providers that participate in state Medicaid and CHIP programs. HHS expects to distribute approximately \$15 billion to eligible providers that participate in state Medicaid and CHIP programs and have not received a payment from the Provider Relief Fund General Distribution. HHS is also announcing the distribution of \$10 billion in Provider Relief Funds to safety net hospitals that serve our most vulnerable citizens. The safety net distribution will occur this week.
    - HHS is providing support to healthcare providers fighting the COVID-19 pandemic through the bipartisan CARES Act and the Paycheck Protection Program and Health Care Enhancement Act, which allocated \$175 billion in relief funds to hospitals and other healthcare providers, including those disproportionately impacted by this pandemic.
    - **ENHANCED PROVIDER RELIEF FUND PORTAL**
    - On Wednesday, HHS is launching an enhanced Provider Relief Fund Payment Portal that will allow eligible Medicaid and CHIP providers to report their annual patient revenue, which will be used as a factor in determining their Provider Relief Fund payment. The payment to each provider will be at least 2 percent of reported gross revenue from patient care; the final amount each provider receives will be determined after the data is submitted, including information about the number of Medicaid patients providers serve.
    - The initial General Distribution provided payments to approximately 62 percent of all providers participating in state Medicaid and CHIP programs. The Medicaid and CHIP Targeted distribution will make the Provider Relief Fund available to the remaining 38 percent. HHS has already provided relief funding to over one million providers, and today’s announcement is expected to reach several hundred thousand more providers, many of whom are safety net providers operating on thin margins.
    - Clinicians that participate in state Medicaid and CHIP programs and/or Medicaid and CHIP managed care organizations who have not yet received General Distribution funding may submit their annual patient revenue information to the enhanced Provider Relief Fund Portal to receive a distribution equal to at least 2 percent of reported gross revenues from patient care. This funding will supply relief to Medicaid and CHIP providers experiencing lost revenues or increased expenses due to COVID-19. Examples of providers serving Medicaid/CHIP beneficiaries possibly eligible for this funding, include pediatricians,



obstetrician-gynecologists, dentists, opioid treatment and behavioral health providers, assisted living facilities, and other home and community-based services providers.

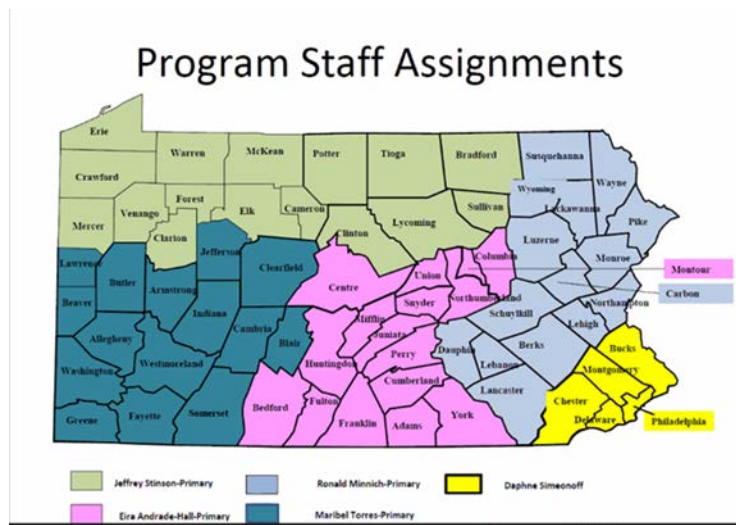
- To be eligible for this funding, health care providers must not have received payments from the \$50 billion Provider Relief Fund General Distribution and either have directly billed their state Medicaid/CHIP programs or Medicaid managed care plans for healthcare-related services between January 1, 2018, to May 31, 2020. Close to one million health care providers may be eligible for this funding.
- More information about eligibility and the application process is available at <https://www.hhs.gov/coronavirus/cares-act-provider-relief-fund/general-information/index.html>
- **\$10 BILLION ALLOCATION FOR SAFETY NET HOSPITALS**
- HHS is announcing the distribution of \$10 billion in Provider Relief Funds to safety net hospitals that serve our most vulnerable citizens, recognizing the incredibly thin margins these hospitals operate on. This payment is being sent directly to these hospitals via direct deposit.
- This payment is going to hospitals that serve a disproportionate number of Medicaid patients or provide large amounts of uncompensated care. Qualifying hospitals will have:
  - A Medicare Disproportionate Payment Percentage (DPP) of 20.2 percent or greater.
  - Average Uncompensated Care per bed of \$25,000 or more. For example, a hospital with 100 beds would need to provide \$2,500,000 in Uncompensated Care in a year to meet this requirement.
  - Profitability of 3 percent or less, as reported to CMS in its most recently filed Cost Report.
  - Recipients will receive a minimum distribution of \$5 million and a maximum distribution of \$50 million.
- **ADDITIONAL PROVIDER RELIEF FUND UPDATES**
- On Monday, June 8, 2020, HHS sent communications to all hospitals asking them to update information on their COVID-19 positive-inpatient admissions for the period January 1, 2020, through June 10, 2020. This information will be used to determine a second round of funding to hospitals in COVID-19 hotspots to ensure they are equitably supported in the battle against this pandemic. To determine their eligibility for funding under this \$10 billion distribution, hospitals must submit their information by June 15, 2020 at 9:00 PM ET.
- HHS is working on an additional allocation to distribute relief broadly to dentists.

For updated information and data on the Provider Relief Fund, visit [hhs.gov/provider-relief](https://www.hhs.gov/provider-relief).

- MATP Report




- Daphne Simeonoff who usually attends the meetings for MATP is no longer with MATP. The MATP map as well as contact information for Maribel Torres 717-705-8133 was provided. She is the program staff who covers a majority of the counties within the SouthWest Zone.



**10:45 am Regional Report – Jennifer Malone**

- SDHP - Regional Housing Coordinator Update



### SDHP CHC UPDATE

July 2020

SDHP is hiring! Check out our open positions [HERE](#).

**UPCOMING TRAININGS**

<b>Navigating Income-Based Housing Options</b> General housing information and definitions, income-based housing types, and applying and appealing processes.	July 15, 10AM-11AM <a href="#">REGISTER</a>
<b>Addressing a Housing Crisis</b> Walks through the steps to assist your clients through a housing crisis, focusing on safe and short-term goals and solutions.	July 21, 12PM-1PM <a href="#">REGISTER</a>
<b>Assistance Animals Explained</b> Discusses assistance animals, emotional support animals, reasonable accommodations and modifications, examples, and more!	July 23, 12PM-1PM <a href="#">REGISTER</a>
<b>Eviction Prevention and Processes</b> Reviews the eviction process while focusing on preventative strategies to keep clients from facing evictions in the first place.	July 30, 12PM-1PM <a href="#">REGISTER</a>

Check out our calendar and sign up for SDHP newsletter: [HERE](#)

**811 PROJECT RENTAL ASSISTANCE**

In the month of June, three individuals were housed, two in Berks County and one in Dauphin County!

Self-Determination Housing of Pennsylvania | [www.sdhp.org](http://www.sdhp.org) | 610.873.9595



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One of the main roles we serve at SDHP is as waitlist administrators for the 811 Project Rental Assistance program. The 811 PRA program is project-based rental assistance specifically for extremely low-income persons with disabilities. The state of PA was given funding from HUD under this program, so SDHP has been working to house as many people as possible.

In addition to those three newly housed individuals, we have processed 25 new applicants to the waitlist and have 29 units throughout the state that are move-in ready. We're currently in the process of referring those on the waitlist, letting them know that their time to apply has come!

**We are currently building up the waitlist for ALL COUNTIES.**

Available Units with NO or MINIMAL Waitlist		
County	1-bedroom unit	2-bedroom unit
Beaver OPEN NOW	✓	
Butler OPEN NOW	✓	
Cambria OPEN NOW	✓	
Erie		✓
Fayette OPEN NOW	✓	
Forest OPEN NOW	✓	
Indiana		✓
Jefferson	✓	
Mercer	✓	
Westmoreland	✓	

Self-Determination Housing of Pennsylvania | [www.sdhp.org](http://www.sdhp.org) | 610.873.9595



### CARES Act Financial Assistance for Renters and Homeowners

Starting June 29, Pennsylvanians can apply for the CARES rent or mortgage relief directly from the red banner on Pennsylvania Housing Finance Agency's (PHFA) [website](http://www.phfa.org). PHFA is establishing organizations in each county where individuals can submit their applications and supporting paperwork for review.

Renters can receive up to \$750 a month for up to 6 months, paid directly to their landlord. Those with mortgages can get relief up to \$1,000 a month for up to 6 months, paid directly to their mortgagee. In order to be considered eligible for these funds, renters and homeowners will need documentation that shows at least a 30% reduction in annual income since March 1st. This reduction must be directly related to the pandemic or the individual must have become unemployed after March 1st. Funds will be distributed on a first come first serve basis.

[CLICK HERE FOR ELIGIBILITY REQUIREMENTS](#)

### Housing Opportunities in NWPA

SHARE (Shared Housing and Resource Exchange) is a new housing opportunity in Crawford and Venango Counties. This is an affordable housing choice bringing home owners and home seekers together. The home seeker receives their own bedroom and agreed upon use of the common areas. Every arrangement is unique depending on the needs, preferences and abilities of the participants involved. One participant (either home owner or home seeker) must be over 60 years of age. All participants must be 18 years of age. This is a pilot program with the PA Dept. of Aging.

SHARE Housing Counselor / Service Coordinator

- Crawford County: Sharon Moosman, 814-336-1792, ext. 145 [smoosmann@activeaging.org](mailto:smoosmann@activeaging.org)
- Venango County: Jeremy Tidd, 814-432-9711, [tidd@co.venango.pa.us](mailto:tidd@co.venango.pa.us)

Have questions? Want to find out more? We want to talk to you!

Dawn Edwards- [dedwards@sdhp.org](mailto:dedwards@sdhp.org)

Jennifer Malone- [jmalone@sdhp.org](mailto:jmalone@sdhp.org)

Region 3 Team (Western PA)- [region3@sdhp.org](mailto:region3@sdhp.org)

Leah Marmo- [lmarmo@sdhp.org](mailto:lmarmo@sdhp.org)

811 Team- [811@sdhp.org](mailto:811@sdhp.org)

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11:00 am

**Presentation:**

- The State of the Opioid Crisis; Presenter: Jason Snyder, Pinnacle Treatment Centers
  - Refer to presentation
  - Questions:
    - **Question One: (Nan)** - For telemedicine, I know it's too soon for data but how much is the treatment being used?  
**Response: (Jason)** - Counseling is provided 100% via telehealth. Governor's direction to work from home. Challenges with folks and technology especially in the rural areas. I don't have a percentage, but I can roughly estimate from 80%-90% is being done via telehealth. 100% counseling via telehealth due to COVID-19. Opioid treatment intake process via telemedicine. Methadone treatment the intakes must be face to face.
    - **Question Two: (Nan)** - Going forward will Telehealth continue at to be used at 80%-90%?  
**Response: (Jason)** - It currently is at that level due to the pandemic and director from the Governor, once the pandemic is over we will not continue at that level but would like the option to use it. In case of challenges such as transportation and babysitting. We hear I can't get there, I can't do treatment. It would be a case by case basis, individualized based on the individual and the need.

11:45 am

**Physical Health/Behavioral Health Manage Care Organization (MCO) – Review & Discussion of their Opioid Treatment and Services.**

- **Aetna Better Health Plan** – Lindsey Myslinski

**Opioid Management Program**

Health Choices Advisory Committee Meetings

July 2020

Lindsey Myslinski, LSW  
Behavioral Health Clinical Liaison

**Opioid Management Program  
Prevention, Treatment, and Recovery**

Overall Goals:

- Prevent**
  - Decrease the number of new identified members, lower prescriptions, lower doses, and shorter durations.
- Treat**
  - Ensure that providers have access to evidence-based treatment for substance use disorder from all pathways within the health plan such as completing warm transfers to a SBIRT provider, Centers of Excellence, or referral to their BH MCO.
- Manage**
  - Identify members that are at risk (high dose, history of OUD overdoses, or claims for inpatient OUD visits) and develop individualized and person-centered care plans.
- Stop Overdose Deaths**
  - promote evidence-based treatment approaches or harm reduction strategies such as naloxone access.

**aetna**



## Opioid Management Program – Workstream Overview



### Governance Oversight and Reporting

- Ongoing performance management of all program aspects at corporate level
- Design reports address and monitor goals

### Standardization

- Develop MOCD-evidence based practice program
- Provide training with standard (script), reports etc.

### System Improvements

- Collaborate with functional areas (eg. Pharmacy) to manage coverage of opioids and improve treatment of members with OUD

### Network

- Work with provider experience to improve scope and quality of providers to treat OUD

### Value Added Benefits

- Evaluate opportunities to increase rate of pain and improve treatment of OUD

### Provider and Member Education

- Create standard communication piece to promote evidence based treatment for pain and OUD

## OUD Risk Stratification Report

- OUD Risk Stratification Report
- Generated monthly with a rolling 6 month look-back period of paid claims
- Stratify members based on risk score (P1-P5)
- Risk score determined based on multiple factors
  - Poly-Poly Report
  - Morphine Dosage
  - Naloxone Claims
  - Opioid/Benzo Rx
  - Overdose Claims
  - Service Claims (SI, IP, OP)
  - MAT Non-Compliance
  - Opioid Use after MAT/OUD/OD
- Opioid Dashboard



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## Risk Score & Member Identification

- **P1-P5 Risk Score:** P1 members are targeted for outreach first

Priority	Risk Factors
P1	2+ Opioid OD and 2+ OUD and Opioid use after MAT/OUD/OD
P2	2+ Opioid OD
P3	1 Opioid OD
P4	Cumulative Morphine equivalent daily dose of 150+ MED or 1 OUD
P5	1+ Poly/Poly, Naloxone, Opioid/Benzo Overlap or MAT non-compliance



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## Internal & External Collaboration

- **SUD Rounds**
  - Bi-weekly Rounds
  - Comprehensive overview of engaged members
  - Multiple disciplinary participation (CM, CHW, Pharmacy)
- **BH-MCO Collaboration**
  - Collaborate to engage members with MAT and/or other BH services
  - Develop relationships to assist members to access Peer Support Specialists



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## Metrics

- ↑ **MAT and other evidence based treatment engagement**
  - 82.5% increase YOY
  - 48% of all members with OUD are in MAT/other evidence based treatment
- ↑ **Rate of non-opioid treatments in members with chronic pain**
  - 41.7% increase YOY
  - 17% of members with chronic pain are receiving non-opioid treatments
- ↓ **7+ opioid prescriptions after an acute procedure**
  - 80.7 decrease YOY
  - 3.9% of members receiving an opioid rx following an acute procedure have a 7+ day supply
- ↓ **Opioid prescriptions in members with a prior OD**
  - 83.9% decrease YOY
  - 1% of members with a prior OD have an opioid rx
- ↓ **Opioid prescriptions in members with OUD**
  - 79% decrease YOY
  - 2.2% of members with OUD have an opioid rx
- ↓ **Concomitant opioids & Benzodiazepines**
  - 74.6 decrease YOY
  - 7.8% of members on opioids also on concomitant benzodiazepines



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## ○ Gateway Health Plan – Jeremiah Weiland

### OPIOID SERVICES AND TREATMENT

Presented by Jeremiah Weiland  
Manager of Gateway's Behavioral Health Department



It's Wholecare.

### OPIOID INTEGRATED CARE TEAM (OICT)

#### Mission

- In response to the opioid epidemic, the OICT will work to identify high risk members and provide individually tailored support to mitigate the risks of opioid use

#### Strategy

- Prioritize members identified as high risk for clinical review
- An Interdisciplinary team will collaborate to develop comprehensive member-specific care plans



It's Wholecare.



OPIOID INTEGRATED CARE TEAM (OICT)	OPIOID INTEGRATED CARE TEAM (OICT)
<p><b>Plan</b></p> <ul style="list-style-type: none"><li>Interdisciplinary team of medical directors who specialize in both physical health and psychiatry, clinical pharmacists, nurses, social workers, and an addiction specialist will collaborate in the development of care plans.</li><li>Utilizing a holistic approach, members' behavior health, physical health, and social needs are considered when creating comprehensive care plans.</li></ul> <p><b>Goal</b></p> <ul style="list-style-type: none"><li>Connect with the members and providers to offer alternative pain management options to reduce or eliminate the need for opioids and any other identified care concerns.</li><li>To ensure access to the services and tools necessary to successfully manage member's needs.</li></ul>	<p><b>Alternative Pain Management Options</b></p> <ul style="list-style-type: none"><li>Promotion of Naloxone (Narcan) use</li><li>Non-opiate pain medications-NSAIDs, Tylenol, SNRIs, Lyrica, Tricyclic anti-depressants, etc.</li><li>Epidural injections</li><li>Physical Therapy</li><li>Chiropractor</li></ul> <p><b>Opioid Use Disorder:</b></p> <ul style="list-style-type: none"><li>Metadone (Pain Medication)</li><li>Suboxone (Buprenorphine, Naloxone)</li><li>Naltrexone (Vivitrol)</li></ul> <p><b>Coordination of Care</b></p> <ul style="list-style-type: none"><li>Special Needs Unit-Warm Transfer to BH-MCO</li><li>Integrated Care Plan (ICP) Collaboration</li><li>Opioid Integrated Care Plan-Collaboration with BH-MCO</li><li>Refer member to Addiction Treatment and collaborate with their BH-MCO</li><li>Refer to a Specialist</li><li>Refer to Centers of Excellence</li></ul>

### Opioid Integrated Care Team (OICT)

**Outcomes**

- Review: Members (358) continuously enrolled 6 months and involved in OICT
- Inpatient admissions reduced by 49%
- 80% decrease in overdoses
- Average Decrease in MME by 11%
- Physical therapy utilization increased by almost 45%.
- Members doubled involvement with Behavioral Health Services including referrals to COEs, SUD providers, mental health OP.
- Lowering of members Opioid use, using alternative pain medications, 40% of members did not have Opioid fill by end of the review.

### ○ United HealthCare Community Plan - Jacki Porter

- Pharmacy:
  - multiple edits in the pharm system that will prevent excessive opioid admin and will minimize interactions with other medication
- Care Management:
  - 2 LSW and LCSW provide member centric care coordination. In addition to our SNU
  - Encourage treatment and continuity of care including SDOH.
  - Coordinators work closely with OB RNs to assist members with OUD
- Patient Identification Members are identified for CM through a variety of channels.
  - Inpatient reporting
  - ED utilization
  - Members who previously received MAT but are not consistently filling
- Coordination with providers
  - SUD Health Homes for women, direct connect with UHC OB CM
  - Centers of excellence
  - Establishing value based strategies with providers
- Community
  - Drug take back events
  - Educational material and sessions





# pennsylvania

## ENROLLMENT SERVICES

- Active member and provide portal access for OUD resources
- Opioid Advisory Board
  - Represents practitioners that are statewide. Many have specialist with OUD
  - The board assists the plan on strategies for care and coverage. Ex added acupuncture as a covered benefit
- Physician Outreach
  - Visiting physician offices (CMO and Pharm Dir)

### ○ UPMC For You - Ann Giazzoni

**UPMC for You**  
Affiliate of UPMC Health Plan

UPMC for You  
July 2020  
Advisory Meeting  
PA Enrollment Services  
MCO Discussion: Opioid Services

Ann Giazzoni, MSW, LCSW, MBA  
Program Manager, PH BH Integration

**How to access a Medication Assisted Therapy (MAT) Provider**

Providers of Medication Assisted Therapy

1. Opioid Centers of Excellence  
<https://www.dhs.pa.gov/Services/Assistance/Pages/Centers-of-Excellence.aspx>
2. UPMC Health Plan website- specialty "medication assisted therapy"  
<https://www.upmchealthplan.com/members/>
3. Call member services or the Special Needs Unit - 1-866-463-1482

**PH BH Coordination**

1. UPMC for You has clinical contacts with all BH MCO to coordinate care
2. Consents/Release of Information is used when needed
3. UPMC for You can also coordinate PH BH care in the following ways
  - Connect PH and BH providers
  - Coordinate care team meetings
  - Provide Pharmacy consultation to prescribers
  - Provide complex case management or mobile case management as needed

### ○ Beacon Health Options- Suzanne Klaus

- Complex case management for individuals that frequently utilized higher levels of care including Detox, SUD Rehab/nonhospital etc. where our care manager brings together treatment providers, case managers, county and contractor/SCA stakeholders and member to create a comprehensive plan for stabilization including SDOH supports
- Buprenorphine best practices enhanced rate for providers who offer enhanced and comprehensive MAT supports for OUD
- SUD Nonhospital value-based purchasing agreement with our network providers focused on comprehensive ASAM implementation for better assessment of member needs, increased follow up 30 days post discharge, and reduced 90-day readmission rates. Includes learning collaboratives and presentations by SME's to ensure individualized care



- Enhanced ASAM implementation certification training for the Beacon network of providers in partnership with primary contractor SBMH to develop Change Agents to support conversion and fidelity
  - Collaborative rounds with the PHMCO's identifying individuals with multisystem engagement for whole person care
  - Focus on the recovery principles during authorization process to identify additional areas of need or support necessary to promote recovery and resiliency including trauma, cultural considerations, and peer support
  - Encouragement of consideration of certified recovery specialists to support a member having a person with lived experience supporting their recovery journey
- **Community Care Behavioral Health- Jenn House**
- Expansion of Certified Recovery Specialists (CRS) – for some counties we have recently introduced CRS to their network, while others have had CRS for a while and are expanding the service with multiple providers coming into the network; in Blair specifically CRS are now embedded in the area emergency departments to assist with engagement activities with individuals have overdosed or have been identified with a SUD. Community Care's Allegheny Care Management team also employs two CRS staff to support members in treatment and transitioning to the community.
  - Centers of Excellence – we have been reimbursing the COEs for a full year now – one COE in Blair and three behavioral health COEs in Allegheny – Allegheny conducted a quality record review in December 2019 and the three providers have developed quality improvement plans to address opportunities for improvement and we have been meeting jointly with the providers to discuss the implementation of their plans.
  - Behavioral Health Home Plus – Opioid Treatment Programs
    - Comorbidity of physical health issues with those who have an opioid use disorder are being addressed within The Behavioral Health Home Plus for Opioid Treatment Programs Is a value-based performance initiative incorporating wellness coaching and coordination of care with physical health providers – it's not just a specific program within the service, but rather a culture shift within the program to address an individuals' wellness. When someone enters services at the OTP they will address the whole person – all dimensions of wellness, not just their substance use disorder. This year is the second year of implementation within OTPs.
  - Medication-Assisted Treatment Value-Based Performance Initiative
    - Initiative to improve retention in MAT services - both buprenorphine and methadone services – we provide data around retention to the

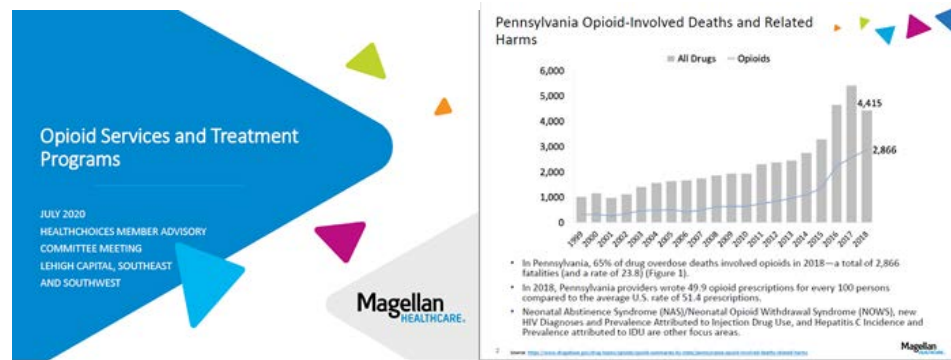


participating providers and offer consultation around strategies to improve retention in services

- We've also had the opportunity to participate in some Grant activities within the past several years – in
- Blair County – SAMHSA MAT-Prescription Drug and Opioid Addiction Program (PDOA)
  - Which is a grant to Increase access to MAT and integrated care services for OUD
  - They've been able to increase the number of X-waivered physicians within the county
  - They've also been able to begin Induction of MAT in emergency departments and the pregnancy care clinic
- Allegheny County – the Allegheny county health department received a grant last year from the “Overdose to Action” Opioid Grant to assist with non-treatment efforts around opioid overdose – the health department has chosen to work with several partners in the county – we are working in collaboration with the UPMC Health to accomplish three primary goals including:
  - Identifying quality addiction care metrics
  - Providing clinical education for prescribers/pain management
  - Developing value-based payment models for OUD treatment
  - Timely Access to Assessment and Linkage to Treatment Services this has been a focus in Allegheny County for some time. We've developed two new programs to address this.
- Allegheny - Certified Assessment Centers – June 1, 2020
  - Despite delays due to the current COVID-19 pandemic, the providers indicated their ability and willingness to start this service on June 1, 2020. We qualified four Allegheny providers to conduct timely on-site and mobile assessments. Refer to the provider of the individual's choice, so rather than assessing and referring to their own treatment system, they are to offer choices for the member based on the assessment outcome and the individual's preference of provider. They are to provide warm hand-offs when possible and also follow-up to ensure linkage was successful and if not, then to help them re-engage.
- Allegheny - Engagement Center with Safe Place to Stay – Fall 2020
  - This has been a topic of discussion in the county for several years now with many different stakeholders. We are developing a 24/7/365 assessment center serving all Allegheny County residents regardless of funding type. Individuals can walk-in, call in, and meet with assessment specialists, peers, and case managers to support and engage an individual when seeking SUD information and services. If there is a wait for a treatment bed or treatment slot and someone does not have a safe place to stay while waiting, there is the option for an individual to stay up to 72 hours in a bed (this is not a licensed

treatment program, just a safe place to stay until they are linked to treatment). This is to ensure that we do not lose the person before they enter treatment. Anyone can refer to the engagement. Families and loved ones can seek information if they want to learn more about services and recovery. First responders can bring someone to the engagement center after an overdose. The program is designated as a fifth Certified Assessment Center meeting the same requirements of the other four. This will be opening in the fall of 2020, if not sooner. The engagement center will open first, then followed by the safe place to stay as a phased implementation.

o **Magellan Behavioral Health – Tracy Shultz**



**Strategic Aims**

**Magellan's drug and alcohol strategy aims to achieve the following goals:**

1. Improve awareness and access to Medication-Assisted Treatment: Educate the community, including Members, Providers, the Recovery Community, and public policy shapers on the therapeutic benefit of appropriate and clinically indicated Medication-Assisted Treatment.
2. Improve access to care: Evaluate and respond to network adequacy and trends re: the need for additional hospital detox and non-hospital residential rehabilitation beds.
3. Improve community support and social determinates of health through Certified Recovery Specialist and Certified Peer Support services.
4. Treat tobacco dependency at the same time as other drug use.
5. Focus on co-occurring disorders – clinical contract advisory support provided to agencies seeking a dual MH and Drug and Alcohol license.
6. Specialty care management (Drug and Alcohol and Integrated Health): Shared rounds calls with PH-MCOs through ICP-P4R.
7. Data and outcomes-driven focus.

**Magellan's Medication Assisted Treatment solution takes a disease management approach to alcohol and opioid use disorders. Magellan Healthcare intervenes early in the treatment process and works closely with both providers and patients. This enables us to extend effective care into the community at all levels.**

**Magellan HEALTHCARE.**

**Magellan is committed to supporting an increase in awareness of tobacco dependence among behavioral health providers and supporting our member community.**

**The Magellan Behavioral Health Toolkit for medical providers can assist you in addressing the behavioral components of patient treatment, making appropriate referrals, and improving overall outcomes for Magellan members.**

**Magellan HEALTHCARE.**



Magellan Initiatives

PCP Toolkit Resource

You can find it at: [www.magellanofpa.com/for-providers/services-programs/whole-health](http://www.magellanofpa.com/for-providers/services-programs/whole-health)

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Magellan Initiatives (cont.)

- Intensify efforts to promote MAT with our providers by issuing MAT educational material for use with our members, conversation and visits with our higher volume, lower prescribing providers, most recently included HWH LOC.
- Inclusion of all forms of MAT, to include off label use of prescription medications, in our catchment data
- Monitoring MAT data specific to each of our counties and provide bi-annual presentation of this data to the Counties
- Examine impact of CRS involvement with members prescribed MAT
- Work with our PH-MCOs to offer up-to-date MAT provider lists
- Examine barriers to MAT for both providers and members

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Magellan's provider search: Magellanofpa.com

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Magellan's member line

Member services contact information

Bucks: (877) 769-9784  
 Cambria: (800) 424-0485  
 Delaware: (888) 207-2911  
 Lehigh: (866) 238-2311  
 Montgomery: (877) 769-9782  
 Northampton: (866) 238-2312  
 TTY (All counties): PA Relay 7-1-1

Magellan

Confidentiality statement

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.

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12:38pm

## MCO Initiatives, Updates & Upcoming Events

Agenda Item tabled due to the length of time for the meeting. Plans asked to submit updates to be included in the minutes for attendees.

- **Aetna Better Health Plan** – Adria Laboy

- Aetna Better Health continues to support community partners virtually. We keep our calendar up to date with the latest outreach opportunities. <https://www.aetnabetterhealth.com/pennsylvania/events>
- **Covid 19 Education:** Aetna Better Health in partnership with Latino Connection collaborated with Giant Food Stores to set up CORA at their locations. 10 events

were submitted to be held in the counties of Dauphin, Lackawanna, Lehigh, Luzerne, Philadelphia, and York.

- Pinebrook Family Answers:** Aetna Better Health is supporting “Warmline,” a telephone support service for Lehigh Valley adults challenged by loneliness, confusion and other mental health concerns, or who need information about available services.  
 Warmline addresses mental health issues due to isolation, something which is impacting so many due to the coronavirus.
- Coronavirus Public Health Awareness Initiative:** In collaboration with Promise Neighborhoods of the Lehigh Valley this initiative developed credible healthcare messaging to educate the community. The initiative transmitted awareness through social media, community outreach and a coronavirus hotline. Aetna provided bags and hand sanitizers which were distributed to all community members reached via Promise Neighborhoods outreach workers.
- Covid 19 Relief Effort:** Aetna Better Health has collaborated with WellSpan, the City of Lebanon, REACH, and the United Way in drive by educational events that have provided individuals literature and useful items for the community.

o **Gateway Health Plan – Clinton Rhodes/George Ifill**





# pennsylvania ENROLLMENT SERVICES

**New look. Same great benefits.**

Gateway Health may look different, but you still have access to the same great benefits. Our goal is to provide you with a better, more caring kind of health care. We call it Wholecare.

We go beyond health care to get you access to things like job assistance, healthy meals, low cost housing and more. It's care that offers more than doctors and medicine. It helps you achieve whole health.

**Thank you! Questions?**

Looking forward to our continued collaboration!

For more information contact:  
Clinton Rhodes  
412.863.1361  
[crhodes@gatewayhealthplan.com](mailto:crhodes@gatewayhealthplan.com)

- **United HealthCare Community Plan – Jackie Porter**
  - United HealthCare has provided over 30,000 cloth masks & 10,000 surgical masks & 400 surgical shields to FQHC's throughout SW, LC, & SE zones. We also provided over 10,000 cloth masks to CBO's throughout SW, LC, & SE zones.
- **UPMC For You – Skip Boykin**
  - HCHC first virtual meeting on 8/27/2020 for NW, SW, and LC.
  - Spanish meetings on 9/24/2020 for Erie and L/C zone.
- **Beacon Health Options – Suzanne Klaus**
  - Continued weekly provider network meetings and specific levels of care meetings, as needed, to support providers during COVID 19
  - All member and Family Forums have been cancelled due to COVID 19.
  - The Beacon Prevention, Education and Outreach Department along with HealthChoices members and families are setting up a series of virtual trainings that members and families can participate in. The first training will be held on August 14, 2020 at 1:00pm titled "Stepping Back Into the Community" by Self Advocates United as One, Inc.
- **Community Care Behavioral Health – Amber Bott/Randy Williams**
  - Community Care has been having meeting with the providers as we move through the ever-changing changes to COVID-19.
  - We are working to make sure all of the HealthChoices members have all of their needs met while trying to help our providers to stay open
  - The CCBH.com website has the most accurate and update information for members on the member pages for their county.
- **Magellan Behavioral Health – Tracy Shultz**
  - All recent provider communications, including provider announcements related to COVID-19, please go to <https://www.magellanofpa.com/for-providers/communications/provider-announcements/>



- 12:39 pm Community Based Organization Updates & Upcoming Events**
- Agenda Item tabled due to the length of time for the meeting. Committee Members and Attendees from Community Based Organizations asked to submit updates to be included in the minutes for attendees.
- 12:39 pm Consumer & Family Feedback/Open Discussion**
- Agenda Item tabled due to the length of time for the meeting. Committee Members and Attendees asked to submit feedback to be included in the minutes for attendees.
- 12:40 pm Adjourn**
- A survey link will be sent to you after the meeting from survey monkey, please take some time to complete the survey, your feedback is very important to us.

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

**Next Meeting: Tentative based on COVID-19 and Governor's mandates at the time**  
HealthChoices Advisory Committee Meeting SouthWest Zone  
October 2020  
Date, Time, Location: Thursday, October 15, 2020  
10:00am - 12:30pm  
12:30pm - 1:00pm (Lunch & Networking)  
Magellan Behavioral Health  
1003 Broad Street, Suite 301  
Johnstown, PA 15906