



HealthChoices Advisory Committee Meeting NorthEast Zone

Thursday, July 8, 2021

10:00 AM – 12:30 PM

Teleconference

Meeting Agenda

10:00am Welcome & Introductions – Aliya Myrie

- Aliya Myrie introduced herself and thanked everyone for joining the meeting today.
- Aliya Myrie 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 and *9 to raise your hand.
- Aliya Myrie 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
- Aliya Myrie did roll call for the committee members only
- Roll Call Committee:
 - In Attendance: Erin O'Brien for Peggy Mulligan (Aetna), Renee Johnstonbaugh (AmeriHealth), Jeff Romey (CCBH), Tina Wydeen for Rebecca Dominguez (CCBH), Staci Gibson (Consumer/Parent Advocate) Garth Goodman (Consumer), Erica Goodman (Consumer), Michael Hawryshko (Consumer Advocate), Jennifer Bucher for Jami Marks (Geisinger), Olivia Benson (Inglis/SDHP), Cinthia Acencio (PA-EAP), Aliya Myrie (PA-EAP)
 - Absent: Brendalis Soto (Consumer/Parent Advocate), Jessica Smalley (Consumer Advocate), Rebecca Held (Parent Advocate), Beth Rinehimer (Geisinger), Wagner Escanio (Consumer)

10:03 am April 2021 Meeting Minutes

- Aliya Myrie asked if there was any other revision or corrections that needed to be made to the April minutes. No revisions or corrections were brought up.
- Jeff Romey motioned to approve; Tina Wydeen seconded the motioned to approve meeting minutes.

10:05 am Enrollment Assistance Program Report – Cinthia Acencio

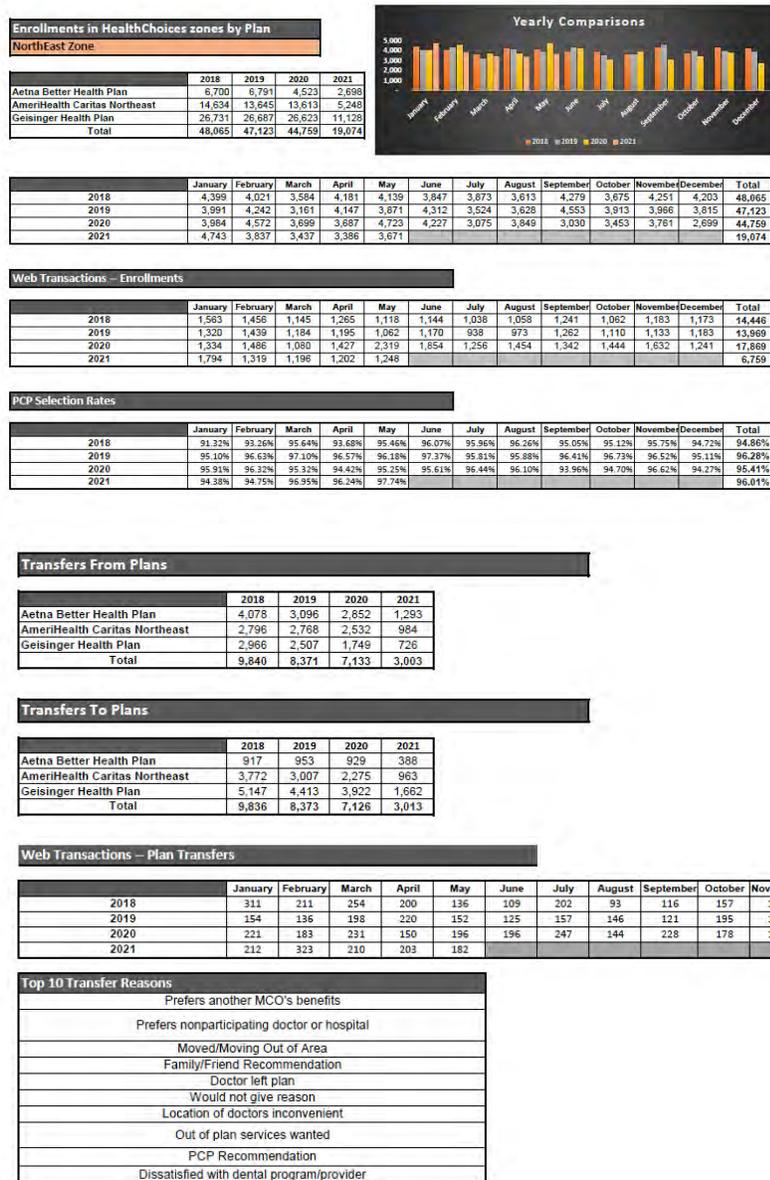
- Updates- Good Morning Everyone and thank you for joining us. We continue to be fully operational at Pennsylvania Enrollment Services. A majority of the staff are working remotely with staff in the office as necessary for mail, and IT support. We are processing all enrollments and plan transfers through the mail, calls to the call center, and those done through the website. An insert remains in the new eligible enrollment packets encouraging consumers to enroll online using our website. We have added an insert to inform



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consumers of this meeting HealthChoices Advisory committee meeting. It is be inserted in mailings with the reminder, auto-assignment, and confirmation letters. The insert was developed to recruit consumers for each of the five zone meetings and increase consumer awareness about the meetings.

- o Data Review – Refer to Report



- o 2021 Webinar Series
 - Previous Webinars:



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- Tuesday, May 11, 2021 The Women, Infant and Children Program (WIC); Presenter: Candance Sanderson, WIC State Outreach Coordinator & Melissa Maust, WIC State Trainer – Attendees: 90
- Tuesday, June 8, 2021 The Medical Assistance Transportation Program (MATP); Presenter: Daphne Simeonoff, Program Manager – Attendees: 260
- Upcoming Webinars: To be determined. Waiting for confirmation on presentations from three different organizations. If anyone has any suggestions on webinars, please send them to me or you can add them on the survey.

10:15 am **DHS Report**

- BICO Report – Nan Mavor
The July 2021 Resource List for this Advisory meeting contains the links for the above topic as well as the resources for the previous meetings.
- ❖ **DHS NEWS**
 - **Gov. Wolf Signs Bills Extending COVID-19 Emergency Regulation Suspensions, Expanding Family Caregiver Supports**
 - On June 11, Governor Tom Wolf signed legislation that extends the most critical components of the COVID-19 disaster declaration emergency.
 - **House Bill 854** extends the emergency regulation suspensions under the COVID-19 emergency until September 30, 2021, unless sooner terminated. It also amends the Administrative Code to require an executive agency to preserve all records in their possession relating to the COVID-19 disaster emergency declaration in accordance with the agency's existing record retention policy.
 - Governor Wolf also signed legislation that expands the Family Caregiver Support Program to provide much needed supports to individuals who are providing care for their loved ones.
 - **House Bill 464** amends the Family Caregiver Support Act to reflect current federal eligibility standards, remove provisions that limit available support for home modifications and assistive devices, and prohibit primary caregivers from receiving benefits if they are a perpetrator in a substantiated case of abuse.
 - ❖ **May 12, 2021 Parents can now begin to schedule their children ages 12 and up through any vaccine provider administering Pfizer. You can find a vaccine provider administering Pfizer near you at www.vaccines.gov.**
 - The authorization follows a Phase 3 clinical trial with 2,260 participants. Data from this trial showed that the vaccine was 100 percent effective in preventing cases of COVID-19, and the immune response was just as strong, and potentially stronger, when compared to clinical trial participants aged 16 through 25 years considered in the vaccine's initial authorization.
 - More information about the Pfizer vaccine's extended emergency authorization is available from the FDA and through a fact sheet for [recipients and caregivers](#).
 - **May 7, 2021 Governor Tom Wolf signed the [14th renewal](#) of his January 2018 opioid disaster declaration to help the state fight the opioid and heroin epidemic.**
 - Under the disaster declaration, work to address the opioid crisis focuses on three areas: prevention, rescue, and treatment.



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- For more information on Pennsylvania's response to the opioid crisis visit www.pa.gov/opioids.
In an effort to reduce the number of topics presented in the DHS update, here are some of the sources used with a brief description of the information provided by the source.
- [Department of Human Services](#) > [HealthChoices](#) > [HealthChoices Services](#) > [Physical HealthChoices-Publications](#)
 - *Here you can view the weekly numbers to see how many Pennsylvanians are enrolled in Medicaid due to the expansion. This report includes a breakdown of the numbers by county.*
 - With Medicaid Expansion, as of June 11, 2021 there are 961,255 newly eligible individuals in HealthChoices receiving the new Adult benefit package. These are individuals who would not have received health care coverage if Pennsylvania did not expand Medicaid.
 - This page also provides:
 - [2021 HealthChoices Agreement and Exhibits](#)
 - [Flyer: How to Apply — English](#)
 - [Flyer: How to Apply — Spanish](#)
 - [Medical Assistance Citizenship Frequently Asked Questions](#)
 - [Flyer: MCO Special Needs Units](#)
 - Pennsylvanians who need health insurance who do not qualify for Medicaid can explore coverage options through Pennie, the commonwealth's health insurance exchange. Pennsylvanians can learn more at www.pennie.com. Applicants not financially eligible for Medicaid are automatically referred to Pennie for eligibility review.
 - **DHS COVID-19 PROVIDER RESOURCES> Quick Tips // OMAP**
 - [252 - Medical Assistance Benefits for Beneficiaries Turning 21 During the COVID-19 Emergency](#)
 - [251 - Medical Assistance Benefits for Beneficiaries Turning 21 During the COVID-19 Emergency](#)
 - [249 - New MA ACCESS Card](#)
 - [247 - Nonemergency Ambulance Transportation Related to COVID-19](#)
 - [244 - MA Eligibility During COVID-19 Emergency Disaster Declaration](#)
 - **COVID-19 testing and treatment** continues to be covered by both Medicaid and CHIP.
- **DHS Physical HealthChoices Resources page for member and providers.**
 - Pa Enrollment Services link
 - How to Apply
 - HealthChoices Managed Care Organizations
 - HealthChoices Publications
 - Contact Information
 - Medical Assistance Information
 - Medical Assistance Programs Dictionary
 - Information for Former Foster Youth



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- ❖ **May 3, 2021 At End of LIHEAP Season, Department of Human Services Encourages Pennsylvania Renters to Apply for Utility Assistance Through the New Emergency Rental Assistance Program**
 - Department of Human Services (DHS) Acting Secretary Meg Snead reminded Pennsylvanians that the Low-Income Home Energy Assistance Program (LIHEAP) season has ended, but assistance with utility bills remains available through the [Emergency Rental Assistance Program \(ERAP\)](#) to individuals and families who live in rental properties.
 - About two-thirds of Pennsylvania counties have partnered with DHS to make ERAP applications available to their residents online at www.compass.state.pa.us. The remaining counties opted to accept applications from county residents through their own application process.

To qualify for assistance, a household must be responsible to pay rent on a residential property and meet each of the following criteria.
 - One or more people within the household has qualified for unemployment benefits, had a decrease in income, had increased household costs, or experienced other financial hardship due directly or indirectly to the COVID-19 pandemic; AND
 - One or more individuals in the household can show a risk of experiencing homelessness or housing instability; AND
 - The household has an income at or below 80 percent of area median income, which varies by county. [Income limits by county are available on the DHS website](#). Resources (like bank accounts and cars) are not relevant to ERAP eligibility.
 - For more information assistance programs available to help Pennsylvanians, visit www.dhs.pa.gov. **MEDIA CONTACT:** Erin James, ra-pwdhspressoffice@pa.gov
- ❖ **What is Enterprise Case Management?**
 - Enterprise Case Management (ECM) is a new way to provide enhanced case management for the Department of Human Services (DHS) and its business partners through the implementation of a common platform to help plan and deliver individual/participant services for multiple DHS supervised programs.
 - ECM allows for:
 - Easier sharing of information among DHS Program Offices, counties, individuals/participants, and providers to enable better decision making for improved individual/participant outcomes
 - Increased ability to understand performance across programs and make continuous improvements
 - Enhanced data security including expanded access to information based on individual/participant consent
 - Reduced effort and cost to maintain systems because of the use of a common platform
 - ECM will most affect the offices of Administration (OA), Children, Youth and Families (OCYF), Child Development and Early Learning (OCDEL), Mental Health and Substance Abuse Services (OMHSAS), Long-Term Living (OLTL), and Developmental Programs (ODP).
 - When implemented, ECM will support a statewide child welfare case management system; enrollment and case management for Home and



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Community-Based Services (HCBS); intake and management for hearings and appeals; application, enrollment, and support services for programs administered by OLTL.

- More information will be shared as DHS and its partners prepare for the initial launch.
- **Resources:**
- **Governor Wolf Signs Renewal to COVID-19 Disaster Declaration**
- MEDIA CONTACT: Lyndsay Kensinger, Governor's Office, RA-GVGOVPRESS@pa.gov
- Parents can now begin to schedule their children ages 12 and up through any vaccine provider administering Pfizer.
- You can find a vaccine provider administering Pfizer near you at www.vaccines.gov.
- **Medical Eligibility During Disaster Period:**
- **Commonwealth of PA Health Insurance Exchange** www.pennie.com
- **All Pennsylvania Facilities Providing Treatment and Recovery Services** Have Access to Resources to Support Tobacco-Free Recovery.
- **MEDIA CONTACT:** Nate Wardle, Health – 717-787-1783 or ra-dhpressoffice@pa.gov
- Erin James, DHS – 717-425-7606 or ra-pwdhspressoffice@pa.gov
- Rachel Kostelac, DDAP – 717-547-3314
- **Mental Health and Substance Use Disorder Resources DHS, DOH, US Department of Veterans Affairs, DDAP**
- Persevere PA 1-855-284-2494; TTY 724-631-5600
- National Suicide Prevention Lifeline 1-800-273-8255; Spanish 1-888-628-9454
- Crisis Text Line: Text “PA” to 741-741
- Veterans Crisis Line 1-800-273-8255; TEXT 838255; CHAT www.veteranscrisisline.net
- Get Help Now Helpline 1-800-662 HELP (4357); www.ddap.pa.gov
- www.pa.gov/opioids for Naloxone
- **MEDIA CONTACT:** Erin James, DHS - ra-pwdhspressoffice@pa.gov; Joseph Butera, DMVA, 717-903-6791
- **MMIS-** The direct link to the MMIS 2020 homepage is: <https://www.dhs.pa.gov/MMIS/Pages/default.aspx>.
- **EVV -**The DHS link for information
- <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>
- **SDOH** Resource and Referral Tool: https://www.media.pa.gov/pages/DHS_details.aspx?newsid=565
- Archived meeting at Maximus Enrollment Broker: www.enrollnow.net
- **COVID-Alert PA**
- <https://www.pa.gov/covid/covid-alert-pa/>
- **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/>



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- **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](#) 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
- Office of Long-Term Living (OLTL)
- [www.dhs.pa.gov/coronavirus/Pages/OLTL-Interim-Guidance-for-PCH-ALR-ICF.aspx](#)
- **Children and Youth**
- Kinship Care: [www.kinconnector.org](#); **MEDIA CONTACT:** Erin James, DHS [ra-pwdhspressoffice@pa.gov](#)
- Learning Pods: <https://www.pakeys.org/sacc-coronavirus-resources/>
- Guidance for All Sports: <https://www.governor.pa.gov/covid-19/#SchoolsandRecreation>
- Child Care Providers: **MEDIA CONTACT:** Lyndsay Kensinger, Governor’s Office, [ra-gvgovpress@pa.gov](#); Erin James, DHS, [ra-pwdhspressoffice@pa.gov](#); Eric Levis, PDE -- [elevis@pa.gov](#)
- WIC: <https://www.pawic.com>, 1-800-WIC-WINS
- Childline: 1-800-932-0313; [www.keepkidssafe.pa.gov](#)
- Immunizations: 1-877-PA-HEALTH (1-877-724-3258) <https://www.health.pa.gov/topics/disease/coronavirus/Pages/Guidance/Temporary-Regulatory-Suspension-Immunizations.aspx>;
- **MEDIA CONTACTS:** Erin James, DHS -- [ra-pwdhspressoffice@pa.gov](#)
- Nate Wardle, DOH – [ra-dhpressoffice@pa.gov](#)
- Lead Poisoning: **Lead Information Line (1-800-440-LEAD)**
- Lead Poisoning FAQs <https://www.health.pa.gov/topics/disease/Lead%20Poisoning/Pages/FAQ.aspx>
- Centers for Disease Control and Prevention: <https://www.cdc.gov/nceh/lead/>
- **Employment & Training**
- 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](#) OR
- Call 888-313-7284 Monday through Friday from 8:00 AM to 4:00 PM



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- LiveChat (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
 - 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.
 - **MEDIA CONTACT:** Penny Ickes, dlipress@pa.gov; Sarah DeSantis, L&I dlipress@pa.gov; Erin James, DHS – ra-pwdhspressoffice@pa.gov; Philip Falvo, United Way of Pennsylvania – pfalvo@uwp.org
- OMHSAS Report – David Gabello
 - Returning to onsite surveys
 - Returning to the office, a hybrid model a few days per week
 - Announcement April 9thth Block Grant - \$29.5M allocated to county administration for mobile crisis planning, crisis respite, telehealth technology. Proposals have been received.
 - MATP Report – Daphne Simeonoff
 - The MATP work group completed its review and developed recommendations for services in Pennsylvania. This was forwarded to the DHS Deputy Secretary's office where it was reviewed.
 - The MATP Workgroup recently submitted its final report of suggestions to the DHS Executive Review Committee.
 - MATP providers across the state continue to provide transportation services but have been facing challenges such as getting staff.
 - Ridership appears to be picking up as the state opens up.
 - MATP agencies continue to adhere to the most recent CDC COVID -19 guidance
 - MATP county agencies have been providing transportation to receive COVID -19 vaccines
 - DHS has Increased communication with MATP county agencies
 - Monthly calls to discuss policy and if necessary, provide TA.
 - Provider quarterly meetings are to resume soon.

Questions:

Question 1 Michael - Regarding an individual specific situation.

Answer 1- Consumer was provided with information on the MATP program as well as Daphne's direct contact number.

Question 2 Staci - I also am starting the process for reimbursement on travel to a provider outside of my area. When I spoke to someone over the phone from MATP I got the feeling to expect to be denied and I was told I was going to have to give a ton



of proof. I haven't finished the process yet. This doctor they don't have up here but they have at that location.

Answer 2 Daphne- What counties do is they look at the community that you live in and so basically if you live in a community that has primary care physicians then they would ask that you look at that pool of physicians in that area, because those that services available for you there. If, for some reason, you have to see a specialist and that specialist is not or there's no specialist in your area then they're supposed to consider that and basically what we would need from your doctor is something saying. for instance, a certain type of oncologist just something that says, I am the only oncologist that provides this type of treatments and no other providers in the area. It shouldn't be a ton of information, but the reason I will tell you that the that this comes up so often is because people were supposed to be providing the most appropriate most cost effective transportation. We do ask for you to look at providers that are in a closer area because we're a shared ride provider and with mileage reimbursement, that's a little bit more flexible, they will ask you to show proof there's no one closer because of the cost effectiveness of it.

Answer 2 Kelly- Remember too that you have a right to file a complaint about MATP as well as to file an appeal. Your MATP provider should have given you a booklet outlining these rights and procedures. See also <http://matp.pa.gov/AppealFAQ.aspx>.

10:45 am Regional Report – Olivia Benson

- Inglis/SDHP - Regional Housing Coordinator Update

Self-Determination Housing of Pennsylvania

- Merged with Inglis! Our website is: www.inglis.org/SDHP
- Monthly SDHP Newsletter – [Sign up here](#)
- [Like us on Facebook](#)

811 – Project-Based Rental Assistance

- Questions can be sent to SDHP811@inglis.org
- [Connect with your County Local Lead Agency](#): (Note: the counties that have 811 Units are noted with**)
- **Note: Affordability stays with the unit and not the person.**
- **Eligibility**
 1. Age 18-61
 2. Person with a disability
 3. Enrolled or Eligible for Medicaid
 4. Eligible for Long Term Services & Supports (LTSS)
 5. Gross Income at or below 30% Area Median Income (AMI)
 6. Cannot have a criminal history that includes being a Registered Lifetime Sex offender or includes a conviction of methamphetamine possession or production.**a formal background check will be conducted by the property once an individual is referred to an available unit (includes credit, criminal, housing history check)
- 811 Properties with short to no waitlists (bolded properties have current vacancies as of 6.29.2021.



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1. **Bold:** Have current vacancies
2. **Non-Bold:** Have short waitlists but no current vacancy.

Beaver – 1BR
Berks – 1BR
Bradford – 1BR & 2BR
Cambria – 1BR
Centre – 1BR
Clinton – 1BR & 2BR
Cumberland – 2BR
Erie – 1BR & 2BR
Franklin – 1BR & 2BR

Indiana – 1BR & 2BR
Jefferson – 1BR
Lackawanna – 1BR
Lebanon - 1BR (ADA/HV)
Luzerne – 1BR
Mercer – 1BR & 2BR
Mifflin – 1BR
Philadelphia – 2BR & 3BR
York – 1BR & 2BR

SDHP Home Modifications Program:

Note: This is just a waitlist for now, if you refer an individual, they will be placed on a waitlist.

Eligibility criteria at-a-glance:

- Applicant cannot be receiving other public funded assistance or waivers. (example: Community Health Choices (CHC) managed care organizations - MCOs) – Please keep us in the back pocket in case you come across a participant or family member who may need support with Home Modifications and you might not be able to cover it.
- Income levels must not exceed 120% of area median income (all household income must be verified through proper documentation)
 - Priority given to individuals residing in counties not receiving financial assistance through other programs
- Homeowners need proof of homeowners' insurance coverage
- Renters need a landlord letter of approval/permission for home modifications
Applications are now being accepted!
- For more information and to receive an application, please call (610) 873-9595 or email Beth at beth.mckeown@inglis.org
- [Learn more about this program here](#)
- **SDHP Trainings – [Training calendar](#)**
- These are the trainings we have available:
 - Eviction Prevention and Processes
 - Home Modifications
 - PREP Train the Trainer
 - Navigating Income-Based Housing Options
 - Tenants' Rights: Fair Housing and Beyond
 - Addressing a Housing Crisis
 - Housing Choice Vouchers: Explained
 - Assistance Animals Explained



Helpful Resources

- Please find along with these minutes an attached Home Modifications Resource Handout.
- **[811 Mainstream Vouchers](#)** - Check with your County Housing Authority
 - Eligibility: Eligible population. Mainstream Vouchers (also formerly known as Mainstream 5- Year Vouchers or Section 811 Vouchers) are tenant-based vouchers that serve a special population of households. All Mainstream Vouchers will now serve households that include a non-elderly person(s) with disabilities, defined as any family that includes a person with disabilities who is at least 18 years old and not yet 62 years old at the effective date of the initial Housing Assistance Payment (HAP) Contract.
 - [HUD List of Counties who are participating with Mainstream Vouchers \(PA starts on page 14\)](#)
- **[PA Utilities Commission: Energy Assistance Programs](#)** - Before using this resource, contact the utility company
- **[Eviction Moratorium & Cares Funding](#)** – Emergency Rental Assistance Program (ERAP)
- **CDC Guidance:** Extended to *July 31st*
 - [CDC Declaration](#)
 - [Housing Alliance Webinar](#)
 - [National Low-Income Housing Coalition Website](#)
 - **SHARE Housing Information:**
 - “Shared Housing and Resource Exchange (SHARE) is an affordable housing choice that brings together homeowners who want to share their home with home seekers who are looking for housing in exchange for rent, help around the house, or a combination of both. 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. SHARE is currently available in Pike, Wayne, Monroe, Venango, Crawford, Adams, Union, and Snyder counties.”
 - [List of the eight SHARE counties](#)



SDHP's Home Modification Resource Guide



General

- [Pennsylvania Assistive Technology Foundation \(PATF\)](#)
- [Home and Community-Based Services Waiver Programs \(HCBS\)](#)
- [Pennsylvania Department of Aging: Help at Home \(OPTIONS\)](#)
- [Pennsylvania Office of Vocational Rehabilitation](#)
- [PA Accessible Housing Program](#)
- [Technology for Our Whole Lives \(TechOwl\)](#)
- [Center for Independent Living](#)
- Life Settlements or Viatical Settlements
- Recycled Medical Equipment
- Senior Discounts
- Long Term Care Policy
- Area Agency on Aging
- Local community service organizations such as Kiwanis, Lions Club, Elk Club, Jaycees, Knights of Columbus, Masonic Lodge and Rotary clubs
- Specific injury or disease that is supported by an association, contact them directly to ask about funding (e.g., Multiple Sclerosis Society, Cerebral Palsy Association, Spinal Cord Association, Arthritis foundation)
- National Organizations such as the United Way and National Easter Seals
- Church or other religious institution
- Local municipal government, housing authority programs

Insurance

- Private Medical Insurance Provider
- Medicare
- Medicaid

Homeowners

- [Pennsylvania Housing Finance Agency \(PHFA\): Access Home Modification Program](#)
- [USDA Rural Development Repair Loan and Grants](#)
- [Veterans' Disability Housing Grants](#)
- [Rebuilding Together](#)
- [Home Modification Tax Deductions](#)
- [Green Tax Credits](#)
- Reverse Mortgage

*Click on an underlined resource to be taken directly to that page

11:00 am Physical Health/Behavioral Health Manage Care Organizations (MCOs) & Provider Presentations on Maternity Services

- Community Care Behavioral Health - Bill Poray

Pre/Post Natal Care Management and Community Health Workers

Community Care Behavioral Health Organization
Community Based Care Management
2021

Community Based Care Management (CBCM)

Activities and funding must focus on:

- Improving behavioral health outcomes
- Increasing partnerships with Community-Based Organizations (CBOs)
- Encouraging the use of preventative services and addressing health disparities
- Mitigating social determinants of health barriers
- Performing Community Based interventions to support members
- Supporting members with post partum depression



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Social Determinants of Health



Pre/Post Natal Care Management Role

- ❖ Licensed, Community Based Care Managers with prior clinical experience working in behavioral health services

Pre/Post Natal Care Managers will work with members who:

- have unmet identified behavioral health treatment needs
- have had frequent readmissions to emergent, acute inpatient mental health facilities or substance use facilities
- have difficulty with engaging with/attending community based behavioral health services
- are engaged with high level behavioral health services

Notification of Pregnancy

- Utilization reviews with Behavioral Health Providers
- Post hospital discharge outreach calls
- Ongoing member follow up calls
- Triage calls when pregnant members call for referrals and assistance
- Customer Service New Member Welcome Calls
- Pregnant Members identified from the Behavioral Health Homes, other Behavioral Health Providers, and CBOs
- Integrated Care Plan Pay for Performance (ICP P4P) data sharing
- Other data sharing from the physical health MCOs

Pre/Post Natal Care Management Duties

- Meet the member in their home/by phone/video conference to thoroughly assess for social determinant needs during pregnancy and post delivery
- Refer members to and meet with members at their behavioral and physical health appointments to assist with engagement and warm hand offs
- Complete a PHQ9 screening during pregnancy and post delivery to identify behavioral health service needs or coordinate with current behavioral health service providers
- Complete a Substance Use Screening during pregnancy and post delivery and coordinate with current behavioral health services or refer/warm hand off member to services
- Refer members to and meet with members at Community Based Organizations (CBOs) and other Community Resource Programs to assist with addressing social determinant needs
- Coordinate with PH MCOs for resources OR complete a hand off to PH MCOs for members who do not have Behavioral Health needs
- Upon determining or being informed by PH-MCO/member/provider that a member is experiencing pre/post natal depression, Community Care will work to coordinate or link to care which is coordinated with physical health special needs unit and ICP as appropriate

Examples of Community Resources for Pregnant Members

- Early Intervention, Head Start, Early Childhood Wellness, WIC
- Car Seat Safety Checks at local police stations
- Pregnancy and Post-Partum Support Programs/Education Classes
- Resources from member's PH MCO
- Breastfeeding Support, Resources, and Classes
- Local Community Based Organizations (CBOs), Faith Based Organizations
- Mobile Mental Health, PCIT, Telehealth, Medication Delivery Programs
- Housing Programs for Pregnant Members/Homeless Pregnant Members
- Specialized Treatment Programs for Pregnant Members
- Teen Pregnancy Resources
- Childcare
- Education/GED assistance
- Crisis Resources
- Utilities Assistance
- Transportation
- MAT programs that support pregnant members

Community Health Workers

- Prior Behavioral Health Service experience
- May have Peer Experience (CPS and/or CRS)
- Experience working in the community and knowledge of community resources and services
- Hired Regionally across Community Care Offices
- Community based to intervene with and support members and providers

Community Health Workers Duties

- Assist with completion of admission, readmission, first time admission interviews
- Direct work, technical assistance with CBOs
- Follow up with members post discharge to support with linkage to services and resources (BH and CBOs)
- Follow up with members from welcome calls and post discharge outreach calls with SDOH needs
- Complete ongoing community follow up to:
 - Ensure SDOH are addressed
 - Complete coordination with current BH providers
 - Assist with linkage to BH providers if needed



○ **Geisinger – Jennifer Bucher**

Geisinger Health Plan Maternal Health Program

Geisinger

Jami Marks, RN, MSN, NE-BC

Jennifer Bucher, RN, AAB, MICS

GHP Maternal Health Team

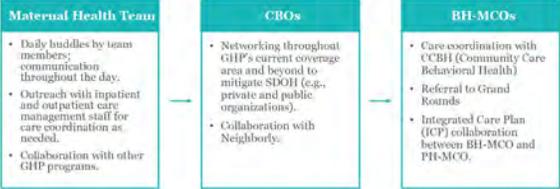
- **OB Nurse Case Managers:** Works with high-risk mothers during pregnancy through the completion of the post-partum visit.
- **Peer Support Assistants (PSAs):** Non-licensed supports embedded in the community that help to connect mothers with community resources to mitigate social determinants of health (SDOH). Follows family for the first 18 months of life to ensure mother is linked with Maternal Home Visiting Program and baby is completing well-child visits as directed.
- **Lead Community Health Assistant (CHA):** Mentors PSAs, preceptor for new staff, assists with caseloads, and collaborates with the QI team regarding maternal data informatics.
- **Dietician:** Manages mother with gestational diabetes, eating disorders, dietary concerns. Co-manages with CM as needed. Manages the telehealth gestational diabetes program. Assists new moms with breastfeeding / lactation support.
- **Quality Nurse Outreach:** Outreach to pregnant mothers who are not considered high-risk to assure follow-up with prenatal and post partum appointments.
- **SNU Coordinator:** Liaison between SNU and DHS who assists in maternal data informatics.
- **Behavioral Health Care Management:** This team consists of BH Case Managers, Case Workers, Addiction Coordinators, Certified Peer Support Specialists and Certified Recovery Specialists who are available to work with all GHP Family Members, including those enrolled in Maternal Health.

How Are Women Identified for the Program?

- OBNA form completion and submission to the Health Plan
 - From OB clinics
 - From DHS for new member transfers into the Health Plan
- Provider Referrals
 - Direct referrals from OB providers or OB clinic staff
- Self Referral
 - New members calling the Health Plan
 - Members newly pregnant calling the Health Plan seeking information
- Claims Data

Coordination of Care by the OB Team

Care coordination and continuity of care are utilized in a variety of ways:



Community Outreach by SNU OB Staff



How to Reach Us?

GHP Special Needs Unit:
Toll-Free
1-855-214-8100

Thank you

Geisinger



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○ AmeriHealth Caritas – Renee Johnstonbaugh

Bright Start Maternity Program



Bright Start Maternity Program



- AmeriHealth Caritas Pennsylvania's Bright Start® Maternity Program is comprised of a team of associates who are dedicated to helping members receive early and regular prenatal care that will result in healthy birth outcomes.
- **Care Managers**- RN health care professionals who telephonically support members through every step of their pregnancy by:
 - Connecting member to maternity care specialists.
 - Identifying risk factors.
 - Encouraging appropriate prenatal behavior.
 - Coordinating access to resources, such as behavioral health services, dental care, and federal or local support programs.
- **Care Coordinators**
 - Support Bright Start Nurse Care Managers.
 - Provide assistance with making/keeping appointments, including postpartum visit.
 - Facilitate access to transportation for appointments.
 - Social Determinants of Health assessments and referrals.

AmeriHealth Caritas Pennsylvania

Additional Maternity Support Services



- Partner with Community Based Organizations (CBOs) that provide home visiting programs from pregnancy up to the child's 6th birthday
- Community Baby Showers- an opportunity to provide information for new moms, perform health screenings, and provide prenatal and postnatal education.
- Lactation Support
 - Provide access to high-quality, easily obtainable manual or electric breast pumps
 - Connects members to certified lactation consultants.
- Behavioral Health/Substance Use Disorder- Integrated Care Plan (ICP) for pregnant members with serious persistent mental illness (SPMI).
- Food Programs
 - MANNA- "food as medicine" program for pregnant members with gestational diabetes
 - Mom's meals- meals for pregnant members who test COVID19+ and/or quarantining due to symptoms of COVID19.

AmeriHealth Caritas Pennsylvania

Bright Start Maternity Incentive Programs



Keys To Your Care Maternity Program:

- Incentive program for pregnant members to receive interactive text messages throughout their pregnancy.
- Member enrolls into the program either via text, phone or online: receives \$10 gift card for enrolling
- Encourages members to attend OB appointments throughout their pregnancy.
- Members who are enrolled in the KYC program and attend 8 of their prenatal appointments are eligible to receive a Pack 'n' Play portable crib.



Postpartum Gift Card-Members who attend their Postpartum visit within the postpartum period are eligible for a \$25 Walmart gift card.

AmeriHealth Caritas Pennsylvania

Keys to Your Care – Healthy Baby Program



- A texting program that the parent/guardian can enroll the baby into and receive incentives throughout the child's first 15 months.
- Parent/Guardian can enroll the member into the program either via text, phone or online: receives \$10 gift card for enrolling into the program.
- Incentives are provided for the following Well Child visits being met:
 - 2 months (\$10 gift card)
 - 4 months (\$10 gift card)
 - 6 months (\$10 gift card)
 - 9 months (\$10 gift card)
 - 12 months (\$10 gift card)
 - 15 months (\$20 gift card)



AmeriHealth Caritas Pennsylvania

Drive Through Community Baby Showers



Community Baby Showers are open to the public, and provide moms-to-be with an opportunity to learn more about the agencies in their areas that can help support them in their journey through motherhood. The attendees are served lunch and have an opportunity to win door prizes.

2021 Drive Through Baby Shower Schedule

- 6/2 Lancaster
- 6/4 Reading
- 6/8 Bethlehem
- 9/1 East Stroudsburg
- 9/8 Williamsport
- 9/14 Lehighton
- 9/21 Chambersburg
- 10/7 Pottsville
- 10/12 Erie

*Due to Covid-19, baby showers for 2021 are by appointment only in order to ensure proper protocol is followed.

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Health Education Programs



Maternal health: Before, during, and after: steps to a healthy pregnancy

This program is for women who are either expecting or wish to become pregnant. The program addresses the importance of early and regular prenatal appointments, the use of prenatal vitamins, risk factors for a premature birth, how to follow a healthy diet, how to be physically active, and good dental care. The program also describes our Plans' signature prenatal program, Bright Start®, and shares important phone numbers.

Child's health: Your child's health: be prepared

This presentation focuses on five common childhood illnesses: fever, colds, ear infections, dental pain, and stomach aches. Parents and caregivers of young children are educated on basic facts about these illnesses, when to call the doctor, and steps to take at home.

Questions?

Aetna Health Center Pennsylvania

Aetna Health Center Pennsylvania

o Aetna Better Health Plan – Erin O'Brien



Maternal Health Program

- Improved revised version of what was formerly known as the Bright Expectations Program
- Comprehensive
- Standardized
- Reducing and/or managing risk factors
- Decrease NICU births



Aetna

Health Equity

- **Text messaging**
 - Content customized to include elements of conditions more prevalent in the African American population
 - Pre-eclampsia in prenatal/postpartum campaigns
 - High blood pressure in Comprehensive Diabetes campaign
- **Wellness materials**
 - Maternity care and early childhood wellness
 - Chronic disease management
 - Empowering the member to take active role in selecting provider, bringing support people to visits, be vocal and ask questions
- **Interventions**
 - Doula Services for pregnant African American Members

Aetna

Aetna

Maternity Case Management

- All identified pregnant members must be assigned to a level of CM for ongoing monitoring and/or support.*
- Members identified as high risk are assigned to a *dedicated* "high risk" case manager with expertise, credentials and/or training in perinatal/postpartum care.*
- Members who are initially determined to be low risk are contacted each trimester by non-clinical staff to complete the Trimester Screener to identify new or worsening risk factors. These members are moved to a higher level of services when indicated.

Aetna

Integration of Community Health Worker

- CHW
- Trusted member of the community
 - Close understanding of the community served
 - Builds community capacity by increasing health knowledge and self-sufficiency
 - Initiates post partum contact to address coordination of care

Aetna

Aetna

Maternity Quality Measures

- The goal is to improve the following 4 HEDIS measures:
 - Prenatal and Post Partum Care (PPC) – timeliness of first prenatal checkup
 - Frequency of Ongoing Prenatal Care (FPC) – 14 prenatal checkups
 - Prenatal and Post Partum Care (PPC) – 1 postpartum checkup within 7- 84 days
 - Well-Child Visits (W15 – 6+)– well-child visits for an infant's first 15 months of life

Aetna



Integration of Complimentary Programs

- Medicaid Next Best Action (NBA) Maternal Campaigns
 - Educational campaign targeting approx. 90,000 members to promote health behavior changes and choices with our expecting members.
- Remote Patient Monitoring (RPM) *in process*
 - The program was designed to more effectively manage women challenged with high-risk pregnancy and the potential complications associated with the pregnancy and low birth weights
- Nurse-Family Partnerships (NFP)
 - The program provides a home visiting nurse to pregnant women with no previous live births, most of whom are low-income, unmarried, and teen aged



Maternity Member Incentives

Performance Measure	Member Eligible	Minimum Requirement for Incentive	Target Amount
Enrollment of Prenatal Care (PNC) Clinicians	Members with an expected delivery in 2021 and 2022	Enrollment in prenatal care at the 1st trimester or within 4 weeks of enrolling with the plan	\$1,000 per year
Enrollment in RPM (Remote Patient Monitoring)	Members who self-referenced to RPM and enrolled	Complete enrollment with RPM from the 1st trimester	\$1,000 per year



Questions:

Question 1 Michelle- Where will the recorded presentation be available to access?

Answer 1 Cinthia- Meeting minutes will be posted on our website

www.enrollnow.net.

12:20pm

MCO Initiatives, Updates & Upcoming Events

○ **Community Care Behavioral Health- Jeff Romey**

- Virtual Member Advisory Meetings
 - July 14, 2021 Susquehanna County
 - July 23, 2021 Lackawanna County

○ **AmeriHealth Caritas- Renee Johnstonbaugh** **HealthChoices Summer Session Updates July 2021**

- Wellness & Opportunity Centers:
 - Hazleton opened Dec. 6, 2019 & closed due to COVID-19 on March 13, 2020. Re-opening pending.
 - Reading Wellness & Opportunity Center is pending.
- Expanding to a total of 10 drive-through baby showers this year; last year we did 5. Did 3 in Lehigh-Cap in June and planning several in Northeast and Northwest for the fall, including in Lycoming, Schuylkill, and Carbon counties.
- Expanded community garden project for summer. Last year, we did 13 gardens. This year, we are doing at least 20 gardens with many of the same sites in Northeast and Northwest zones. Adding several gardens this year in Lehigh-Capital zone, including in Reading and Lancaster. The gardens help meet the food insecurity issues we've seen due to the pandemic.



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- Emergency response calls to members to assist addressing SDOH needs continue, as well as MA Work Supports calls. We have referred a number of members to the Mission GED program through these calls and had our first graduate in February.
- Did rebrand on Jan. 1, 2021 for AmeriHealth Caritas Northeast to change to AmeriHealth Caritas Pennsylvania, which has been the brand name in Northwest and Lehigh-Capital zones.
- Led a Covid-19 vaccine campaign effort to give members opportunities to get the vaccine. Partnering with a paramedicine program in Lancaster to do vaccines for the homebound. Also calling members for opportunities with several major health networks in Western PA as well as members in the Lancaster area for the Vaccinate Lancaster initiative. In May, partnered with Latino Connection to bring their mobile unit to several of our community partner sites in the Lehigh-Capital and Northeast zones.

12:20pm Consumer & Family Feedback/Open Discussion

- Eric – Snyder County Coalition Night Out Selinsgrove, PA on August 10th, 6:00pm
Free food, multiple vendors, connect with other families
www.scc4k.org - Snyder county coalition 4 kids email scc4kids@gmail.com.
- Garth- Moved to PA, previously was abroad – Enrollment process easy and quick response. Enrolled with Geisinger, receiving good care. Behavioral Health sent a packet. They also, did a follow up call. One Comment/Suggestion: Update the website with providers, provider information not current. MCO's did wonderful presentations today.

12:30 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.

Total Number of Attendees: 63

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

Next Meeting: Location Tentative based on COVID-19 and Governor's mandates at the time. May be held by teleconference

HealthChoices Advisory Committee Meeting - NorthEast Zone
October 2021

Date, Time, Location: Thursday, October 7, 2021

10:00am – 12:30pm

12:30pm – 1:00pm (Lunch & Networking)

Luzerne Community College

1333 South Prospect Street

Nanticoke, PA 18634