



## **HealthChoices Advisory Committee Meeting SouthEast Zone**

Tuesday, April 24, 2018

9:30 AM – 12:00 PM

Community Behavioral Health  
801 Market Street  
7<sup>th</sup> Floor Conference Room  
Philadelphia, PA 19107

### **Meeting Agenda**

#### **1. Introductions**

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

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

Ms. McDonnell reviewed the purpose of the Advisory Meetings

- These meetings are sponsored by the PA Department of Human Services and led by the Pennsylvania Enrollment Assistance Program (EAP).
- They are held three times each year throughout the Commonwealth of Pennsylvania.
- The meeting goal is to involve and educate Medical Assistance Consumers and the Community about program services.
- This is your opportunity to exchange ideas with HealthChoices providers, community organizations and other consumers in the SouthEast Zone.

#### **3. Feature Presentation**

Mr. Davis and Ms. Burkholder-Carter from the Pennsylvania Enrollment Assistance Program were the presenters.

- Pennsylvania Enrollment Assistance Program -- The enrollment process into a health plan once an individual is determined eligible for Medical Assistance.
- Refer to Power Point Presentation
- Sample “mock” Enrollment Packet Distributed and Reviewed
- Review of the [www.enrollnow.net](http://www.enrollnow.net) website: Conducted a Primary Care Physician (PCP) search and Hospital Search

#### **4. Enrollment Assistance Program Update**

- a. Data review -- Ms. McDonnell provided data from PA Enrollment Services from January through December 2017 in a pie chart; data from September 2017 through February 2018
  - Enrollments
  - Plan Transfers – Health plans consumers are transferring from



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- Plan Transfers – Health plans consumers are transferring to
  - Top 10 Transfer Reasons – Specific to the Zone, Overall top 10 transfer reasons across the state.
- b. Committee and Subcommittee Revisions & Implementation -- Ms. McDonnell spoke to the development and rollout of sub-committees in each HealthChoices zone in 2018. She discussed looking for volunteers for the committee who can commit to attend meetings in person and participate in related committee calls. Committee members to include: consumers, families, an individual identifying to represent special needs, one representative from each MCO health plan, and one representative from each MCO behavioral health plan, and other members the committee deems as necessary.
- Purpose:
- To promote an understanding of managed care with HealthChoices MA Consumers.
  - To provide a formal structure for the exchange of ideas between PA Enrollment Services and the communities to which it provides services.
- Frequency of Meetings:
- Two to three meetings per year – Will be scheduled to occur on Advisory Meeting dates and to be held before or after the meeting. Also, phone calls and virtual rooms will be used.
- Responsibilities of the Committee:
- To serve as an advisor to the HealthChoices Program.
  - To consult with the PA Enrollment Assistance Program (PA-EAP) when designing and developing new materials for HealthChoices MA Consumers and outreach efforts.
  - To provide feedback on new materials developed by the PA Enrollment Assistance Program (PA-EAP) prior to DHS giving final approval of the materials.
  - To develop work groups when necessary to address specific concerns relative to HealthChoices MA Consumers
- c. 2018 Webinar Series -- Ms. McDonnell referenced webinars are posted on the [www.enrollnow.net](http://www.enrollnow.net) website. There are open webinars that are posted on the website for all to attend.
- February 20, 2018 Webinar, Low Income Home Energy Assistance Program (LIHEAP) – Well attended; 156 registrants
  - Upcoming May 15, 2018 Webinar; Supplemental Nutrition Assistance Program (SNAP) & Temporary Assistance for Needy Families (TANF)

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



- March 20, 2018 Webinar, PA-EAP Enrollment Process - CYS/JPO Liaison's across the state attended. The Special Needs Coordinator reviewed forms sent to liaisons for CSC enrollments, plan transfers, and notifications. There was an open discussion held regarding liaison's regarding processes, needs, issues, and how to improve and/or maintain effective and efficient communication.
- Upcoming June 19, 2018 Webinar, PA-EAP Enrollment Process – For all HealthChoices Physical & Behavioral Health Plans.

## 5. Department of Human Services Initiatives & Updates

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

- Re-procurement Update: The Department of Human Services is aware of the ruling by the Commonwealth Court. The Department's legal team and Executive Leadership is reviewing the possible next steps. We don't know anything more at this point.
- Centers of Excellence: Governor Wolf announced the success achieved during the first year of operation for the 45 Centers for Excellence (COEs) across the commonwealth. The Centers of Excellence have proven to be a critical part of the efforts to improve treatment for people suffering with Opioid Use Disorder (OUD). With these centers, individuals suffering from OUD have access to treatment in their communities for the whole person, instead of just the disease. Successes during the first year of implementation include:
  - 14,654 individuals have interacting with a Center of Excellence (COE);
  - 10,903 individuals have received a level of care assessment, which assists in determining the type, level, and length of treatment;
  - 71% of individuals seen by a COE have been engaged in treatment;
  - 62% of individuals have been engaged in treatment for at least 30 days.

Prior to the COEs, as few as 48% of Medicaid patients diagnosed with an Opioid Use Disorder (OUD) were receiving treatment. Of those, only 33% remained engaged in treatment for more than 30 days.

For more information, please go to [www.media.pa.gov](http://www.media.pa.gov)

- Community Health Choices Rollout in the SouthEast Zone:
  - Presentation conducted by Jill Vovakes, Chief of Staff, Office of Long Term Living
  - Refer to Power Point Presentation
- HealthChoices Website: Review of the [www.healthchoicespa.com](http://www.healthchoicespa.com) website

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

- a. Aetna Better Health Plan – Jezebel Ortiz, Nicole McKinsey
  - Latino Health Summit
  - Would like to sponsor more community events – Check out our website to see how to have events sponsored by Aetna along with other upcoming events.



- b. Health Partners – Joyce Williams
  - May through June: Walking with Health Partners, associated with local fitness centers.
  - April through July: Yoga with Health Partners.
- c. Keystone First – Pat Spires
  - Events monthly – Please see the Keystone First website for a list of upcoming events.
- d. United HealthCare Community Plan – Nikki Bagby
  - Brought students from the CB Community School to the meeting today. These students are interested in becoming Community Health Care Workers.
  - Partnering with the DA for National Drug Take-Back Day. (Last October 320,000 lbs. collected)
  - They will be doing Intensive Screening Sessions at the Wells Fargo Center.

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

- a. Community Behavioral Health – Mary Soler
  - Prevention Point.
  - Partnering with churches who are gathering material for the homeless.
  - Barbers for the homeless.
  - CBH is open 24/7 to handle referrals and emergencies
- b. Community Care Behavioral Health
- c. Magellan Behavioral Health

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

- An attendee shared the following information:
  - Evening of April 24<sup>th</sup>: 167 W Allegheny Avenue, Philadelphia there will be a presentation on the Opioid Epidemic.

## **9. Open Discussion**

- No items brought up for open discussion
- Reminder given by Ms. McDonnell to complete the survey in the meeting packet of information. The feedback is valuable and assists with planning future meetings, agenda items, and presentation topics.
- Attendees encouraged to network after the meeting with one another



**Total Number of Attendees: 36 (1 via phone)**

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

**Dates:** Tuesday, July 24, 2018

**Time:** 9:30 AM – 12:00 PM

**Location:** 801 Market Street  
Conference Room 1154A  
Philadelphia, PA 19107