



HealthChoices Advisory Committee Meeting SouthWest Zone

Thursday, April 16, 2020

10:00 AM – 12:30 PM

Magellan Behavioral Health
1003 Broad Street, Suite 301
Johnstown, PA 15906

Meeting Agenda

10:00am Welcome & Introductions – Bobbie Jo Comes

- Want to welcome you today this morning, in light of the situation out there in the world, we're just glad to be able to have this technology to meet unfortunately it can't be face to face. But we do have this technology to do so.
- I mean like Teri said if you're having any issues, please let us know there is a chat bar and there's also a question answer down the bottom. If you are one of the panelists. Please go ahead and mute yourself until you're able to talk that way we don't get any background noise.
- I just want to welcome everyone. I'm glad you're here. So for the October 2019 Meeting Minutes we are going to table those and those will be sent out to the committee members.

10:05 am October 2019 Meeting Minutes - Tabled

10:10 am Enrollment Assistance Program Report – Teresa McDonnell

o Updates

- In light of the current situation with COVID-19, we at Pennsylvania Enrollment Services are working remotely and we are operational.
 - Our Call Center is open, our agents are answering calls remotely.
 - Prior to this, we had five mailboxes set up to collect and return voicemail through 6pm Monday through Friday so all callers who call in through 6pm do get a return call that day.
 - We are also encouraging callers to use our website. It's very functional. They can process enrollments, plan transfers, they can leave us questions on the web complaint tab and we are responding to them.
 - We do have a skeleton crew at the office. So we are continuing to receive mail process mail enrollments and plan transfers as they are received.
 - We are also working our outbound call list to assist new eligible consumers with making their enrollment selections and our PCP selections.
 - In the new eligible packets, consumers receive we have inserted a notice informing and encouraging consumers to enroll online and making them aware that there could be a potential delay in processing their form, if they



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are sending in the mail. But as of right now, we have had no issues and everything is getting processed timely.

- **Data Review** – Refer to Report
 - This report looks a little different than what we typically present at the Advisory Committee Meetings. It is the same data that you've received previously, what we did is we took all of the data and decided to do an annual view of the information. Why we changed the format is because the last two years at previous April meetings we've had questions come up and even feedback from some of you in regards to some of you reporting a decrease in new eligible or we're seeing a decrease in members. I thought that it would might be a good time to take all of those data reports that you've received for the last few years and put that up on the screen to look at it year over year. Here's the data for SouthWest. *Refer to the Report.

- **2020 Webinar Series**
 - For this year's webinar series, we hosted
 - Tuesday, February 11, 2020 Property Tax Rent Rebate Program -- Alicia Gonse from the Department of Revenue.
 - Attendance: 93
 - Great feedback, attendees included representative payees, case workers, case managers, managed care organization staff, community based organization staff, consumers and families.
 - Materials from the webinar posted on our website enrollnow.net
 - Tuesday, March 24, 2020 Pennsylvania Enrollment Services, The Enrollment Process – Issac Miller, Outreach Coordinator from PA-Enrollment Assistance Program.
 - Attendance: 126
 - Closed webinar, held for staff from the HealthChoices physical health managed care organizations and behavioral health managed care organizations.

 - - Thursday, May 14, 2020 10:00am – 11:00am Vaping & Tobacco Use; Presenter: Ryan Coffman –American Lung Association/Philadelphia Department of Health
 - Wednesday, June 17, 2020 10:00am – 11:00am Tobacco Free Recovery in Behavioral HealthCare; Presenter: Ryan Coffman – American Lung Association/Philadelphia Department of Health

10:25 am DHS

- **BMCO Report** – Nan Mavor
 - Greeting- transition to remote work by the enrollment broker seamless,
 - Introduction- We have several updates based on questions and comments Ms. McDonnell received and of course some updates on the current COVID-19 pandemic. In response to questions about the:



- **Pediatric Shift Care Nursing Home Health Workshop**

On January 8, 2020, DHS hosted the 3rd Quarterly Workshop. Approximately 80 stakeholders participated in the Workshop including Managed Care Organizations, Home Health Associations, DHS staff, and Behavior Health partners. This Workshop also included parent/family representatives and emphasized the importance of the family perspective to the work of this collaborative effort.

 - Speaking on behalf of OMAP, Deputy Secretary Sally Kozak's Executive Assistant, Gwen Zander reported that the Deputy Secretary's vision involves the development of regional hubs that can serve as locations that bring together a child's entire care team and serve as a place for collaboration, knowledge sharing, and support.
 - Special Assistant to Secretary Miller, Nancy Thaler discussed the current DHS initiative of assisting families of children with complex medical needs to transition their child to community care while highlighting the role of care coordination within the process.
 - Individual work groups met to discuss outcomes that included the following: Drafting best practice guidelines, development of a portal for improved communications across stakeholders, standardized pediatric shift care materials (e.g. family welcome kits), recommendations for legislative changes, partnerships for workforce development, resource guides for families and caregivers, ideal state process-flow diagrams, and recommendations for HealthChoices Agreement language.
 - A guest presentation from Alexandra Koloskus and Michelle Miller from the Health Care Policy & Financing Department of Health First Colorado (Colorado's Medicaid Program) provided a learning opportunity intended to spur discussion with a first-hand account of how another state is addressing delivery of pediatric shift care.
 - At this time, we are cancelling the workshop that was scheduled for April 29, and we are cancelling all workgroup meetings and calls through the month of May. Our work is not over. We will reconvene in June, and we will do our very best to pick up where we left off. The Office of Medical Assistance Programs remains deeply committed to this initiative, but we know that we must give everyone the time that they need to address immediate patient needs. We hope that during the coming months we will be able to identify and pilot some innovative solutions based on flexibilities afforded by the federal government. We will learn from these lessons and give thought to how we can implement them systematically when we come together again this summer.
 - March 27, 2020
- **Gov. Wolf: State Receives Waiver to Facilitate Greater Flexibility in Medicaid, CHIP Programs During COVID-19 Mitigation Efforts**
- Governor Tom Wolf announced that Pennsylvania, through the Department of Human Services, received approval from the federal Centers for Medicare & Medicaid Services (CMS) to temporarily grant flexibility of requirements for providers of Medicaid and Children's Health Insurance Program (CHIP) to ensure availability and



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access to health care and public assistance programs for people who need them in light of COVID-19 mitigation efforts.

- Gov. Wolf said. “We are grateful that the federal government quickly granted us flexibility to ensure human services programs are able to make critical adjustments necessary to fighting this public health crisis.”
- When the President declares a disaster or emergency under the Stafford or National Emergencies Act, this authority permits changes to Medicare, Medicaid, and the Children’s Health Insurance Program to ensure the needs of people covered by these programs are met during an emergency.
- The waiver also allows Pennsylvania flexibility to pay providers for health care services to ensure they are able to adequately respond to and adjust care in light of a public health emergency.
- The waiver allows DHS the temporary flexibility under Medicaid and, in some instances, CHIP, to:
 - Suspend Medicaid fee-for-service prior authorization requirements and extend pre-existing authorizations through the end of the public health emergency;
 - Suspend Pre-Admission Screening and Annual Resident Review (PASRR) Level I and II assessments for 30 days;
 - Extend the timeframes for beneficiaries to file an appeal;
 - Temporarily waive provider enrollment and screening requirements, including:
 - Payment of an application fee;
 - Criminal background checks and fingerprinting;
 - Site visits; and
 - State licensure, if the provider is licensed in good standing in another state.
 - Provide payment to out-of-state providers for services rendered to Pennsylvania Medicaid recipients in another state; and
 - Provide payment for facility services rendered in alternative settings.
 - The approval letter issued by CMS did not address each request that Pennsylvania included in its waiver application, the full 1135 waiver request submitted by Pennsylvania may be found pa.gov, “Responding to COVID-19.”
- On **March 20, 2020**, a media release from the **Department of Human Services Provides Guidance Related to Employment and Training Programs and Work Requirements in Light of Governor Wolf’s mitigation guidance regarding COVID-19**
 - Secretary Miller states, “The health and safety of our clients is our number one priority, so to that end we are encouraging people who feel ill, including people who are in our employment and training programs, to stay home. “
 - We will work with you to determine how to meet your E&T requirements and needs.”



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- “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.
- **The department is also requesting that individuals should not physically bring anything verifying their employment hours to their local county assistance offices (CAOs), continue be closed to the public.**
- **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.**

MEDIA CONTACT: Erin James, 717-425-7606

- Information for Providers and Participants can be access from this media release on the DHS.gov website.
- For 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.
- <https://www.dhs.pa.gov/providers/Providers/Documents/Coronavirus%202020/COVID19%20Provider%20Letter%20031620.pdf>
- Another concern brought to light by the COVID19 is **FOOD SECURITY**. Governor Wolf released a statement reminding Pennsylvanians of food assistance resources



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available and what actions he is taking to ensure access to food does not stop in spite of the COVID-19 mitigation efforts.

- DHS is continuing to process applications and benefit renewals for the Supplemental Nutrition Assistance Program (SNAP).
- Emergency SNAP applications can be expedited and issued in five days. Pennsylvanians can apply for SNAP online at www.compass.state.pa.us.
- DHS will continue to process application and renewal benefits, so people should continue to send in paperwork as usual.
- But, for anyone currently on SNAP who misses a deadline, who is not able to submit the paperwork or complete an interview or provide verifications for any reason during this emergency, DHS will ensure their SNAP benefit continues.
- DHS submitted a waiver request to the federal Food and Nutrition Service (FNS) to ensure this continuity in benefits.
- AN additional release also clarified that a waiver for college students has also been requested, allowing them to receive SNAP during this time and allowing families to add them to the HH if they are living back at home.

- Through their website, **Pennsylvania Department of Agriculture** has provided resources for Pennsylvanians to **access emergency food assistance** during COVID-19 mitigation, including locations of food banks and food pantries that are assisting individuals and families during this time.

- Stay at Home orders do not prohibit food banks and their volunteers from offering food services, nor do they prohibit school districts from offering food services to children during the statewide school closure. Schools and school districts may continue to bring in essential employees involved in the preparation and distribution of meals for children.

- On the DHS resources website, **Businesses** who have resources to help feed and shelter Pennsylvanians in need **are encouraged to fill out the survey** to assist the task force as they look to direct resources. Any Pennsylvanian who is suddenly in need of food should complete their survey so the task force can better understand where resources should be directed.

- <https://www.dhs.pa.gov/about/Ending-Hunger/Pages/default.aspx>
 - MEDIA CONTACT: Erin James, DHS – 717-425-7606;
Shannon Powers, Agriculture – 717-783-2628

- **WE received a statement from WIC:**
WIC is open! Participants should be calling into the clinics before their appointments to get instructions on how their appointments are going to be handled. For new applicants, they can call their local WIC office, call 1-800-WIC-WINS or get started online at PAWIC.COM.



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- **Other Resources** that provide access information to food and Shelter sources include
 - PA211-
 - Available 24/7/365
 - Available by phone, text, email or web in most regions
 - Free and confidential connections to health and community services
 - Call for yourself, a client or a friend
 - Text a zip code to 898-211
 - Who are the 211 providers in other areas?
 - SouthWest – United Way of Allegheny
 - NorthWest – United Way of Erie
 - Central – CONTACT Helpline
 - East – United Way of Lancaster
 - SouthEast – United Way of Philadelphia and Greater New Jersey
 - NorthEast – Family Service Association of Northeast Pennsylvania
- The Food Security information that was received from the Managed Care Organizations will be provided in the minutes of this meeting.
- For information about SNAP:
<http://www.dhs.pa.gov/citizens/supplementalnutritionassistance program>
- Gov. Wolf: Support & Referral Helpline Created for Pennsylvanians in Need of **Behavioral Health Resources and Referrals During COVID-19 Public Health Crisis**
- **Harrisburg, PA** - The Department of Human Services (DHS) announced the launch of the Support & Referral Helpline available 24/7 to counsel Pennsylvanians struggling with anxiety and other challenging emotions due to the COVID-19 emergency. Individuals can also be referred to community-based resources that can further help to meet individual needs.
- The toll-free, round-the-clock support line was officially operational Thursday, April 2. The number to call is 1-855-284-2494. For TTY, dial 724-631-5600.
- Staff are trained to use the principles of trauma-informed care to listen, assess needs, triage calls, and provide appropriate referral to community resources to children, teens, adults and special populations.
- Staff will collaborate with individuals, families, police, emergency medical teams, hospitals, schools, and human service providers on the local level to provide quality care to their community members.
- Many other resources also remain available to Pennsylvanians in need of support, including:
 - National Suicide Prevention Lifeline: 1-800-273-TALK (8255)
 - Línea Nacional de Prevención del Suicidio: 1-888-628-9454
 - Crisis Text Line: Text “PA” to 741-741
 - Safe2Say: 1-844-723-2729 or www.safe2saypa.org



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- Veteran Crisis Line: 1-800-273-TALK (8255)
- Disaster Distress Helpline: 1-800-985-5990
- Get Help Now Hotline (for substance use disorders): 1-800-662-4357
- Visit the PA Department of Health's website for the most up-to-date information regarding COVID-19.

○ MEDIA CONTACT: Erin James - ra-pwdhspressoffice@pa.gov

○ **LOCAL, STATE, AND FEDERAL EMERGENCY NUMBERS**

- Pennsylvania Department of State Health Services (DSHS)
1-877-PA-Health (1-877-724-3258) or www.health.pa.gov;
- Centers for Disease Control (CDC) Emergency Response 800-232-4636

○ Visit **COMPASS** or download the **MyCOMPASS phone** app to apply for benefits for programs, such as:

- Medical Assistance (Medicaid)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Low Income Home Energy Assistance Program (LIHEAP)
- Children's Health Insurance Program (CHIP)
- Child Care Works Program
- Long-Term Care Services

○ **Report Abuse or Neglect**

People who are mandated reporters under the Child Protective Services Law (CPSL) should report abuse online at www.compass.state.pa.us/cwis, but ChildLine is also available to anyone wishing to report, 24/7 at 1-800-932-0313.

○ **Clearances and Licensing**

DHS encourages individuals to submit clearance applications online whenever possible. Mandated reporters are encouraged to use the self-service portal on the **Keep Kids Safe website**, to avoid long hotline wait times.

You can find forms and information on the DHS Clearances & Licensing webpage.

○ **Pandemic References**

- Pennsylvania Health Department www.health.pa.gov
- United States Department of Health and Human Services
www.pandemicflu.gov/
- Centers for Disease Control www.cdc.gov/
- The World Health Organization www.who.org/



○ **OMHSAS Report** – Lee Ann Kohler

- I think you're doing amazing, whoever the person that just presented it really covered it nicely. So I want to thank you because I actually have less to say now.
- In terms of OMHSAS, we are having daily calls with our HealthChoices primary contractors. We're working through all the alternative payment strategies and other barriers that might be around serving individuals during this crisis and pandemic. The process had been put in place to allow services to be provided via tele-health through an attestation process. The other thing that is going on with these daily calls and information being gleaned we are of course paying attention to how telehealth works and what's good and what isn't just for bigger picture thoughts.
- We're constantly outreaching too providers to assess you know statuses and needs. Our annual licensing visits have been suspended through the shelter in place order from the governor, but as investigations come up, we are still going out as needed. She already mentioned all the resources, we have the warm line or call line put in place that seems to have brought forth quite a few calls with lots of support going out to people. We're really grateful for all of the efforts that everybody is putting forth to pitch in, scrambling to do last minute projects and to share information. Then these meetings have been converted to virtual, and so we want to express our gratitude to you and everybody who's participating. That's pretty much, so I don't just repeat everything that was already said that's pretty much all we have.

○ **MATP Report** – Maribel Torres

- Hi everyone, I'm the program manager for the Southwest region. We are calling our counties once or twice a week to get updates and see how things are going. Some counties are laying off part time drivers and part time office staff and only running with, full time staff. Other counties are trying to have everyone still on the payroll by having them work every other day. They're really having issues, trying to get masks, gloves and cleaning supplies. If anybody knows where to get them please send me an email. So I can forward that on to the counties.
- Right now we have sent out a guidance to the counties to say that all drivers and consumers should be wearing masks, during the transportation process to keep everyone safe. However, some of the clients can't afford to buy masks. So, you know, we're telling them, hey, anything that covers your mouth, a towel, a handkerchief. Anything that you have available in your home to cover your mouth is acceptable as a mask.
- Right now the counties are just doing essential trips such as, chemotherapy, Methadone clinics, radiation, dialysis, anything high risk like that. They're still taking anyone else who calls in for a medical appointment. They are obviously, asking the questions. Do you have you know any of the symptoms for COVID-19, have you come in contact with anyone who may have a fever, chest pain, and cough. Screening people like that and then suggesting to call the Department of Health or another authority to get tested for COVID-19.



- I'm explaining to a lot of the Consumers about telemedicine and they should call their doctor's office first to make sure one that they're open, two if they want to be seen via phone or video. A lot of people don't have, that capability so that presents an issue. There are still some medical procedures that are being done, like in Pittsburgh, they are taking very few patients to Pittsburgh, but they always call and make sure that they're open. It's medically necessary, and that they will be seen because they don't want to travel anywhere and the place may not be open. Does anyone have any questions?
- No questions asked.

10:45 am Regional Report – Jennifer Malone

- SDHP - Regional Housing Coordinator Update
 - Prepared Renters Education Program (Prep)
 - Part 1: Finding Housing – Planning for housing success, creating a budget, and preparing for the housing search process
 - April 15, 10am – 11am
 - June 10, 1pm - 2pm
 - Part 2: Obtaining Housing: Learning where to find affordable housing, prioritizing needs, and breaking down lease terminology
 - April 16, 1pm – 2:30pm
 - April 22, 10am – 11am
 - June 17, 1pm - 2pm
 - Part 3: Maintaining Housing: Being a good tenant, working effectively with landlords, and strategies for long term success
 - April 23, 1pm – 2:30pm
 - April 29, 10am – 11am
 - June 24, 1pm - 2pm
 - 811 Project Rental Assistance
 - 811 PRA Program Overview Webinar
 - May 5th, 10am – 11am
 - 811 Project Rental Assistance: SDHP continues assisting PHFA and DHS with the 811 PRA permanent housing option for individuals with disabilities between the ages of 18-61. When applying, it is important to note that an applicant can select *up to three counties*. An applicant cannot go to individual properties to apply for the units—all applicants must be on the approved 811 PRA list and referred by the 811 PRA team at SDHP. We are currently building up the waitlist for ALL COUNTIES.
 - Available Units with NO or MINIMAL Waitlist
 - Beaver – 1; 1 bedroom unit
 - Erie – 1; 2 bedroom unit
 - Cambria - 1; 1 bedroom unit



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- Forest - 1; 1 bedroom unit
- Indiana - 1; 2 bedroom unit
- Jefferson - 2; 2 bedroom units
- Stay tuned for upcoming units in the following counties:
 - Butler
 - Mercer
 - Fayette
 - Westmoreland
- 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
 - Venango County: Jeremy Tidd, 814-432-9711, jtidd@co.venango.pa.us
- SDHP Contacts:
 - Dawn Edwards- dedwards@sdhp.org
 - Jennifer Malone- jmalone@sdhp.org
 - Leah Marmo- lmarmo@sdhp.org
 - 811 Team- 811@sdhp.org
 - Region 3 Team (Western PA)- region3@sdhp.org

11:00 am **Presentation: American Lung Association**

- Tobacco, eCigarettes, and Vaping – Kathryn Hartman and Diana Mihalcik, Adagio Health
 - Refer to the Presentation pdf on enrollnow.net

11:45 am **Physical Health/Behavioral Health Manage Care Organization (MCO) – Review & Discussion of their Tobacco Cessation Programs**

- **Aetna Better Health Plan- Lyndsey Mylinski**
 - We have a Tobacco Cessation Program, we support members identified as smoking tobacco to learn and understand the health risks of tobacco use.
 - Identified through claims data, pharmacy data, provider referrals, self-referrals, staff referrals from other programs, use an analysis of the heat map.
 - We target providers for focused events and education, trainings, lunch and learns.
 - We partner with Clean Air Council, Health Promotion Council, Better Health Network, Maternity Care Coalition and Department Of Health for development of



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materials and training for providers. We focus on high concentration areas for events with providers. We also partner and meet with our Behavioral Health MCO's to discuss our efforts and look at collaboration efforts.

- We discuss tobacco cessation during integrated care plan rounds. If members want to quit smoking we add a goal to their integrated care plan. We support our members reaching their goals collaboratively with the Behavioral Health MCO's.
 - We provide provider education through newsletters, articles sent to providers with tips for billing, counseling and free tobacco cessation certifications.
 - We provide staff education with the quit line and DOH representative to the care management staff to educate them on our resources.
 - 2019 efforts included: texting campaign, education materials in newsletters regarding vaping and e-cigarettes, one page smoking cessation guide posted on our website.
 - 2020 focus on texting campaign with CVS, dental provider education on tobacco cessation, and re-education to our care management and communication development staff.
- **Gateway Health Plan- Clinton Rhodes**
- Hi, this is Clinton Rhodes with Gateway Manager Community Engagement. Gateway continues to encourage and support our members to quit using tobacco products by providing members with tobacco cessation benefits, education and additional resources. Some of the things that we've been doing educating members and providers on available medications that changed with Pennsylvania's preferred drug list includes Chantix, Nicotine gum and lozenges, and bupropion that is available. In the process of adding smoking assessment to the obstetrical needs and assessment forms. This allows for provider and case management intervention in pregnant members.
 - We have been promoting referrals to the PA free quit line through our case management teams and last year over 6,000 members were on nicotine replacement therapy and more than 2,000 received some form of tobacco cessation counseling.
 - We're working with our dental and pharmacy partners to develop tobacco cessation strategies and interventions. In 2019, we send a joint mailer on smoking sensation to over 2,000 shared members between Perform Care and Gateway to members that are identified as having severe mental illness and tobacco use disorder.
 - Then finally, internal education and corporate communication to all employees in September 2019 continues to be focused on quitting smoking, as well as vaping education, cessation from tobacco free Allegheny in October 2019 was also made available to all Gateway associates.
- **United HealthCare Community Plan- Jacki Porter**
- Thank you for allowing me to join. I just have some updates and very similar to a lot of letting a lot of what the other plans are doing. We focused primarily on our education opportunities with provider education and provider outreach. We have



different ways of communicating it with them. We have included a quick reference guide for all of the NRT products and again kind of revamp that with the new statewide Preferred Drug List. Our provider newsletters also include create the quit smoking apps and direction to the different resources that are available. Member education has been around. Different opportunities that are available primarily through our newsletters and through community interventions which again are not occurring at the moment.

- Our internal teams, including our care management, our special needs unit our community health workers, our maternal child health team, you are healthy for steps teams have received a lot of education, quarterly, to make sure that they have all the resources. This is the thing is that we're putting out to our providers and to our members. We're making sure that our, our care management and the folks that are member facing including our, our member services teams have the information, all those pieces and resources available to them.
 - We are in a finalization of a tobacco cessation counseling for dentists and pharmacists and to really kind of allow them to have a more active part in in the these discussions around tobacco and cessation and utilization. Again, providing them resources to have to support our members in in that in that quitting process. All that information is available on a variety of websites and I'd be happy to present you provide that to anybody
- **Beacon Health Options- Tom Caringola**
 - Our tobacco cessation program was developed to align with the State's initiative on reducing the use of tobacco products among those with mental health or substance use disorders.
 - We've done similar outreach and providing resources as mentioned already. Specifically on the member side there are a lot of resources accessible on the Beacon PA website, under the member information section. Our prevention, education and outreach departments have been instrumental in the development of tip sheets available for members. These are also used at consumer forums and other consumer member facing events.
 - In 2019, we conducted educational sessions at each of the drop in centers located within the 12 counties we serve, as well as, at the Western Region CSP.
 - On the Provider side, we utilize our provider newsletter to provide frequent updates on programs and services that are related to tobacco cessation.
 - We consult with our Provider Advisory Council on outreach to providers for tobacco cessation services and programs.
 - Adagio Health has developed a series of Lunch and Learn educational sessions for providers who are interested in transitioning to becoming Tobacco Free facilities. We've had three sessions so far in 2020 which have included an overview of the Tobacco Cessation Initiative itself, programs and services that are available not only for providers to obtain training or education but also for service development and programs that they can offer members; and the internal work providers would need to do to make a decision to become a "tobacco free" facility if they're not already



one. The next session will target working internally, forming a workgroup and developing plans to move towards being a “tobacco free” facility. We appreciate our partnership with Adagio Health.

- We developed a resource guide for programs and services. We submitted it to OMHSAS in December. We’re looking to finalize it and get it posted on our website for members and providers.
 - Along with the Clinical Care Management side our Clinical Care Review templates that our Care Managers are using, we do reviews with providers. We added screening questions on the use of tobacco products. Lindsey mentioned the integrated care plan and the screening that occurs with those individuals who have been identified for integrated care planning, that’s been a very good collaboration with the physical health plans.
 - The OMHSAS Quality Management department has been meeting with MCO’s on the development of performance measures related to the tobacco cessation work plan. Those were just finalized for 2020. Our Tobacco Cessation Workgroup that meets quarterly, just met on Monday and began reviewing the action steps that would need to be taken to address those performance measures and covered a cross section of the goals and objectives that are already in the existing plan. So we need to expand upon those.
- **Community Care Behavioral Health- Amber Bott**
- This is Amber Bott, I am the Regional Director for Community Care and Blair County. As part of Community Care’s strategic plan for tobacco cessation we started off with some stakeholder communication and developed a campaign with stakeholder input, we called that “I want to and I can”. That is our campaign title. We developed some brochures, tool kits, and tip cards that can be given out to members and providers to use. As part of the plan, we trained all of our Community Care staff on tobacco cessation, the message and how to communicate it to our members.
 - We did a lot of provider outreach, we issued a provider alert giving providers information on tobacco cessation. We disseminated newsletter articles on state guidelines. We also, track the number of prescriptions filled for treating tobacco use. We provide ongoing trainings and we also share the information with all of our behavioral health home providers across the state. We assess provider readiness to progress towards a tobacco free cessation setting or tobacco free settings and provide ongoing support for those providers.
 - In regards to care management, all of our care managers have been trained in ask advice and refer and we have incorporated tobacco use screening into all of our levels of care. The care management teams are also responsible for disseminating tobacco cessation information to providers and members. They provide information on the DOH quit line and PA free quit line. We track all of the referrals made to the quit line as well.
 - In regards to consumer outreach, we distribute tobacco cessation information and resources in a number of different venues and manners. That information is provided to a vast array of Community Care staff to disseminate it in any meeting that they can attend that would it be helpful. We also disseminated and distributed



information in regards to information of the dangers of vaping and the “ask, advice and refer”. But that's just a quick summary of all of the things Community Care’s doing.

○ **Magellan Behavioral Health- Tracy Schultz**

- Hi it's Tracy Schultz, I'm the Director of Operations for Magellan in Cambria County and I have a couple slides prepared and if you could throw those up. We'll go through them quickly. Next slide please.
- We are dedicated to supporting the efforts of our providers as they try to increase the awareness of tobacco dependence programs that can help people and also to support our members. Next slide please. We have a tobacco action plan and this continues with the state initiatives and tobacco dependence trainings continued to be offered to our providers and physical health MCOs
- We have a subject matter expert Andrew O'Brian his information is listed in this slide. If anybody would like to touch base with him. He's a really great presenter. Magellan has developed a dedicated tobacco support email which is monitored by Andrew and our integrated health team and is available to be used by providers and members. Next slide please.
- Work is underway to roll out Clickotine, which is a smoking cessation app to a wider section of our membership. It is currently being offered to our integrated health program members only. Magellan care managers strive for tobacco assessment in each clinical review. Tobacco assessment is completed in each clinical review completed by the integrated health team.
- We are once again featuring tobacco supports and our member newsletter, which will be published this month. It's going to have a specific focus on vaping, that's the second time that we have focused on tobacco supports in our Member newsletter and we continue to support referral. So the quit line for members and provider serving our members. Next slide please, and that's it. I just had a couple bullet points I wanted to review with you. Thank you so much for your time today.

12:15pm

MCO Initiatives, Updates & Upcoming Events

○ **Aetna Better Health Plan- Lindsay Litterini**

- My name is Lindsay Litterini, and I joined Aetna Better Health community development in November, replacing Laurel Spence. She moved on to another department within the company so I appreciate you having us on the call today.
- Due to the COVID-19 pandemic most of our events that were planned this month, have been cancelled or postponed. We are in contact with those organizers for May and June. We are continuing to monitor the situation and we are evaluating our participation on an ongoing basis.
- We are outreaching to local nonprofits and organizations to provide assistance with sponsorships through this time and we look forward to getting out to events in summertime. Our hope is to resume events at that time, including outreach and support



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- in including mobilizing the CORA van and some exciting partnerships this summer. So I thank you for having me today and look forward to being on future calls
- In regards to COVID-19, please visit:
https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/COVID%20Member%20Letter_FINAL.pdf

 - **Gateway Health Plan-Clinton Rhodes**
 - As a valued partner in our efforts to care for the “total health” and wellbeing of our members, we wanted to share a few of the steps we’re taking to protect our stakeholders. Several weeks ago, when news began to break about the possible impact of the coronavirus in the U.S., we quickly took immediate measures to protect the health and safety of our members and associates. This included the activation of a dedicated response team. This team has been meeting daily to proactively address business continuity, as well as plan for and respond to any concerns.
 - **Supporting our members**
 - In addition to sharing regular health-related tips and guidance from the CDC via our social media pages and member facing websites, we also completed several proactive phone outreach campaigns, with more planned in the near future.
 - These messages provided a brief update on the overall situation, key reminders on disease prevention, reaffirmed our commitment to their health needs and provided contact information should they require any support. For members who may need additional, non-medical related resources and support, we have regularly shared social determinants of health resources via our website and Community Resource Connection (CRC) tool.
 - Through the CRC database, we provide our members with simple, easy to understand information about how to access basic needs resources through stakeholder organizations such as yours. This resource will provide them with an initial touch point that connects them to the helpful services that are available right their immediate community. Just some of the many topics they will find on the CRC include: health and dental, food support, utility assistance, maternal care, housing assistance, mental health and more.
 - In terms of our benefits, we are covering the cost of coronavirus testing, if a member’s provider or PCP determines it is necessary. We have also eliminated prior authorization or referral requirements, so our members are able to receive the appropriate tests as quickly and efficiently as possible.
 - **We encourage you to visit our digital channels on a regular basis for all of the latest updates:**
<https://www.gatewayhealthplan.com/>
<https://www.facebook.com/GatewayHealthPlan/>
 - **With our associates**
 - We are providing regular updates to our associates using all available channels. This includes preventive health tips from the CDC, any important action items to



ensure our operations continue to run smoothly and the measures we are taking to protect our other stakeholders during the outbreak.

- It's also important to note that, as of March 16, all of our associates are working from home until further notice. We will continue to monitor and review the situation and react accordingly. We are confident in our ability to serve our members and providers as we always have and do not expect any interruption in service.
- **United HealthCare Community Plan- Jackie Porter**
 - Due to COVID-19 stay home mandates, all UHCCP events through April 30th have been cancelled or postponed. May events and beyond will be revisited when more information is available related to COVID-19 mandates.
 - Everyday we're responding to updates from the department and from the CDC and just the knowledge of, you know, trying to make sure that our members have the resources that are available when they do call in, or when they are reached telephonically. We have taken advantage of our programming that we have a lot of our community based care management programs in addition to our whole person care team which encompasses our community health workers has really just done an about face and they have become as they're working at home, they have become just truly accessible to our members through outbound calls and through supporting our community based programming that you know that we're providing within other vendors, perhaps, or other resources. So we've really tried to just kind of put those pieces in place to lay the groundwork for them.
 - We continue to serve our members as best we can. Thank you again for your time and certainly if anybody has any questions regarding any united members, feel free to reach out to me, I'll be happy to help.
- **UPMC For You- Skip Boykin Jr.**
 - UPMC For You events through the month of April have been cancelled or postponed to a later date.
 - Welcome Dr. Johanna Vidal-Phelan our new Senior Medical Director for Pediatrics.
 - In regards the COVID-19;
 - Our member services staff and our nurse line are set up to work remotely to receive and address member needs and questions related to the pandemic
 - MyHealth 24/7 Nurse Line allows round the clock access with a UPMC Nurse for non-emergency care
 - Expanded access to UPMC LifeSolutions to help members deal with anxiety over COVID-19-related concerns. This telephonic service offers specially trained counselors to assist our members through this challenging time.
 - Prior Authorization requirements are not applied to services related to COVID-19
 - UPMC will cover the full cost of diagnostic testing for COVID-19
 - Telehealth visits, including UPMC AnywhereCare, are available to members at no cost regardless of diagnosis for at least a 90-day period



- UPMC has increased member access to medications by waiving early refill limits on prescriptions filled at retail and specialty pharmacies

- **Beacon Health Options- Suzanne Klaus**
 - Good afternoon, everyone. It's good to hear people. I wish I could see everybody's faces, but hopefully this will be over soon. Just a lot of things already mentioned, most of our community engagement activities have been canceled into May. The annual Member Recovery Forum has been postponed, it was not cancelled. We're still going to have it and we're going to shoot for August 14th.
 - It's all about COVID-19 right now. We do have at Beacon teams who are meeting on a regular basis. We have a communications team that we meet three times a week, it was five times a week. We talk about information that we're going to distribute and what we're going to communicate to make sure that the messages are consistent for our members and providers. We also have a Pennsylvania COVID team, our leadership meets to discuss things that are happening and anything that we need to be working on, so we can keep our members and providers all up to date.
 - We do have lots of information and resources on our Beacon website. We have a tab specifically for COVID-19 and that includes all kinds of resources for members to make sure they have some technology so that they can participate in telehealth visits, including resources to access the government free cell phone program
 - There's lots of information for providers on the provider COVID-19 link. It includes all the information from DHS and OMHSAS. Anything else that comes up that they need to know, we host levels of care meetings with our providers. Some of those continue to move because they're identifying things that really need to be on these calls because the providers talk about any barriers or good things that are happening. The positive stuff that's happening regarding the telehealth and folks that are being able to access services as well as any barriers that they have come up oftentimes during those calls. They hear from other providers which help them resolve barriers they may have been experiencing. So providers are doing telehealth and people are getting services
 - Providers are giving personal protective equipment to their staff some were, having difficulties. Some of the suggestions were to go to auto body shops like painting shops, tattoo parlors, or even Home Depot (if we can get on the contractor list) to try to access the personal protective equipment that way. We have been working with our providers on alternative payment arrangements. We have been conducting some phone outreach, our clinical teams and our aftercare teams outreach to members and are checking in with them to see how seeing how they're doing. All our staff are working from home. We have one person at the office who gets the mail and lets us know if we have mail. But that's about, it's all about COVID-19 right now.

- **Community Care Behavioral Health- Amber Bott/Randy Williams**



- Similar to a lot of things that the other MCOs have said, we continue to provide provider and member updates regularly on our website. You can go on to the website and there's a yellow banner that comes across our website with all of the COVID-19 updates for providers and members.
 - At this point we have cancelled all of our conferences and meetings through April and into May. We'll continue to assess the situation as things change or remain the same, moving into the end of May into June. Community Care is focusing on member outreach and provider outreach to ensure providers are still able to function and provide services and they're ensuring that our members' needs are being met and that there's no barriers to accessing any level of care or any health needed. We're working with the other MCOs and OMHSAS developing APAs for providers.
 - Community care staff, the majority of our staff are working from home, but that has not caused any disruptions to anything that we do. We are just really focusing on supporting members and providers. During this time, we also have meetings with our primary contractors daily to touch base and talk through things. Many of our counties are having provider meetings weekly with our providers, just to support them and make sure that they're doing everything that they need to do and they feel supported at this time.
 - Our provider network remains strong. They've been remarkably adaptive and flexible and we're actually getting reports that many of our providers are seeing increased utilization during this time because of the waivers, so they can use telehealth. That's a good sign and we appreciate that.
- **Magellan Behavioral Health- Tracy Schultz**
- All recent provider communications, including provider announcements related to COVID-19, please go to <https://www.magellanofpa.com/for-providers/communications/provider-announcements/>
 - Hi this is Tracy. Thank you, many similar things are happening at Magellan, we have a daily leadership team meeting every morning at 8:30 where we regroup across the entire state and deal with all the changes that are taking place. Just like it has been mentioned, we are as of March 16th working at home, and we have worked with our providers for the APA agreements so that they can continue to provide services through telehealth and be able to continue to function and keep their staff employed.
 - The updates that we provide had been daily on our website to update our providers, now it's down to every other day. Our providers, know that they can submit questions about anything that they need to know to a certain email address that we have established for our providers. We answer those questions and they are posted for the benefit of all providers, three days a week; Monday, Wednesday and Friday. We also survey our providers, we are surveying 24 hour level of care providers and our outpatient providers to get a sense from them of capacity issues and any other issues that they're having.



- We also have a lot of resources for our members on our website, including food bank information because we felt that was really important that they would have updated information on what's happening with the food situation. I'm looking at my resource list here, our clinical team has been able to outreach to our providers with forms that they would complete to report members who are testing positive for COVID-19. It's an incident report form that we ask our providers to complete and of course, the Department of Health has been asking for providers to provide information on staff who test positive. But for any business related interruption or change of service we've asked the providers to email us at the special email mailbox for that.
- We have also postponed our events. We were scheduled to have our Star Summit for our members on May 20th, but we have postponed it and currently haven't picked a new date, it'll probably be sometime in August, if not later in the year. We are doing a lot of virtual outreach to our members as well. We have peer recovery navigators who are helping to facilitate virtual drop-ins for our members. They can drop-in online to talk about different topics, to be supported. We have a dedicated team of people who are outreaching to our members by phone so they're making hundreds of calls every week to our members to check on them, to make sure that everything's okay.
- The other thing that I wanted to mention was we held our My Life group meeting this week and we had about five or six youth that participated. It was our first time that we did it virtually. We're trying to use the technology that's available to continue to stay in touch with everybody and make sure that if anybody needs anything that we're there for them to get them connected to the proper community resources. That's all that I have. Thank you very much.

12:20 pm Community Based Organization Updates & Upcoming Events

- No community based organization feedback shared during the meeting.

12:25 pm Consumer & Family Feedback/Open Discussion

- No consumer and family feedback shared during the meeting.

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.

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

Next Meeting: HealthChoices Advisory Committee Meeting SouthWest Zone
July 2020
Date, Time, Location: Thursday, July 16, 2020



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10:00am - 12:30pm

12:30pm - 1:00pm (Lunch & Networking)

Magellan Behavioral Health

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