



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

Tuesday, April 17, 2018

9:30 AM – 12:00 PM

UPMC East

2775 Mosside Blvd.

Monroeville, PA 15146

### **Meeting Agenda**

#### **1. Introductions**

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

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

Ms. Comes reviewed the purpose of the Advisory Meetings

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

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

Ms. Comes 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. Burkholder-Carter 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
  - 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. Burkholder-Carter 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. Burkholder-Carter 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)

- 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 – April Imler
  - Referenced the Latino Health Summit in Lancaster
  - Talked about sponsoring Head Start
- b. Gateway Health Plan – Clinton Rhodes, George Ifill, Harry Manley
  - Provide informational sessions
  - Community outreach
  - March of Dimes
  - Barbershops for the homeless
  - Soccer League
- c. United HealthCare Community Plan – Jacki Porter
  - YMCA's healthy kids day



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## ENROLLMENT SERVICES

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- Healthy communities
- DA- National Take-back Day
- Driving Smiles- 6/24
- Salvation Army

- d. UPMC For You – Skip Boykin Jr.
  - Referred to “Grass Roots” events
  - Community outreach

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

- a. Community Care Behavioral Health – Curtis Upsher Jr.
  - Commented on attending a lot of similar events
  - Self- Discovery (Recovery) conference
- b. Magellan Behavioral Health
- c. PerformCare
- d. Value Behavioral Health/Beacon Health Options – Suzanne Klaus
  - 18<sup>th</sup> Annual Adult Recovery conference - Speakers on adult bullying, recovery stories, and speakers on suicide
  - Hand-out was provided for Camp T.A.A.G.

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

- May 12<sup>th</sup> – Multi-cultural resource fair from 12:00pm to 3:00pm
  - Lead in-home presentation in Nepali
  - Breast/Cervical cancer presentation in Spanish

### **9. Open Discussion**

- Mr. Upsher from Community Care Behavioral Health was asked to share with attendees the M.A.T.P. pilot program currently going on in Allegheny County using Uber and Lyft.
- Positive feedback given by attendees in regards to the change with the location, agenda and with the data shared
- Attendees encouraged to network after the meeting with one another



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ENROLLMENT SERVICES

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**Total Number of Attendees: 39 (7 via phone)**

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

**Dates:** Thursday, July 12, 2018

**Time:** 1:00 PM – 3:30 PM

**Location:** UPMC East

2775 Mossdale Blvd.

Monroeville, PA 15146