

Community HealthChoices

Third Thursday Webinar

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OFFICE OF LONG-TERM LIVING
DEPARTMENT OF HUMAN SERVICES



pennsylvania
DEPARTMENT OF HUMAN SERVICES

February 15, 2018



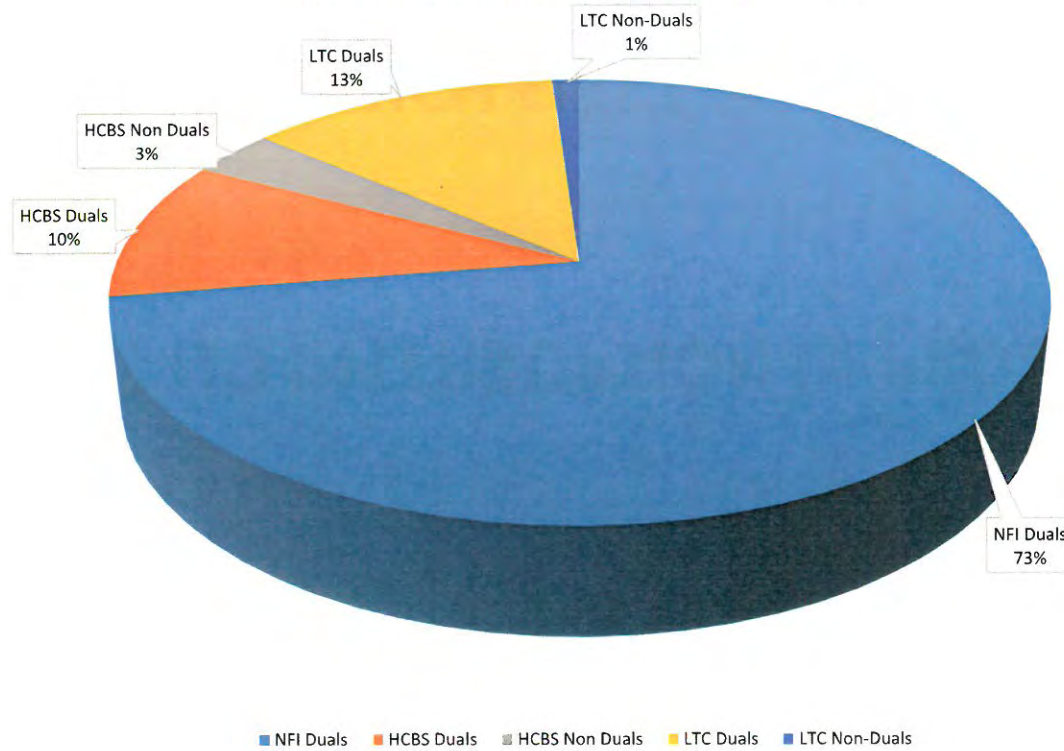
CHC LAUNCH UPDATE

2018 Community HealthChoices SW GOALS

- **ASSURING NO PARTICIPANT SERVICE INTERRUPTIONS**
- **ASSURING NO INTERRUPTION IN PROVIDER PAYMENT**
- **SUCCESSFUL LAUNCH FIRST PHASE**

CHC SOUTHWEST JANUARY (Population Distribution)

PA CHC Total Enrollments by Population



CHC SOUTHWEST JANUARY (Age Distribution)

Population	Over 60	Under 60
NFI Duals	51.2%	48.8%
HCBS Duals	69.4%	30.6%
HCBS Non Duals	33.3%	66.7%
NF Duals	94.7%	5.3%
NF Non-Duals	45.0%	55.0%
Total Population	57.9%	42.1%

CHC SOUTHWEST JANUARY (Plan Distribution)

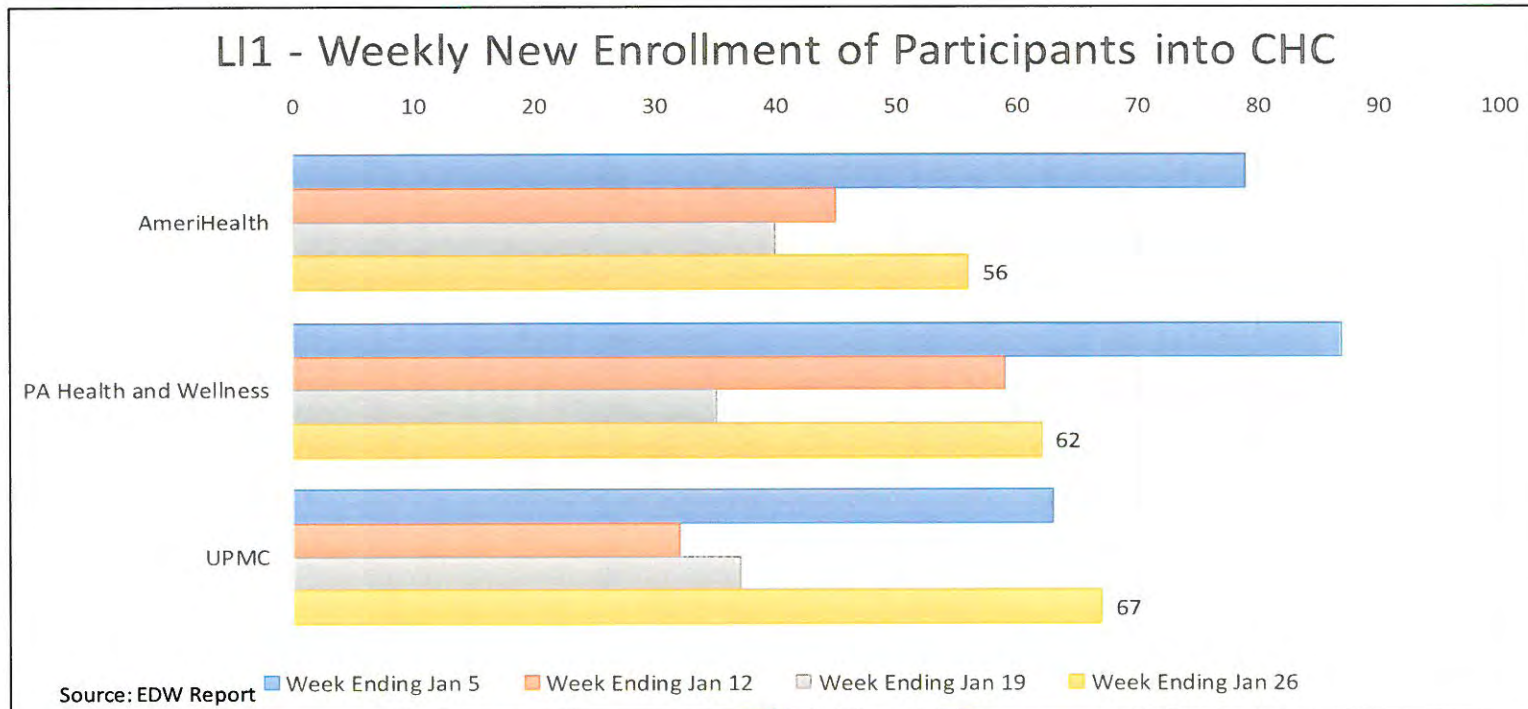
Distribution	Amerihealth Caritas	Pennsylvania Health and Wellness	UPMC COMMUNITY HEALTHCHOICES
Percentage	20%	28%	52%

CHC SOUTHWEST JANUARY: Plan Selection Method

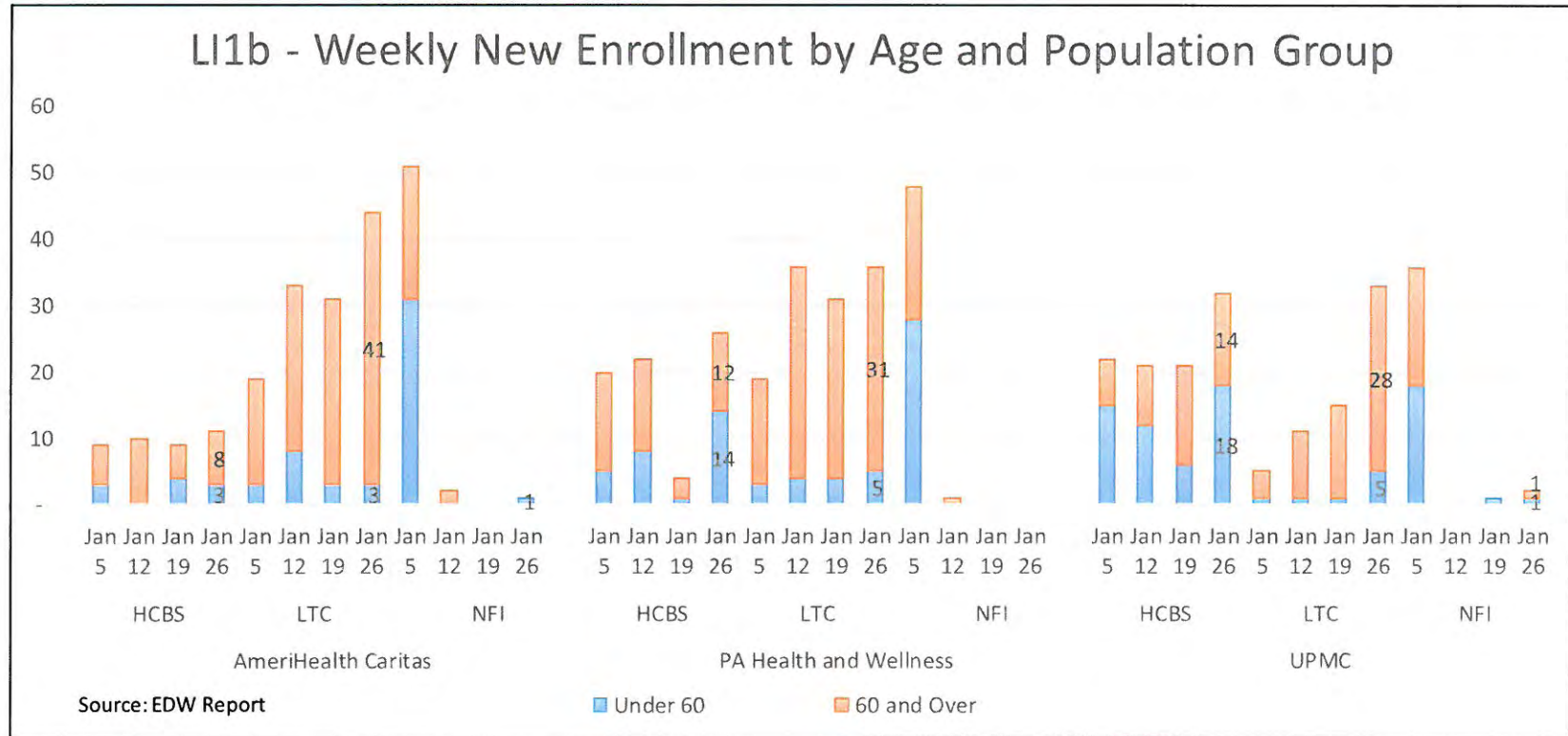
D-SNP ALIGNMENT	PARTICIPANT PLAN SELECTION			AUTO ASSIGNED
	PLAN SELECTION FORM	PHONE	WEB	
11%	19%	20%	2%	48%

CHC SOUTHWEST POPULATION (BY WEEK ENROLLED)

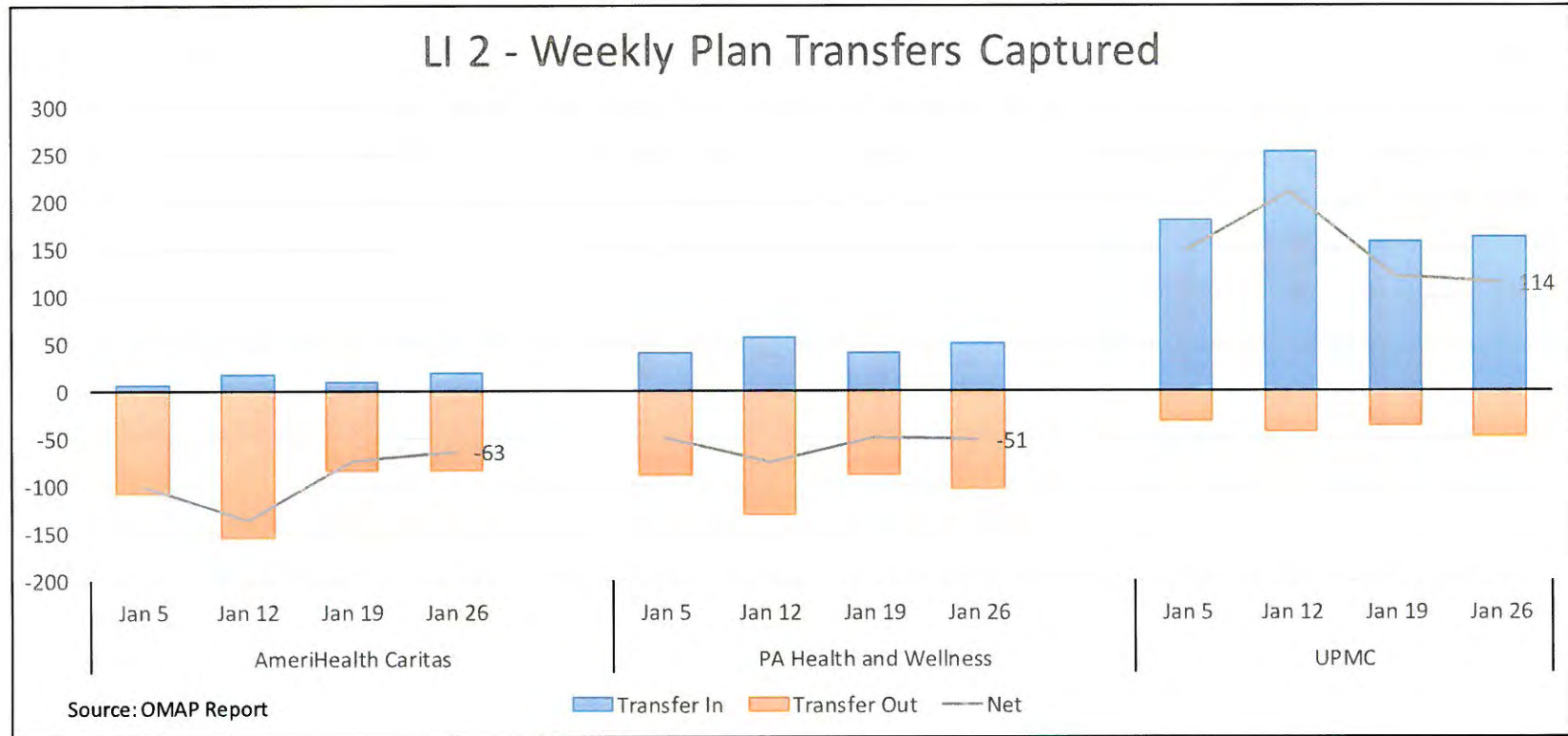
○ EFFECTIVE 2/2/18



CHC SOUTHWEST (BY AGE AND POPULATION GROUP)



CHC SOUTHWEST Weekly Plan Transfers

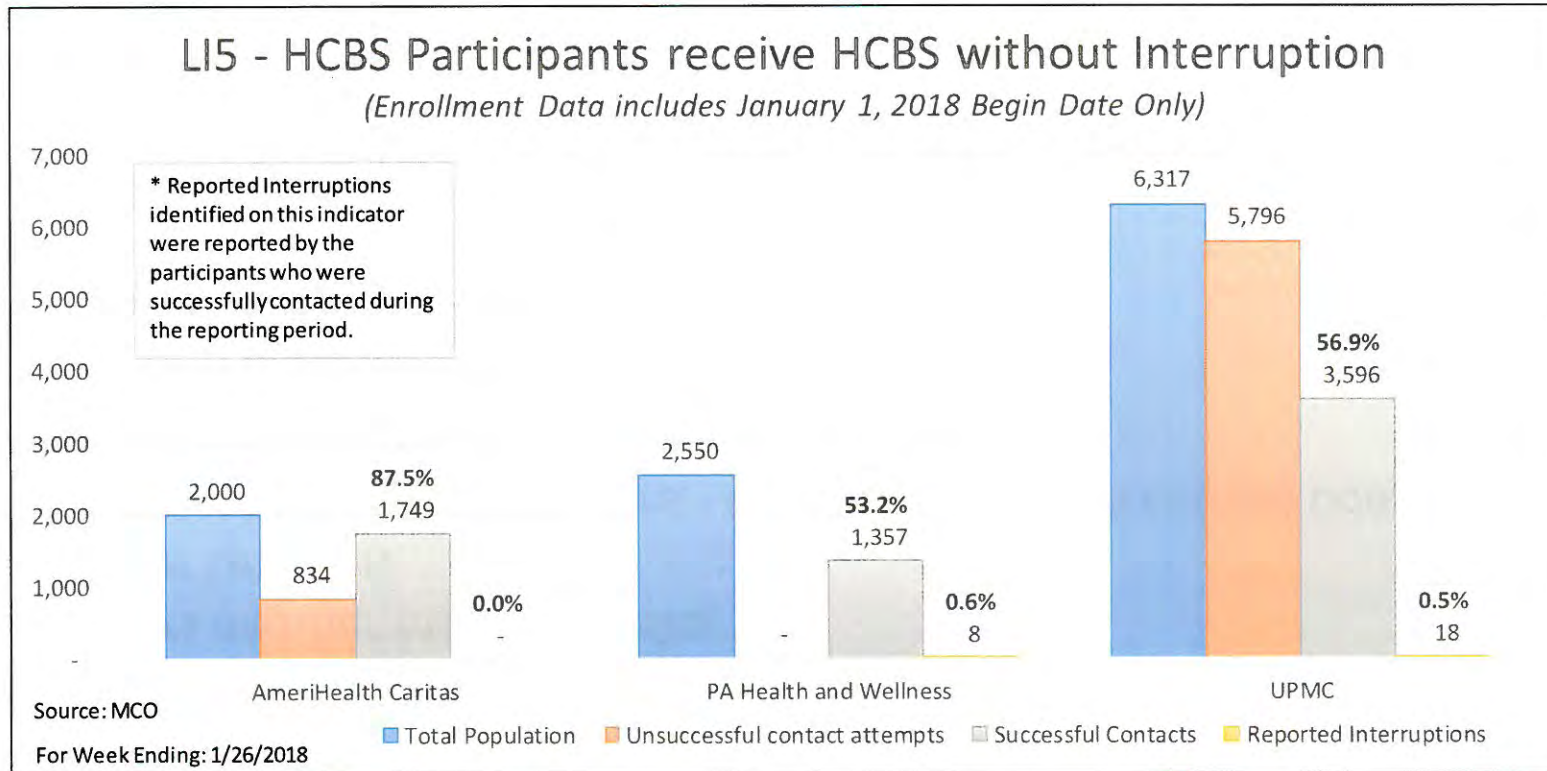


CHC SOUTHWEST Weekly Plan Transfers

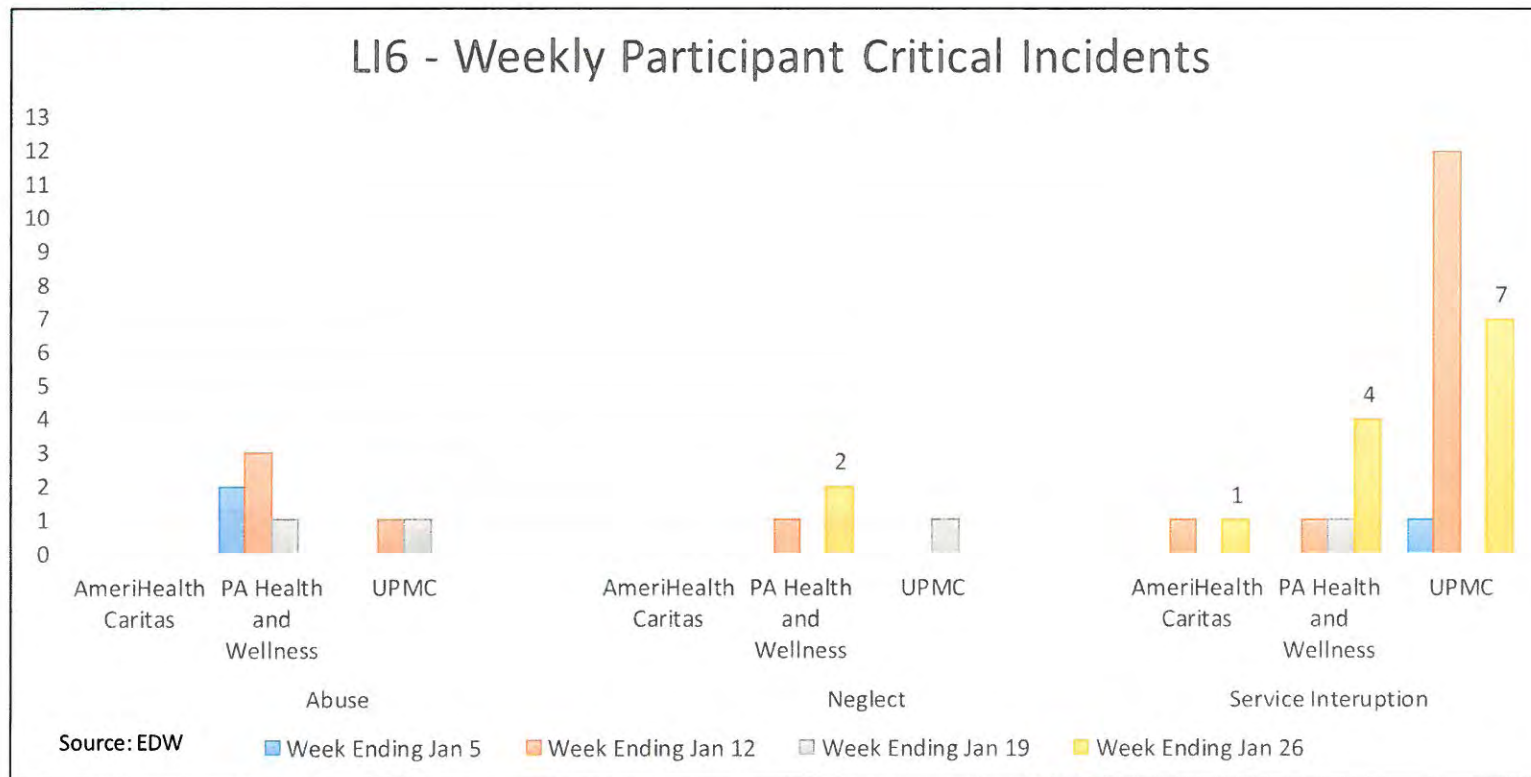
Reasons for Plan Transfers:

- **Prefers another MCO's Benefits**
- **Doctor Left Plan**
- **Continuation of care concerns - unable to stay with current nonparticipating doctor for treatment**
- **PCP Recommendation**

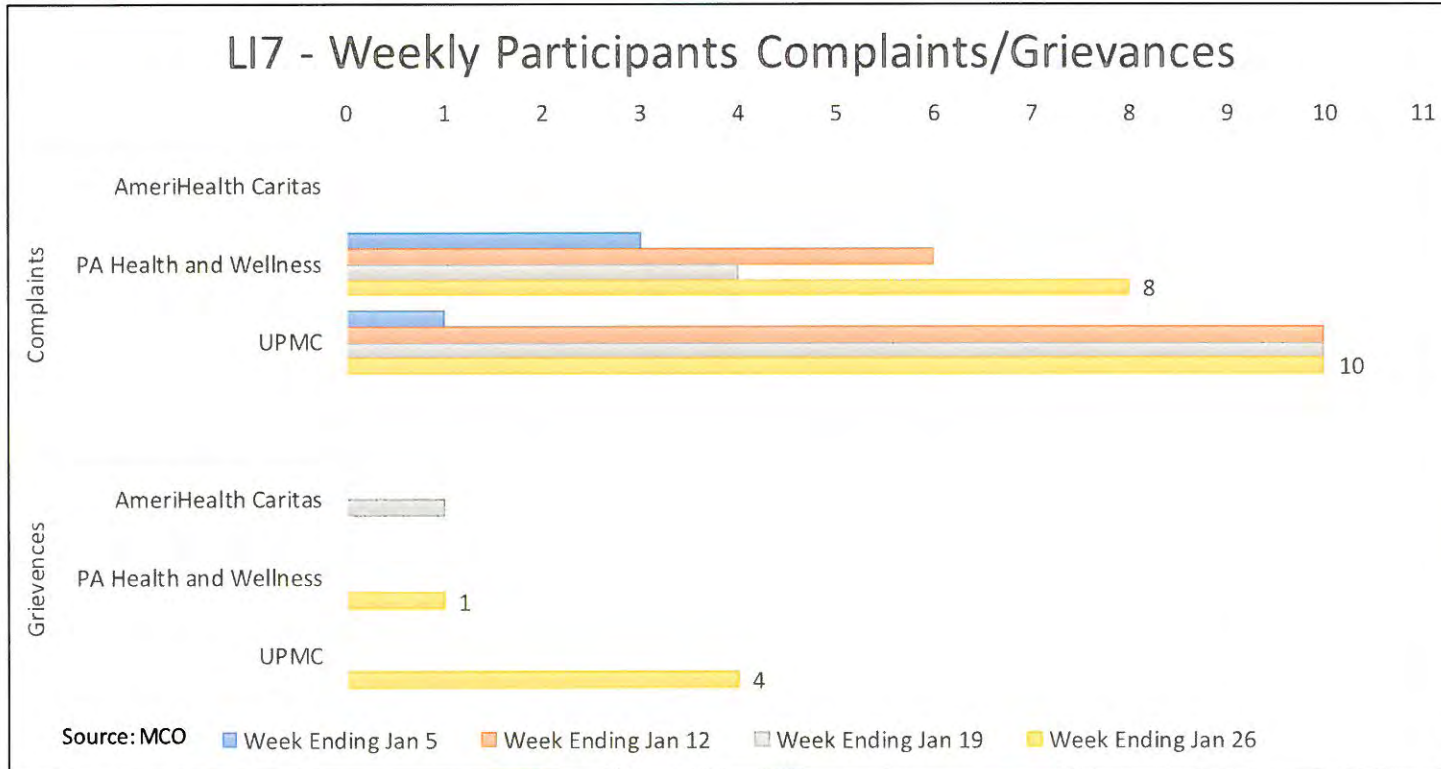
CHC SOUTHWEST HCBS Outreach



CHC SOUTHWEST Critical Incidents

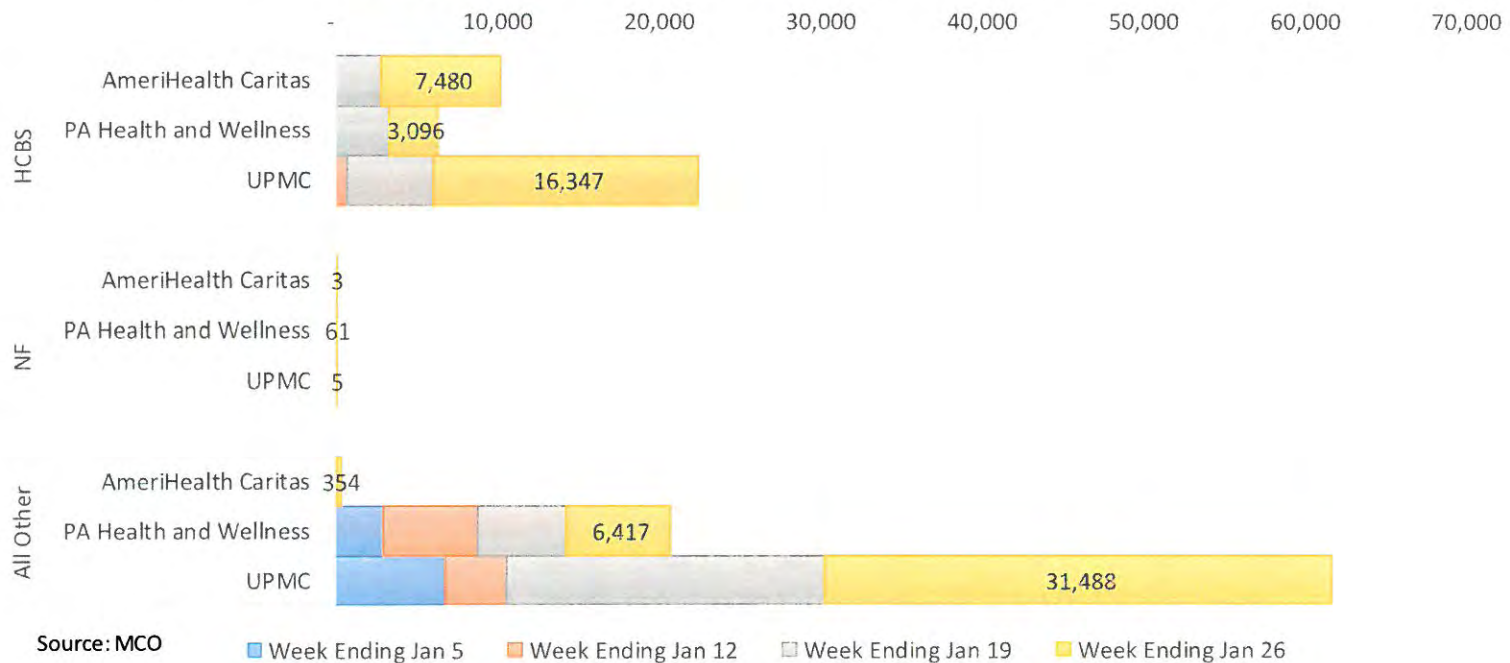


CHC SOUTHWEST Complaints/Grievances



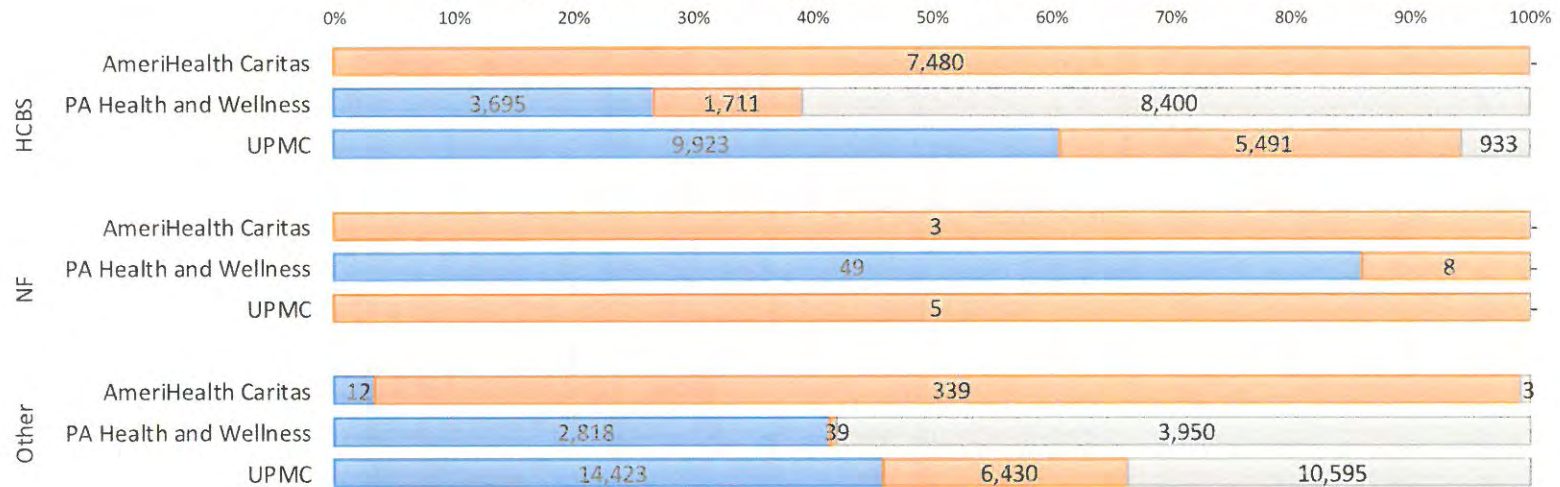
CHC SOUTHWEST Provider Claims Submissions

LI14 - Weekly Claims Submitted to MCO by Provider Type



CHC SOUTHWEST Provider Claims Submissions

LI15 - Weekly Claims Paid, Pending, and Rejected



Source: MCO

For Week Ending: 1/26/2018

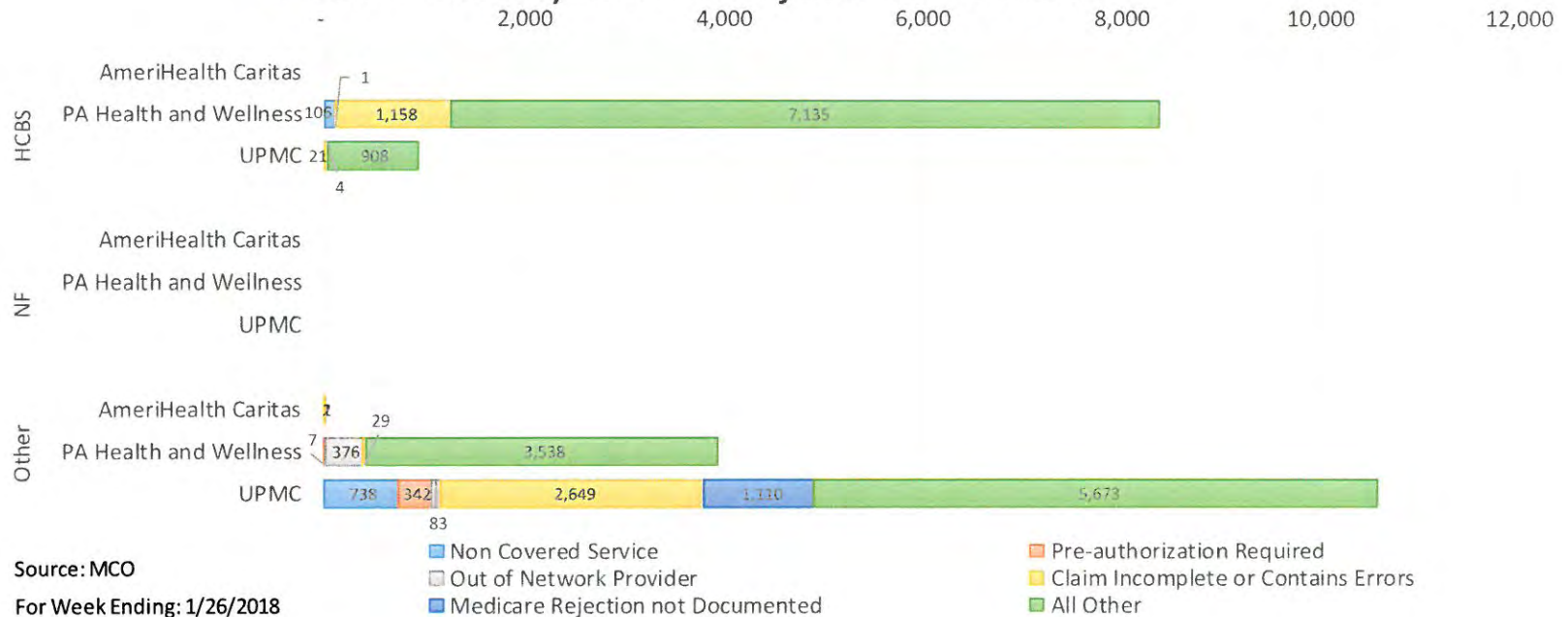
■ Paid

■ Pending

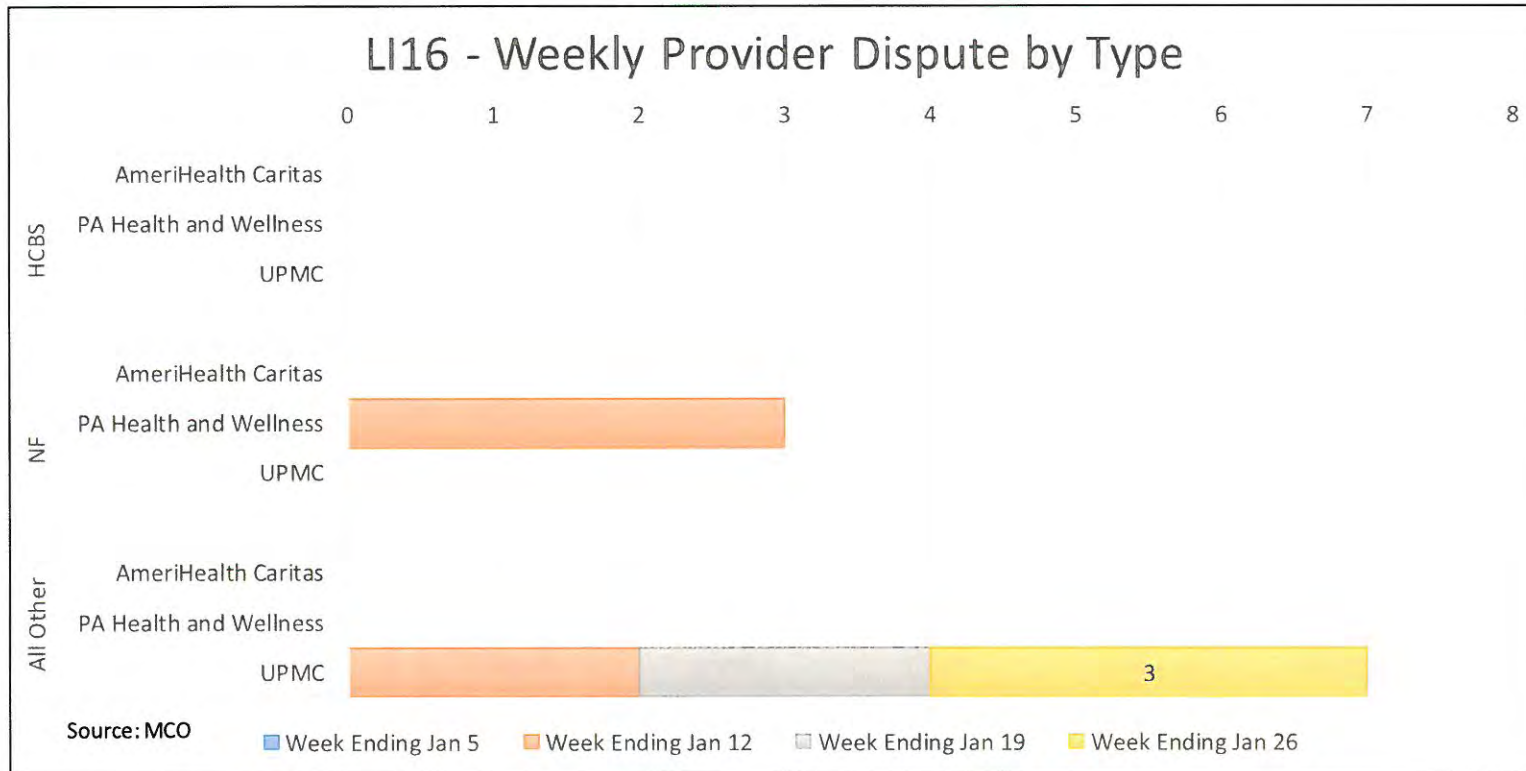
■ Rejected

CHC SOUTHWEST Provider Claims Submissions

LI15b - Weekly Claims Rejected Breakout



CHC SOUTHWEST Provider Disputes





AREAS OF CURRENT FOCUS

■ LAUNCH COMMUNICATIONS

- Daily Calls with individual MCOs, including weekly joint calls with all 3 MCOs.
- Daily Calls with DHS and PDA.
- Weekly Participant and Participant Advocate Calls.
- Weekly Provider Association Calls, including:
 - Nursing Facilities
 - HCBS Providers
- Weekly Calls with the Aging Network.

AREAS OF CURRENT FOCUS:

- HHAeXchange
- Nursing Facility and HCBS Claims Submission
- Medicare/Medicaid Participant and Provider Education
- Data Integrity
- Enrollment Issues
- Reviewing Changes in Person-Centered Service Plans
- Claims Processing
- Transportation
- Complaint and Grievance processes and notices for HCBS Services
- Lessons Learned for the Southeast

■ LAUNCH COMMUNICATIONS

- **Participant Help Line - 1-800-757-5042**
 - OLTL will staff a participant help line to address questions or concerns regarding their CHC MCO, the IEB, their service coordinator, or anything associated with the program launch.
- **Independent Enrollment Broker - 1-844-824-3655 OR (TTY 1-833-254-0690)**
 - If Participants have not received their post enrollment packets, they should contact the IEB at the above telephone number or visit their website at www.enrollchc.com (**Open Monday through Friday, 8:00 a.m. to 6:00 p.m.**).

ONGOING COMMUNICATIONS

- MLTSS SubMAAC
- CONSUMER SubMAAC
- LTSS SubMAAC
- MAAC
- Third Thursday Webinars



FUTURE AGENDA ITEMS

AGENDA ITEMS FOR FUTURE MEETINGS

- Performance Measures for CHC
- Coordination between Medicare and Medicaid
- Services My Way
- Behavioral Health for Older Adults
- InterRAI Presentation
- Transportation
- LIFE Program



Additional Updates

Additional Updates

- IEB Procurement
- FMS Procurement
- Aging Well and FED



Transportation

CHC Agreement Transportation Requirements

- The CHC-MCO must provide all Participants with Medically Necessary emergency ambulance transportation and Medically Necessary non-emergency ambulance transportation.
- The CHC-MCO must provide all NFCE Participants with non-medical transportation.
- The CHC-MCO may provide non-medical transportation to other Participants at its own discretion and own cost.
 - Non-medical transportation includes transportation to community activities, grocery shopping, religious services, Adult Daily Living centers, employment and volunteering, and other activities or LTSS services as specified in the Participant's PCSP.

CHC Agreement Transportation Requirements

- The CHC-MCO must provide non-emergency medical transportation for Nursing Facility residents.
- The CHC-MCO must also provide any specialized non-emergency medical transportation for Participants, including transportation for Participants who are stretcher-bound.
- All other non-emergency transportation for Participants to and from Medicare-covered services and Covered Services must be arranged through the MATP vendor.

CHC Agreement Transportation Requirements

- The Medical Assistance Transportation Program (MATP) is responsible for the following:
 - Non-emergency transportation to a medical service that is covered by Medicare or CHC. This includes transportation for urgent care appointments. Participants whose service is paid by Medicare can receive MATP service as long as the service is performed by a Network Provider and all other eligibility requirements are met.
 - Transportation to another county, as Medically Necessary, to get medical care as well as advice on locating a train, bus, and route information.
 - Reimbursement for mileage, parking, and tolls with valid receipts, if the Participant used own car or someone else's car to get to the Provider.

CHC Agreement Transportation Requirements

- When requested, the CHC-MCO must arrange non-emergency medical transportation for urgent appointments for its Participants through the MATP.
- Some Participants may qualify for non-emergency medical transportation through programs such as Shared Ride.
- Because MATP is the payor of last resort, for Participants who require CHC-MCO assistance in coordinating non-emergency medical transportation the CHC-MCO must coordinate access to transportation through all available programs and not just the MATP program.

CHC Agreement Transportation Requirements

- MATP agencies have been instructed to contact the CHC-MCO for verification that a Participant's request is for transportation to a Covered Service. The CHC-MCO should jointly undertake activities with MATP agencies such as sharing Provider Network information, developing informational brochures, and establishing procedures which enhance transportation services for Participants.
- The CHC-MCO must arrange and coordinate transportation with the MATP providers so Participants receive the MATP services outlined in their person-centered service plan.



CHC-MCO Transportation Presentations



RESOURCES

RESOURCE INFORMATION

CHC LISTSERV // STAY INFORMED <http://listserv.dpw.state.pa.us/olml-community-healthchoices.html>

COMMUNITY HEALTHCHOICES WEBSITE www.healthchoicespa.com

MLTSS SUBMAAC WEBSITE

www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/

EMAIL COMMENTS TO: RA-PWCHC@pa.gov

PROVIDER LINE: 1-800-932-0939

PARTICIPANT LINE: 1-800-757-5042

INDEPENDENT ENROLLMENT BROKER: 1-844-824-3655 OR (TTY 1-833-254-0690)

(Open Monday through Friday, 8:00 a.m. to 6:00 p.m.)

or visit www.enrollchc.com

CHC-MCO CONTACT INFORMATION

- AmeriHealth Caritas | CHCProviders@amerihealthcaritas.com
- www.amerihealthcaritaschc.com - 1-855-235-5115 (TTY 1-855-235-5112)

- Pennsylvania Health and Wellness (Centene) | information@pahealthwellness.com
- www.PAHealthWellness.com – 1-844-626-6813 (TTY 1-844-349-8916)

- UPMC Community HealthChoices | CHCProviders@UPMC.edu
- www.upmchealthplan.com/chc - 1-844-833-0523 (TTY 1-866-407-8762)

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QUESTIONS