October 4, 2023 Managed Long-Term Services and Supports (MLTSS) Subcommittee Meeting
Follow-Up Items for the
November 1, 2023 MLTSS Subcommittee Meeting

1. Related to Assistive Technology (AT) Complaints, audience member Jeff Iseman asked if the Office of Long-Term Living (OLTL) tracks complaints on consumers who requested AT that were perhaps denied and/or under appeal? Brian MacDaid from OLTL to look at the data with regards to whether or not it is service specific.

   Brian MacDaid responded that per the CHC-MCOs denial reporting data it was identified that for home and community-based services (HCBS) there were less than eleven total denials for Assistive Technology between January 2023 and August 2023. Current CHC-MCOs operations report OPS-004 (Complaints/Grievances/Fair Hearing Appeals/External Review) reporting requirements/business needs does not capture participant grievances for Assistive Technology denials.

2. Related to Transportation Appointments, audience member Cynthia Gibbs-Pratt asked what is supposed to happen when an appointment lasts longer than when the ride is scheduled to pick up the participant and they miss their ride home? How are after hours pickups handled? Randy Nolen from OLTL to check with MATP and the CHC transportation brokers.

   Randy Nolen responded that the participant should immediately alert their local MATP agency of the possibility of their appointment running late and if they missed their ride home. If there is driver/vehicle availability, the MATP agency would go back to pick up participant (recovery trip). If there isn't availability, then the MATP agency would either arrange the most appropriate transportation through Uber, Lyft, taxi or ambulance, depending on available resources. The hours of operation for services provided by MATP varies across each MATP agency. Contact information for each MATP agency can be found here: [Medical Assistance Transportation Program (pa.gov)](pa.gov)

3. Related to Transportation Payment, audience member Cynthia Gibbs-Pratt asked how is payment handled if a participant pays out-of-pocket for a ride because their scheduled ride wasn't there when the participant's appointment was over? Randy Nolen from OLTL to check with MATP and the CHC transportation brokers.

   Randy responded that the participant would get reimbursed through their local MATP agency. For a participant to get reimbursed, they would have to choose a mode of reimbursement at the time of registering. If mileage reimbursement is chosen, the participant would be given policies / processes and forms to complete. Please contact the specific county agency for details on paperwork submission deadlines and reimbursement timeframes.

4. Related to the MA Unwinding Questions, Deputy Secretary Juliet Marsala said that OLTL will attempt to have someone from OIM present at the November meeting to address the MA Unwinding questions. Jermayn Glover to reach out to Carl Feldman at OIM for a November presentation or a November Q&A session.

   Jermayn Glover from OLTL responded that Carl Feldman will be available for Q&A session for MA Unwinding after the OLTL Updates and during the Additional Public Comments section of the November Agenda.

5. Related to MA Unwinding Mitigation Strategies, subcommittee member Lloyd Wertz asked what the mitigations are related to the Ex Parte process? Jermayn Glover to provide a response.

   Jermayn Glover responded that Carl Feldman is attending by webinar today and can answer that question.

6. Related to COMPASS Community Partners, audience member CJ Weaber asked where COMPASS Community Partners can find a renewal date for a participant? COMPASS asked for a record number, but the participant did not have it. Jermayn Glover to confirm what information is available and if there is another way other than entering a participant record number.

   A renewal date can be looked up using a combination of the case record number, and either the Master Client Index (MCI) # or Social Security Number (SSN) of the head of household. Whether the participant is looking up their renewal date in their myCOMPASS account, or the Community Partner is looking information up in their COMPASS Community Partner Dashboard, the case record number must be used.

7. Related to COMPASS Renewal Notices, audience member CJ Weaber asked if renewal notices are available on COMPASS? Jermayn Glover from OLTL to contact OIM and provide a response.

   Jermayn responded that renewal notices are available on COMPASS for individuals who have enrolled in eNotices. To receive eNotices, recipients will need to create a My COMPASS Account and link their case to the account. Then, they can click the My Notices tab on their dashboard, where they will be asked whether they would like to go paperless and receive eNotices. Selecting Yes will enroll them in eNotices.

   Details on signing up for eNotices are found on pages 8-10 of the [COMPASS Quick Reference Guide.](#)

8. Related to Final Determination of Eligibility Notices, audience member Renee Slifkin asked through CHAT if a final determination of eligibility could be accessible electronically? Jermayn Glover from OLTL to contact OIM and provide a response.

   Jermayn Glover responded Yes, electronic notices are available to individuals through COMPASS if an individual is enrolled in eNotices. Community Partners do not receive eNotices unless they are an Authorized Representative. The Community Partner would have to get consent from the applicant to be listed as an Authorized Representative.

9. Related to Pending Items on COMPASS, audience member Fadwa Robinson asked if an individual can check on COMPASS for what items are due for their MA renewal? Jermayn Glover from OLTL to contact OIM and provide a response.

   Jermayn Glover responded Yes. If they have enrolled in eNotices, they can view the most recent request for verification under the My Notices tab on their dashboard. Closed cases retain access to COMPASS for 90 days after closure.

10. Related to Uploading documents to COMPASS, audience member Fadwa Robinson asked why individuals who are trying to upload items to COMPASS are receiving a message that the file size is too large? Jermayn Glover from OLTL to contact OIM and provide a response.

    Jermayn Glover responded that on the COMPASS website, uploaded documents must not exceed 10 MB in size. There is no file size limit for uploading documents to the myCOMPASS PA mobile app.

11. Related to Managed Care Quality Strategy, subcommittee member Lloyd Wertz asked if the Managed Care Quality Strategy document could be shared with everyone so they could make comments.

    OLTL included the link to the document on the October MLTSS Meeting Minutes ListServ after the October meeting. *No further action is necessary.*

12. Related to Utilization Rate Data for Assistive Technology (AT), subcommittee member David Johnson asked if the data could be shared at the November meeting, including the age of the beneficiaries as well as the age range? AHC/KF, PHW, and UPMC to respond.

    AHC/KF responded that the beneficiaries of AT are those enrolled with Community Health Choices (CHC) and are the ages of 21 and older. The age range of participants with approved AT requests ranges from 28 to 68 years of age. The utilization of AT from March of 2023 to current has been low. A total of 8 requests have been received. As our SCs continue to educate participants on the AT benefit, utilization volume should increase.

    PHW responded that their requests primarily fall into three categories: speech generating devices, door alarms or automatic door openers. Occasionally they

have received request for items related to Smart Home technology allowing for voice activation of everyday items. To date for 2023, PHW has authorized 14 AT requests. Please note that procedure codes applied to speech generating devices fall to Medicare as primary first. The age range for requesting AT devices / supports ranged between 38 and 85 years of age.

UPMC responded that over the past 12 months, 65 participants have received AT benefits through UPMC CHC. Of the 65 participants, 43 were under the age of 65 and 24 were over the age of 65. Additionally, 14 participants under the age of 65 and 12 over the age of 65 are in the process of receiving AT.

13. Related to Receipt of Assistive Technology (AT),audience member Lauren Alden asked what is the average length of time from the identified need to the actual receipt of AT? AmeriHealth Caritas (AHC) / Keystone First (KF) and PA Health and Wellness to provide a response.

AHC/KF responded that the request to completion can vary depending upon the AT item. On average from approval to services rendered it can take up to 68 days. While in the approval phase the SC is in communication with the participant to offer additional services that could meet any unmet needs until the AT is rendered.

PHW responded that the length of time from request to completion can vary depending upon the item; however, on average from determination to completion, services are completed in under 30 days. The PHW team follows all requests to completion.

14. Related to AT Referrals, audience member Lauren Alden asked if the AT team that makes the referrals use AT themselves? UPMC to provide a response.

UPMC stated that while their AT providers do not use the devices themselves, some of the AT providers purchase AT devices for testing and to determine appropriateness. The providers will use these devices to train with and during the evaluation process to help determine an appropriate fit for a participant.

15. Related to AT Vision Assistance, audience member Cynthia Gibbs-Pratt asked if the CHC-MCOs contact vision resources as well as a platform to help individuals get AT training and tools? UPMC to provide a response.

UPMC responded that they partner with available community resources for Participants who have low vision. From a person-centered perspective, if a low vision issue is identified during the assessment, the AT specialist will work closely with the Participant to identify the vision resource that would work best for them. This may include partnering with local vision associations for any needed training and resources.