

# OLTL Updates LTSS Sub MAAC

December 12, 2023

# OLTL Updates

- OLTL Updates
  - Procurement Updates
  - CMS SPA Approval
  - Operations Memos Issued
  - Low-Income Home Energy Assistance Program (LIHEAP)
  - 1115 Waiver Public Notice & Comment Period
- Independent Enrollment Broker (IEB) Enrollment Data
- Living Independence for the Elderly (LIFE) Enrollments
- Unwinding and Redetermination
- MLTSS/LTSS Subcommittee Changes

# OLTL Updates

# OLTL Updates - General

- Procurement Updates
  - There are no updates on the following that can be shared at this time.
    - Community HealthChoices Request for Application (RFA)
    - Agency with Choice (AWC)
    - Independent Enrollment Broker (IEB)
- CMS Approved SPA 23-0014 Nonpublic Nursing Facility Case Mix Rates for FY 2023-2024
  - SPA 23-0014 modifies Attachment 4.19D of the Medicaid State Plan which calculates each nursing facility's case-mix rate for FY 2023-2024.

# OLTL Updates - Memorandums

- Operations Memos Issued
  - Community HealthChoices (CHC) Home and Community-Based Services (HCBS) to Act 150 Transfers Ops Memo (CHC 2023-09) has been posted to the public site and HealthChoices Extranet with an issue date of November 15, 2023.
    - The CHC HCBS to Act 150 Transfers Ops Memo outlines the CHC Managed Care Organizations (MCOs) and PAIEB responsibilities in assisting participants with the CHC HCBS to Act 150 Program application process.
  - Street Medicine Ops Memo (CHC 2023-08) has been posted to the public site and HealthChoices Extranet with an issue date of November 15, 2023.
    - This Ops Memo explains a new Place of Service (POS) code that Community HealthChoices Managed Care Organizations (CHC-MCOs) must use on encounters for Medical Assistance (MA)-covered services to participants experiencing unsheltered homelessness when delivered in their lived environment.

# OLTL Updates - LIHEAP

- Heating Assistance/ Low-Income Home Energy Assistance Program (LIHEAP)

- The 2023-2024 LIHEAP season is now open.
- Apply online via COMPASS or by paper in your local county assistance office.
- The chart reflects the LIHEAP income requirements for 2023-2024

Household Size	Income Limits
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710
6	\$60,420
7	\$68,130
8	\$75,840
9	\$83,550
10	\$91,260
For every additional person, add \$7,710	

# OLTL Updates – 1115 Waiver Public Notice

- 1115 Waiver Public Notice & Comment Period
  - The Pennsylvania Department of Human Services (Department) is making available for public review and comment the proposed Federal Section 1115 Demonstration application, entitled Bridges to Success: Keystones of Health for Pennsylvania (Keystones of Health), which proposes Medicaid Coverage for Health-Related Social Needs (HRSNs), reentry supports, and multiyear continuous eligibility for young children.
  - The purpose of this demonstration is to further the objectives of Medicaid to expand access to care, improve health outcomes, drive innovation, and engage partners and communities through targeted, time-limited interventions to address HRSNs.

# ▶ OLTL Updates – 1115 Waiver Cont'd

- 1115 Waiver Public Notice & Comment Period
  - Goals Include:
    - Address Pennsylvania's Medicaid beneficiaries' HRSNs
    - Provide HRSN services to support beneficiaries, especially those experiencing life transitions, to reduce avoidable hospitalizations and medical utilization and increase recommended or preventive care
    - Reduce churn and gaps in coverage for children enrolled in Medicaid.
    - Expand Medicaid coverage to improve services to beneficiaries as they prepare to leave incarceration and provide continued support as beneficiaries transition back into the community.
  - The Public Notice was published in the PA Bulletin on 12/1/23 online and in print on 12/2/23.
  - Public comment began on 12/2/23 and will end on 1/2/24.



# OLTL Updates – 1115 Waiver Public Forums

Please register to participate virtually. Registration is not necessary to join by phone. Closed captioning will be provided during each public forum.

## **Public Forum 1**

Date: Monday, December 11, 2023, Time: 12:00-1:00pm

Join by phone: 312-626-6799; Webinar ID: 982 3951 9594

## **Public Forum 2**

Date: Tuesday, December 12, 2023, Time: 6:00-7:00pm

Join by phone: 312-626-6799; Webinar ID: 980 3834 3590

## **Public Forum 3**

Date: Friday, December 14, 2023, Time: 9:00-10:00am

Join by phone: 312-626-6799; Webinar ID: 951 7040 4572

DHS also invites you to submit written comments on the draft application from December 2, 2023 through January 2, 2024 through the [Public Comment Form](#). See the webpage for other comment submission options.

# IEB Enrollment Data

# IEB Enrollment Data – Average Days in Status

Status	5/30/2023	6/30/2023	7/31/2023	8/30/2023	9/29/2023	10/31/2023	11/30/2023	Description
READY_ASSESSMENT	12	10	10	10	9	11	11	IEB has received a referral from a third party, the IEB is outreaching to the Applicant/Representative to schedule Visit.
SCHEDULED	8	6	8	6	5	6	6	In Home Visit has been scheduled
ASSESSMENT_INPROCESS	4	1	3	1	1	1	1	In Home Visit completed and the IEB is reviewing completeness of intake documents required.
MA_PA_600_REVIEW	8	6	7	5	4	4	5	IEB is waiting for the PA 600 or the PA 600 received and IEB to enter in COMPASS
PC & FEDPending	8	5	7	7	6	7	7	PC sent to the identified Physician and FED Reques sent to Aging Well
PC Pending/FED Received	39	36	38	36	35	36	38	Completed FED received from Aging Well/ PC is pending
PC Received/FED Pending	9	7	7	8	8	8	7	Completed PC received/ FED pending with Aging Well
APP_REVIEW	3	1	2	1	1	1	1	Medical Director Review Pending
OLTL_READY	27	16	24	19	22	21	26	Program Eligibility under review by OLTL
READY_TRANSITION	59	60	62	62	60	62	66	Functionally eligible, Applicant is pending nursing facility discharge
APPROVED	15	14	14	14	14	15	16	Functionally Eligible, 1768 sent to CAO
1768_DENIAL	4	1	3	1	1	1	1	Functionally ineligible, HCBS Denial notice pending
FINANCIAL_APPROVAL	3	1	2	2	3	2	1	Financial Approval Received, enrollment in Process of being finalized
MMS_READY	0	0	0	0	4	1	0	Pending acceptance by OBRA or Act 150 Service Coordinator
FINANCIAL_DENIAL	1	1	0	0	0	0	0	Financial Denial Received, application in process of completion
Financial Approval Mismatch	0	4	5	13	4	7	4	Incorrect Waiver code in CIS, action needed by the CAO.

# Current IEB Report – All Waivers

	2020QTR 1	2020QTR 2	2020QTR 3	2020 QTR4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3	2022QTR 4	2023QTR 1	2023QTR 2	2023QTR 3
Grand Total	33402	25890	26398	26213	25106	25118	29365	29082	31328	33482	31563	30012	31490	34883	36243
Complete	21513	17820	16180	18098	16081	16153	18783	18953	20171	22372	22070	21399	21383	23501	24781
Complete in 90 Days	18963	15441	14918	17428	15491	15569	17985	18233	19326	21776	21584	20705	20767	22974	24212
Complete > 90 Days With Excuse	1126	536	648	408	379	300	403	345	329	316	318	347	576	471	528
Compliance Percentage	93%	90%	96%	99%	99%	98%	98%	98%	97%	99%	99%	98%	99%	99%	99%
Average Days To Complete	52	57	45	41	40	40	37	39	40	34	35	34	33	33	33

1. Grand Total - All unduplicated applications in process this quarter
2. Complete - Total unduplicated applications completed this quarter
3. Total unduplicated applications completed during the quarter in 90 days
4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
5. Using the above fields = (row 3 + row 4)/ row 2 Average to complete excluding excused applications

# Current IEB Report – Under/Over 60

Over 60	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3	2022QTR 4	2023QTR 1	2023QTR 2	2023QTR 3
Grand Total	20441	16309	16848	16775	16161	17383	20414	18991	21116	22098	21104	20123	20740	22946	23444
Complete	12967	11172	10282	11658	10189	11069	13204	12349	13602	14699	14853	14393	14141	15459	16046
Complete in 90 Days	11421	9700	9500	11233	9828	10696	12673	11909	13025	14333	14537	13969	13760	15138	15711
Complete > 90 Days With Excuse	684	327	392	267	239	194	263	200	238	207	221	218	377	304	320
Compliance Percentage	93%	90%	96%	99%	99%	98%	98%	98%	98%	99%	99%	99%	99%	99%	99%
Average Days To Complete	52	56	45	40	40	39	37	39	40	34	34	33	33	33	32

Under 60	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1	2022QTR 2	2022QTR 3	2022QTR 4	2023QTR 1	2023QTR 2	2023QTR 3
Grand Total	12101	9580	9335	9438	8964	7735	8951	10092	10208	11384	10459	9889	10750	11937	12799
Complete	7951	6648	5898	6439	5893	5084	5579	6604	6566	7673	7217	7006	7242	8042	8735
Complete in 90 Days	7006	5741	5418	6195	5663	4873	5312	6324	6302	7443	7047	6736	7007	7836	8501
Complete > 90 Days With Excuse	418	209	256	141	140	106	140	145	81	109	97	129	199	167	208
Compliance Percentage	93%	90%	96%	98%	98%	98%	98%	98%	97%	98%	99%	98%	99%	99%	99%
Average Days To Complete	53	57	47	41	41	41	38	39	40	35	35	36	34	33	33

1. Grand Total - All unduplicated applications in process this quarter
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4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
5. Using the above fields = (row 3 + row 4)/ row 2 Average to complete excluding excused applications

# Q3 2023 Closure Reasons

2023 Q3

Closed Reason	# Closes Apps	Average Days	Description of Closure
Enrolled	7654	24.95	Applicant enrolled in HCBS.
Failure to provide info-CAO	7084	38.66	CAO issued denial due to applicant not providing financial verification timely
Unable to Reach Client	1961	15.58	IEB unable to reach applicant from third party referral.
incomplete	1862	84.83	Closed at day 86 of application due to incomplete or missing information Example: MA 570 not returned
Clinically Ineligible	1993	19.91	HCBS Denial Notice issued - Applicant determined NFI as a result of the FED and PC or Medical Director Review
Not Interested in Services	965	21.32	Applicant is contact after referral is received and notifies the IEB that they are not interested in receiving HCBS services
Voluntary Withdrawal	1306	14.74	Applicant contacts the IEB and requests to withdraw the application.
reApped	631	20.67	System corrected application and the status needs revised. The origin application start date is used.
Financially Ineligible	382	48.75	CAO issued denial notice due to the applicant being determined financially ineligible.
Already Receiving Services	306	15.8	Upon referral IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Applicant Not Discharged	160	179.61	NHT applicant that does not discharge within 180 days of the application start date.
DECEASED	166	25.79	IEB is notified or identifies that the applicant is deceased before application is finalized.
Duplicate Application	133	8.92	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	55	31.87	Applicant is reviewed for OBRA or Act 150 and Denial notice issued due to Applicant not meeting Program Requirements.
No MA Application Received	55	15.4	CAO issued notice indicating the applicant does not meet the 5 year residency requirement to receive MA HCBS services.
Does not meet 5 year bar	24	51.29	IVA was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	21	23.71	Referral received that does not include enough information to follow up with individual begin an application.
Expired Documents	23	64.39	Application closed due to application documents (FED/PC) over 12 months
<b>Grand Total</b>	<b>24781</b>	<b>39.23</b>	

# FED Appeals Data

# FED Appeals Data

	Jan	Feb	Mar	Apr		May	Jun	Jul	Aug	Sep	Oct		Nov	Grand Total	
Status	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	
APPEAL_HEARING_SCHEDULED	13	19	23	16	1	19	44	9	20	7	5		25	201	
APPEAL_INITIATED	37	22	17	14	1	42	65	51	76	19	21	1	54	420	
APPEAL_WITHDRAWN	4	3	3	2		2	4	7	5	3	2		4	39	
APPEAL_WAITING_JUDGE_DECISION			2					1						3	
APPEAL_SETTLED							1	1						2	
APPEAL_STIPULATED_SETTLEMENT									1					1	
<b>Grand Total</b>	<b>54</b>	<b>44</b>	<b>45</b>	<b>32</b>	<b>2</b>	<b>63</b>	<b>114</b>	<b>69</b>	<b>102</b>	<b>29</b>	<b>28</b>	<b>1</b>	<b>83</b>	<b>666</b>	

- **APPEAL\_WITHDRAWN** - Following Pre-Hearing Appellant Withdrew
- **APPEAL\_INITIATED** - Appeal Received - Hearing Date has not yet been scheduled
- **APPEAL\_HEARING\_SCHEDULED** - Hearing Date Scheduled
- **APPEAL\_DISMISSED** - ALJ Dismissed Appeal ( example Appellant cannot be reached)
- **APPEAL\_WAITING\_JUDGE\_DECISION** - Pending decision by the ALJ
- **APPEAL\_SETTLED** - Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
- **APPEAL\_STIPULATED\_SETTLEMENT** - Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
- **Appeal Settlement Denied** - Appeal Denied following outcome of the Stipulated Settlement
- **Appeal Approved** - ALJ found in favor of Appellant Applicant moved forward for Financial Eligibility Determination



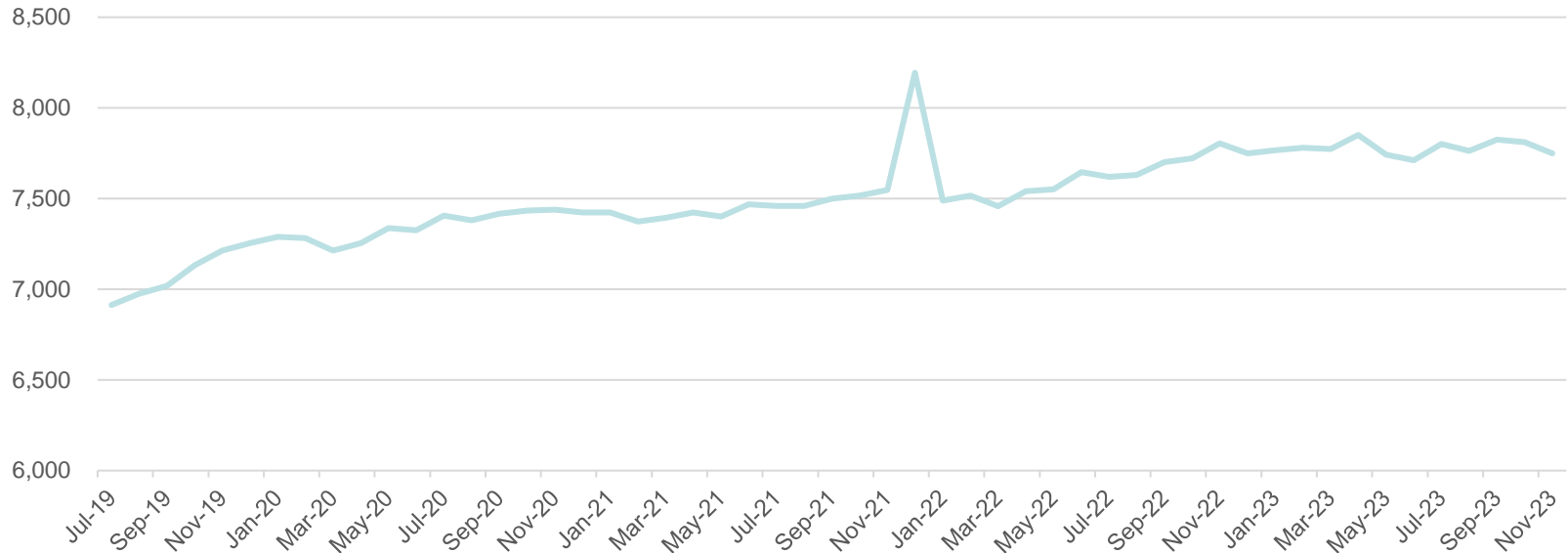
# MCO Plan Change Reasons

Reason	Count
Current Provider no longer working with MCO	173
Transferring from Auto-Assigned MCO	161
Dissatisfied with Medical MCO Services	125
Prefers another MCOs benefits	46
Dissatisfied with Service Coordinator	39
PCP Recommendation	33
Would not give reason	33
Prefers nonparticipating doctor or hospital	16
Cant stay with current nonparticipating doctor for treatment	16
Doctor left plan	15
Family Friend Recommendation	11
Waiver service plan request was denied	10
Not Applicable - Not Disenrolling from Another Plan	10
Someone other than those listed above recommendation	9
MCO has denied reduced my services	7
Receives bills for services	6
Out of plan services wanted	5
Dissatisfied with range or length of services - too limited	4
Location of doctors inconvenient	4
Moved Moving Out of Area	3
Mail Plan Change - No reason given	3
Dissatisfied with Doctor PCP	2
Pas agency does not accept current plan	2
Dissatisfied with pharmacy program provider	1
Dislikes Making Appointments	1
Dissatisfied with MCOs services marketing rep	1
Language Problem	1
Dissatisfied with dental program provider	1
<b>Grand Total</b>	<b>738</b>

# LIFE Enrollments

# LIFE Enrollments

LIFE Census July 2019 through November 2023



- As of November, the LIFE Program has 7,749 participants. Since statewide LIFE IEB implementation, the overall LIFE Program census had increased by 140 individuals (from May 2021 through April 2022) and 300 (from May 2022 through April 2023). During the 12 months prior to statewide implementation (May 2020 through April 2021), the program grew by 86 individuals. IEB referrals are directly attributable to a 7% increase in LIFE enrollments.

# LIFE Clinical Eligibility Redeterminations

- LIFE Providers are required to annually recertify the clinical eligibility of their participants using a form and instructions as issued by OLTL.
- These are reviewed and certified by OLTL's LIFE clinical team. Discrepancies are taken to OLTL's Medical Director for further review.
- The Federal Regulations allow the program to consider the participants' health status if they were to go 6 months without LIFE services.

# Unwinding and Redetermination

# MLTSS/LTSS Subcommittee Changes

# Questions?

