February 1, 2024 Long-Term Services and Supports (LTSS) Subcommittee Meeting Follow-Up Items
for the March 7, 2024 LTSS Subcommittee Meeting

From the February 1, 2024 meeting:

1. Related to Personal Assistance Services (PAS) Reduction, subcommittee member Matt Seeley questioned during the January 3, 2024, meeting, if the sample notice language on slide 10 of the UPMC presentation would be understood by Participants? Randy Nolen said that the language of the sample notice is being reviewed. An update will be provided at the March 7, 2024 LTSS meeting.

   Randy Nolen, Bureau Director of Integrated Services, responded that OLTL has reviewed the notice and will work with Legal to discuss changes to the notice to improve them. Staff will also discuss the language in the notices with the Managed Care Organizations (MCO).

2. Related to the Office of Long-Term Living (OLTL) Updates, audience member Pam Auer asked in CHAT who from the disability community sits on the Consumer Subcommittee of the Medical Assistance Advisory Committee (MAAC).

   Kirsten McKinney, Financial Representative with OLTL, responded that OLTL is still gathering data and will provide a response to the committee at a later date.

3. Related to Social Security Income (SSI) Supplement, audience member Susan Saxinger asked in CHAT will OLTL's priority of increasing support to Personal Care Homes (PCH) and Assisted Living Residences (ALR) serving SSI residents include an increase to the PCH boarding supplement portion of SSI? Juliet Marsala, Deputy Secretary of OLTL, responded that OLTL does not set the SSI supplement. We'll the bring it back to the bigger Department of Human Services (DHS) and certainly as an area, we've been having internal discussions on how to improve that supplemental process.

   Juliet Marsala, Deputy Secretary of OLTL, responded that internal discussions are still ongoing.

4. Related to Meeting Logistics, audience member Brenda DaRe asked if, after a presentation, rather than starting with people in the room, can the question and answer begin with people who might be having trouble participating traditionally in CHAT, so that more folks can participate in public comment?

   Kathy Cubit, LTSS Chair, responded that those running the meeting would work to ensure remote participants are included in an equal way during the public comment.

5. Related to Enrollment and the Enrollment Process, audience member Maria Guyette asked in CHAT if, in addition to the average for time and status, can Amy High also provide the median and the range of applications?

    Amy High, OLTL Section Chief of the Enrollment Unit, responded that the median and mode measurements will be added to the 2024 quarter 1 data for the subcommittee.

6. Related to Enrollment and the Enrollment Procedures, subcommittee member Pam Walz asked if the committee can be given the outcomes for the people who withdraw their appeals and whether they are only having a pre-hearing conference. If they are only having a pre-hearing conference, are they being convinced that they should withdraw because they can't succeed or because there's a new assessment taking place? Amy High stated that the IEB has noted that there is a system change and they are working on getting more details to those outcomes.

    Amy High responded that this information is not available through the Independent Enrollment Broker (IEB) currently. The IEB has reached out to the Bureau of Hearing and Appeals (BHA) to determine if this detail is available through data collected by BHA.

7. Related to Enrollment and Enrollment Procedures, subcommittee member Lloyd Wertz asked, in cases where the application denial was affected because of the lack of submission of data to the County Assistance Office (CAO), is the IEB aware of which of those cases were relevant to the Ex Parte processes that had to be reviewed based on the direction from CMS or are those numbers after the Ex Parte process has been completed. Amy High stated that she would have to get this information from OIM because any hearings related to that would be related to financial eligibility.

    Amy High responded that the IEB is still gathering data and will provide a response to the committee at a later date.

8. Related to Enrollment and Enrollment Procedures, regarding the number of applications per quarter and the number closed within various timeframes, subcommittee member Pam Waltz stated that if you look across the whole row for both of these categories, it's just consistent that there are about a third of the cases that are less in the complete. Say if a case came in, quarter 3 of 2021, and it was disposed of the next quarter, it would show up there. But the numbers should be about the same when you add them up in total even if the same cases don't show up in the same column per quarter. But if you look, you can see on average there are somewhere around 30,000 cases as a grand total and the number complete are averaging around 19 or 20. Amy High replied that she would take that back to the IEB to see if we can get it presented in a different way.

    Amy High responded that her team is reviewing the data with the IEB and will provide an update/clarification at the April LTSS meeting.

9. Related to Nursing Home Transition (NHT), audience member Lauren Alden asked in CHAT what is the extension length of time an NHT consumer can get? Amy High from the Office of Long-Term Living (OLTL) to follow up.

   Amy High responded that an application for an individual transitioning from a Nursing Facility (NF) to Home and Community-Based Services (HCBS) can remain open for 180 days. Also, if the discharge date is established after the application is closed a new application can be started at any time. Documentation from the previous application that remains current can also continue to be used.

10. Related to the CHC Unwinding Status Update, subcommittee Chair Kathy Cubit stated that it's striking how high the number of people living in nursing facilities whose cases are closed for procedural reasons is, particularly given that they are supposed to have support coordinators and nursing facility staff who should be helping with the renewal process. Kathy asked that Phil Stock comment on why these numbers are so high and why isn't the proper support being provided for people living in nursing homes to get their paperwork in. Phil Stock, Chief of the OLTL Metrics and Analytics Section, responded that he would take the question back.

    Phil Stock responded that OLTL is still gathering data and will provide a response to the committee at a later date.

    AmeriHealth Caritas (ACH)/Keystone First (KF) responded that the Service Coordination team is alerted of upcoming eligibility end dates through the enrollment file (834), which is then transferred to our internal systems. The Service Coordinators are then tasked with reaching out to their assigned participants, Power of Attorney (POA)/guardian, informal supports, and/or the facilities to discuss the end date. The Service Coordinators will provide education and support for submitting the required renewal documentation to the County Assistance Office as needed.

    UPMC responded that the UPMC Nursing Facility Service Coordinators (NFSC) manage a report provided by their internal eligibility team, which identifies all NFSC Participants whose eligibility will end within the next 60 days across all regions. The NFSCs utilize this report to outreach to facilities social workers and business office managers to review the lists and ensure ongoing progress through the eligibility process. While the business office at the facility leads the submission process with regard to the necessary forms, the NFSCs are available to provide support if needed. It is important to note that generally NFSCs and the plans do not have visibility as to the reasons for participants who lose their eligibility, or if there are unusually high disenrollment's due to procedural issues. Our activities are proactive to reduce any disruption in eligibility.

PA Health and Wellness (PHW) responded that to support NF participants to renew eligibility, PHW sends renewal data to the NF point of contact and partners in person to follow-up, monitor status and help to resolve barriers. PHW also sends a flyer to the POA between 45-60 days prior to renewal due date, we email and text the POA at 60, 45 and 30 days prior to eligibility renewal due date, we also make 3 call attempts at 60-days prior and again at 30-days prior. Service Coordinators (SC) assist participants by helping them to complete their redetermination packet and compile and submit their supporting paperwork in addition to conducting the comprehensive needs assessment.

If a PHW participant loses eligibility despite all the SC's attempts, they will help them to complete their assessment and redetermination packet during the 90-day reconsideration period which if successful would result in retroactive reinstatement. If a participant loses eligibility and it is not due to procedural reasons, they will help the participant to file for an appeal by reminding them how to do so. They will also provide a "warm handoff" in terms of connecting them to additional service options such as Act 150, Options Care Management, Pennie to explore marketplace products and linkages to additional community and social supports. At this phase PHW also mails an education flyer accompanied by an email and text to inform the participant of Pennies services to identify other coverage options.

11. Related to the CHC Unwinding Status Update, audience member Amy Lowenstein noted in CHAT that the numbers reflect how many people were still terminated 90 days after their renewal was due. So the numbers do not capture someone who, for example, is procedurally terminated, loses eligibility for a month or two, but is able to reenroll through the reconsideration process. Do OLTL or the MCOs have figures on how many people were procedurally terminated as the initial outcome of their renewal? The data showing 90 days after, but what was the initial determination, whether someone was procedurally terminated. What's the data behind those numbers at that point?

    Phil Stock responded that, yes, OLTL receives two files from the Office of Income Maintenance (OIM) on a monthly basis. The presentation presented during the February LTSS meeting was based on a status roughly 90-day following renewal date, but they also receive a more timely file. Phil Stock is looking at the available data and will update the Subcommittee at a future date.

12. Related to the CHC Unwinding Status Update, subcommittee member Pam Walz asked if it is possible to start getting the data on the outcomes of the functional renewals that take place as well as the numbers of people found Nursing Facility Ineligible (NFI), Nursing Facility Clinically Eligible (NFCE), and the outcomes of those appeals and new assessments that are often being done as a stipulated settlement of the appeals? Juliet Marsala stated that she will take that back and evaluate the process of how that data could be possible. Phil Stock to follow up.

> **Phil Stock responded that OLTL is still gathering data and will provide a response to the committee at a later date.**

13. Related to the CHC Unwinding Status Update, audience member Amy Lowenstein asked in CHAT if OLTL or the MCOs have figures on how many people were procedurally terminated as the initial outcome of their renewal and what does the number and percent of those that remained Medicaid (MA) eligible in other MA mean for someone who is in a nursing facility or HCBS? If they are in another category, doesn't that mean they were also terminated from waiver coverage? Phil Stock to follow up.

    > **Phil Stock responded that the number and percent of those which remained MA eligible in other MA indicates the participant left the CHC program. Therefore, if they were CHC- NF or CHC- HCBS they would no longer be in those population groups. It's important to note the reporting is point in time and records may have updated after the report run date.**

14. Related to LTSS Meeting Logistics, subcommittee chair Kathy Cubit asked if the Logistics presentation can be posted in a more prominent place on the LTSS website. Latoya Maddox also added that, if this information is uploaded to the LTSS website, it will need to be in an accessible format for people who are deaf, blind, or hard of hearing, for example, to include a narrator talking with an American Sign Language (ASL) interpreter in the box so people can see and understand what is going on. Jermayn Glover to follow up.

    > **Jermayn Glover, Division Director of Communications Management with OLTL, responded that OLTL will have the meeting logistics slides posted on the LTSS website. An accessibility check was completed, and an accessible PDF will be available for screen readers.**