

2023 Home and Community-Based Services (HCBS) Community Assessment of Healthcare Providers and Systems (CAHPS)

Long-Term Services and Supports Subcommittee meeting

March 7, 2024

Presented by: Heather Mosley, Program Manager II



Success and Areas for Improvements

Improvement from previous year ▲



Staff are Reliable and Helpful

1.2% Increase from 2022



Choosing the Services that Matter to You

1.5% Increase from 2022



Transportation to Medical Appointments

0.7% Increase from 2022



Aware of Housing Rights and How to get Information for Preventing Eviction/Foreclosure

3.4% Increase from 2022



Planning Your Time and Activities

0.3% Increase from 2022

Success and Areas for Improvements

Improvement from previous year ▲



Rate you Dental Care

5.9% Increase from 2022



Mental Health Treatment

6.5% Increase from 2022



Knowledge on Supplemental Nutrition Assistance Program (SNAP) Benefits to Help Buy Food (Yes)

1.8% Increase from 2022

2023 HCBS CAHPS Survey Areas for Improvement Plan



**SURVEY
CATEGORY**



**AREA TO
IMPROVE**



KEY INITIATIVES

**Staff are Reliable and
Helpful**

Gaps in Care

Service Coordinators (SC) reach out to identify gaps in care for Personal Assistance Services (PAS) to ensure back up & emergency plans.

Satisfaction with Care Attendant

Tracking & trending responses to Member Contact Assessment for "How satisfied are you with your Personal Care Attendant?" per vendor to identify opportunities for improvement. Working together with Provider Relations.

2023 HCBS CAHPS Survey Areas for Improvement Plan

 SURVEY
CATEGORY

 AREA TO
IMPROVE

 KEY INITIATIVES

Services that Matter to You/Person-Centered Service Plan (PCSP) included all the Things Important to You

Available Services

We began a Vendor Spotlight series once per month. This gives an in-depth overview of a waiver service and what specific vendors have to offer. This also includes specific needs and barriers each service can address

Services that Matter to You

Available Services

Pennsylvania Health and Wellness (PHW) authorization team will task Program Coordination (PC) support group queues when a provider is placed, and authorization is updated. The PC support team will be updating finalized PCSP and mailing same day.

2023 HCBS CAHPS Survey Areas for Improvement Plan



**SURVEY
CATEGORY**



**AREA TO
IMPROVE**



KEY INITIATIVES

**Transportation to
Medical Appointments**

Complaints

Track and trend medical transportation complaints. Customer Service agent creates email with complaint and submits to the Transportation Mailbox. Members of the Transportation Mailbox work complaints through Medical Transportation Management (MTM) or Medical Assistance Transportation Program (MATP).

Turnaround Time

Conduct bi-weekly meetings with MTM to review service standards, ensure network coverage for each zone, and discuss actions that occurred for missed trips.

2023 HCBS CAHPS Survey Areas for Improvement Plan



SURVEY CATEGORY



AREA TO IMPROVE



KEY INITIATIVES

Improve Participants Awareness of Housing Services

Increase the SC team's **awareness of housing related information**, including the use of PHW's standardized assessment tool to identify the housing needs of the Participant

Continue to provide Service Coordinator Entities (SCEs) training regarding housing and housing related services.

Planning Your Time and Activities

Specificity in the participants Care Plans has been developed to ensure the Participants are comfortable that the SC is assisting with planning their time and activities

We have implemented the use of the Plan of Care within HHA Exchange. This documents details Participants' preferences and needs, special circumstances, and participant specific requests. This can only be viewed by authorized providers. SCs maintain to keep them up to date if changes occur.

2023 HCBS CAHPS Survey Areas for Improvement Plan



**SURVEY
CATEGORY**



**AREA TO
IMPROVE**



KEY INITIATIVES

Participants Dental Care and Services Rating of Dental Care

Creating questions in Member Contact Assessment (MCA) to ensure SCs are reviewing Dental Care/appointments with participants.

Educate SCs on PHW dental benefits to increase awareness and how to locate providers in the participants' area.

SCs to distribute dental kits to participants with face-to-face encounters.

Update Dental Resource List

2023 HCBS CAHPS Survey Areas for Improvement Plan



SURVEY
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AREA TO
IMPROVE



KEY INITIATIVES

Mental Health Treatment

Ability to schedule a Mental Health appointment **as soon as needed**

Ongoing communication with Behavioral Health (BH) –Managed Care Organizations (MCOs) regarding mental health appointment availability trends.

BH Coordinator conducting detailed mental health provider searches and coordination of setting appointments.

BH Coordinator assistance with setting up transportation services to mental health appointments.

Advising participants to request to be placed on the provider cancelation list when a timely appointment is unavailable.

2023 HCBS CAHPS Survey Areas for Improvement Plan



SURVEY
CATEGORY



AREA TO
IMPROVE



KEY INITIATIVES

Increase participants' awareness of SNAP Benefit

Improve the **identification of Participants** who are eligible for the SNAP benefits and strengthen outreach to raise awareness

Regular outreach encounters and redetermination is done on SNAP and eligibility benefits; assess for need with quarterly contact.

Questions have been added to the MCA to ensure SCs are reviewing SNAP benefits with participants.

Regular outreach to Dual Special Needs Plan (D-SNPs) participants that have been identified as not having SNAP.

Added SNAP benefits to Care Gap Closure Value Based Purchasing (VBP) with an added incentive to address with participants.

Q&A