

# 2023 Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Areas for Improvement Plans

Long-Term Services and Supports (LTSS) Subcommittee Meeting

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# Areas of Improvement Identified Based on 2023 HCBS CAHPS Survey Results



- Staff Are Reliable and Helpful
- Choosing the Services That Matter to You
- Person-Centered Service Plan (PCSP) Included All the Things Important to You
- Planning Your Time and Activities
- Transportation to Medical Appointments
- Aware of Housing Rights and How To Get Information For Preventing Eviction/Foreclosure
- Rating of Dental Care
- Mental Health Treatment – Ability To Get an Appointment for Counseling or Mental Health Treatment As Soon As You Needed
- Participants’ Knowledge on How To Apply for Supplemental Nutrition Assistance Program (SNAP) Benefits To Help Buy Food

# Areas of Improvement – Staff are Reliable and Helpful & Choosing Services that Matter to You



Areas of Improvement Identified	Improvement Actions
<b>Staff are Reliable and Helpful</b>	<ul style="list-style-type: none"><li>● Track and trend data from the following sources to identify providers or areas in need of remediation.<ul style="list-style-type: none"><li>○ Plan of Care (POC) Participant Experience Survey,</li><li>○ Complaints related to Personal Assistance Services (PAS),</li><li>○ Missed Shifts Report,</li><li>○ HCBS CAHPS data related to recommendation and rating of Service Coordinator, and</li><li>○ HCBS CAHPS data related to Recommendation and Rating of Personal Assistance and Cognitive Rehabilitation Staff</li></ul></li></ul>

# Areas of Improvement – Choosing Services That Matter to You, PCSP Included All Things Important to You, and Planning Your Time and Activities



Areas of Improvement Identified	Improvement Actions
<p><b>Choosing Services That Matter to You</b></p> <p><b>PCSP Includes All Things Important to You</b></p> <p><b>Planning Your Time and Activities</b></p>	<ul style="list-style-type: none"><li>• Train Service Coordinators to use findhelp.org and share information by way of newsletters, plan websites, applications.</li><li>• Program Mobile Wellness &amp; Opportunity Centers to bring health education and community resources to Participants in rural zones/communities.</li><li>• Explore the possibility of distributing the All About Me magnet to new Participants in 2024. This magnet addresses what services matter to the Participant, how they like to spend their free time and how they want to be more active in the community.</li><li>• Collect Participant Experience Data from the POC.</li><li>• Incorporate LTSS benefits video to Participant website.</li><li>• Provide enhanced training for Service Coordinator staff to ask Participants if they wish to create goals for areas triggered (i.e., housing, food insecurity, activities of daily living) and offer choice of services from their LTSS benefits that matter to the Participant.</li></ul>

# Areas of Improvement – Transportation and Housing Rights

Areas of Improvement Identified	Improvement Actions
<b>Transportation to Medical Appointments</b>	<ul style="list-style-type: none"><li>• The updated transportation resources grid equips Service Coordinators with information to determine where transportation resources exist in Pennsylvania and how a Participant would access/tap into those resources.</li></ul>
<b>Awareness of Housing Rights, Including Preventing Eviction and Foreclosure</b>	<ul style="list-style-type: none"><li>• Housing staff rounds.</li><li>• Increased the number of Housing Coordinators to further support Participants with housing insecurities and provide coordination with housing resources.</li><li>• Frequently Asked Questions (FAQs) developed to assist Service Coordinators in answering Participants' commonly-asked questions.</li></ul>

# Areas of Improvement – Satisfaction with Dental Care and Mental Health Treatment



Areas of Improvement Identified	Improvement Actions
<b>Rating of Dental Care</b>	<ul style="list-style-type: none"><li>• Digital interactive campaign notifying Participants of the need for an annual dental visit and offering resources through the Plan’s Participant website.</li><li>• Review of utilization data to identify Participants who did not complete an annual dental visit. We will provide outreach to encourage Participants to schedule and complete their annual dental visit.</li><li>• Identify Participants that inappropriately utilize the Emergency Department for dental issues. Educate and direct the Participant to appropriate dental provider.</li><li>• Analysis of Complaints and Grievances data related to dental services to identify providers in need of remediation.</li><li>• Explore the possibility of offering mobile dental events in the areas where there are the most gaps for an annual dental visit.</li></ul>

# Areas of Improvement – Satisfaction with Dental Care and Mental Health Treatment



Areas of Improvement Identified	Improvement Actions
<b>Ability to Get an Appointment for Counseling or Mental Health Treatment as Soon as You Needed</b>	<ul style="list-style-type: none"><li>• The Community HealthChoices (CHC) Managed Care Organizations (MCOs) and Behavioral Health (BH) Managed Care Organizations (MCOs) meet quarterly to discuss cases during the CHC Statewide Behavioral Health Partnership Meeting.</li><li>• Encourage Participants to consider virtual appointments to secure appointments sooner.</li><li>• Encourage Participants to get on the cancellation waiting lists.</li></ul>

# Area of Improvement – SNAP Benefits

Areas of Improvement Identified	Improvement Actions
<b>Knowledge on how to apply for SNAP benefits to help buy food</b>	<ul style="list-style-type: none"><li>• Contracted with Benefits Data Trust (BDT) who matches Participants to state SNAP enrollment lists and conducts outreach to Participants whose households are eligible for but not enrolled in SNAP. BDT estimates that this project will screen between 1,500 and 2,200 AmeriHealth Caritas Pennsylvania CHC/Keystone First CHC Participants for multiple benefit programs, ultimately submitting approximately between 900 and 1,300 benefit applications on behalf of members in 2024.</li><li>• SNAP video on the Plan’s Participant website is being updated. The video will provide an explanation of SNAP benefits.</li><li>• Educated Participant Advisory Committee members on SNAP benefits.</li></ul>



Thank You .. any questions?

