

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

May 8, 2024

Presented by: Heather Mosley



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.

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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.

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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.

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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 Home Health Agency (HHA) eXchange. This document 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.

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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.

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KEY INITIATIVES

Increase participants' awareness of Supplemental Nutrition Assistance Program (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 Member Contact Assessment (MCA) to ensure SCs are reviewing SNAP benefits with participants.

Regular outreach to Dual Special Needs Plans (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.

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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.

SCs were educated in quarter 1 on the Provider Search feature on the PHW website. SCs will be trained on dental benefits.

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

Update Dental Resource List

Dental Areas of Focus for PHW

- Dental Committee has been formed.
- Quarterly review will be completed of claims data showing participants getting annual dental exams.
- Dental education will be reviewed with SCs.

Q&A