



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

UPMC Community HealthChoices (CHC)
Presented By: Jamie Kennedy

Areas of Improvement

2023 Rate

State Average

UPMC Planned Strategies

UPMC continues to utilize the strategies from the 2021, 2022, and 2023 Action Plans. We meet regularly to create or modify interventions as needed for the areas identified internally or by the Office of Long-Term Living. Service Coordinators (SCs) will continue to receive education and reminders for all identified areas.

Choosing the services that matter to you

82%

81%

- SCs work with participants to resolve Person-Centered Service Plan (PCSP) gaps during monitoring calls and during care planning.

PCSP Included all things important to you

67%

66%

- SCs educated to review full menu of services available based upon assessed need, including services to support community, employment, adult day, and other options beyond just personal assistance services (PAS). SCs also ask if PCSP includes all things important to them.

Staff listen and communicate well / Staff are reliable & helpful

87%

87%

86%

85%

- SCs ask about paid caregiver/ PAS worker behavior and reliability with participants during monitoring calls
- Education provided annually to the PAS providers on expectations for staff behavior & how to onboard and train staff to better meet participant needs

Planning Time and Activities and choosing services that matter
Strategy: New Community Connections Pilot kicks off in 2024!

Areas of Improvement

2023 Rate

State Average

UPMC Planned Strategies

UPMC regularly assesses internal strategies that impact participants. UPMC invests in specialty teams who have subject matter expertise in transportation, housing, employment, abuse/neglect prevention, and nursing facility quality of care and transitions.

Transportation to Medical Appointments

80%

79%

- When issues arise, a UPMC representative contacts the transportation provider for each reported incident to understand and address the root cause of the issue.
- UPMC continues to provide rides that Medical Assistance Transportation Program (MATP) denies.

Know how to apply for the Supplemental Nutrition Assistance Program (SNAP)

82%

84%

- CHC Newsletter article to educate participants on the SNAP resource
- UPMC team assist with applications when processing Medicaid renewals
- New education focus is on ensuring participant knowledge/understanding

Rating of Dental Care (9, 10)

57%

61%

- CHC dental workgroup meets bi-monthly since 2021 to discuss Dental services and benefits, complaints, and denials.
- UPMC Care Managers assist participants to locate dental providers that speak the participant's language and are accessible for participants with physical disabilities

UPMC for Life Resources on the Web



- Events for UPMC for Life members
- Plan Highlights
- UPMC for Life Flex Spend Card
- Managing and Preventing Diabetes
- Behavioral Health Resources**
- Caring for Life Newsletter

UPMC Behavioral Health (BH) Resources

- Virtual BH added to *UPMC AnywhereCare*
- BH Concierge service
- *RxWell* App
- *New Community Connections Pilot*

Regarding past BH questions. CHC does not manage Medicare or Medicaid BH providers. UPMC works with the BH-Managed Care Organizations (MCOs) and other Dual-Special Need Plans (D-SNPs) on initiatives to address wait list issues. Medicare Fee For Service (FFS) is the biggest primary payor for our dual population. In the past year, the use of telehealth has increased and CHC participants rarely report to us or the BH-MCOs any waitlist issues or delays. UPMC has a higher-than-average participant use of specialized BH services.



Housing Assistance Strategies

Aware of Housing Rights and How to get Info to Prevent Eviction UPMC 74% State Average 75%

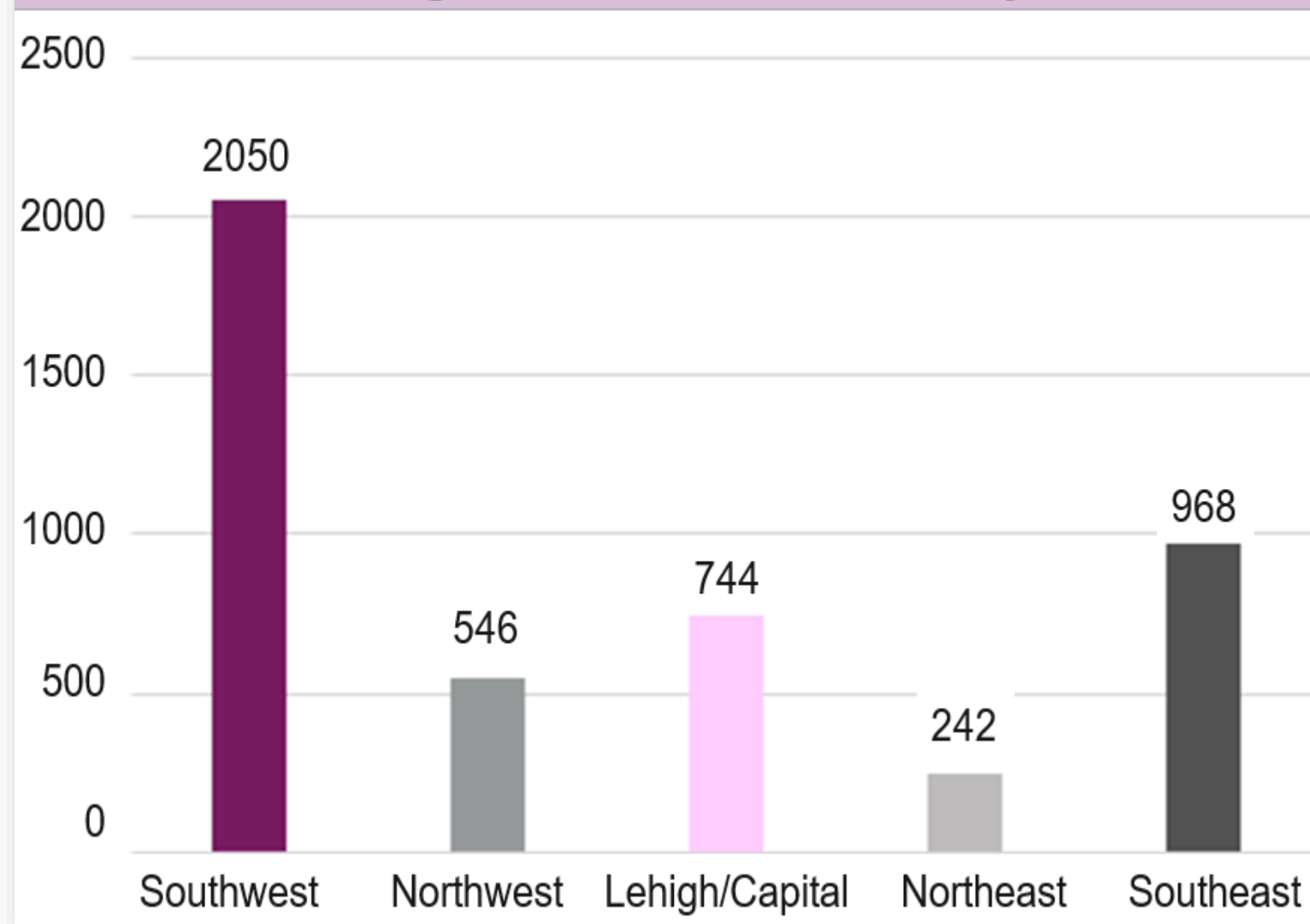
A housing need may be identified through:

- Annual International Resident Assessment Instrument (InterRAI) Assessment
- Regular SC Check-ins
- Calls into the SC Call Center
- Critical Incident Reports
- Housing instability reported at hospital

SC completes a housing assessment to Housing Strategy Team, who will:

- Triage based on urgency and need
- Send housing resources and information back to SC including:
 - Housing search assistance
 - Eviction Prevention
 - Landlord-Tenant law
 - Fair housing information
 - Homeless services
 - Home repair resources
 - Legal aid referrals
 - Alternative housing options

Internal Housing Assessment Referrals by CHC Zone





Bringing Mobility and Accessibility to Underserved Populations

The Pulsewrx unique Lifeline Wireless Program and Affordable Connectivity Program offering gives eligible recipients a free smartphone and comprehensive plan that enables long-term connectivity with family & friends, health care, access to governmental resources, and more.

- All eligible participants receive a new Android smartphone.
- Unlimited minutes to connect.
- Send and receive unlimited text messages each month.
- Data amount varies by state and may be impacted by the government funding for the connectivity program.

UPMC | ANYWHERE
CARE



Questions?