



Office of Long-Term Living (OLTL) Updates

Long-Term Services and Supports (LTSS) Subcommittee Meeting

August 7, 2024

Presenter: Randy Nolen, Bureau Director OLTL

OLTL Updates

- OLTL Updates
 - Procurement Updates
 - Managed Care Quality
 - Hospital Closures and Mergers
 - Community HealthChoices (CHC) Transportation Summit
 - Recent OLTL Communications
 - HCBS Rate and Wage Study Survey ListServ

OLTL Procurement Updates

- Procurement Updates
 - CHC Request for Application (RFA)
 - Was posted to e-Marketplace on January 30, 2024.
 - **All questions regarding the RFA and its contents should be directed to Procurement via the resource account RA-pwrfaqquestions@pa.gov.**
 - There are no updates on the following that can be shared at this time.
 - Agency with Choice (AWC)

OLTL Updates: Managed Care Quality

- The Department of Human Services (DHS) has identified the need for sub-regulatory guidance on many of the items in the Centers for Medicare and Medicaid Services (CMS) Final Rule to fully develop an approach to compliance.
 - Many states have identified this need.
- OLTL is collaborating with the other program offices (Office of Medical Assistance Programs and Office of Mental Health and Substance Abuse Services) to coordinate on the requirements in the rule that apply to all three managed care programs.

▶ OLTL Updates: Managed Care Quality cont.

- Access-States are required to monitor against appointment wait times of 15 business days for adult and pediatric routine primary care and Obstetrics and Gynecology (OB/GYN) services and **10 business days for adult and pediatric outpatient mental health and substance abuse disorder services.**
 - Specific to the item of interest, in the final rule, CMS has indicated that compliance would be based off the secret shopper requirements in the rule.
- States are required to **use an independent entity to conduct annual secret shopper surveys** to validate plans' compliance with appointment wait time standards and the accuracy of provider directories to identify errors and providers that do not offer appointments within the required timeframes.
- Compliance will be based on secret shopper results demonstrating plans meeting these standards at least 90% of the time.

▶ OLTL Updates: Hospital Closures and Mergers

- OLTL has not received any direct issues from participants but understands there is always concern when a hospital closes.
- OLTL will continue to monitor network adequacy with the CHC-Managed Care Organizations (MCOs).

▶ OLTL Updates: CHC Transportation Summit

- OLTL received approval to purchase a ZOOM license with an effective date of 7/1/2024.
- The Summit has been scheduled for September 17, 2024, 9:00 a.m. – 12:00 p.m.
- A Listserv will be released with additional details on the date and time, and how to register for the webinar.

Recent OLTL Communications

- Recent OLTL Communications
 - 1115 Program Administrator Request for Information (RFI)
 - The DHS has released a new [Request for Information \(RFI\)](#) to assist in determining possible implementation needs for the Commonwealth's proposed 1115 Demonstration Waiver titled, [Bridges to Success: Keystones of Health for Pennsylvania](#).
 - This RFI will help inform a potential scope of work for private, public, and non-profit organizations that could serve in the future as a Program Administrator for the program.
 - Responses to the **RFI are due August 19, 2024, by 12:00 pm.**

Recent OLTL Communications (cont.)

- Recent OLTL Communications
 - 2024 Pre-Administration of the Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS)® Survey
 - OLTL is calling on the Service Coordinators to start having conversations with the HCBS participants to provide an introduction and encourage participation in the upcoming administration of the HCBS CAHPS Survey.
 - The HCBS CAHPS Survey will be administered from **August 1, 2024 – October 31, 2024.**
 - Someone from Press Ganey may call participants to set up a time to talk. Participants may also call Press Ganey toll free at **1-800-588-1659 (TTY: 711)** if they would like to take the 30-minute survey.

▶ HCBS Rate and Wage Study Survey ListServ

- HCBS Rate and Wage Study Survey – Due August 23, 2024
 - The Office of Long-Term Living (OLTL), with the support from Mercer Government Human Services Consulting (Mercer), part of Mercer Health & Benefits LLC, is conducting a rate study survey for the following Home and Community-Bases Services (HCBS):
 - Adult Day
 - Structured Day Habilitation
 - Employment and Training
 - Personal Assistance (Agency)
 - Personal Assistance (Participant Directed)
 - Residential Habilitation
 - Please complete the survey for the Calendar Year (CY) 2023, which spans from January 1, 2023, through December 31, 2023, unless it is otherwise specified. Please submit the survey by Friday, August 23, 2024.

▶ HCBS Rate and Wage Study Survey ListServ (cont.)

- Please review the attached survey questions before starting the survey. This survey tool does not allow individuals to go back to answer questions. Please have all your agency information such as wages, employee information, and financial statements readily available. This will help you to submit accurate information when answering questions.
- HCBS providers can access the [survey](https://questionpro.com/t/AMWLYZ3XzC) at: <https://questionpro.com/t/AMWLYZ3XzC>
- OLTL and Mercer appreciate your time and this valuable feedback. If you have any questions or need assistance, please reach out via email to [_OLTLHCBSRateStudy@mercer.com](mailto:OLTLHCBSRateStudy@mercer.com).



HCBS Rate Study
Survey

Questions?

