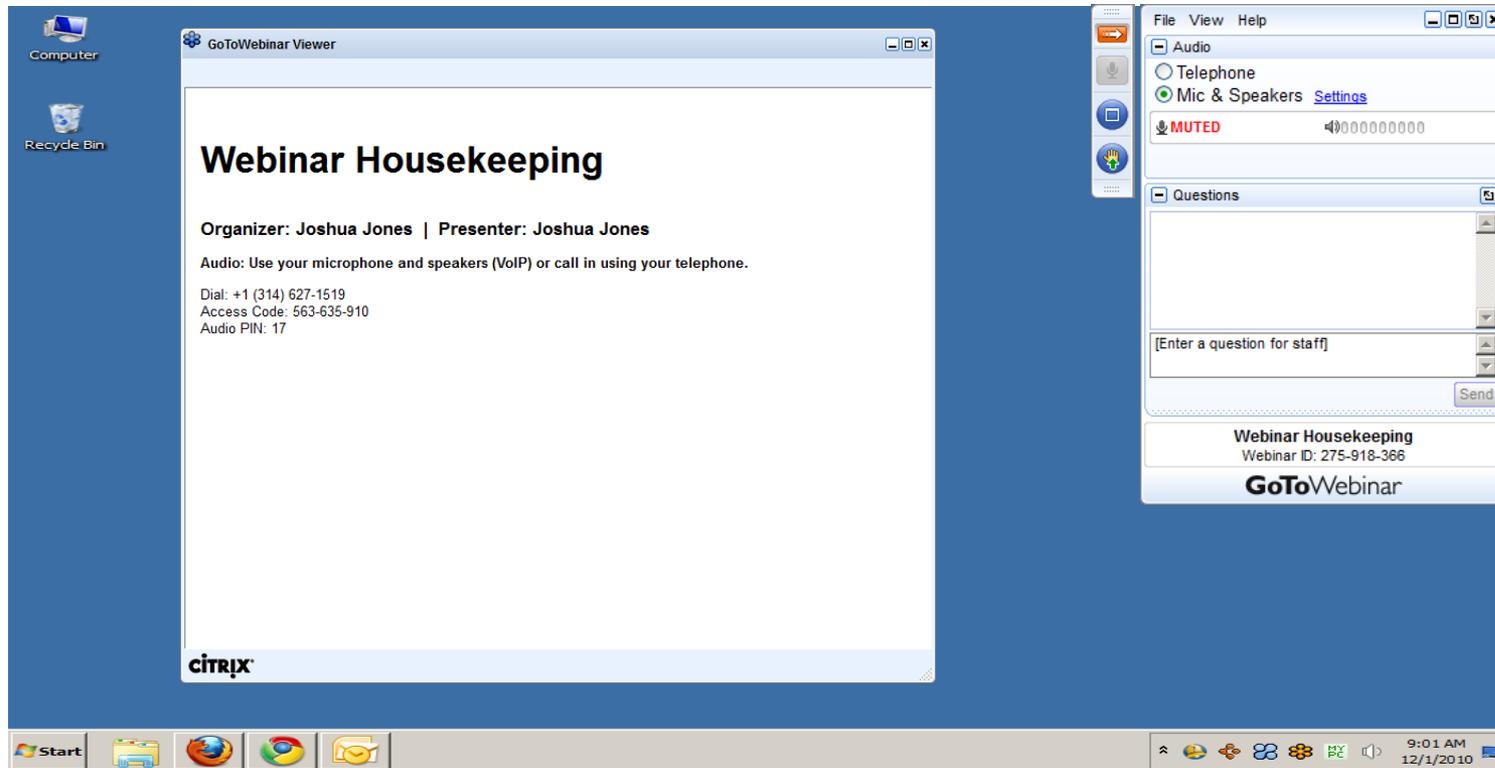


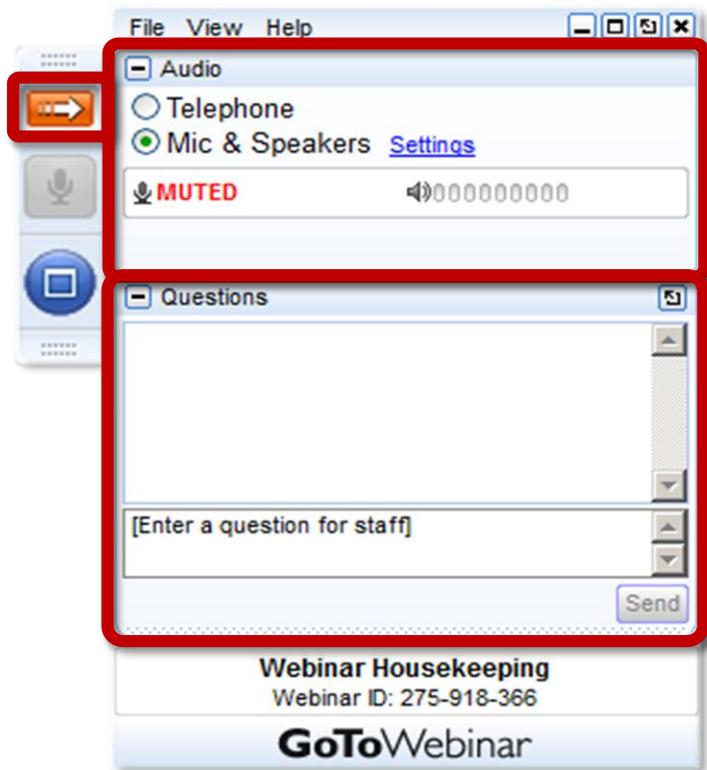
# Welcome to the Third Thursday MLTSS Webinar

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## Third Thursday Webinar

Jennifer Burnett, Deputy Secretary

Kevin Hancock, Chief of Staff

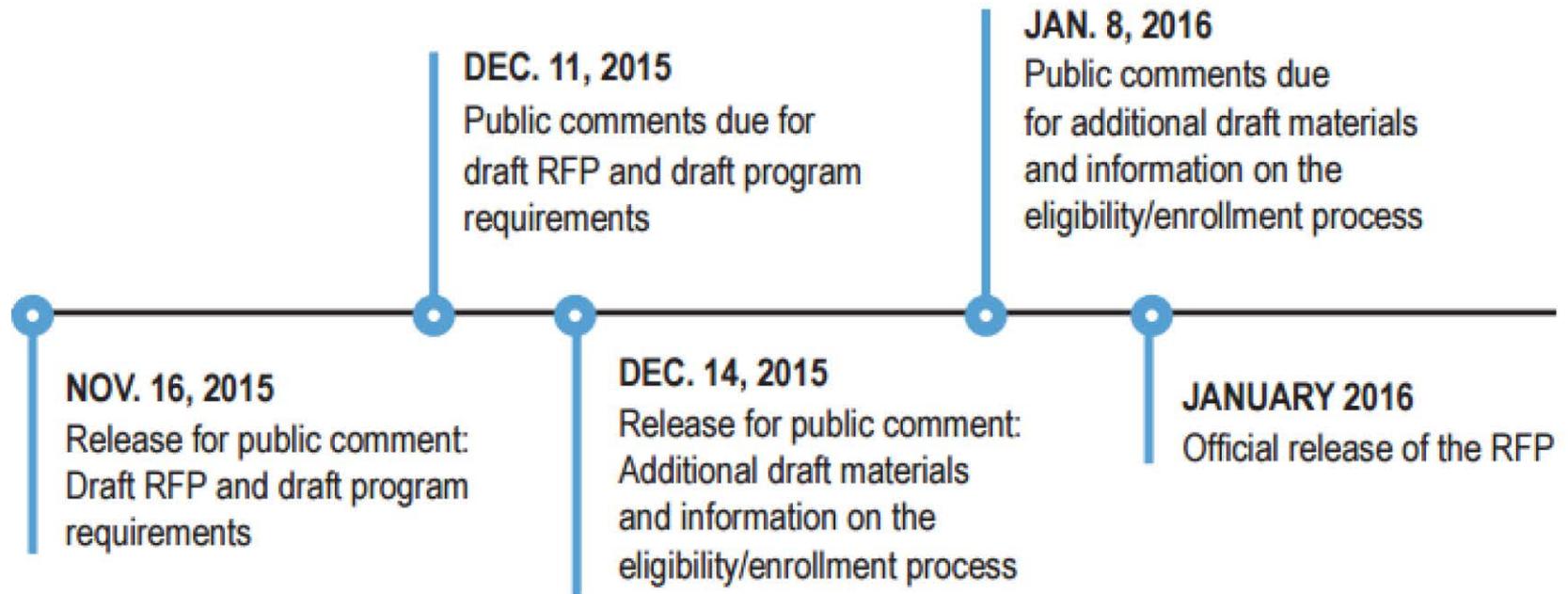
PA Office of Long Term Living, DHS

*November 19, 2015*

# Agenda

- CHC Update
- Concept Paper Comments
- Participant Experience in Other States
  - Gary Sullivan
  - Tennessee

# Draft Procurement Timeline



# November 4<sup>th</sup> and 5<sup>th</sup>

- MCO and Stakeholder Meet and Greet
  - Broken out into six specific sessions
    - MCO specific Education
    - Home and Community- Based Service Providers
    - Current Participants
    - Area Agencies on Aging
    - Service Coordination Entities
    - Nursing Facilities



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Tom Wolf, Governor | Ted Dallas, Secretary

Apply for Benefits

Newsroom

Data



Active Alerts:

1. The PROMISE™ System will be unavailable from 6PM Friday, 11/20/15 until approximately noon, Sunday, 11/22/15. During this time the PROMISE™ Provider Portal, LIHEAP, MAPIR, ePEAP and both claim and eligibility interactive transactions will be unavailable. If you need assistance or information about submitting self-service recipient eligibility (EVS) requests, please visit our Automated Voice Response System page. Pharmacy providers, if needed, up to a five day supply can be billed for covered medications.

Top Issues

HealthChoices

Community HealthChoices

KeepKidsSafe.pa.gov

LIHEAP - Energy Assistance

Priorities

Increase Access to High-Quality Services

Serve More People in the Community

Focus on Employment

Improve Customer Service

Modernize Program Integrity

Most Viewed

Application for Benefits

PA Child Abuse History Clearance(CY-113)

Bulletin Search

County Assistance Offices

MA Fee Schedule

# Concept Paper Comments

- Comment period on the Concept Paper closed on Friday, October 16
- Over 1,500 comments from nearly 250 commenters
  - Enhance participant protections and grievance and appeals process specifics
  - Concerns with provider contracting and credentialing details with MCOs
  - Include services for the deaf/blind population
  - Incorporate provider standards as part of the RFP and draft agreement

## 25% Service Plan Reduction

- “The requirement for the state to approve any person centered service plan that proposes a reduction in any one service by 25% should be modified to review any plan that proposes a reduction in any one service by 10%. The larger percentage is a significant decrease that can result in significant impairment and poor health outcomes. The threshold percentage should be reduced”

# Continuum of Housing Options

- “To support the Administration’s rebalancing goals; the CHC service package should include services provided to consumers in assisted living facilities and personal care homes. Such services are essential if the CHC program is to address the barrier of adequate community-based alternatives to nursing home care and accomplish its rebalancing goals.”

# Community Education Campaign

- “...launch a major education campaign that enlists all community partners in efforts to actively inform consumers, their families and caregivers, providers, and other stakeholders, about the move to an managed care environment for LTSS”

# Participant Direction Language

- “There is often confusion regarding the various entities that support a self-directing participant. In some states this lack of clarity is due to the lack of specificity in state contracts with MCEs (or absence of policy and procedure manuals) regarding participant direction, participant directed services, and necessary supportive services such as the Financial Management Service (FMS).”

# Draft RFP Released for Public Comment

- “DHS should release the Community HealthChoices RFP before the bidding is opened to allow for meaningful stakeholder input on the MCO contracts before it is too late to make changes to the program.”

## Expand HCBS service menu

- “Enhance the current menu of home and community-based services (HCBS) to include extermination, interpreter services, and a robust portfolio of housing services to include assistive devices, home adaptations, and alternate, service-intensive living options (e.g. assisted living, Personal Care Boarding Homes)”

## Resource Information

- Community HealthChoices Website:  
<http://www.dhs.pa.gov/citizens/communityhealthchoices/index.htm#.VkyJ23arRhF>
- MLTSS SubMAAC webpage link:  
<http://www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/index.htm#.VkyKANarRhE>
- Register for a ListServ to stay up to date:  
<http://listserv.dpw.state.pa.us/>
- Email Comments to: [RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)

## *Questions or Comments?*

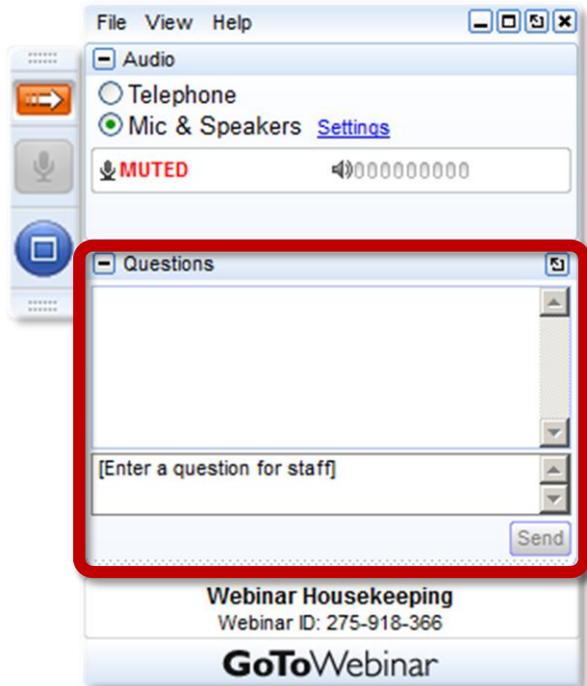
*Submit further questions or comments via email to:*

[RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)

# Q and A with Gary Sullivan



# GoToWebinar Housekeeping: time for questions



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