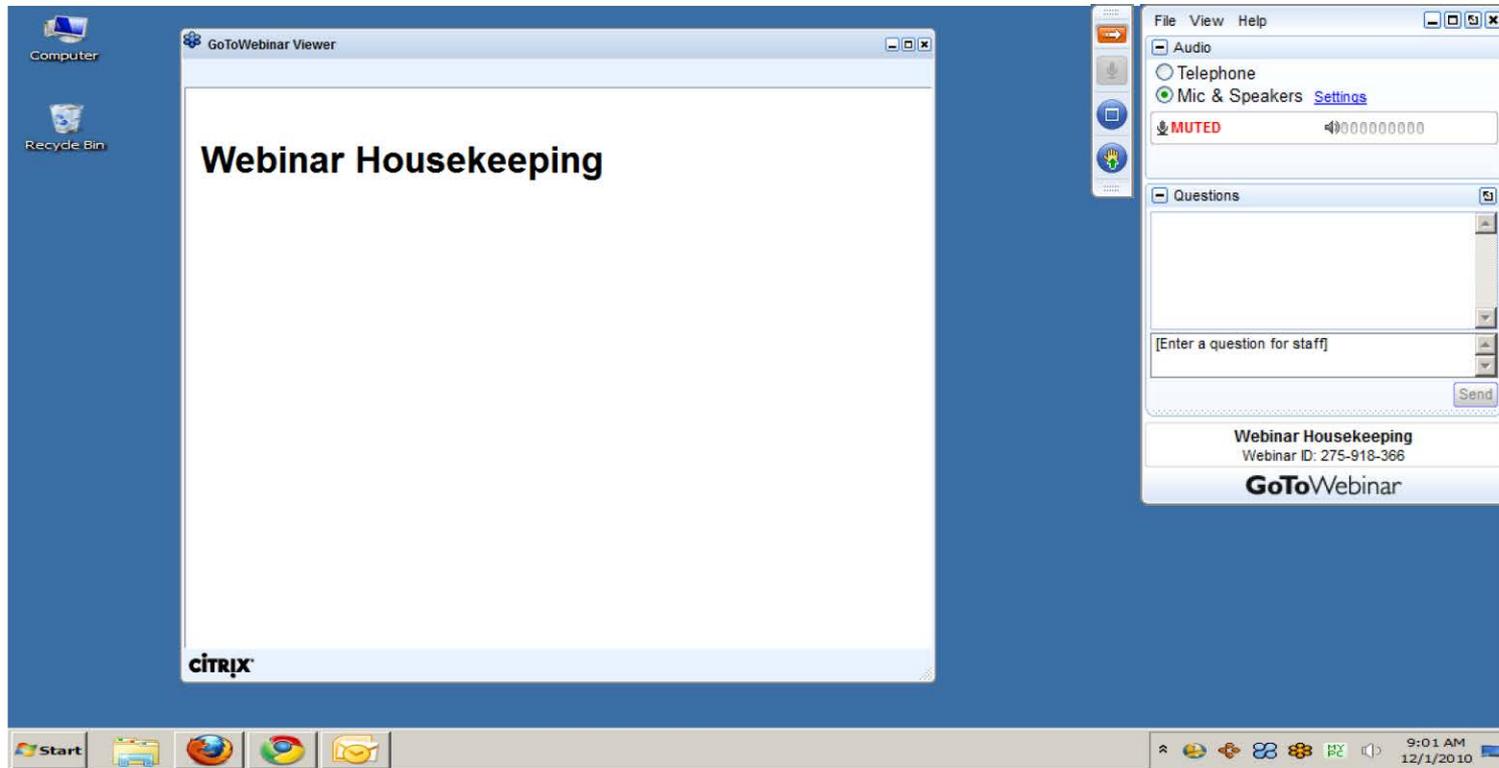


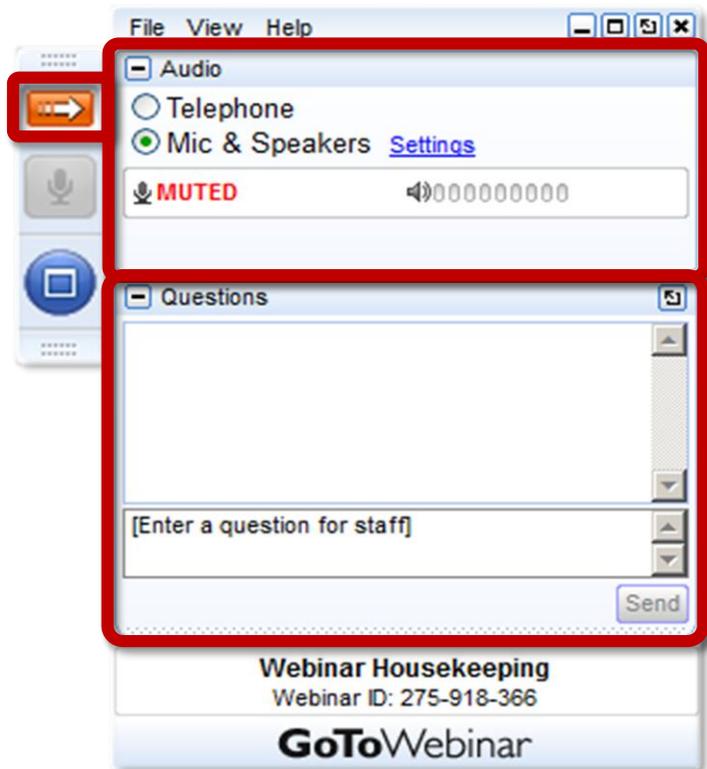
# Welcome to the Third Thursday MLTSS Webinar

- Communication Access Real-time Transcription (CART) is available by clicking here:
- <https://archivereporting.1capapp.com>
- Username/password: OLL

# GoToWebinar Housekeeping: What Attendees See



# GoToWebinar Housekeeping: Attendee Participation



## Your Participation

Open and close your control panel

Join audio:

- Choose **Mic & Speakers** to use VoIP
- Choose **Telephone** and dial using the information provided

Submit questions and comments via the Questions panel

**Note:** Today's presentation is being recorded and will be available on our website.



Third Thursday Webinar  
CHC Update

July 21, 2016



# Agenda

- Updated Timeline
- DHS Priorities through Implementation
- Communications
- DHS Housing Plan

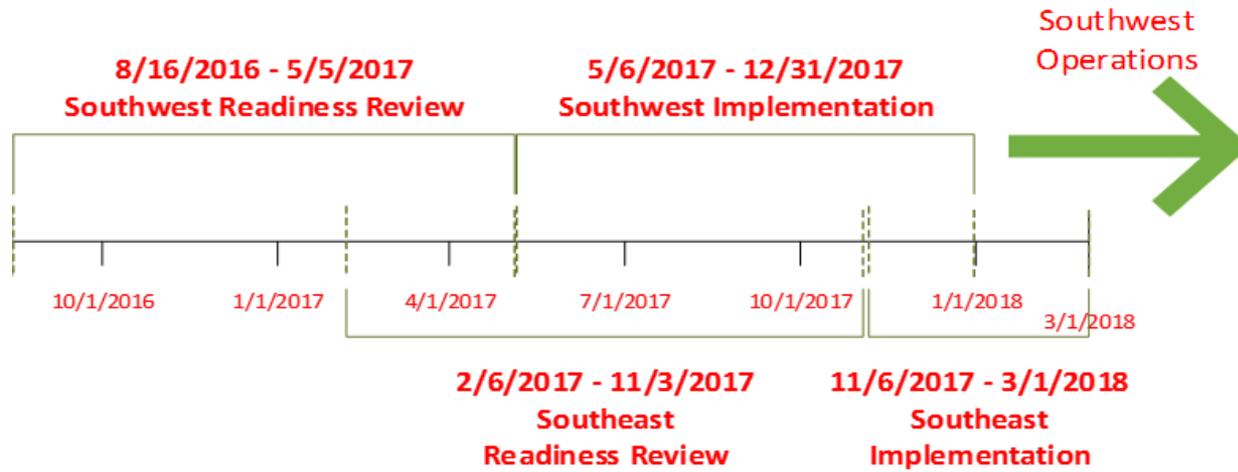
# CHC Procurement Status



## Phase:

- **Procurement and Plan Selection:** Draft, Publish, and Score RFP Proposals and negotiate Plan Contracts

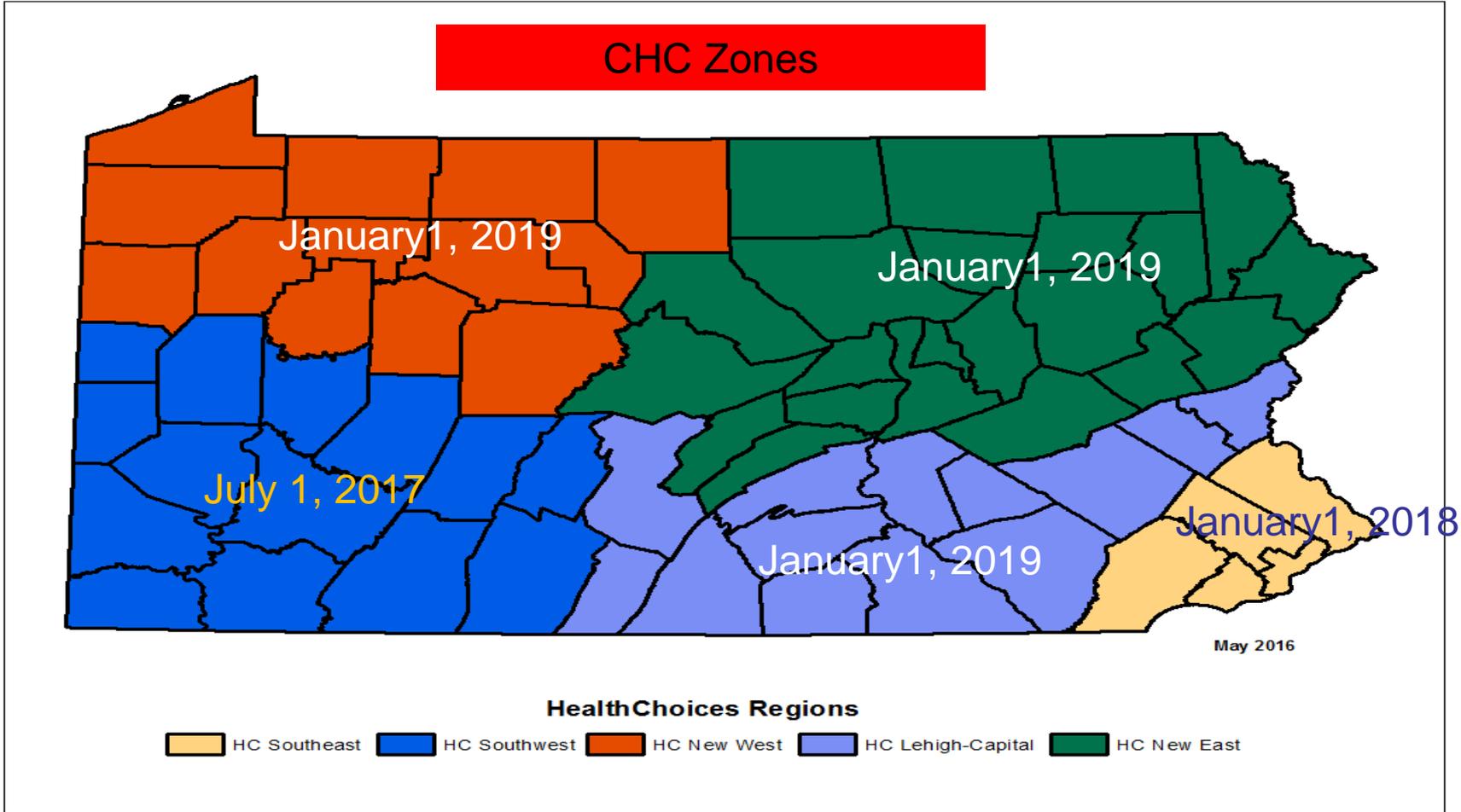
# CHC Roll-out Phases 2016-2018



## Phases

- **Readiness Review:** Validate plan operational readiness for enrollment, transition, service coordination and planning, LTSS and PH service delivery, information systems, network adequacy, etc.
- **Implementation:** Overseeing activities for participant transition, continuity of care, plan choice, etc.
- **'Steady State' Operation Normalization**

# Community HealthChoices



# Communications Strategies

# Who?



# Participants

- Develop marketing materials
- Begin direct outreach to participants – January
- Mail 90 day pre-transition letters – March
  - 60 and 30 day pre-transition letters sent to new participants
- Independent Enrollment Broker mails packets and follow up letters – March
- Notices mailed - May

# Providers

- Develop fact sheets on specific topics
- Hold trainings in each zone and webinars
  - Some providers serve more than one zone
- Work with provider organizations to increase reach
- Email blasts
- Social media

# Staff and Contractors

- Develop online training for all DHS staff
- More intensive training for staff that are impacted in:
  - Office of Long-Term Living (OLTL)
  - Office of Income Maintenance (OIM)
  - Office of Mental Health and Substance Abuse Services (OMHSAS)
  - Office of Medical Assistance Programs (OMAP)
- Work with contractors to ensure their staff are trained and prepared for the changes
- Develop call scripts
- Email blasts

# General Public

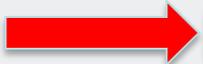
- DHS website
- Press releases
- Email blasts
- Social media
- CHC 101 Training
- Publications
  - CHC Fact Sheet
  - FAQs
  - Acronym list
- Video

## ▶ 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)



**Top Issues**



[Community HealthChoices](#)

[KeepKidsSafe.pa.gov](#)

[LIHEAP - Energy Assistance](#)

[1095-B Tax Form](#)

[SNAP Work Requirements \(ABAWDS\)](#)

**Priorities**

[Increase Access to High-Quality Services](#)

[Serve More People in the Community](#)

[Focus on Employment](#)

[Improve Customer Service](#)

[Modernize Program Integrity](#)

**Most Viewed**

[HealthChoices](#)

[Provider Enrollment Electronic Portal](#)

[PA Child Abuse History Clearance\(CY-113\)](#)

[Bulletin Search](#)

[MA Fee Schedule](#)



Home | Citizens | Community HealthChoices

# Community HealthChoices

Governor Wolf's proposed 2015-16 budget commits to increasing opportunities for older Pennsylvanians and individuals with physical disabilities to remain in their homes. To do so, the governor has directed the Departments of Human Services (DHS) and Aging (PDA) to develop a plan to implement a Managed Long-Term Services and Supports (MLTSS) program for older Pennsylvanians and adults with physical disabilities called Community HealthChoices (CHC).

### Related Topics

- Community HealthChoices Concept Paper
- Historical Data Summary
- MIPPA Documents
- Request for Proposal and Program Requirements
- Supporting Documents
- Third Thursday Webinars
- Public Hearings
- Waiver Application Evaluation



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES  
Tom Wolf, Governor | Ted Dallas, Secretary

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Newsroom  
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Citizens Community HealthChoices Evaluation

f (Facebook) (Twitter)

## Evaluation

**Related Topics**  
No related topics were found.

# COMMUNITY HEALTHCHOICES EVALUATION PLAN

University of Pittsburgh

OPEN FOR PUBLIC COMMENT THROUGH JULY 8, 2016

The Department of Human Services (Department) is making available for public review and comment a draft of the Evaluation Plan developed by the University of Pittsburgh (University). The University will conduct a comprehensive multi-year evaluation of Pennsylvania's new Medicaid Long-Term Services and Supports (LTSS) program, Community HealthChoices (CHC). The evaluation will provide an independent assessment of the implementation and outcomes of the program to complement other oversight and quality assurance activities conducted by the Department of Human Services (DHS), Office of Long-Term Living. The evaluation will address the following broad research questions:

1. Does CHC result in greater access to home and community-based LTSS and shift the balance of care away from institutionalized settings for people who prefer to live in the community?
2. Does CHC improve coordination of LTSS, physical health care, and behavioral health care?
3. Does CHC improve the quality of care and quality of life of participants and family caregivers?
4. Does CHC lead to innovation in the delivery of physical health care and LTSS?
5. Does CHC reduce unnecessary utilization of services and reduce the growth in aggregate costs?

# Independent Enrollment Broker Update

# IEB Updates

- Corrective Action Plan continues until 7/22/2016
- Corrective Action Plan Status:
  - As of July 19, 2016, Maximus is meeting their standards for:

Description	July Performance	Standard
Abandonment Rate Average	2%	5%
Average Speed to Answer	23.27 Seconds	40 Seconds
Call Back Time Frame	Within 1 business day	1 Business Day
Referral Processing	Within 2 business days	Two business Days
New Referral Form	Published on July 18th	July 18th
AAA Training	The first of two trainings was conducted by July 8th. The second on July 15th. A third specific to Nursing Home Transition Will be scheduled by 7/29/2016 July 8th	By July 8th .

- Enrollment Process Timeframe Standards:
  - Entire Process is 60 days
  - Day 1 – Application Starts
    - IEB sends 600L/1768.1 to CAO
    - LCD Request to AAA
    - PC request to Physician
  - LCD – AAA to return completed LCD within 15 days
  - PC – Physician to return PC by day 20
  - Day 30 – IEB must determine program eligibility based on LCD, PC and Home Visit.
  - Program Eligibility – Once Program Eligibility is determined IEB issues 1768 to the CAO identifying waiver.
  - CAO – completes financial eligibility determination – CAO has 30 days and can give applicant 15 day extension.



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# Department of Human Services Housing Plan

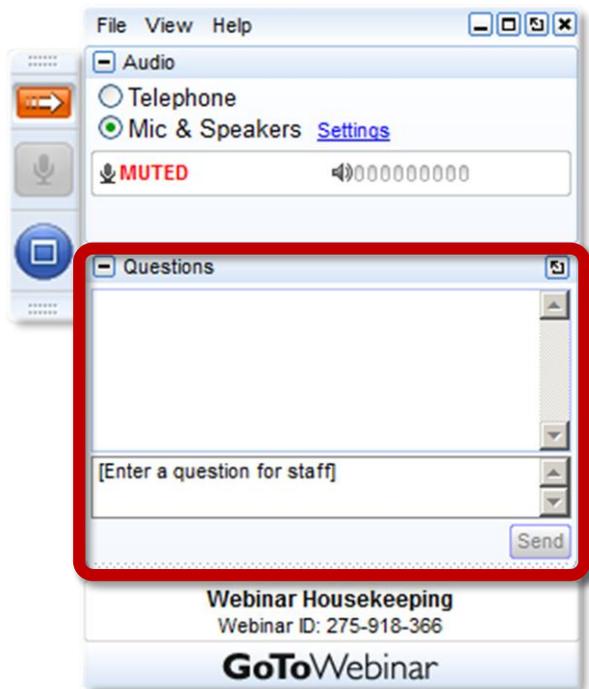
## *Questions or Comments?*

*Submit further questions or comments via email to:*

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



# ▶ GoToWebinar Housekeeping: time for questions



## Your Participation

- Please continue to submit your text questions and comments using the Questions panel

For more information, please send your e-mail to [RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)

**Note:** Today's presentation is being recorded and will be posted on the [Community](http://www.comunity.com)