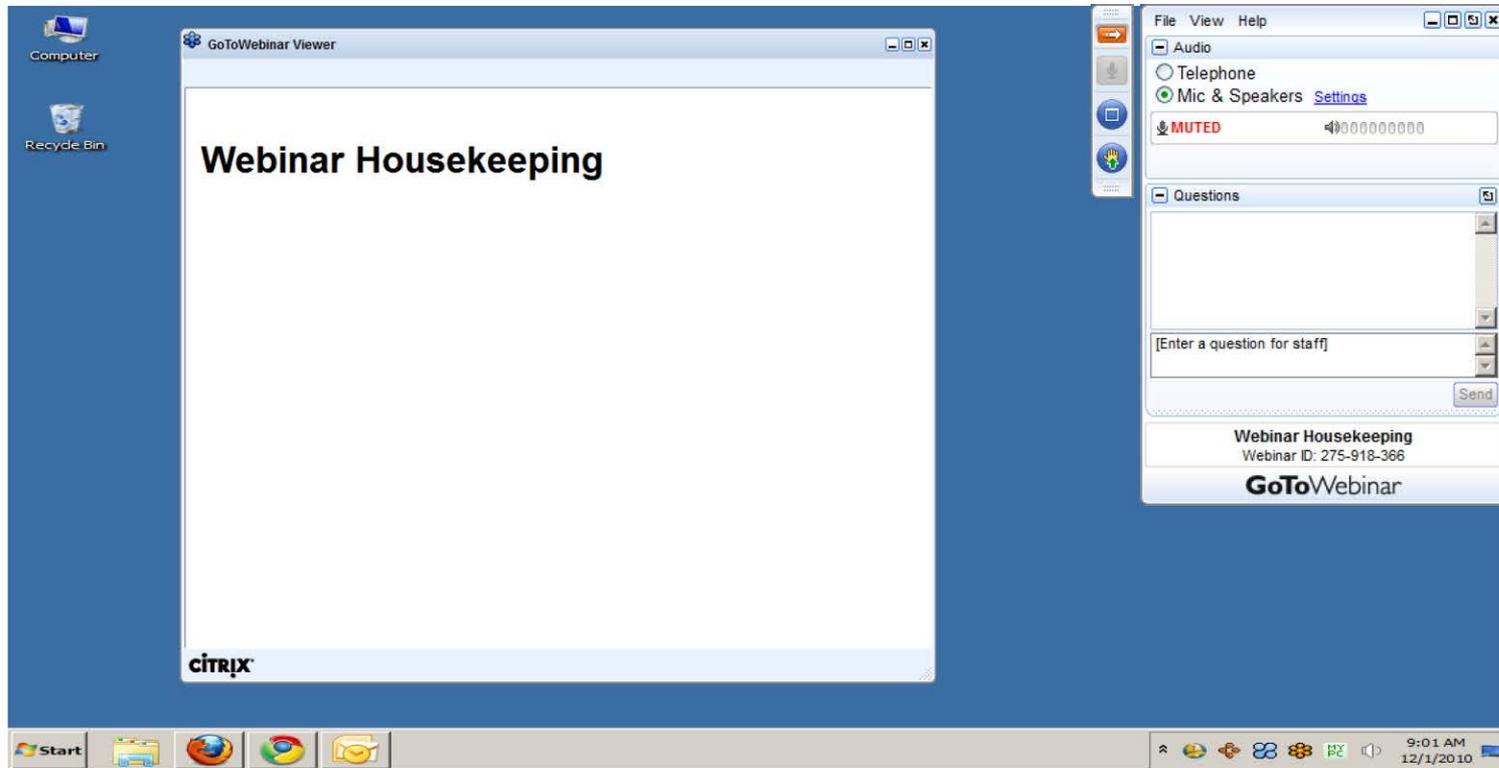


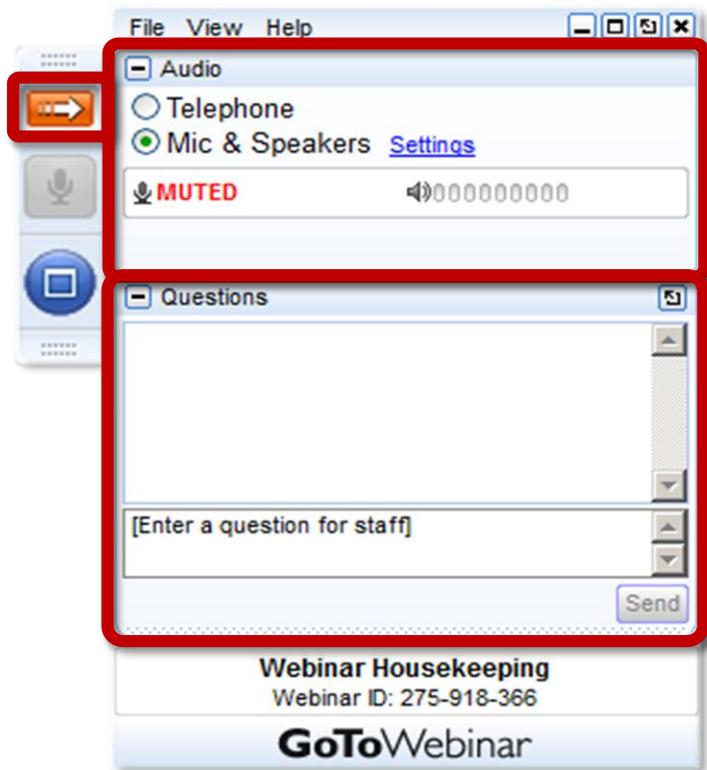
# Welcome to the Third Thursday MLTSS Webinar

- 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.

# Community HealthChoices

**Third Thursday Webinar  
August 18, 2016**

**Jennifer Burnett  
Kevin Hancock  
Wilmarie González  
Office of Long-Term Living**

# Agenda

- IEB Enrollment Update
- CHC Readiness Review Update
- CHC Evaluation and Quality Strategy
- Resource Information
- Questions

# IEB Enrollment Update

- Issue Background
- Transition Problems
- Corrective Measures

# ➤ Readiness Review

- Measures readiness of Managed Care Organizations (MCO) prior to CHC going-live on July 1, 2017
- Readiness Review criteria and benchmarks are set by the Department
  - Completed as desk review and on-site
- Readiness Review Team
  - One team will be assigned to each MCO
  - Average team consists of 3-4 staff from the Department
  - Each team will have up to 10 Subject Matter Experts (SME)
- CHC Readiness Review will review all LTSS components. Physical Health will be reviewed in conjunction with HealthChoices.

# Evaluation and Quality Strategy

Wilmarie González, Director

Bureau of Quality Assurance and Program Innovation

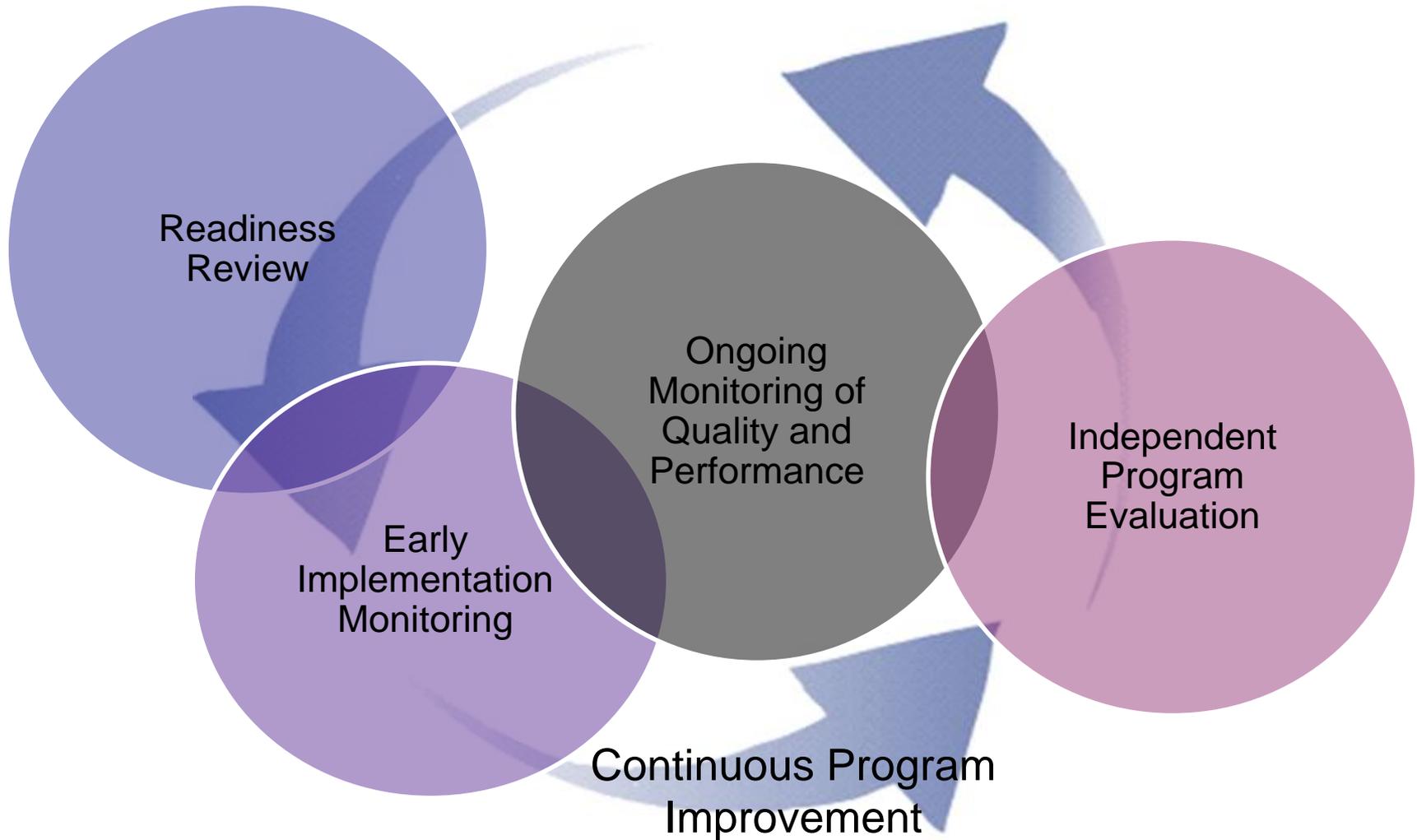
## ➤ Fee-for-Services v. Managed Care

- **Consumers** will access services differently.
- **LTSS providers** will receive payments differently.
- **Medicaid eligibility** information will flow differently through the system.

# ▶ Phases of Quality

- **Readiness Review (Pre-Community HealthChoices)**
- **Early Implementation - Go-Live Date (Phase 1, 2, 3)**
- **Steady State (Ongoing-Monitoring)**

# Key Components of Quality Assurances & Improvements



# ▶ Readiness Review

- MCOs must pass readiness tests before they can enroll anyone.
- Elements of Readiness Review include, but are not limited to:
  - Provider network capacity
  - Service coordination capacity
  - IT systems
  - Policies and procedures
- Readiness identifies priority areas for monitoring.

# ➤ Early Implementation Monitoring

**“Consumers get services, providers get paid.”**

**Early Implementation Monitoring emphasizes continuity during the transition**

- Daily contact with MCOs
- Daily monitoring of enrollment, consumers and providers hot lines, and Enterprise Incident Management system
- Monitoring services and claims
- Monitoring complaints and grievances
- Short-term implementation reports from the University of Pittsburgh

# ➤ Ongoing Monitoring of Quality & Performance

Ongoing Monitoring includes:

- Review of MCO data/reports
- On-site Monitoring Visits
- External Quality Review Organization
- Quality Measures
  - Medicaid HEDIS Adult measures
  - State-defined LTSS measures (in progress)
  - National Committee for Quality Assurance (NCQA)
  - National Quality Forum (NQF)
- Consumer Experience
  - CAHPS Health Plan Survey
  - CAHPS HCBS Experience Survey (certification pending)

# ▶ Independent Program Evaluation

- Will be conducted by University of Pittsburgh
- Program effects over time:
  - Does HCBS expand?
  - Does service coordination improve?
  - Do quality of life and quality of care improve?
  - Does innovation increase in housing, employment and technology?
- Evaluation Plan has been posted on DHS website for public comment; ending July 8.

## ▶ Next Steps

- Provide a summary of public comments received for the draft CHC Evaluation Plan.
- Publish DHS' State Quality Strategy Plan for public comment later this fall.

## ▶ 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)

