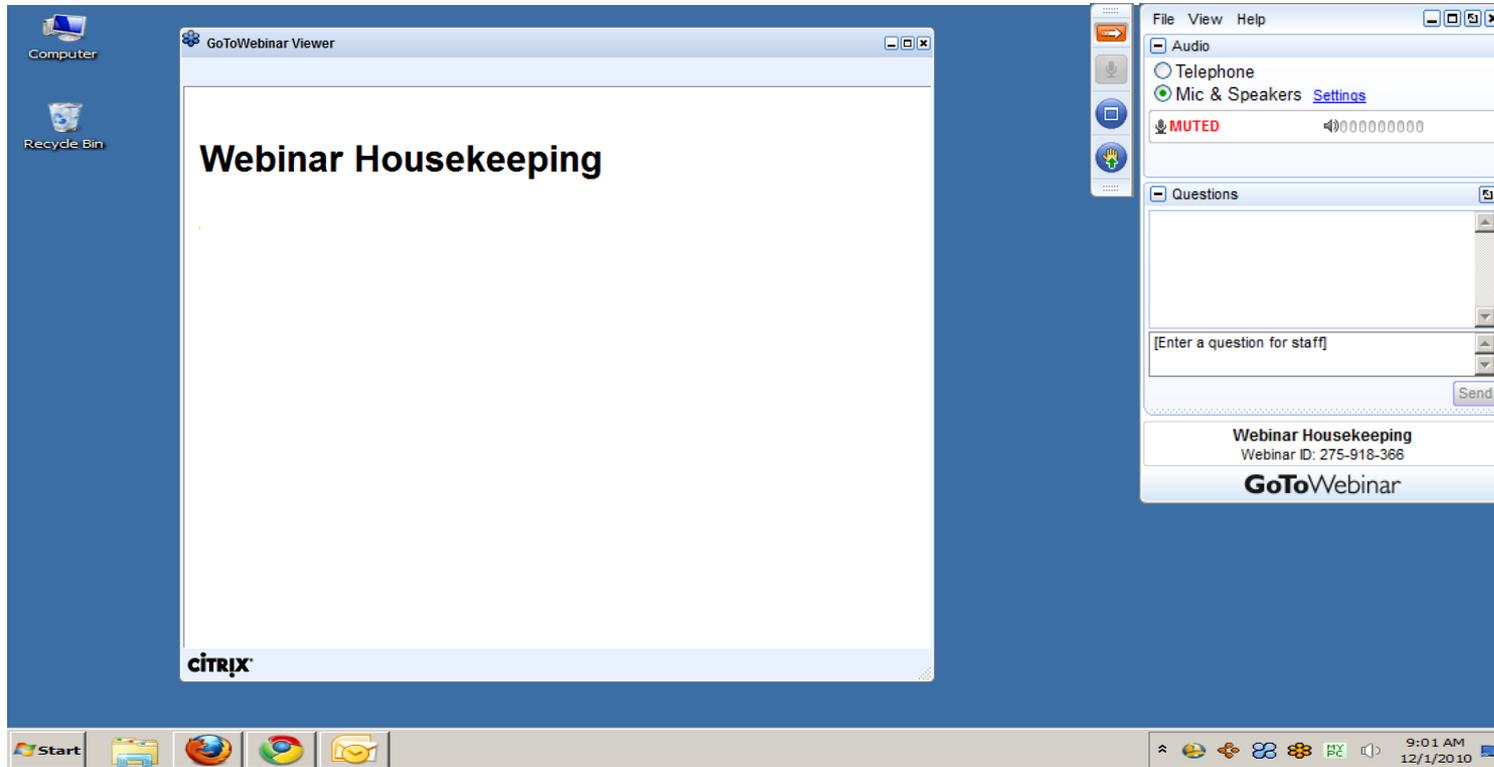


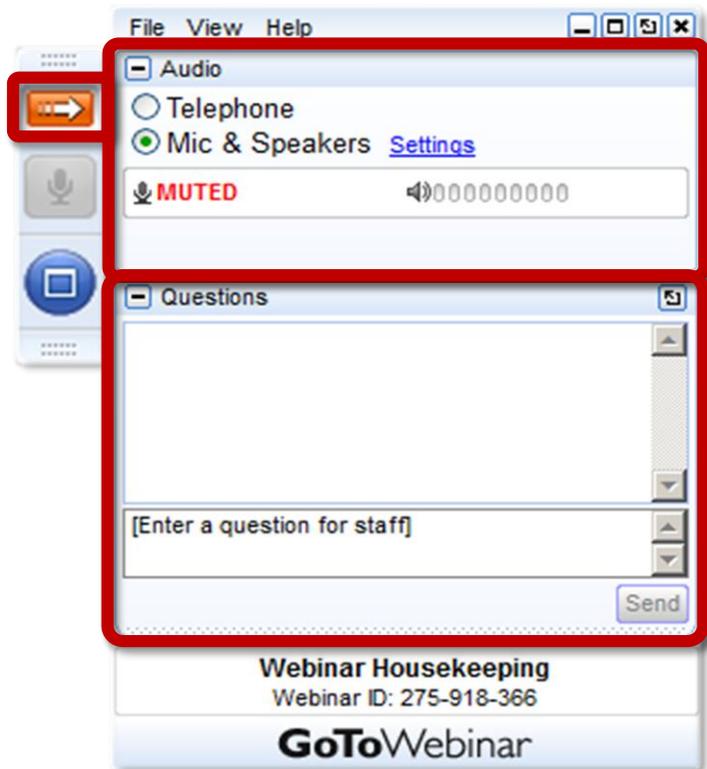
Welcome to the Third Thursday MLTSS Webinar

- 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
October 20, 2016**

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

**Paul Saucier, Senior Director
Truven Health Analytics**



Agenda

- Updates
- CHC Evaluation and Quality Strategy
- Resource Information
- Questions

▶ October is Disability Employment Awareness Month

- Establishing “Employment First” Policy and Increasing Competitive-Integrated Employment for Pennsylvanians with a Disability
 - Raise the expectations of employment goals for children with a disability at an early age. Work with parents and publicly-funded programs to shift expectations towards this goal.
 - Prepare young people with a disability to become working adults with a disability.
 - Expand private-public partnerships.
 - Increase public awareness.

▶ CHC Homepage

- [CHC Video Link](#)

www.dhs.pa.gov/citizens/communityhealthchoices/index.htm

Suggested Sites DocuShare Login DHS Web Edits



Home Citizens Community HealthChoices



[Home](#) | [Citizens](#) | [Community HealthChoices](#)

Community HealthChoices



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](#)
- [For Providers](#)

PA eMarketplace Homepage

The screenshot shows the PA eMarketplace homepage. At the top, there is a navigation bar with the PA eMarketplace logo and links for Supplier Service Center, Bureau of Procurement, and PA Treasury Contract Site. Below the navigation bar, there is a welcome message and a banner image of the Memorial Cannon in Gettysburg, Pa. A red circle highlights the Solicitations button in the main navigation menu, and a red arrow points to it from the right. Other navigation buttons include Awards, Search Contracts, Sole Source Procurement, Emergency Procurement, ITQ, Upcoming Procurements, and Debarment List. Below the navigation menu, there is a section for Important Notice to Suppliers with a link for Special Notice on Windows 10 Known Compatibility Issues. At the bottom, there is a footer with a note about Adobe Acrobat Reader and Microsoft Office 2010 compatibility, and a logo for Community HealthChoices.

PA eMarketplace Supplier Service Center Bureau of Procurement PA Treasury Contract Site

> admin login e-mail

Welcome to the official site of the Pennsylvania eMarketplace portal. This is your one-stop shop for Bidding, Awards and other Contract information. Please explore our site and feel free to [contact us](#) with your questions and any suggestions you may have.

Memorial Cannon - Gettysburg, Pa

Solicitations Awards Search Contracts Sole Source Procurement Emergency Procurement

ITQ Upcoming Procurements Debarment List

Hover over the buttons for details

Important Notice to Suppliers
[Click here for Special Notice on Windows 10 Known Compatibility Issues.](#)

PA pennsylvania STATE OF INDEPENDENCE Agency Help

The latest version of [Adobe Acrobat Reader](#) is required to view these files.
DGS Bureau of Procurement has upgraded to Microsoft Office 2010. If you have trouble reading our documents you may need to [download the free compatibility pack offered by Microsoft.](#)

Searching for the InterRAI Solicitation

All suppliers wishing to do business with the Commonwealth must register at "<http://www.pasupplierportal.state.pa.us>".
Click the [bookmark link](#) to bookmark the page. (Internet Explorer Only)

Enter Search Criteria

No fields required. The more detail you give, the fewer results will appear.

Solicitation #: Agency:

Solicitation Title or Description: County: Statewide Multiple

Solicitation Type: View Small Business Procurements

Advertisement Type:

- Service
- Service & Materials
- Agency Construction
- All
- Materials
- PW Construction
- Real Estate

Bid Open Date (mm/dd/yyyy):  Solicitations Posted Since (mm/dd/yyyy): 

View Current Records

View Archived Records

Search Result - Hover your mouse over the Description or Title text to get more details. (Internet Explorer Only)
Click on Solicitation Title for details

No. of records per page: ▼

List of Current Solicitations

Solicitation #	Types	Solicitation Title	Description	Agency	County	Amended Date	Solicitation Start Date	Solicitation Due Date	Bid Opening Date	Status	Contact Person
RFQ 6100039328	R3-RFQ	Interrai Software Implementation Training	Please Note All Inquiries Should ...	Human Services	Statewide	10/7/2016	10/7/2016	11/7/2016 2:00:00 PM	11/7/2016 2:01:00 PM	Open	Michelle Smith

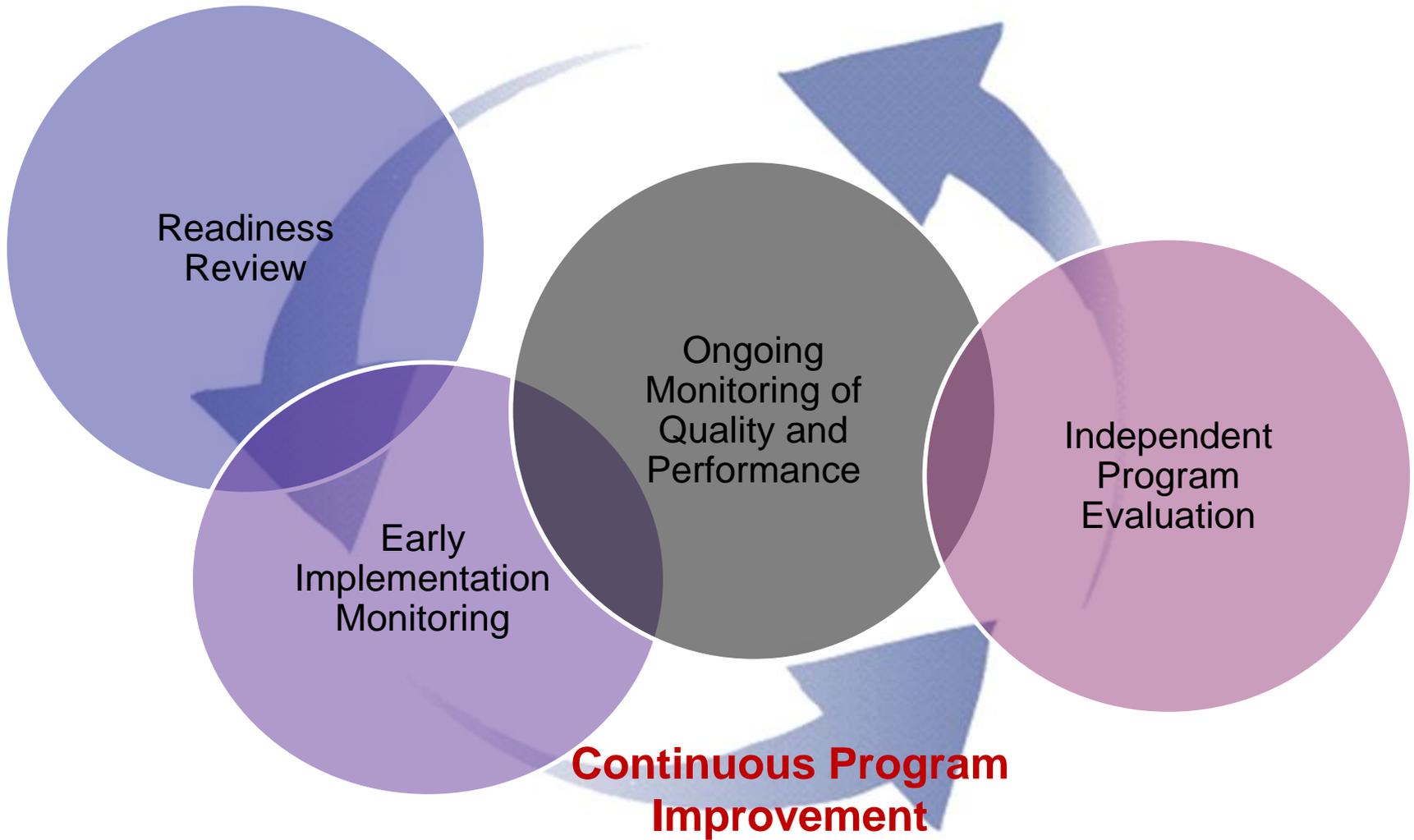


CHC Timeline Update



CHC Evaluation and Quality Strategy

Quality Improvement Occurs in all Program Phases



▶ What is the Quality Strategy?

- On May 6, 2016, CMS published new Medicaid managed care regulations.
- These regulations require a state to submit a Quality Strategy that serves as a **blueprint or road map** for the state and managed care organizations to assess and improve the quality of services.

See 42 CFR Part 438, subpart D, Quality Assessment and Performance Improvement regulations.

➤ What is the Quality Strategy? (cont'd)

- A draft Quality Strategy will be posted this fall for public comment for 30 days before being finalized and submitted to CMS.
- Pennsylvania currently has a Quality Strategy for HealthChoices and Behavioral Health.
- The Strategy is being updated for those programs, and new sections are being added for the Adult Community Autism Program (ACAP), the Children's Health Insurance Program (CHIP), and Community Health Choices (CHC).

Quality Strategy Components

- A Quality Strategy describes:
 - How the state organizes all quality functions;
 - How it monitors the program and detects issues; and
 - How it improves performance over time.
- Today we will talk more about two components of the CHC Quality Strategy:
 - External Quality Review
 - Performance Measures
- We will also provide an update on the Independent Evaluation.

▶ External Quality Review Organization

- Federal regulations require the state to contract for an External Quality Review (EQR) to provide an annual, independent verification of certain quality components.
- The annual External Quality Review (EQR) report must include at least four (4) mandatory activities and may include 6 additional voluntary activities. These activities are sometimes called EQR protocols.
- CMS EQR Protocols available at:
<https://www.medicaid.gov/medicaid/quality-of-care/medicaid-managed-care/external-quality-review/index.html>

Mandatory EQR Protocols & Activities

Assess Regulatory Compliance

- Complies with federal Medicaid managed care regulations
- Complies with any relevant state regulations

Validate Performance Measures

- Evaluate the accuracy of performance measures reported by the MCOs to the state
- Confirm that the MCO calculated the measures properly

Validate Performance Improvement Projects (PIPs)

- MCOs must conduct projects to improve quality in targeted areas
- The EQR assesses the appropriateness of the study method, indicators, and data collection

Validate Network Adequacy (New)

- Validate adequacy of MCO networks in the previous year
- Takes effect 1 year after CMS issues new protocol

Optional EQR Protocols

Validate Encounter Data

Conduct or Validate Consumer or Provider Surveys

Calculate Additional Measures Not Provided by MCOs

Conduct Additional Performance Improvement Projects
(PIPs)

Conduct Focus Studies

Assist with Quality Rating System (New)

▶ Performance Measures

Performance Measures are specific items that are collected and reviewed to see how the program is doing, compared to similar programs or compared to itself over time. There are three (3) types of measures.

Type	Description	Example
Structure	Tools and resources that support quality	Adequate number of service coordinators
Process	Activities related to quality	Including the consumer in developing the service plan
Outcome	Consumer changes that result from services provided	Successful transition from nursing facility to home

▶ National and State Measures

National

- Validated and maintained by a national expert organization (e.g., NCQA)
- Comparable across states
- Many healthcare measures (e.g. HEDIS)
- Few LTSS measures, but under development (e.g. NQF Project)

State

- State-specific, so not comparable to other states
- Measure progress over time
- Used to address important areas where national measures are lacking, such as LTSS, employment, housing

▶ Independent Program Evaluation

- University of Pittsburgh Health Policy Institute is studying the effects of CHC over time, and whether or not it is meeting its goals.
- The Evaluation Plan was posted on the DHS website for public comment earlier this year, and about 200 comments were submitted.
- A summary of comments and revised Evaluation Plan will be posted to the DHS website soon.

Next Steps

- Publish draft Quality Strategy for public comment, which will include draft performance measures for CHC
- Post latest version of Evaluation Plan

▶ 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

