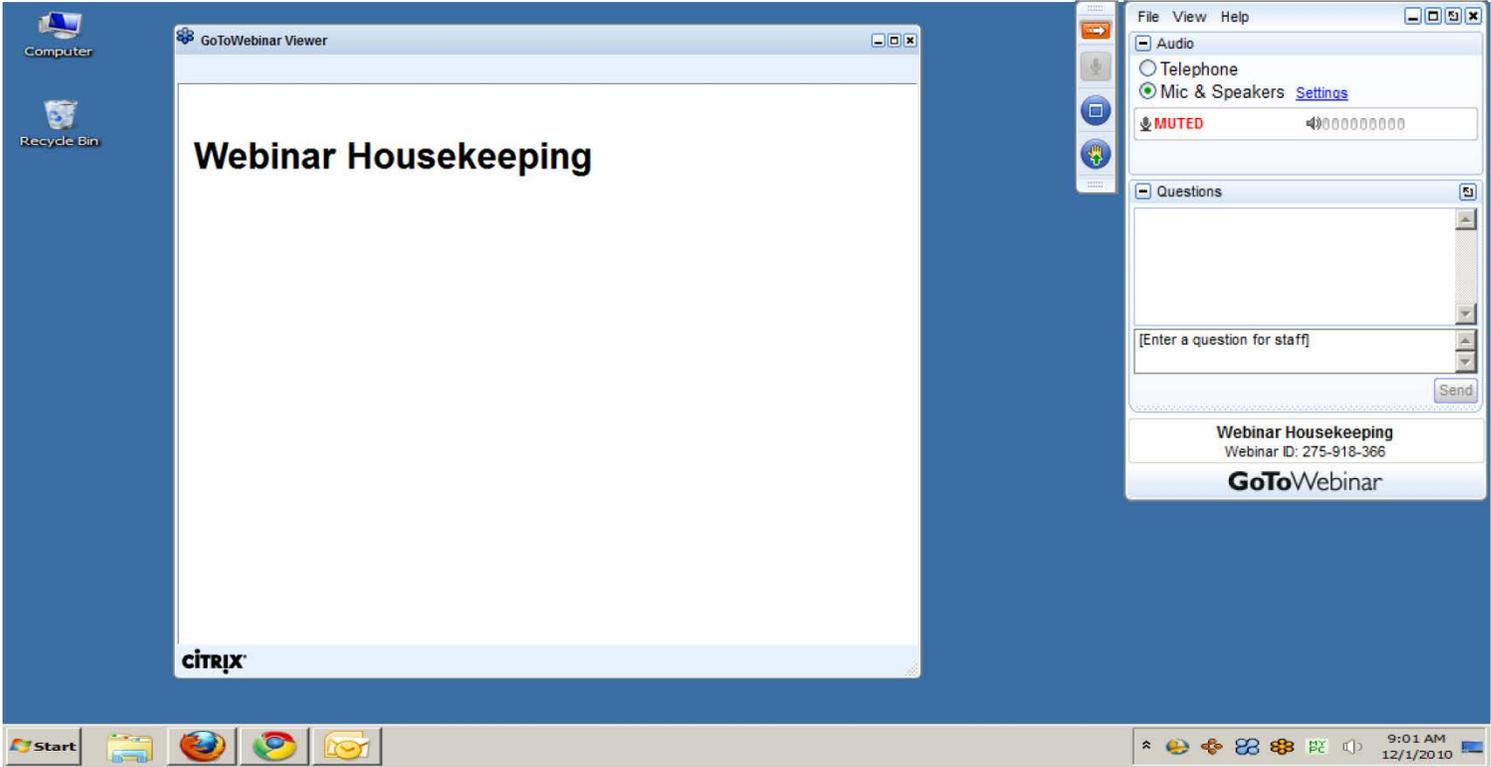


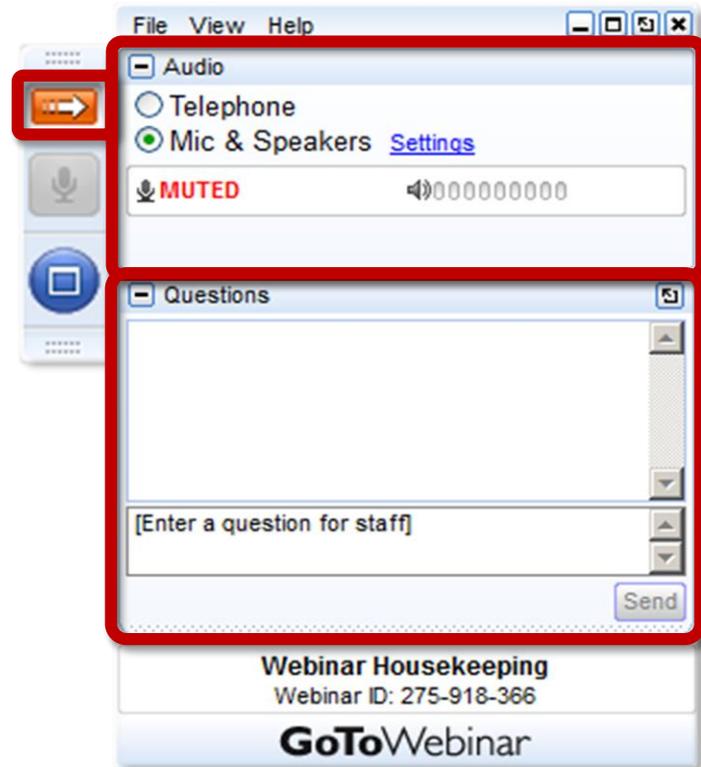
▶ Welcome to the Third Thursday MLTSS Webinar

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

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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

December 13, 2016

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



Agenda

- CHC Update
- CHC Related Waiver Amendments
- Person-Centered Counseling
- Key Quality Components



MESSAGE IN BRIEF

- Pennsylvania is postponing the implementation of Community HealthChoices (CHC) due to delays associated with the resolution of several bid protests.
- Phase 1 will now begin in January 2018 in the Southwest region of the state.
- Phase 2 will now begin in July 2018 in the Southeast region of the state.
- The January 2019 start date for the rest of the state remains unchanged.

We are writing to let you know that Pennsylvania is postponing the implementation of [Community HealthChoices \(CHC\)](#). This decision is the result of delays relating to the resolution of several bid protests.

➤ Priorities with Longer Timeline

- Developing an adequate network.
 - DHS has not been able to engage with selected offerors on agreement and rate negotiations.
 - Process generally takes six weeks and would not allow MCOs to meet network adequacy requirements for a July 1, 2017 implementation.
- Completing Readiness Review.
 - Experience in other programs and other states has indicated a minimum of six months to complete readiness review.
- Communicating.
 - Individuals enrolling in CHC need to have adequate information about MCOs and provider networks.
 - This type of communication cannot take place until provider networks are mostly finalized.

▶ CHC Related Waiver Amendments

- Four Waiver Amendments out for public comment
 - Amendments on each of the following waivers: Aging, Attendant Care, Independence, and OBRA.
 - Request for waiver of Statewideness in order to furnish Aging, Attendant Care and Independence waiver services to individuals who reside in non-managed care counties. (OBRA will continue to operate statewide.)
 - Describe the process that will be utilized to transition individuals to CHC, CommCare participants to the Independence waivers, and 18 through 20 year olds in the Attendant Care and Independence waivers who are not eligible for CHC due to their age, to the OBRA waiver.
 - Add Residential Habilitation and Structured Day Habilitation to the Independence waiver so that CommCare participants can be seamlessly transitioned to the Independence Waiver in the non-CHC zones.

▶ How to Submit Comments

- The 30-day public comment period runs through Wednesday, December 21, 2016, and the amendments can be viewed on OLTL's website.
- To submit written comments:
 - Via email to RA-waiverstandard@pa.gov
 - Via US Mail – Department of Human Services, Office of Long-Term Living, Bureau of Policy and Regulatory Management, Attention: Waiver Amendments, P.O. Box 8025, Harrisburg, PA 17105-8025.
- Comments were also received via two webinars which were held on 11/30 and 12/6

Person-Centered Counseling

- Person-Centered Counseling provides critical connections to resources for individuals in the community.
- Trained Counselor assist individuals in the community in accessing public, private, federal, state, and local resources, regardless of age, ability level, and income.
- Counselors are trained to focus on:
 - Person-centered interviewing
 - Providing an overview of options
 - The decision support process
 - Creating action plans, and
 - Follow-up.

Community HealthChoices Key Quality Components

Wilmarie González
Office of Long-Term Living

Overview

- Key Components of the Quality Strategy for CHC
- Proposed CHC Performance Measures
- Update on CHC Evaluation Plan
- Next Steps

CHC Quality Key Components



▶ Performance Measures (PMs)

- PMs 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
- National measures are preferred when available, because they have been tested extensively, and they allow comparison to other states and programs
- Although the National Quality Forum is working on national measures for MLTSS, they are not ready yet. PA is developing state measures in this area
- PA is also developing measures specifically for use during the program launch phase, when longer-term data will not yet be available
- The measures under consideration for CHC will be outlined in the draft Quality Strategy.

NATIONAL MEASURES

- Indicators established by the Center for Medicare and Medicaid Service (CMS) and various national organizations

STATE MEASURES

- Indicators established by the state to gauge performance, monitor compliance with state and federal regulations and guidelines, and ensure CHC participants are receiving good services in a timely manner.

PROGRAM LAUNCH

- Areas which will assist the state monitoring CHC during early implementation of each phase.

▶ PMs: Categories

National

- Healthcare Effectiveness Data & Information Set (HEDIS)
- CMS Adult Core
- CMS Nursing Facility
- Consumer Assessment of Healthcare Providers & Systems (CAHPS)
- CMS Medicare measures for Dual Eligible Special Needs Plans

State

- Grievances, Appeals & Critical Incidents
- LTSS Community Based Services
- Service Coordination and Care Coordination
- Nursing Facility Admissions and Discharges
- CHC Waiver Assurances

Program Launch

- Continuity of Services
- Service Coordination
- LTSS Provider Participation

➤ Independent Program Evaluation—Update

Evaluators:

- Conducting focus groups with program participants to help in the design of survey instruments
- Interviewing stakeholders in the SW in preparation of CHC launch (July, 2017)
- Analyzing data from existing OLTL programs to establish a baseline for the evaluation

Evaluation Plan

- Over 200 stakeholder comments received on Evaluation Plan
- Link to Comments and Evaluation Plan:
<http://www.dhs.pa.gov/citizens/communityhealthchoices/evaluation/index.htm>

Next Steps

Announcement of DHS Quality Strategy Plan for public comment in the Pennsylvania Bulletin

Posted on the CHC Website:

<http://www.dhs.pa.gov/citizens/communityhealthchoices/>

▶ 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

