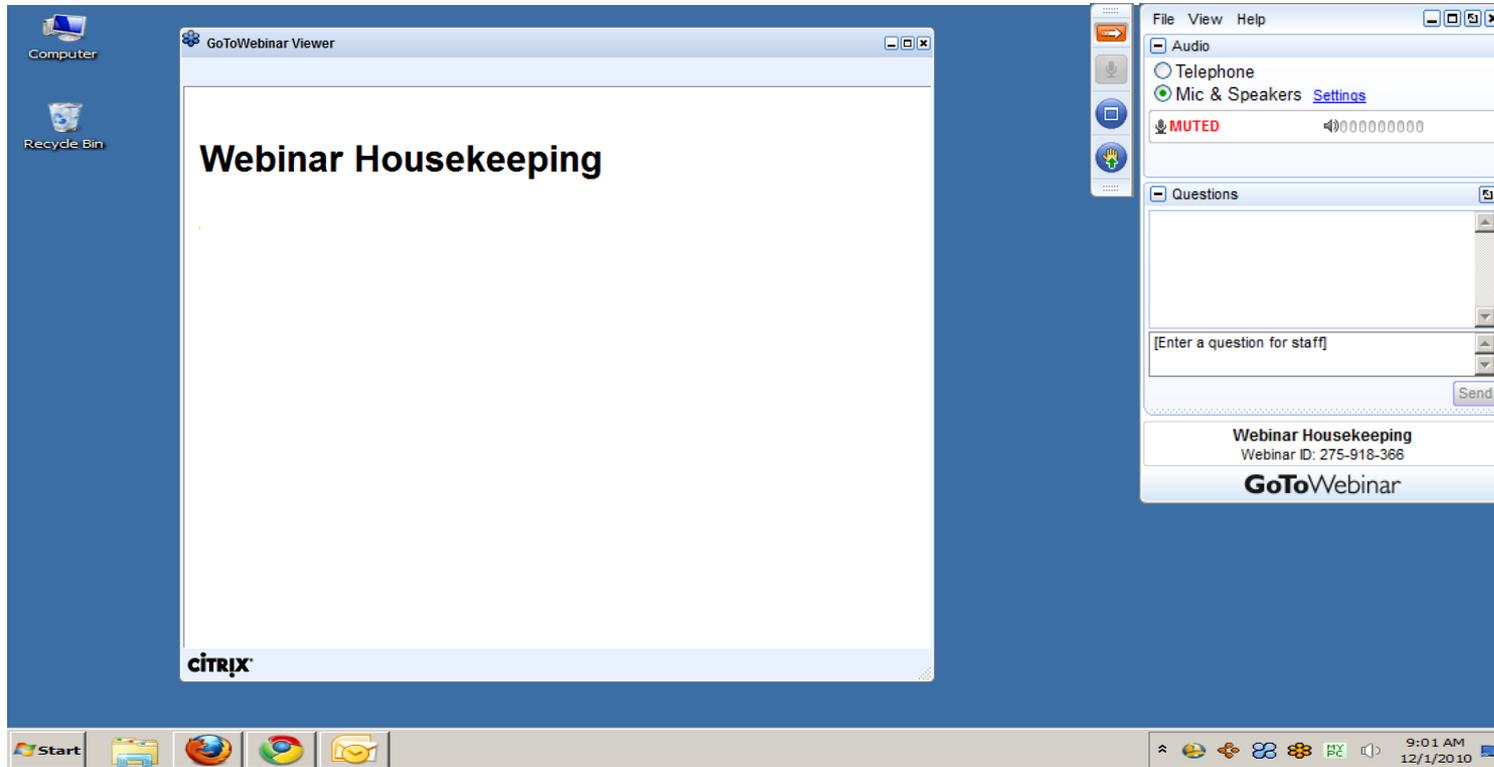


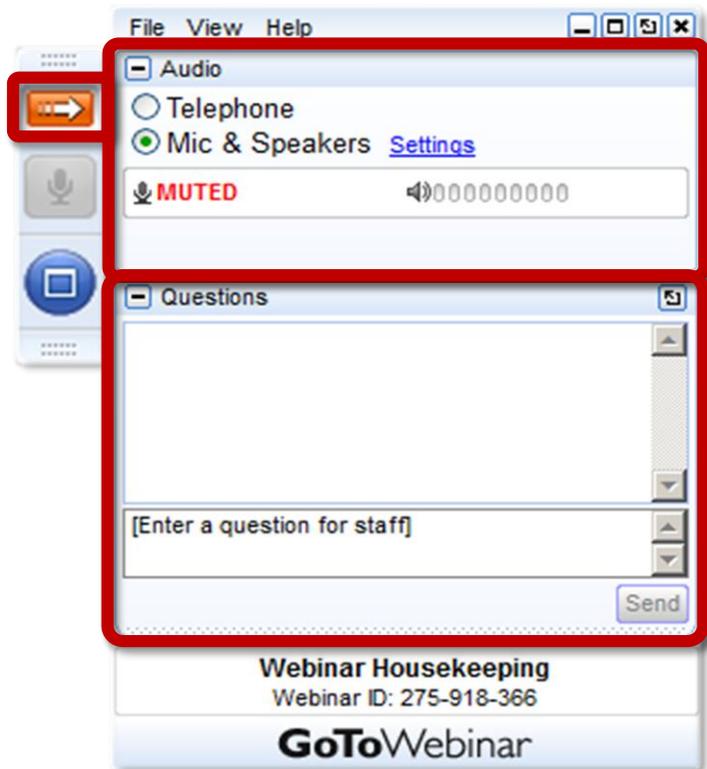
Welcome to the Third Thursday MLTSS Webinar

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

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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
November 17, 2016**

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

Agenda

- IEB RFP Release
- CHC Procurement Update
- The Election and CHC
- CHC Monitoring
 - Readiness Review
 - Launch
 - Steady State

IEB RFP Released for Public Comment

- Released on October 28, 2016
 - Posted on the website:
<http://www.dhs.pa.gov/communitypartners/longtermliving/index.htm>
 - Comments Due: November 21, 2017
- DHS plans to published the IEB RFP in December, 2016.



CHC Update

Three Phases of Monitoring

1. Readiness Review
2. Launch
3. Steady State

Readiness Review

- Measures readiness of Managed Care Organizations (MCO) prior to CHC going-live
- Readiness Review criteria and benchmarks are set by the Department
 - Completed as desk review and on-site
- Readiness Review Teams:
 - 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.

Readiness Review

MCOs must demonstrate compliance with and implementation of specified policies and procedures, as outlined in the CHC Agreement and through CMS recommendations, including but not limited to:

- Administrative Functions
- Enrollment Related Functions
- Member Services
- Service Provision
- Network Adequacy
- Continuity of Care
- Grievance, Appeal, and Fair Hearing Process
- Critical Incident Monitoring and Reporting
- Quality Assurances
- Systems Testing
- Program Integrity
- Encounter Data & Financial Functions

Readiness Review

MCOs must also demonstrate coordination with various entities including:

- Behavioral Health MCOs
- Independent Enrollment Broker (IEB)
- Financial Management Service (FMS)

Launch (Implementation)

A team of OLTL leadership staff will meet regularly during launch.

- Lead: OLTL Chief of Staff
- Composition: Deputy Secretary, Chief of Staff, Bureau Directors, MCO Contract Managers and others as needed.
- Group Objective: Provide direct interaction and oversight
 - Rapid decision making to address critical issues
 - Assignment of less urgent issues to appropriate staff
 - Review launch dashboard (weekly) and ad hoc data as available
- Daily: Update meetings with plans (tapering as appropriate)
- Weekly: Open calls with all stakeholders

Launch

- Purpose of Launch Monitoring: Ensure continuity for providers and consumers during the transition by monitoring key implementation indicators
- Bureau of Contract and Provider Management will be responsible for monitoring MCOs through all stages, including launch.
 - MCO monitoring teams will be established with each team being assigned a specific MCO.
 - Evaluate reports from MCOs and vendors to determine if consumers are being served and providers are being paid and to determine the need for any corrective actions.

Launch

- Conduct MCO-specific monitoring based on readiness review results and agreements
 - Desk and onsite monitoring and reviews of key systems during implementation
- Evaluate reports from MCOs to determine compliance with requirements and corrective actions; bring reports and data to SWAT team as needed
- Utilize consumer and provider contacts and complaints to determine areas needing corrective actions
- Evaluate lessons learned from launch and application for later phases

▶ Launch: Indicators to be Reviewed

1. Participants are enrolled and receive LTSS services without interruption

- Daily review of participant enrollment and disenrollment
- Participants who received an HCBS service in the past week, at the procedure code level
- Participants who received NF service in the past week
- Critical incidents in the past week
- Participant complaints/grievances in the past week by reason/type of issue
- Participant complaints/grievances trends in first 90 days

▶ Launch: Indicators to be Reviewed

2. Service Coordination is functioning well

- Total LTSS participants assigned to a service coordinator
- Total LTSS participants who had a change in service coordinator
- Total LTSS participants who received an in-person contact from a service coordinator in the past week
- Total LTSS participants who received a phone contact from a service coordinator in the past week
- Total LTSS participants who received a comprehensive needs assessment in the past week
- Experience of service coordinators, (reported by Univ. of Pittsburgh)
- Experience of participants with service coordination, (reported by Univ. of Pittsburgh)

▶ Launch: Indicators to be Reviewed

3. LTSS providers continue delivering services and are paid promptly

- Total claims received for HCBS in the past week, by provider type
- Total claims received for NF in the past week
- Total HCBS and Nursing Facility claims paid, pending and rejected in the past week, by unique provider, type, and reason
- Complaints/grievances filed by LTSS providers in the past month
- Experience of LTSS providers during the transition

▶ Launch: Indicators to be Reviewed

4. Networks are Robust

- LTSS providers with MCO contracts, and capacity of providers,(contracting of providers to MCO's)
- Network contracting experience
- Complaints/grievances related to provider access in the past week
- Complaints/grievances related to provider access: trends in first 90 days

5. Communication is effective (stakeholders have the information they need)

- Volume of stakeholder issues raised in weekly calls that relate to communications/lack of information
- Participant and provider line calls related to communications/lack of information in the past week
- Perceptions of communications among stakeholders

Launch: Other Areas of Interest

- IEB call volumes and nature of calls
- Call center themes
- CHC website statistics
- Stakeholder feedback

Steady State

Will occur AFTER statewide implementation

- Purpose: Continuous monitoring and program improvement
- Role: Monitor MCO compliance (remote and onsite) and determine corrective actions
 - BCPM will be responsible for monitoring on most issues.
 - Bureau of Finance on financial, encounters, risk mechanisms, special payments
 - Subject matter experts

Steady State

- Evaluate lessons learned from readiness review/launch and how to apply in later phases
- Evaluate consumer and provider contacts and complaints to determine areas needing corrective actions
- Recommend contract amendments and clarifications based on common compliance issues

▶ 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

