

# Community HealthChoices

## CHC Overview

**Third Thursday Webinar  
April 19, 2018**

Office of Long-Term Living  
Department of Human Services



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES



# CHC LAUNCH UPDATE

# 2018 CHC GOALS

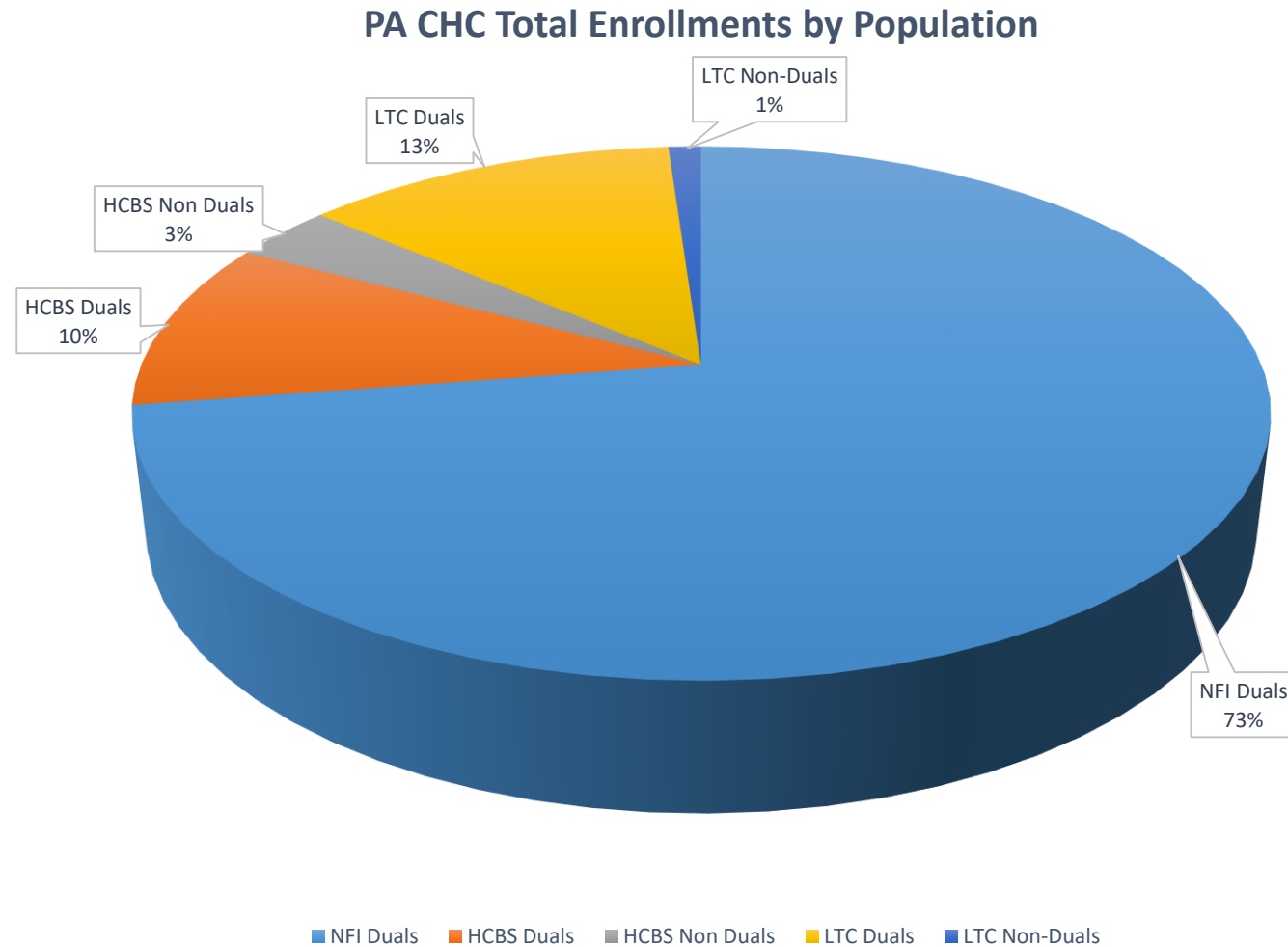
## CHC SOUTHWEST LAUNCH:

- Assuring no participant service interruptions
- Assuring no interruption in provider payment
- Successful launch first phase

## CHC SOUTHEAST IMPLEMENTATION:

- Comprehensive participant communication
- Robust readiness review
- Provider communication and training
- Pre-transition and plan selection for southeast participants
- Incorporation of southwest implementation and launch lessons learned

# CHC SOUTHWEST JANUARY (Population Distribution)



# CHC SOUTHWEST March (Plan Distribution)

Distribution	Amerihealth Caritas	Pennsylvania Health and Wellness	UPMC COMMUNITY HEALTHCHOICES
Percentage	19%	27%	54%



# **AREAS OF CURRENT FOCUS**

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- HHAeXchange/Data Integrity
- Medicare/Medicaid Participant and Provider Education
- Person-centered Service Planning Process
- Reviewing Changes in Person-Centered Service Plans
- Transportation
- Complaint and Grievance processes and notices for HCBS Services
- Continuity-of-care period ending
- Lessons Learned for the Southeast



# **Southeast Implementation**



# **SOUTHWEST LESSONS LEARNED (SO FAR):**

- Earlier stakeholder engagement opportunities with key population groups and group representatives
- Earlier in-person provider communication sessions
- Enhanced communication materials regarding Medicare vs. CHC
- More education and communication on continuity-of-care
- Addition report development on enrollment and plan transfer scenarios
- Earlier OBRA reassessments
- More communication on the LIFE program as an enrollment alternative
- Earlier data clean-up in HCSIS and SAMS
- Earlier pre-transition
- More provider information on IEB website
- More provider training on Medicare vs. CHC

# Southeast Implementation Focuses

- OBRA Assessments
  - Notifications have been sent to participants and assessments have begun.
- Participant Communications Planning
  - An online participant training is being developed from a suggestion made at the MLTSS subMAAC.
  - Initial touchpoint flyer will be mailed in mid-July.
- Provider Outreach and Education
  - SE kick-off communication was sent.
  - Provider events are scheduled for:
    - June 4 to 8 in Philadelphia
    - June 18 in Chester County
    - June 19 in Delaware County
    - June 20 in Montgomery County
    - June 21 in Bucks County
- Population Identification

# Southeast Population

Population Bucket	Count of Individuals
HCBS Dual	28,887
HCBS Non-Dual	12,136
LTC Dual	12,456
LTC Non-Dual	1,365
NFI Dual	72,882
Grand Total	127,726

# Southeast Population

County	Count of Individuals
Bucks	9,488
Chester	5,216
Delaware	12,435
Montgomery	12,835
Philadelphia	87,691
Under Review	61
Grand Total	127,726



# **COMMUNICATIONS**

# ONGOING COMMUNICATIONS

- MLTSS SubMAAC
- Consumer SubMAAC
- LTSS SubMAAC
- MAAC
- Third Thursday Webinars
- Review data to be collected:
  - Stakeholders
    - MCO Participant Advisory Committees
    - Local Advisory Group
    - SubMAAC
    - Third Thursday Webinars
    - CHC Website



# RESOURCES

# CHC MCO CONTACT INFORMATION

- AmeriHealth Caritas | [CHCProviders@amerihealthcaritas.com](mailto:CHCProviders@amerihealthcaritas.com)
- [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) - 1-855-235-5115 (TTY 1-855-235-5112)
  
- Pennsylvania Health and Wellness (Centene) | [information@pahealthwellness.com](mailto:information@pahealthwellness.com)
- [www.PAHealthWellness.com](http://www.PAHealthWellness.com) – 1-844-626-6813 (TTY 1-844-349-8916)
  
- UPMC Community HealthChoices | [CHCProviders@UPMC.edu](mailto:CHCProviders@UPMC.edu)
- [www.upmchealthplan.com/chc](http://www.upmchealthplan.com/chc) - 1-844-833-0523 (TTY 1-866-407-8762)



# RESOURCE INFORMATION

**CHC LISTSERV // STAY INFORMED** <http://listserv.dpw.state.pa.us/olfl-community-healthchoices.html>

**COMMUNITY HEALTHCHOICES WEBSITE** [www.healthchoices.pa.gov](http://www.healthchoices.pa.gov)

**MLTSS SUBMAAC WEBSITE**

[www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/](http://www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/)

**EMAIL COMMENTS TO: RA-PWCHC@pa.gov**

**PROVIDER LINE: 1-800-932-0939**

**PARTICIPANT LINE: 1-800-757-5042**

**INDEPENDENT ENROLLMENT BROKER: 1-844-824-3655 OR (TTY 1-833-254-0690)**

**(Open Monday through Friday, 8:00 a.m. to 6:00 p.m.)**

**or visit [www.enrollchc.com](http://www.enrollchc.com)**



# QUESTIONS