

COMMUNITY HEALTHCARE ALLIANCE
Lehigh Valley ACT
601 E. Broad Street
Bethlehem, PA 18018

July 23, 2014 @ 2:00 PM

- I. Introductions: Those in attendance were: Sue Acklen, Jessica Apgar, Cliff Aulizio, Julie Bator, Matt Bauder, Kim Benner, Fred Brown, Ronnie Colbert, Mike Ditty, Lizabeth Fox, Carl Kist, Karen Korpics, Emily Leayman, Allison Lech, Patricia Marth, Cindy Mazza, Deb Nunes, Catherine Plocinik, Lisa Putsavage, Michael Ramsey, Kelley Schlie
- II. Review of May 28, 2014. Meeting Minutes were approved.
- III. Provider Forum
 - **Jenny / Cory - Lehigh Valley Drug & Alcohol Intake (handout)**
 - New location: 548 N. New Street, 2nd floor, Bethlehem, PA
 - Adults only, bi-lingual staff (1)
 - Drug and alcohol intensive case management / resource coordination
 - Accepting referrals
 - Case load: 20 – 25
 - Length of stay: 6 months
 - **Center for Humanistic Change (handout)**
 - International Fetal Alcohol Spectrum Disorder Day
 - ✓ Save the Date: September 9th; 9:00 am – 11:00 pm (8:30 am registration / breakfast)
 - ✓ Location: TBD
 - ✓ Visit www.thechc.org for more information
 - ✓ Free and open to everyone
 - **KidsPeace**
 - Broadway location
 - ✓ Contract with Office of Refugee
 - ✓ Provide a safe place for them to stay while awaiting their court date from 1 month – 45 days for immigrant kids (up to 18 years old)
 - ✓ Mostly from Guatemala, Ecuador, Honduras
 - ✓ HBO did a documentary on death trains – can find this on Netflix
 - MHID Residential House for girls will be closing
 - ✓ Not able to maintain census due to low referrals
 - ✓ Age range: 12 – 20
 - Parent / Child Interaction Therapy
 - ✓ Offered through Kidspeace Outpatient
 - ✓ Staff currently are being trained
 - ✓ More information to come

IV. Member / Family Forum

- **Ronnie Colbert**

- Case #1 – issue with Psychiatrist and medication – Psychiatrist wanted to take the client off his medication that works well for him. Ronnie stepped in to have the client say no he does not want to be taken off the medication.
- Case #2 – Physical / Mental Health issue – transportation issue when bus didn't pick them up (bus continued past stop without stopping).
- Encourages keeping busy and having a support system
- Everything is going nice and smooth

V. Advisory Committee Reports

- **Member/Family Advisory Committee – Ronnie Colbert**

- No updates

- **Provider Advisory Committee – Kim Benner**

- ACT – CAC licensure – someone from D&A will assist in licensures to make sure providers are not providing D&A treatment

- **Children's Advisory Committee – Pat McGarry**

- No updates

VI. Magellan Behavioral Health

- **Patty Marth (handout)**

- Provider focus group summary – Compliance held on June 12, 2014
 - ✓ Things you would like to see posted to Magellan of PA website:
 - ✓ Audit trends by level of care
 - ✓ Audit tools (Clinical, Compliance, Claims Screening, Network)
 - ✓ FAQ
 - ✓ Indicators that would be an overpayment vs. a retraction
 - ✓ Compliance Best Practices
- Email blast ideas:
 - ✓ Information regarding healthcare reform
 - ✓ Indicators that would be a corrective action
 - ✓ Provider manual update – highlight of the changes
- Training ideas:
 - ✓ Joint training regarding Clinical documentation training by level of care
- Next Compliance Focus Group: Wednesday, September 17th – 1:00 pm – Montgomery County
- May 2014 email blast that was sent out provided information on provider self-disclosures/self-reports
- Cultural Competency training and a Train the Trainer course will be coming this Fall. More information to follow.

- **Mike Ditty (handout)**

- OMHSAS re-enrollment and re-validation – due October 2016
 - ✓ More information will be sent out as it becomes available
- Provider manual will be updated by the end of Summer and will be available on the website
 - ✓ An email will be sent out when the manuals are available
- Enhancements are coming to the Provider section of the MagellanofPA Website
 - ✓ Changes can be made to the contact and financial information

- Electronic Funds Transfer (EFT)

- ✓ We are starting to move toward EFTs
- ✓ Reduces the number of denials in the system
- ✓ Easier to track
- ✓ More prompt response time
- ✓ Implementation date TBD
- Provider Focus (newsletter)
 - ✓ Summer edition will be coming out shortly
 - ✓ Contact Mitch Fash at mfash@magellanhealth.com with any articles or information you would like to see in the newsletter

• **Carl Kist (handout)**

- ASIST Training
 - ✓ August 7 & 8 at the Lehigh County Government Center
 - ✓ Cost: \$37.00 per person
 - ✓ CEU credits available
- MY LIFE
 - ✓ Summer picnic is scheduled for Friday, August 15th
 - ✓ 3:00pm – 7:00pm @ Sherwood Park in Allentown
 - ✓ There will be a DJ, games and food
 - ✓ Encourage everyone to come
 - ✓ Contact Michele Davis mldavis@magellanhealth.com for additional information
- Working on developing policies and procedures to better support MH/ID members
 - ✓ Increase in networking development
 - ✓ Clinical teams will be trained on how to best serve this population and meet their needs
 - ✓ High risk care manager will be assigned to this population
- Acute Inpatient Partners in Care Program
 - ✓ Collaborative effort with our 10 largest inpatient hospitals (represent approximately 75% of member admissions)
 - ✓ Increase in communication / working through issues as they develop
 - ✓ Starting in approximately 1 week
 - ✓ 4 Care Managers will be working with these 10 hospitals
- NAMI Walk
 - ✓ September 29th at Bicentennial Park in East Allen Township
 - ✓ Start time: 9:00am

VII. Northampton County: Updates / Issues

• **Deb Nunes**

- Wendy Heatley retired – replacement: Brian Watson
- Kathleen Kelly retired – reviewing applicants, conducting interviews shortly
- Reinvestment
 - ✓ Housing plan has been approved on July 11th
 - ❖ Consists of contingency plan for security deposits, utility start up
 - ❖ Next steps: write an RFP to see what authority/agency will contract to do the work
 - ✓ Potential project: Physical Health / Behavioral Health – sharing of information
 - ❖ Behavioral Health was going to start with the sharing of information with Physical Health
 - ❖ System problems with sharing information from Physical Health to Behavioral Health
 - ❖ More information to come
- ✓ Forensic issues
 - ❖ Moving toward getting mental health courts up and running

- ❖ Very early stages
- ❖ Looking into next steps
- ❖ Housing specific for the forensic population
- ✓ Working with Berks, Delaware, Lehigh, Northampton, Montgomery to develop program / service to better meet the needs of our members with the dual MH/ID diagnosis
 - ❖ Pilot program to start
 - ❖ Working with members who are considered high risk, high cost, high need
 - ❖ To reduce/eliminate incidents on the forefront – inpatient hospitalizations, frequent hospital visits
 - ❖ On the back end – more fluent discharge planning

VIII. Lehigh County: Updates / Issues

• Matt Bauder

- Reinvestment
 - ✓ Conducting focus groups to see what the needs are for each group
 - ✓ Perform ranking process in September in order to prioritize needs
 - ✓ Email Matt Bauder at mattbauder@lehighcounty.org with areas of needs / ideas
 - ✓ Allentown School District
 - ❖ School Based Outpatient
 - ❖ Magellan will be releasing an RFI (request for information) in the near future (date: TBD)
 - ❖ Targeting High Schools to start
- Fiscal Year
 - ✓ End of year audits are coming together
 - ✓ Auditors scheduled for September
 - ✓ Reports coming in November
- MYLIFE
 - ✓ Large event taking place on September 27, 2014 (all 5 Counties)
 - ✓ Location: Rose Tree Park in Delaware County
 - ✓ Time: 12:00pm – 5:00pm
 - ✓ Transportation for Lehigh County members: bus provided at St. Paul's Church (where normal MYLIFE meetings occur)
- Releasing an RFP to reprocore for an MCO
 - ✓ RFP released in early September
 - ✓ Responses will be due Mid October
 - ✓ Interviews will be scheduled Mid October – November
 - ✓ Anyone who would like to come to the table (members, families, stakeholders) are encouraged to do so

IX. Other