

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

November 19, 2014 @ 2:00 PM

- I. Introductions: Those in attendance were: Sue Acklen, Jessica Apgar, Cliff Aulisio, Anna Barbosa, Julie Bator, Matt Bauder, Kevin Brockel, Fred Brown, Kelly Colfer, Elizabeth Fox, Cynthia Gegeckas, Alexis Harvey, Katherine Koskey, Emily Leayman, Patricia Marth, Cindi Mazza, Pat McGarry, Rebecca Mutchler, Deb Nunes, Michael Ramsey, Janet Romero, Kelley Schlie, Jessica Teel, Janine Zwetolitz
- II. Review of September 24, 2014. Meeting Minutes were approved.
- III. Provider Forum
 - **Sue Acklen – LV ACT**
 - State will not mandate moving away from the ACT team using an answering service
 - **Alexis Harvey – KidsPeace**
 - Tara Karbinger of Magellan hosted a STAP meeting for STAP providers last week – it was very helpful to talk to other providers around the area
 - **Kelly Colfer – Holcomb**
 - Working to get the local mental health treatment up and running again
 - ✓ Looking to reach out to the outlying areas to people who may need a therapist on the adult side – 18+ years old, to have therapy in the home
 - ✓ Currently one client using the service
 - ✓ Serving Lehigh, Northampton and the Slate Belt area
 - ✓ Taking referrals now
 - ✓ Contact: kelly.colfer@holcombbhs.org
- IV. Member / Family Forum
 - **Healthy PA**
 - Governor Wolf is for the Medicaid expansion but not necessarily Healthy PA. If he wants to change the program it will need to go through a transition process because everything is ready to go for Healthy PA.
 - One letter stipulated if you are not a registered individual (recognized immigrant) you will not be served
 - Rolling out January 1, 2015
 - Many pieces still have not been finalized and have been a challenge for everyone to get a clear sense of what it will all mean come January
 - Types of Coverage: Private Coverage Option, Healthy Option (low risk individuals), Healthy Plus Option (high risk medically frail)
 - There may be benefit limits within the Healthy Option
 - Everything continues to change
 - Any questions can be directed to the website the State maintains for Healthy PA
 - Providers who are linked in with RCPA should look to RCPA for the most up to date information
 - Members contact the Assistance Office or contact the numbers that are being provided through the letters that are sent out
 - The counties will be attending a Webinar that will be held on Thursday, November 20th
- V. Advisory Committee Reports

- **Member/Family Advisory Committee – Ronnie Colbert**
 - Working on another presentation for the January meeting
- **Provider Advisory Committee – Kim Benner**
 - DSM 5 – communication is not consistent on when to start using DSM 5 - some MCOs are requiring October 1, 2014, Magellan is waiting until January 1, 2015
- **Children’s Advisory Committee – Pat McGarry**
 - Mandated reporting
 - ✓ NASW will be doing a CEU marathon
 - ❖ January 10th – East Stroudsburg
 - ❖ January 30th – Cedar Crest College
 - ❖ Two separate workshops: 4 CEUs for ethics and 2 CEUs for mandated reporting
 - ✓ Training resources:
 - ❖ PA Family Support Alliance – Beth Bitler
 - ❖ University of Pittsburgh will be doing an online course www.reportabuse.pa.pitt.edu for child abuse reporting
 - ❖ Marywood Professional Continuing Education: DPW approved training

VI. Magellan Behavioral Health

- **Patty Marth (handout)**
 - Held two Compliance forums over the past 6 months
 - ✓ Updated compliance section of the www.magellanofpa.com website in response to the feedback received from the 2 forums that were held
 - ✓ Reviewed the Compliance section of the www.magellanofpa.com website to show what has been updated
 - Coming in 2015 is a presentation on electronic medical records
 - Held a compliance provider focus group on November 18th regarding member services verification – Valley Youth House presented their member services verification process
 - November 20th - Cultural Competency Training will be held at the Giant Center in Willow Grove, PA
 - Group Cultural Competency Providers will be meeting on November 20th to review the member surveys that were collected over the last several months
 - Reviewed the CFST data
 - Recent Notifications:
 - ✓ **The Department of Drug and Alcohol Programs and the Department of Health** jointly submits this notice for the purpose of renumbering certain existing regulations. This renumbering has been made necessary by the act of July 9, 2010 (P. L. 348, No. 50) (Act 50).
 - ✓ **Notification of Healthy PA Implementation set for 1/1/15.** The bulletin includes an overview of *Healthy Pennsylvania* and select operational instructions for providers.
 - CLIU 21 event - December 10th, 9:00am – 1:30pm - Mental Health Supports for Youth/Young Adults of Transition Age

- **Cliff Aulisio - KidsPeace**

Question: Is there a guideline to what is a claims retraction vs. a corrective action plan

Answer: It is very important for providers to have their own policies and procedures regarding internal audits in order to prevent retractions. Patty will bring this back to the Compliance team to look at in 2015.

Updated Provider Handbook is on the www.magellanofpa.com website - Patty reviewed documentation standards added to the provider handbook for 2014.

- **Jessica Teel**

- Supplemental Services Application – moving forward the updated version must be used. Do not submit using the old application. Make sure you are using the application that has 9/24/2014 in gray diagonal on the page. Five months is not outside the norm to wait to have the application approved.

- **Rebecca Mutchler**

- Magellan is doing an upgrade to their internal clinical system. It is called Total Member Record (TMR)
 - ✓ TMR pulls all data for a member onto the front screen which will help the customer service associates when they receive calls
 - ✓ Staff is currently being trained on this system
 - ✓ Will be launch first week in December
- State rolled out a white paper related to members with mental health and IDD diagnosis – specific recommendations for all MCO. Enhancements Magellan are implementing:
 - ✓ Updating clinical policies around training and red flag clinically when a should be taken to a doctor
 - ✓ Adding trainings annually each year
 - ✓ Additional Care Manager will be hired and will focus on MH/IDD diagnosis only
 - ✓ Adding a new service with NHS Human Services – Dual Diagnosis Treatment Team (DDTT) – community based program specific to members with MHID. This will be similar to the ACT model – going out into the community and working with members.
 - ✓ Goal is to work with member and family/group home staff to give them skills to de-escalate the member in order to keep the member in the community and out of the 24 hour level of care.
 - ✓ Rollout: April 2015
- December 12th - Next MyLife Meeting

VII. Northampton County: Updates / Issues

- **Deb Nunes**

- School Based Outpatient
 - ✓ Expanded to Broughel Middle School, Freedom High School (serves that High School, East Hills Middle School, the Vo-tech all on the same campus and 5 elementary schools in the area)
 - ✓ Will share outcomes at the end of the school year
- Integrated Health Program
 - ✓ Working with NHCLV
 - ✓ More to come as it unfolds
- Working on bringing ICM to shelters in Bethlehem / Easton
 - ✓ Meeting set up for next week
 - ✓ More information to come
- Housing Plan
 - ✓ Awarded to Lehigh Council of Churches
 - ✓ Target start date: January 2015
- Dual Diagnosis Treatment Team (DDTT)
 - ✓ In the process of hiring
- Homeless Advisory Board Meeting
 - ✓ Looking for feedback
 - ✓ They are seeing a trend where a lot of homeless people (age 60 years and younger) get admitted to the hospital and at the end of their stay there are certain nursing homes that are accepting these people for rehabilitation.
 - ✓ Skilled nursing centers are not adept at doing discharge planning for resources they do not typically use.

VIII. Lehigh County: Updates / Issues

- **Matt Bauder**

- BH MCO RFP – Magellan was the selected MCO – An email announcement will be sent out shortly
 - ✓ Received 3 PA BH MCO proposals – Magellan, Value BH, Community Care BH
 - ✓ Received a letter of intent from Optum but they never submitted a proposal
 - ✓ Next step: Kay Achenbach will present the information to the Board of Commissioners in the next couple of weeks to explain the process and how the decision was made
- Reinvestment:
 - ✓ Ranking Exercise: Received 11 responses for Adult and 4 responses for Child/Adolescent
 - ✓ Top Ranking for Adult: Expanded services and options for members with dual diagnosis, MH and ID
 - ✓ Top Ranking for Child/Adolescent: Expanded services and options for members with dual diagnosis, MH and ID
 - ✓ Ranking exercise can still be submitted at least through January 2015 in order to receive more responses
 - ✓ Please send your completed Ranking to Lizabeth Fox
- Mandated Reporter Abuse
 - ✓ Free online training is available that will meet the criteria: www.reportabuse.pa.pitt.edu
- School Based Outpatient
 - ✓ 9 proposals have been submitted
 - ✓ Pyramid was selected to implement the school based outpatient program in Allentown School District
 - ✓ Target Schools: Allen, Raub and Vista to begin
 - ✓ Start date: Mid January 2015
- Performance Based Contracting Seminar – attended in October at State College
 - ✓ COMCARE is a division of CCAP which provides resources and assistance to counties in working the managed care process
 - ✓ COMCARE along with SAMSAH presented on what performance based contracting is all about (contracts being based on delivery outcomes). Outcomes are when a member comes through a provider program for treatment – what does that treatment do for a member in the long run?
 - ✓ This is the direction of the future – Now is a good time to start thinking about what you are tracking, what you can begin to track.
 - ✓ More information to come

IX. Other

- Nothing to report