

**HEALTHCHOICES ADVISORY BOARD
MAGELLAN HEALTH SERVICES
BETHLEHEM CARE MANAGEMENT CENTER
1 W. BROAD STREET, SUITE 210
BETHLEHEM, PA 18018**

**MINUTES
August 21, 2014**

In Attendance:

Matt Bauder, Lehigh County HealthChoices Administrator
Donna Keutmann, Reflections Program of Recovery Partnership
Donna Thorman, NAMI
Tisbine Moussa, Northampton County HealthChoices QA
Diane Marciano, Magellan Behavioral Health CMC General Manager
Lizabeth Fox, Lehigh County HealthChoices QA
Ronnie Colbert, Consumer
Pat McGarry, Valley Youth House/Provider Group
Kim Benner, Salisbury Behavioral Health/Provider Group
Deb Nunes, Northampton County HealthChoices Coordinator

Matt Bauder chaired the meeting.

- **Introductions and Opening Remarks**
 - Introductions of participants
- **Review and approval of May 2014 Meeting Minutes**
 - Add in that Reflections is a Program of Recovery Partnership
- **Community HealthCare Alliance Report**
 - Member/Family Advisory Committee – Ronnie Colbert
 - Ronnie reported that after having a webcam conversation with other consumers many of them are very upset by a comment that was made by Kiss member Jeanne Simmons
 - Ronnie indicated that there are radio stations that are refusing to play any music by Kiss until an apology is made
 - He also commented that there are many entertainers that are suffering from mental illness and with medications they are doing much better
 - Matt mentioned that it is unfortunate this came out after Robin Williams' suicide
 - Donna Thorman will make sure that NAMI is aware of this
 - Donna Keutmann would like to see more opportunity at a safe place such as the drop in centers to discuss issues such as suicide

- Provider Advisory Committee – Kim Benner
 - Dual licensure for ACT teams
 - There may be D&A coming out when licensed
 - Deb indicated that there is still ongoing discussion regarding this topic at CCAP
 - Matt commented that this is still very preliminary and it was understood that DDAP would be coming out when OMHSAS did some licensing visits; Decisions would then be made from there
- Children’s Advisory Committee – Pat McGarry
 - Beginning conversations with the Autism Task Force in Lehigh County
 - Hoping to have an “Ability Fun Fair” next summer
 - Matt asked if Pat has heard anything regarding BSC licensure
 - Pat indicated that most providers have some people that are licensed
 - Have had less trouble hiring people that are licensed
 - Recently hired 3 part-time
- **Magellan Updates**
 - Provider compliance focus group on June 12th
 - 23 providers attended
 - Held at the Lehigh Valley ACT Program
 - Purpose of the group was to solicit provider feedback
 - Magellan will implement and track many of the provider suggestions
 - Will show Magellan’s plans for improvement moving forward
 - Workgroup currently underway to modify the compliance portion of the website
 - Second provider forum scheduled in the Southeast for 9/17/14
 - On June 24th Magellan went through the BPI (Bureau of Program Integrity) /OMHSAS/Mercer compliance review or audit
 - Extremely comprehensive process with a full table of individuals
 - A lot of materials were prepared in advance and submitted on 5/12/14
 - Feedback from the review is not anticipated until September
 - Informal feedback from OMHSAS was that Magellan did a great job and there are no issues
 - Magellan is putting a plan together; Anxious to receive the final report to look at some best practices that may be identified
 - These provider forums will be critical in helping Magellan enhance their program
 - Submitted the 2013 Annual Program Evaluations to OMHSAS
 - Magellan worked for 6 months to develop a new PA Report to the Community

- Highlights innovations and initiatives
 - Web based report
 - Includes videos of Matt Bauder, Deborah Nunes, Dr. Kerry King (Psychologist who specializes in D&A) and Dr. Abby
- Launched PA Quarterly Connections – an eNewsletter for providers, stakeholders etc.
 - Special edition to announce the PA Report to the Community
- My Life Meetings
 - Monthly meetings held locally and in Newtown
 - Youth Leadership Day
 - Held at Dave & Busters in Plymouth Meeting on 8/11/14
 - Matt Bauder attended and reported that it was very nicely organized by Tara Karbiner from Magellan
 - Emily Ferris did a presentation on story-telling and how the youth can get their messages out through a story
 - A state representative also spoke to the youth about how to talk to their representatives & leaders in congress and government
 - Some of the My Life youth individuals that attended have gone through CPS training
- RCPA (Rehabilitation Community Providers Association)
 - Annual Conference being held October 7-10
 - 3 proposals submitted by Magellan were accepted
 - Medical Outcomes, which is highlighted in the PA Report to the Community
 - Chief Medical Officer, Dr. Abby, PCP for NHCLV and Allison Lech, Executive Director for Haven House, will be doing a joint presentation
 - They will be sharing outcomes on the program
 - “TIPing Forward” is a Transition to Independence Program for transitioned aged youth in Bucks County
 - Looking at bringing Dr. Rusty Clark to the Lehigh Valley to potentially run this program in 2015
 - It’s a Big Deal: Appropriate Use of Psychotropic Medications in Children & Youth
 - Magellan’s Chief Medical Officer, Dr. Sandy Zebrowski will be presenting as well as Magellan’s National Director for Children’s Services, Patricia Hunt
- BSC Licensure
 - Requirement went into effect May 26th
 - No cases needed to be transferred out of any provider within both counties
- PEPS
 - Received feedback from the audit and work is in progress

- MH/ID Initiative
 - 1 ½ years ago OMHSAS & Mercer conducted interviews with all the BH-MCO's through-out PA to collect best practices related to services for the MH/ID population
 - Resulted in a white paper that identified all of the best practices that were occurring through-out the state with the BH-MCO's and providers
 - Approximately 3 months ago all BHMCO's received a directive from OMHSAS to implement many of those best practices specific to enhanced Care management services, assessments by providers and specialization of the network.
 - Magellan will have policies and procedures in place by December 2014 for a January 2015 implementation.
- Provider Trainings
 - Conducted trainings for billing and claims submission
 - 4 providers received the training this quarter
- Network Updates
 - A number of sites added to the network or moved this quarter
 - Pyramid Rehabilitation & Detox added to improve access with that particular level of care
 - Pinebrook Outpatient MH Clinic contracted in Wind Gap, Northampton County
 - NHS EAC new site in Nazareth
 - Magellan continues to work with the Lehigh Conference of Churches on the ICM for the homeless pilot
 - Rolled out in March of 2014
 - As of July 3rd they have 21 members
 - Program was developed because a number of homeless were being admitted or readmitted into acute inpatient
 - Continuing to track outcomes which have been very positive and will produce a 1 year outcome report
 - Reflections Program of Recovery Partnership
 - Donna Keutmann indicated that everything is going well
 - Census is up and receiving many referrals
 - A lot of step downs from the hospital and as of today the program is full
 - Homelessness is still an issue
 - Trying to address the challenges of the lack of provider participation when an individual comes into the Reflections Program

- ASIST (Applied Suicide Intervention Skills Training)
 - Held final ASIST training August 7th & 8th at the Lehigh County Government Center
 - Have trained over 200 providers & clinicians over the past 2 years
 - Peer Support Whole Health & Resiliency Training
 - Will be held September 29th & 30th at the Northampton County Human Services Building
 - 35 openings and 17-18 applications have been submitted
 - Bringing in nationally known expert in peer support Larry Fricks for the training
- **Lehigh County Updates**
 - Reinvestment
 - No new current working plans
 - 2 reinvestment plans in the works
 - School Based Out-Patient Services
 - Lehigh County and Magellan have been meeting with Allentown School District
 - ASD identified available space in an elementary, middle, and high school
 - Request for information to be released within the next 2 weeks and will go out for provider responses
 - DDTT (Dual Diagnosis Treatment Team)
 - Lehigh, Northampton, Berks, Delaware, and Montgomery Counties are working in conjunction with Magellan and CCBH to develop a pilot program for members with MH/ID needs
 - Will be a pilot program to see how this program will meet the needs of its members and accomplish the outcomes we are looking for
 - Decreasing hospital stays
 - Help members stay in their residential settings longer
 - Still in the process of developing the plans and hoping around January to begin to offer this to members
 - 2014 Reinvestment/Strategic Planning
 - Beneficial to get greater stakeholder input and involvement in the reinvestment/strategic planning process
 - Matt reported that beginning in January he has been going out to different stakeholders to do focus groups
 - My Life Group
 - Haven House
 - ARCH
 - Pyramid

- 2014/15 Magellan Contract will expire and Lehigh County must submit a request for proposal for a 2015/16 contract for behavioral health managed care organization
 - This process must be completed by the end of November
 - Lehigh County stakeholders/members to be part of the review process
 - Anyone interested in participating may contact Matt or Liz to schedule an interview
- June 30th was the end of the fiscal year; All year-end fiscal reports are currently being put together and auditors will be in the end of September to review the information
- **Northampton County Updates**
 - New Deputy MH Administrator - Brian Watson began about 3 weeks ago
 - Interviews have been conducted for the new MH/MR Administrator
 - Reinvestment Reports
 - Housing Plan
 - Officially approved July 11th
 - Will serve 25 individuals per year with subsidized bridge rental subsidies
 - Contingency fund portion with a CAP of about \$2500
 - Will cover a 1x start-up for things such as utilities or security deposit
 - Deb reported that she is presently writing the RFP and the goal is to have it up and running by September
 - Amendment has already been submitted and approved for this plan
 - Had to ask for an additional 13 people to be served per year
 - Must have a MH diagnosis and/or substance abuse
 - Are involved with the forensic system
 - Contingency fund portion with a CAP of about \$2000
 - DDTT
 - Will be a valuable pilot program to run
 - Northampton and Lehigh counties identified high users
 - Looking at the level of service, cost, and how many slots will be needed etc.
 - Things to take into consideration
 - ER visits
 - Admissions to in-patient
 - School Based Out-Patient Services
 - Has been in place for 1 year
 - Are served at Liberty H.S. and Colonial Academy
 - Has had very good outcomes and reduced partial slots

- Because of its success the program is being extended into December 2015
 - Approved for additional placement in Broughal M.S. and Freedom H.S.
- NAMI - Donna Thorman
 - Deb thanked Donna for coming to represent Northampton County
 - Donna indicated that one of her goals as chairperson for NAMI and advocate for consumers is to get more public awareness in regard to mental health issues
 - The NAMI annual walk will be held Saturday September 27th at Bicentennial Park
 - Hoping to double the number of attendees this year
 - By 2015 would like to increase the number of attendees to hold the walk at Lehigh Parkway
 - Memberships are \$3 for consumers and \$35 for all others to join
- Northampton County Transformation Committee
 - Donna Keutmann added that they are sponsoring an Employment Conference in October
 - Links to the brochure can be found on Café The Lodge and Hope House websites
 - 1 day conference promoting employment with many workshops scheduled
 - Being held at the Christ United Church in downtown Bethlehem
- **Adjournment**
- **Next Meeting to be held at Magellan on November 20, 2014**