

## HEALTHCHOICES ADVISORY BOARD

Magellan Behavioral Health of Pennsylvania, Inc.  
1 W. Broad Street, Suite 210  
Bethlehem, PA 18018

November 17, 2016 @ 2:00 PM

- I. Introductions: Those in attendance were: Deb Nunes, Matt Bauder, Liz Fox, Tisbine Moussa, Tom Walker, Donna Thorman, Pat McGarry, Scott Kiefer, Ben Marston, and Donna Keutmann
- II. Review of August 19, 2016 minutes – approved and if any changes will email in
- III. Community Healthcare Alliance Report:
  - **Member/Family Advisory Committee – Ronnie Colbert -**
    - ✓ Not in attendance so no report
    - ✓ Donna Thorman and Donna Keutmann Updates
      - CSP meeting needs new co-chairs and will have open house at NAMI and hope to vote for co-chairs there; attendance is going well by providers but not members
        - Magellan will promote this in their newsletter in the quarterly basis and Marcy is the contact who will retire and need to make sure have a new contact as Recovery Partnership as a number to call
        - NAMI peer-to-peer and family-to-family classes have started
    - ✓ Peer Line is now operating 24 hours a day
    - ✓ Drop-in center doing well; had Thanksgiving Dinner
    - ✓ CFST program has been revamped and are now using SNAP software and can be on any electronic device and can be in kiosk type like iPad at a provider to survey
      - Allows for counties and Magellan will be able to access the data on their own
      - Has reporting capabilities
      - Constantly updated, secure and web-based which assists them with the issues with computer updates causing issues for those doing the surveys
    - ✓ NAMI having fundraiser and has flyer for it and will provide copy if needed
      - Spaghetti dinner in March
  - **Provider Advisory Committee – (not present Kim Benner)**
    - ✓ RCPA with National Council on issues with keeping and developing a solid work force and have a meeting on December 2<sup>nd</sup> at Clarion in Harrisburg; see Kim for additional information
    - ✓ State reviewing 1600 regulations
    - ✓ Department of Labor regulation will be effective December 1, 2016 and will affect overtime
  - **Children's Advisory Committee – Pat McGarry**
    - ✓ BHRS draft regulations are expected to come out in February 2017
    - ✓ MBH unrolled a Value-Based Purchasing
    - ✓ St. Luke's has new adolescent psychiatrist
    - ✓ Holcomb will be running LGBT group for 13-18 year olds
  - **NAMI – Donna Thorman**
    - ✓ Have new director that is back from medical leave

- ✓ Fundraiser scheduled with band in bar and will provide flyers if interested
- ✓ Spaghetti dinner in early March and will provide more information on that

- **Reflections Program – Donna Keutman**

- ✓ Reflections is has low membership because no referrals and see little coming from hospitals and other entities and not deferring if have waiting list
- ✓ Have tried marketing with no avail and do not want them to take up staff meeting time for a presentation
- ✓ Discussed having technology of sending out brochures and/or powerpoint presentation via email, etc.
- ✓ Meeting with direct care staff to market as well
- ✓ Crisis Residential is referring at point of discharge and not as diversion

#### IV. Magellan Report – Tom Walker

- ✓ Relayed that John Lees is the Consumer and Family Advocate for Magellan
  - ✓ Indicated that had 240 contacts in the year; 61 Unduplicated Individuals
    - Trends in outcomes for 3<sup>rd</sup> quarter of calendar year 41% of unduplicated contacts was questions about MH and D&A services
  - ✓ Attends CASSP meetings
  - ✓ Bridges systems gaps
    - Coordinates the Autism Action Committee and 3-year plan
  - ✓ Transition to Independence Process (TIP) Next quarterly meeting is scheduled for December. This unique Blended Case Management program is specific to transition-aged youth. The program seeks to engage 60 youth at a point in time. The program is seeking referrals. One barrier has been obtaining the psychiatric evaluation to make sure individuals qualify for services
  - ✓ Forensic Peer Services - PeerStar
    - Contracted in Delaware, Lehigh and Northampton counties
    - Exclusive to forensic peer support (pre or post incarceration)
    - Help with stages of recovery
    - Admitted first peer for services in October of last year
    - Northampton County has Mental Health Court and Lehigh has MISA (Mental Illness Substance Abuse) – solutions courts are ideal to identify members that would benefit from this program
    - State is expected to implement MA suspension for incarcerated members in 2016.
  - ✓ Magellan released an RFI for Certified Recovery Specialists. Treatment Trends and Pyramid were selected for Lehigh County; the state must approve the service description through SSRC and the providers must be Promise enrolled prior to contracting. Lehigh Valley Drug and Alcohol Intake Unit is the only provider currently delivering CRS services to Lehigh and Northampton County HealthChoices members.
  - ✓ Mentioned the Centers of Excellence awarded by State for Treatment Trends in Round One funding decisions. A round two of notifications is expected, contingent upon state budget decision.
  - ✓ There is a need to expand D&A services at all levels of care
  - ✓ Magellan Mobile Phone Pilot as partnership with SafeLink Wireless and will be able to code telephones to call member services number and will be smartphones with data plans
    - Targeted mailing will occur with the application
    - Able to verify eligibility without having to provide further evidence of eligibility
    - Health related text messaging may be a possibility if members opt into it; ie. Appointment reminders
    - Have bring your phone program that helps with better data plans

- Discussed that need to be eligible and follow the directives of the SafeLink and if lose or destroy will not replace but need to get new phone and will give the sim card at no charge; they are not upgrading to new phones
- ✓ Tom would like to promote meaningful events in the Magellan Newsletter and would like to have individuals send to him for Lehigh and Northampton Counties even if not have specific information; NAMI indicated the mention of the spaghetti dinner
  - Donna Kuetmann relayed December 10, 2016 at Christ UCC on 75 East Market St in Bethlehem is doing free haircuts, free hot food, and free clothing; this is a Stand Up for Veterans event open to anyone
  - LGBT group should also be mentioned when have a date and mentioned HAVEN group on the PA Diversity network
  - Email upcoming events to Tom Walker
  - Deadline for submissions of upcoming events discussed and then can have as agenda item for this meeting

#### V. Lehigh County Report – Matt Bauder

- RFI Specialized OP for Autism occurring; reviews in December; expanded out of Autism Awareness Project
- Working on Family Navigation Guide from the Autism Action Committee; available to families new to the system; member diagnoses given and then help them navigate the system
- My Life holiday party on 12/9/16 at Revolutions on 378 in Bethlehem to bowl, food and play games from 4:30pm to 7:30pm for ages 14-24
- Respite reinvestment plan through Valley Youth House approved for 3 year extension to 2019

#### VI. Northampton County HealthChoices – Deb Nunes

- Affordable Housing Plan - 49 referrals to the housing program from May 2015 to April 2016, 29 receive intake, 19 attained apartment, 5 currently looking for apartment, all family slots filled, 3 of 4 are forensic referrals, had 22 rejections and 3 individuals graduation to housing vouchers; of 49 referrals, 37 are SMI co-occurring, and 12 are SMI co-occurring with forensic involvement
  - Going into second year, challenges noted is that the fair market rate increased significantly; spoke with Berks about best practices
- Detox and Rehab expansion with Pyramid is having zoning issues to expand on their property; work continues with zoning
- DDTT rolled into covered services and that well with coordination and referral and full on the team; doing very well; quarterly outcomes have good network developed and want to work with them more for member familiar to them and then try to transfer skills to where going to the community
- No new information on the bus transport; complaints were not forwarded to Deb Nunes; Deb to speak representation for Lanta to see if complaints made or addressed
  - Marcy has sent out transportation survey for needs by our regional OMHSAS office
  - Discussion of transportation coming up in other meetings and with providers
  - Center for Independent Living to contact for information on data that have gathered in the past on transportation

#### VII. Other

Next meeting will be held on February 16, 2017; subsequent meetings will be May 18, August 17, and November 16 of 2017. These will be provided on February 16, 2017 on the agenda.