

## HEALTHCHOICES ADVISORY BOARD

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

February 16, 2017 @ 2:00 PM

- I. Introductions: Those in attendance were: Deb Nunes, Matt Bauder, Liz Fox, Tom Walker, Donna Thurman, Scott Kiefer, Ronnie Colbert, and Donna Keutmann
- II. Review of November 18, 2016 minutes – Change indicated that will be placed into the final draft for February Meeting to be approved
- III. Community Healthcare Alliance Report:

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

- ✓ Haven House peer-to-peer support group occurs every Wednesday from 3-5pm is indicated to be coming along well
- ✓ Consumer at Haven House trying for a Lanta van petition for issues and that Ronnie advised to write things through to explain the full issues
  - Ronnie reports that issues are going better with transportation since the past issues presented
  - Donna Kuetmann indicated that webinar next month for MATP and will forward the information to Ronnie
  - Discussion of the issue raised of the Lanta transportation and that still seeing or not and that one issue is that do not qualify MH has a disability
    - Discussed issues with member over Metro Plus eligibility as being approved and that approved for MA and that asked for payment instead of out of pocket so Metro Plus asked her to reapply indicating only eligible for 30 days for the Metro Plus and even indicating physical assessment requirement
    - Tom Walker indicated that meet with ICM providers and spoke about systemic barriers and transportation seems to continue to bubble to the top and not so much issues in Center City areas and seems to be more so for rural areas and traveling across local cities seems to be an issue to trying to coordinate the trip; discuss need for independent transport to foster independence
    - Issue discussed who makes the determination of what is defined within disability to be eligible for the transport; issue over self-report and the physical assessment; need to have this defined to be determine what is the eligibility of disability for ruling from State
    - Ronnie discussed issues with rejection for transport and that a worker helped him write to Charlie Dent and was then determined eligible
    - Will continue to monitor and suggestion to continue to file complaints and attend webinar and also discuss at State level
      - Copy of the appeal and complaints to be given to Deb to be able to continue to work on this and keep the process going and Scott Keifer indicated that they could do this also with the CFST team to keep the paper trail to have the data to forward further on; discussion to have an outreach question to see the experience of members

- If enough members complain, Deb indicated that if MATP is the only funding and they are not taking MH members then given no opportunity to serve them
  - CFST questions have been recently updated and Tom discussed different avenues to approach this and add question about transportation barriers and possibly for two quarters and not permanently on the survey
    - Tom also indicated that the ICM providers would meet with HealthChoices to discuss this transportation issue and move forward unto the State
    - Discussion if want to have qualitative or quantitative data
- **Provider Advisory Committee – (not present Kim Benner)**
  - ✓ Not attend to update and look back at CHA to see that no information to provide
- **Children’s Advisory Committee – Pat McGarry**
  - ✓ Not attend to update and look back at CHA to see that no information to provide
- **NAMI – Donna Thurman**
  - ✓ March 11<sup>th</sup> is the Spaghetti Dinner at St. Nicholas Greek Orthodox Church for fundraiser
  - ✓ March 31<sup>st</sup> will be fundraising and awareness at the Phantoms game and get through NAMI website or through Donna
  - ✓ Starting family to family education course on March 1<sup>st</sup> to run for 11 weeks and is every Wednesday evening and NAMI pays for the literature and is free to anyone to learn
  - ✓ Starting peer to peer education class for watching trigger and completing paperwork and sending two people for training weekend of March 11 and hope to start in April and is free and will let everyone know the dates
  - ✓ NAMI basics is program available to parents of children with MH issues and the people who presented have retired and have this developed and if interested in it, NAMI could send people for training to be able to present and is a 6 week course
- **Recovery Partnership – Donna Keutman and Scott Keifer**
  - ✓ Friday May 5<sup>th</sup> is the MH Awareness Walk at the Rose Garden
  - ✓ MHA webinar for CPS regs and now changed for Transition Age Youth and hopefully CPS will come next month; State is doing one as well
  - ✓ Reflections is doing well
  - ✓ Recovery Partnership is doing WRAP trainings in partnership with HealthChoices and MBH and looking for end of summer for it
  - ✓ CFST program going well with new technology; staff likes the new format and the mobile devices and still would like to further the progress; Scott is revising the database
    - 7 out of 15 members were contacted by Magellan Consumer and Family Advocate
      - John Lees, the advocate, has been in contact for D&A of New Directions provider about system issues
      - CFST is offering the advocate to members who need assistance
      - Advocate is also asking members he contacts about forming a D&A focus group

#### IV. Magellan Report – Tom Walker

- ✓ Mentioned again the new areas that John Lees has been involved in as stated above
  - He is also attending second level complaints as advocate for member
- ✓ Transition to Independence Process (TIP) has year of programming and have had fidelity review
- ✓ Forensic Peer Services - PeerStar
  - Two individuals engaged
  - Would like to have coordination with members who are justice involved through Lehigh County program
  - Have meeting next week to discuss the strategies to get members to this program
  - Deb would like to have them speak at the Northampton County workgroup to present and would schedule to help disseminate information
- ✓ RFI for Certified Recovery Specialists was approved by SSRS and program management continues and working to make sure the specialists are supported to maintain their own recovery
  - Want to see if can have them attend Peer Support Group through CFST to see what about and use as platform
- ✓ Mentioned the Centers of Excellence up and running in Lehigh County and expanding Medication Assisted Treatment and continue to develop the program and aim is to support and follow member through the entire recovery continuum; New Directions has been awarded the second round of the Center of Excellence
- ✓ Magellan Mobile Phone Pilot as partnership with SafeLink Wireless has been stalled; working on information exchange and hopeful to work through things in this quarter
- ✓ Tom would like to promote meaningful events of the MH walks, and the Goodwill Clubhouse, May 11<sup>th</sup> spaghetti dinner would like to hook up
  - May 20<sup>th</sup> to have CRS and D&A providers for event to celebrate recovery with vendors and entertainment and family friendly

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

- RFI Specialized OP for Autism reviewed proposals and looking at next steps to serve the segment of the population; Magellan to meet with Autism Bureau to see what is occurring at the State level regarding Autism
  - Discussion with Autism diagnosis to age 8 being able to access waiver
- Autism Family Navigation guide has been completed and is being circulated and help with resources and to help families start the process to the system and then help them navigate the system
- My Life holiday party held 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 through VYH was invited and attend
- Executed contract for co-location of PH and BH and working with Haven House to have coordination program for PH and BH and Haven House is looking at partnerships with the PH side; capital plan is for improvements to their current space as well as looking for a partnership; capital renovations will at least occur this year
- Lehigh County started bi-annual ranking exercise and asking to work with them to further the process; LC Clubhouse is circulating to members to increase the response to the Reinvestment ranking; NAMI offered to distribute and also to be available for further assistance to distribute
- Physical Health MCO changes coming down and will send out with minutes if need to explain the changes of who is selected as MCOs and so far the only remaining previous MCO selected was Gateway; appeal process is going on so do not have current communication as to what is occurring and that July 1<sup>st</sup> rollout may be postponed to September rollout; further information may be available on the State HealthChoices website

- Up to the State to coordinate the transition and that would need to watch the concerns involved with such a transition and hope is to keep the current provider networks and will continue to stay on top of new communications on this

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

- Hiring for Clerical position
- Working on Housing program and have had 3-4 people graduate to HUD housing
- Detox and Rehab with Pyramid was originally to expand on current campus and because of zoning issues; now will have 12 beds additionally to give to the area but looking for another site to do this and possibly be in Northampton County
- Elwyn Arch discussions to have another site in Northampton County
- Reinvestment plan to come for 2 to 1 services for ABA and will be pilot program for 2 years; provides 2 to 1 staffing per member to teach to deescalate and primarily for members coming from hospital and residential; could go up to 24 hours of care with regards to assist family; model of program on Intellectual Disability side
  - Willing to attempt as pilot and will need to see what outcomes show
  - Program is expensive and would like to report out the outcomes when come through'
  - When pick up case could be in for 6 months and may serve small number of members
  - Alternative to this program was asked and the members are usually in residential or ID group homes; challenge is the access to waivers on ID side so that this program would be able to mirror the 2 to 1 seen in the group homes
  - Geared towards member who are older who would not normally have the opportunity to return home

#### VII. Other

Next meeting will be held on May 18, 2017