

COMMUNITY HEALTHCARE ALLIANCE

April 8, 2020 at 1:00 PM

Minutes

Attendance:

Sue Acklen, Cliff Aulizio, Matt Bauder, Jane Benjamin, Kristy Bernard, Josh Bridges, Kevin Brockel, Paul Broucek, Alvaro and Karina Castillo, Tim Custer, Mairead Desmond, Mike Ditty, Almut Dubischar, Jenny Duval, Carlos Estevez, Maria Flores, Ryan Flynn, Liz Fox, Kenneth Garavaglia, Corinna Labish, Julie Lebowitz, John Lees, Veronica Lefurgy, Suzanne MaKary, Patty Marth, Katherine Matonis, Jodi Matthews, Tamra McGee, John Mooney, Jana Morris, Tisbine Moussa, Kathy Murphy, Ronald Nase, Don Panto, Perry Pearce, Rochelle Reimert, Deb Reinart, Janet Romero, Janice Santee, Kelley Schlie, Lisa Schwartz, Patrick Slattery, Nolan Steffen, Leslie Ten Broeck, Marissa Turner, Kristina Ward, Tom Walker

I. Welcome and Introductions –

Matt Bauder provided an update on the purpose of the Community Healthcare Alliance (CHA) and welcomed our members and stakeholders. The purpose of today's meeting is to discuss strengths, needs, and issues during the novel coronavirus (COVID-19) pandemic.

II. Review of January 22, 2020 Meeting Minutes - Approved

III. Provider Forum

The structure of the meeting included a discussion and report from Inpatient, Residential, Outpatient and Supplemental Services.

Focus on strengths, resources and needs. Organized discussion first by 24-hour providers, ambulatory and member feedback.

Strengths: 24 hr. facilities have available beds; things have started to stabilize. Facilities are available 24/7. LVHN, SLUHN utilize isolation and quarantine units for positive cases, and is a medical admission. Psychiatry services are brought to the member for consultation. LVHN PHPs have gone 100% virtual; hospital and professional based outpatient services went from 6% telehealth use to 98% in 10 days. LVHN experiencing same OP volumes, at times higher using video visits and telephone. Partial hospital programs successfully graduated five members who participated over two weeks exclusively served through telehealth platform. OP MH, ICM, ACT, Peer Services, Supplementals all functioning via combination of in-person care and telehealth. Medical staff are working hard to continue to provide medications.

Challenges: Phone contact is difficult for Medicaid members who do not have minutes on their phones and reluctance to stay on the phone long enough to participate in more than a few minutes for check in and update. Drug and alcohol facilities and programs are having difficulty targeting available services to those in need. Reduction in volume is notable. Some DDAP approved telehealth platforms are crashing. Workforce burden due to quarantined staff, and financial considerations for staff wages, overtime, etc. were discussed. One provider reported not using Zoom because of security problems...AA meetings have been hacked. Microsoft Teams was also discussed as being unstable.

Threats: No resources for PPE. Assertive Community Treatment cannot supply injectables without the medical grade PPE, and this is a very big issue. Complex grief is also a major issue. Releases from jail are becoming an issue. Over 200 releases from Lehigh County jail without coordination efforts. Many are homeless at discharge and are showing up to FQHC without the usual and customary workflow notifications. MATP is severely restricted.

Opportunities: <https://www.uwp.org/211gethelp> On-line searchable 211 database. Warmlines for social connection; Use of alternative telehealth platforms which are approved and more stable; a Provider Community that works well together; and Sharing of Resources. Will continue weekly provider meetings for 30 days. Pinebrook Family Answers Warmline is now available to everyone and anyone is eligible to call. 610-820-8451. Please extend this to those who have MH issues, and anyone who needs to talk, is feeling isolated, frustrated or lonely. <https://pbfalv.org/pinebrook-family-answers-expands-free-warmline-services-to-help-during-covid-19/>

IV. Member / Family Forum

Not all HC members trust technology, won't use a smart phone, and are scared. How do we reach these members? There is also an adjustment period for HC members who are having difficulty with not having the face-to-face contact with counselors.

V. Magellan Update

Where and how to report changes to Magellan. How do I find accurate and reliable information?

Magellan provides guidance on our website about reporting, practice changes, and important resources. On an ongoing basis, Magellan provides updates on Monday, Wednesday and Friday afternoon. Notices are published at the following website address

<https://www.magellanoftpa.com/for-providers/communications/provider-announcements/>

Listed below are Magellan resources, clinical communications, statewide and national announcements pertaining to COVID-19, and the most current list of our providers that have shared COVID-19 business and service arrangements.

Please note: The list of provider information includes the updates received by 5 p.m. on the preceding business day. On an ongoing basis, we will update this list on Monday, Wednesday and Friday afternoon.

Providers should send an email to MBHofPA@MagellanHealth.com with your most current information to share as a resource to our communities. For provider contact and profile information, please go to [Provider Search](#) on our website.

Magellan resources

- [24 Hour Level of Care Provider Survey](#)
 - 24 Hour LOC Providers – Please complete this survey each Monday, and otherwise as necessary, during the COVID-19 crisis.
- [COVID-19 FAQ from Magellan Behavioral Health of Pennsylvania – April 6 edition](#)
- [COVID-19 Telehealth Memo from Magellan Behavioral Health of Pennsylvania – April 6 edition](#)
- **National Mental Health Hotline for First Responders and Healthcare Workers: 1-800-327-7451**
- [Member resources \(including many local food banks\) on MagellanoftPA.com](#)
- [Magellan Healthcare RESTORE® Digital CBT](#)
- [Magellan Health Insights Blog](#)

Clinical communications

- We request that providers follow these communications procedures during the COVID-19 crisis:
 - 1) ***If a Member tests positive for COVID-19:*** Magellan requires an [Incident Reporting Form](#) to be submitted by providers for positive COVID-19 members at your location(s). This can be accomplished through submission of this form or a notification letter to Magellan sent via email to: PAHCRecordRequestsMBHPA@magellanhealth.com. In addition, please refer to the [DOH – April 6 alert](#) for additional helpful information.
 - 2) ***If a provider staff associate tests positive for COVID-19:*** Please follow the guidelines shared in the [DOH – April 6 alert](#). No notifications to Magellan are necessary, unless a change to service delivery or business status occurs (see #3 below).
 - 3) ***For any business interruption or change to service delivery at the provider location(s) due to COVID-19:*** Please continue to share all provider notifications to MBHofPA@magellanhealth.com and your updates will be included in these future announcements on a rolling basis. For our 24-hour providers, please also complete this [survey](#) each Monday to help us review current capacity concerns, and otherwise as necessary.
- Should remote working accommodations due to COVID-19 pose difficulty to transmitting information via facsimile for treatment requests and out of home placements (i.e. RTF and CRR Host Home), Magellan is offering the short-term solution to email treatment packet requests to PAHCRecordRequestsMBHPA@magellanhealth.com.
 - Please note that this mailbox is intended only for transmission of clinical records for processing, when there is no other option for submission. This email address is not intended for external use of provider or county submission of treatment record requests. We thank you for understanding these limitations and hope this accommodation is helpful to continue timely processing of paper packet treatment requests.
 - Until further notice, we are waiving the need for educational records until the schools are open for the packets.

Statewide and national announcements

[Department of Health \(DOH\) Official Webpage for COVID-19](#)

- [April 6 alert – Instructions for patients with COVID-19](#)
- [Health Care Coalition \(HCC\) General Information](#)
- [PPE Guidance for COVID-19](#)
- [Guidance on Wearing a Mask in Public](#)
- [April 6 – Building Safety Measures](#)

[Department of Human Services \(DHS\) Official Webpage for COVID-19](#)

- **COVID-19 Statewide Support & Referral Helpline: 855-284-2494 (TTY:724-631-5600)**
- [DHS Stakeholder Update – April 5](#)
- [ODP Announcement 20-035 – April 2](#)
- [OMHSAS – March 25 FAQ](#)
- [OMHSAS – Visitation Guidelines – March 31](#)
- [DDAP Webinar – April 13](#)

[Governor Wolf Extends School Closure Until End of Academic Year](#)

[Stay At Home Order For All 67 Counties Through April 30](#)

[Pennsylvania Section 1135 Waiver Approval by CMS – March 27](#)

[Major Disaster Declaration Approved – March 31](#)

[Early Refill Availability for Prescriptions for Medicaid Recipients](#)

[DHS Statement to BH Stakeholders on Mar. 20 re Essential-Life Sustaining](#)

[Commonwealth of Pennsylvania Critical Medical Supplies Procurement Portal](#)

[DDAP – Licensing Alert 01-20](#)

[DDAP – Licensing Alert 02-20](#)

[DDAP – Licensing Alert 03-20](#)

[DDAP – Flex Bed Clarification](#)

- [DDAP Request Form for Flex Beds](#)

[CMS Update on March 30 – Flexibilities to Fight COVID-19](#)

[CMS Fact Sheet on Telehealth – March 17, 2020](#)

[Notice of Enforcement Discretion for Telehealth by Office for Civil Rights \(OCR\)](#)

[FCC Makes Decision to Adopt Telehealth Program](#)

[OMHSAS COVID-19 Telehealth Expansion – March 15, 2020](#)

- [OMHSAS-20-02 – Telehealth Bulletin](#)
- [Attachment B – Attestation Form to Provide Telehealth](#)

[Governor Wolf Announces Library of COVID-19 Outreach Materials at PACast](#)

[SAMHSA Guidance – COVID-19 Public Health Emergency Response and 42 CFR Part 2](#)

[NAMI – COVID-19 Updated Guide](#)

Questions/topics from the CHAT

SafeLink Phones

Has SafeLink increased the available minutes per month for members as Assurance wireless has? Is there any support for individuals that live at the same address...? Residential homes trying to get the phones. SafeLink continues restrict number of phones to an address. Also, for those that have an older SafeLink phone, is there any way they can get an updated, internet accessible phone without having to pay?

Safelink is a vendor and is part of the FCC Lifeline Support for Affordable Communications. This service is for low-income consumers.

Lifeline provides up to a \$9.25 monthly discount on service for eligible low-income subscribers. Subscribers may receive a Lifeline discount on either a wireline or a wireless service, but they may not receive a discount on both services at the same time. Lifeline also supports broadband Internet access service and broadband-voice bundles. FCC rules prohibit more than one Lifeline service per household.

Here are the contact numbers for the major vendors in Pennsylvania and New Jersey.

Provider	Telephone #	PA	NJ
Safe Link	800-723-3546	X	X
Assurance	888-321-5880	X	X
Life Wireless	888-543-3620	X	
Standup Wireless	800-544-4441	X	

Qlink	866-594-3644	X	
Access Wireless	866-594-6344	X	
Boomerang Wireless	866-488-8719	X	

Can we share resources for doing telehealth with children? Yes, a great topic.

V. Meeting Schedule

Date	Chair	Minutes
January 22, 2020	Kristy Bernard	Magellan
March 25, 2020 – postponed April 8, 2020 April 15, 2020 April 22, 2020 April 29, 2020	Meeting on March 25 postponed. We are proposing a weekly remote/Zoom meeting for planning and support during the pandemic. Calls will be focused on 24-hour care for ½ hour and ambulatory care for ½ hour. Meetings are 1-2 p.m.	
May 27, 2020	Kristy Bernard	Magellan
July 22, 2020	Matt Bauder	Magellan
September 16, 2020*	Kristy Bernard	Magellan
November 18, 2020*	Matt Bauder	Magellan

* Third Wednesday

VI. Contact Information

Committee / Organization

Member/Family Advisory Committee
 Provider Advisory Committee
 Children's Advisory Committee
 Lehigh County HealthChoices
 Northampton County HealthChoices
 Magellan Behavioral Health of PA, Inc.

Contact Name

Ronnie Colbert
 Vacant
 Pat McGarry
 Matt Bauder
 Kristy Bernard
 Tom Walker

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