

COMMUNITY HEALTHCARE ALLIANCE

April 15, 2020 at 1:00 PM

Minutes

Attendance:

Matt Bauder, Kristy Bernard, Tisbine Moussa, Wendy Heatley, Nolan Steffen, Suzanne Makary, Emily Aubele, Jana Morris, Ellen Hunt, Pat McGarry, Ken Garavaglia, Dick Orlemann, John Lees, Patty Marth, Christine Higgins, Lisa Duarte, Kelley Schlie, Cathy Kromer, Cornna Labish, Rochelle Reimert, Julie Bator, Chelsea Jones, Carlos Estevez, Dominique Gray, Don Panto, Sue Lettera, Gloria Velazquez, Jana Morris, Alexis Harvey, Shanon Feeser, Tom Walker

I. Welcome and Introductions –

Tom Walker opened the meeting with review of agenda, meeting purpose 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 April 7, 2020 Meeting Minutes - Approved

III. Focused discussion on strengths, needs and issues during COVID-19.

24-hour services:

Challenges: Tom reported Magellan experienced a system outage 4/11. Functionality is being restored and will take some time to bring all functions back online. Jana mentioned there has been some impact on meeting the needs of members. Please reach out to provider services hotline number with needs or contact Magellan's Member and Family Advocate, for HC member navigation support.

COVID-19 is impacting some facilities; there is a reduction in available beds. Because of the varied practice changes, Tom discussed the need for 24 Hours Level of Care weekly survey/data collection effort. Providers can expect outreach calls from Magellan staff to update on bed admission status and changes during the COVID-19 crisis.

[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.

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.magellanofpa.com/for-providers/communications/provider-announcements/>

Nolan reported for **LVHN**, **there are no issues to report** at this time.

Suzanne reported for **St Luke's**; **there are no issues to report** at this time.

Ken reported for **Kidspeace**; safety precautions are maintained, and the agency has enough PPE. Due to positive cases and need for quarantine, a temporary stop on residential admissions is initiated. Services are expected to be available on 4/20. Community based programs are open with no disruption.

Cathy reported that **Northampton County MH Base** residential programs are noticing that quarantine and visiting restrictions are impacting the ability of residents to step down from higher levels of care, such as EAC, into residential programs funded by the County. The County is making plans to identify and coordinate aftercare for when restrictions are lifted. The County is attempting virtual intake appointments to keep the process moving along for members.

Dick reported that **Lehigh County MH Base** is so appreciative of all of the good work done by our provider community and responding to the many calls and meetings to guide effective collaboration. Among the County residential programs, safety is emphasized. There is a need to keep people safe and if they are choosing to not abide by safety rules, can be discharged if a resident chooses to leave the home, including spending the night out in the community, or coming home with a positive urine screen for prohibited substances. Dick described there is a mechanism to review agency policies and supports the

providers in making decisions necessary to protect health and safety for all residents, while balancing and maintaining all the individuals' rights during this time.

Wendy Heatley reminded to please remember to utilize your CIT trained police officers to help enforce the emergency order.

Dick reported mental health court is still happening in the hospitals. However, there has been a need to enact one-doctor 302 petitions; although not preferred, is permissible under the Mental Health Procedures Act. For a doctor 302, Lehigh County is allowing the ER doctor to do both the evaluation and the commitment and hopes that that person then can be moved to an area where they might not be at risk, like they would be if they remained in an Emergency Room for an extended period of time.

Community-based services:

Sue Lettera reported Lehigh County Integrated Services Dept. is maintaining resources on their webpage.

<https://www.lehighcounty.org/Departments/Human-Services/Mental-Health/COVID-19-Information-and-Resources>

Jana reported success in collaboration with schools and meeting needs for children in community that cannot attend school treatment. Parents and kids are connecting to outpatient services through various mechanisms. Telehealth is working well to meet these needs.

Magellan MYLIFE – Matt discussed the virtual Fest for youth starting April 16th. MYLIFE is a good recommendation for any provider working with children, adolescents to have as well or transitional age youth and adults.

<https://www.magellanofta.com/for-members/community/my-life/>

PPE. Gloria mentioned the Neighborhood Health Centers were able to secure PPE> they are finding, however, there is also a need to supply PPE to their patients. Providers exchanged the creative ways to gain access to PPE. Sue mentioned they have requested PPE from PEMA, but have not been able to access any through this channel. Many providers, including LVACT and Bet El, and others have turned to local groups to make homemade masks and creating their own disinfectant.

MAT therapies for SUD. Liz asked if there are any known issues in connecting members for labs and MAT medications to help overcome a substance use disorder. No issues are reported.

Telehealth Services – Alexis Harvey reported the creative work done by Kidspace and ABA services utilizing telehealth. One of the KP RBTs researched ABA services models that can be rendered through virtual means. Kidspace will present on these best practices at the 4/22/20 CHA Meeting.

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/>

Resources needed/requested/offered:

Jana Morris asking for PPE resources.

Cathy Kromer mentioned there are many trained COAPS Peers for Older Adult individuals. Peer services are still up and running and going out into the community.

Dick Orlemann reported The Clubhouse of Lehigh County is preparing hot meals for pick up or delivery Monday through Friday. To date, they have distributed over 600 meals. If you know someone who is in need of a meal, you can call the Clubhouse up until 10 AM on the day the meal is needed. (610) 433-9940

IV. Meeting Schedule

Date	Chair	Minutes
January 22, 2020	Kristy Bernard	Magellan
March 25, 2020 – postponed	Meeting on March 25 postponed. We are proposing a	

April 8, 2020 April 15, 2020 April 22, 2020 April 29, 2020	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

V. 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
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 Kristy Bernard
 Tom Walker

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