

## HealthChoices Advisory Board

Magellan Behavioral Health of Pennsylvania, Inc.

1 W. Broad Street, Bethlehem, PA 18018

(Remote meeting due to COVID restrictions)

May 21<sup>st</sup>, 2020 at 2pm

I. Introductions: Those in attendance were: Tom Walker, Matt Bauder, Kristy Bernard, Chelsea Jones, Liz Fox, Tisbine Moussa, Donna Thorman, and Pat McGarry. Matt text Ronnie to see if he wanted to call in but has not heard back from him.

II. Review of February 20, 2020 minutes – No issues and accepted.

III. Community Healthcare Alliance Report:

### **Member/Family Advisory Committee**

Ronnie was not present. No update.

### **Provider Advisory Committee – TBD**

Christina Higgins of Merakey, manages Wellness Recovery Team, outreached to Matt and requested information, Matt send her the info, and has not heard anything back yet. Matt mentioned that we need someone to have a global perspective for the adult MH Population. We will keep looking. Kristy and Matt will try to meet and look at and review the board in general and see if there needs to be any updates made.

### **Children's Advisory Committee – Pat McGarry**

Pat updated that IBHS processes is moving forward, people trickling into the systems. Most children's services are being offered virtually to families. Staff are going out as needed. A lot of connecting to resources has been happening. They have been providing food kits to families. VYH CPS program is up and running virtually. Referrals in general seem down to most services.

IV. NAMI/OMHSAS/Provider/Peer/News

Donna reported that Support groups have been happening virtually on Zoom. They have security put in to place to ensure the meetings are secured. They have still been doing peer to peer education classes-one online, the other 4 will be in person. They are not doing family to family online because it is such

an intimate group. They weren't ready to take that risk. There is information with all the Zoom groups and how to get into them. Donna will forward to the group. They are not having as many calls for issues.

## V. Magellan Behavioral Health Report

Tom informed the group of:

COVID Issues: Within 5-10 days there has been an explosion of Telehealth services that is unprecedented. Telehealth is being expanded in order to meet the needs, but reminded by the state that MH services are essential and can and should remain available and open. Magellan is doing 94% telework but they remain open. Essential supports and investments are being made to help providers remain as fiscally solvent as possible. With consideration of safety and physical health as well. Surveys are occurring to help the state figure out the needs. APAs (Alternative Payment Agreements) were done in partnership with the Counties. They were based on 2019 modeling with the expectation that the programs remain open and provide attestations. All providers offering telehealth had to provide attestations before telehealth services enacted. We are mobilizing the Community Health Care Alliance (CHA) and had several meetings to ensure communication was happening amongst providers. There has been reductions in inpatient utilization. There have been beds available but there have been changes. Bed census is being monitored. Call volume coming into Magellan have gone down. Businesses have continued to operate. Planning will continue for what the new normal will look like.

Donna asked where her services fall. She reached out to find out if they are essential. The supports are vital to the families, but Tom can't answer that. Continue to inquire. Pat added that Governor Wolf put out a long list. But it was with broad brush strokes.

Community HealthChoices (CHC) has gone online for Lehigh Capital region. New eligible members have started to utilize some services. Magellan has gone into partnership with some vendors that supply mental health services under contract with nursing homes. Previously they these homes have independently contracted with providers. We are actively partnering with Manorcare. The phased approach of this transition really helped with the success of the program.

Psych Rehab for Autism pilot continues. We continue to partner with the ASERT collaborative. Discussion continues to meet the need with the focus on addressing complex needs for special populations.

We have received notification that Elwyn ARCH is closing and work will be done to help transition members. Transition will be complete by end of June.

Letters will be going out to families with care manager assignments. Managers will be working with the clinic directly on transition planning.

Specialty RTF development. Kidspace is looking at specialized programming. Agreement has been reached. The hope is it will launch this summer 2020 on campus site in Orefield.

The School Based Outpatient SBOP collaborative still meets. We are partner with schools to continue to provide support.

We continue to collaborate with PH MCOs when there are issues of COVID infections.

## VI. Lehigh County HealthChoices Report

Matt discussed the Elwyn closure, which was a surprise. No prior heads up to it occurring. The Autism Action Committee will be reconvened to get stakeholder input. Elwyn Arch was a 2008 Reinvestment Plan with Lehigh that was a very successful program that took about 2 years to develop. We need to make sure we maintain the services and supports but it may just look different.

Lehigh County requested extensions for several reinvestment plans: 2 to 1 ABA through ABA Support Services, Housing, and High Fidelity Wraparound (HFW- Pinebrook Family Answers) which were due to expire at the end of the year. The Respite (Valley Youth House) is approved through December 2022. Requested 2.5 year extension for the others to align them all together. And they will now match up with the new calendar year as well.

Lehigh County has not returned to work officially yet. The Government Center is still closed due to COVID. It is controlled by the Commissioners. Talks have been starting to happen in regards to bringing back staff. 90% of staff are working from home. New contract will be in effect 7/1/2020. First program year will be 18 month year to align with state contract.

Lehigh is working on the draft contract with Magellan. Working on finalizing 3 Performance Incentives (PIs). Forensic, First Episode Psychosis, and Med Management Adherence.

Liz had the following updates:

Complaints and Grievances are being done via phone due to COVID. The transition went smoothly.

Awaiting first quarter new and revised Consumer Family Satisfaction Survey (CFST).

## VII. Northampton County HealthChoices Report

Northampton County continues funding for the Conference of Churches Housing Program and is working on extending services offered for members impacted by COVID.

The ORLTSR-Housing for forensic population is moving forward; 8 unit housing; zoning has been approved. This is a joint project with NC MH department. Contracts are being worked on. Due to the contract delay and now COVID, anticipated opening date would be in 2021.

Northampton County employees returned to work in the offices at the beginning of the month, but still continue to do all meetings through ZOOM or Skype and have precautions in place to ensure safety of employees-masks must be worn, temp checks when entering building, processes to clean common areas including copiers and door handles.

Northampton is extending the Magellan Contract for the last option year. IT will be an 18-month contract to align with the state Contract. We will be potentially looking at an RFP in the future.

Chelsea updated that the COC Housing Program related to COVID is live right now. Focus on higher need kids to find appropriate placements or keep them in the home. Trying to keep them on track when telehealth isn't always the most effective method for them.

## VIII. Adjournment

Next meeting will be held on **August 20, 2020 at 2:00pm** at the Magellan Bethlehem office or via Zoom depending on COVID circumstances.