

COMMUNITY HEALTHCARE ALLIANCE

Lehigh Valley ACT

601 E. Broad Street

Bethlehem, PA 18018

July 25, 2018 @ 2:00 PM

Sue Acklen, Arnie Allanson-Dunden, Cliff Aulizio, Matt Bauder, Paul Berlet, Chris Brader, Allison Branche, Kevin Brockel, Fred Brown, Ronnie Colbert, Ann Compostella, Lauren DeLucia, Mike Ditty, Scott Donald, Almut Dubischar, Ryan Flynn, Elizabeth Fox, Michelle Inamagua, Midge Klotz, Corinna Labish, John Lees, Veronica Leturgy, Patty Marth, Jodi Matthews, Cindi Mazza, Pat McGarry, Ilisa Sacknof, Janice Santee, Lisa Schwartz, Nolan Steffan, Andrea Toohey, Jackie Vasko, Kristina Ward

I. Review of May 23, 2018 meeting minutes. Meeting Minutes were approved.

II. Provider Forum

- **NET Services – Fred Brown.** Change in leadership at NET. Fred Brown is retiring end of August 2018. Ryan Flynn is named as the new Program Director effective Sept 1, 2018. Mr. Flynn has 14 years experience with NET serving as the Clinical Director. The Community Healthcare Alliance thanks Mr. Brown for his many years of dedicated service.
- **Lehigh Valley Drug and Alcohol Intake Unit – Kristina Ward.** Announced the Grand Opening for the newest Recovery Center, August 24th. The program is open to anyone seeking recovery support. Location: 1830 Main St - Northampton, PA
- **Haven Behavioral Hospital – Lisa Schwartz.** Haven Behavioral Hospital of Eastern Pennsylvania, recently became INN Network with Magellan Behavioral Health. The hospital is expanding, expected to add 19 adult beds by end of year.
- **Pinebrook Family Answers – Ann Compostella.** Pinebrook Family Answers is growing. A new outpatient clinic will open located in South Bethlehem, on 4th Street. Please contact the program for information on service scope, location, hours, etc.
- **St Lukes – Amie Allanson-Dunden.** The merger of Sacred Heart and Blue Mountain Health Networks to St. Luke's University Health Network will result in planned for changes. With this merger, the community should anticipate additional announcements. Amie announced that there will be a consolidation of inpatient psychiatric hospital beds (Blue Mountain, Sacred Heart, St. Luke's Quakertown, and St. Luke's Bethlehem). This will be accomplished in stages, beginning with beds moving from St. Luke's Bethlehem Campus to St. Luke's Sacred Heart Campus (Fall 2018). All said and done, there will be 174 inpatient beds at St. Luke's at Sacred Heart Campus.
- **Salisbury Behavioral Health – Cindi Mazza.** Salisbury is partnering with Northampton County Pretrial Services as part of a wider reentry project for justice-involved HealthChoices members.

II. Member/Family Forum – Ronnie Colbert

- Discussed the continuing need for member advocacy, particularly self-advocacy, in filing complaints with MATP program. Ronnie described issues surrounding scheduling and access to medically necessary transportation which can be solved through communicating needs, and following the process set by LantaVan.
- Matt Bauder offered an update to the meeting with LantaVan, and announced **Melissa M. Gemelli of LantaVan will present an overview of LantaVan services, and available supports and guidance at the September 26, 2018 Community Healthcare Alliance meeting.**

III. Advisory Committee Reports -- Children's Bureau – Pat McGarry

- Public Notice for Intensive Behavioral Health Services (IBHS) Regulations
The Department of Human Services proposes to add Chapters 1155 and 5240 relating to intensive behavioral health services to Title 55 of the Pennsylvania Code. The proposed rulemaking was published in the Pennsylvania Bulletin on August 4, 2018. There is an open public comment period through September 4, 2018.

IV. Magellan Behavioral Health

Patty Marth – (Reporting for Magellan's Compliance Dept.)

- Notification from Department of Human Services:
Bulletin 99-18-10 The purpose of this Medical Assistance (MA) Bulletin is to clarify the Department of Human Services' (DHS) position that any individual or entity approved by the Department of Health (DOH) as a Tobacco Cessation Program (TCP) may enroll in the MA Program to render Tobacco Cessation Counseling (TCC) services to MA beneficiaries.
Bulletin 99-18-09 Reduction of Mailed Paper Remittance Advices. The purpose of this bulletin is to notify all providers that the Department of Human Services (Department) will discontinue the mailing of paper Remittance Advices (RAs) through the United States Postal Service (USPS) to any provider who has elected to receive Electronic Remittance Advices (ERAs), also known as ANSI X12 835 files.

- **Compliance monthly e-blasts** – Please reference the website <https://www.magellanofpa.com/for-providers/communications/provider-announcements/compliance-alerts/>

May 2018 – Highlighted the importance of correctly identifying the rendering service location when submitting claims to Magellan.

June 2018 - Outlined recent interactions and observations Magellan has had with contracted Partial Hospital Programs. Please also reference the standards to ensure that your programs are compliant with all state and MCO requirements

Mike Ditty and Scott Donald – (Reporting for Magellan’s Network Dept.)

- Town Hall Meeting will be September 18, 2018 at St. Luke’s at Sacred Heart Hospital. More information forthcoming.
- As a result of DHS policy, Magellan providers must be Promise enrolled. Magellan cannot pay for services rendered by non-enrolled providers. Revalidation is required every five years. If there is a lapse in enrollment, Magellan must stop payment. For revalidation, or for reactivation, or to submit a new application please use the DHS Online enrollment portal. This applies to Base services. Send directly to Magellan Network Dept. for Supplemental services. Questions? Please send to: PAHCPQuestions@Magellanhealth.com
- Important: Please update your agency contacts, specialty services, and website information through Magellan Provider portal for your agency. The best practice is to build a process to review and update your agency profile on a quarterly basis. Magellan uses this information for provider communications, and to provide member information. This is publically searchable.

Patty Marth – (Reporting for Magellan’s Clinical Dept.)

- ASAM update: The PCPC is targeted to be fully discontinued by December 31, 2108. Training period for ASAM criteria is extended through December 31, 2018. Implementation date is still July 1, 2018. Supervisors are expected to review and sign off on any level of care determinations for staff who have not had the appropriate training.
- Provider questions or additional support needs should be directed to Anita Kelly, Magellan’s Clinical Contract Advisor for Drug and Alcohol Services. ALKelly@magellanhealth.com

John Lees- (Reporting as Magellan’s Member and Family Advocate)

- **Save the date: Magellan MY FEST, Saturday September 22nd, 12 pm-4pm at Northampton Municipal Park.** MY FEST is a very special celebration and is part of Magellan’s signature platform, Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE). Tara Karbiner is the contact. TAKarbinger@magellanhealth.com
- **Please help to promote the monthly MY LIFE Lehigh Valley meetings.** MY LIFE is a fun and inspiring group for youth between the ages of 13 and 23 who have experience with mental health, substance use, foster care and/or other challenges. MY LIFE stands for Magellan Youth Leadership Inspiring Future Empowerment and is a free group, it meets monthly at St. Paul’s United Church of Christ (340 E. Hamilton Street, Allentown, 18109). Please contact Michele Davis MLDavis@magellanhealth.com
- **Hunger is a growing area of concern in our area.** Magellan MYLIFE group tackled the issue of food scarcity and food security. Magellan MY LIFE and Lehigh County HealthChoices recently partnered with a group to distribute food to those in need. Please speak with your staff about food resources, and help to be a part of the solution. Food resources are available by contacting Second Harvest Food Bank of the Lehigh Valley, or using the Find Food Feature of their website. <http://shfblv.org/>

Tom Walker

- **Are your clients touched by the criminal justice system? Does your staff need training in how to effectively work with justice-involved individuals?** Magellan is offering free forensic webinars, called micronars. These are recorded lectures by experts in the criminal justice field. Topics cover a wide range of evidence-based practices. If your program is serving justice involved HealthChoices members, please pass along to your treatment staff. To access, go to <https://www.magellanofpa.com/for-providers/county-info/lehigh-county/training/>
- **Magellan’s Quality and Provider Engagement Campaign needs your help. Did you know there are changes in the Complaints and Grievances process which makes it easier for HealthChoices members to speak up, and get issues resolved more quickly? Everyone’s voice matters.** Please post this flyer (click on the little icon to download) next to your agencies process for handling member reported quality issues. Reminder, this is a contractual requirement that information is posted.



081018 -
Complaints-Grievance

Please make the flyer visible and widely available.

Please consider running a quality focus group at your facility. Our Consumer and Family Satisfaction Team is here to help.

Please call Tom Walker, Tel: 610-814-8082, or Email twalker@magellanhealth.com for more information about how to partner with Magellan and HealthChoices County Quality leads to advance the wider project to

Promote Soft Skills among Provider Agency Staff, address Member Cultural Needs, or even Pilot new projects.

We want to meet with you!

VII Lehigh County

HealthChoices Re-investment Planning Process Ideas – Liz Fox

- Lehigh County's Bi-annual Reinvestment Planning Process is underway. Lehigh County is seeking to meet unmet behavioral health treatment areas and address service gaps – The bi-annual solicitation for feedback is open for provider and member input or ideas – applicable for children and adult Medicaid treatment services. Liz Fox is also looking to set up member focus groups, and may be in contact with leadership in facilities to coordinate. For more information, please contact Liz Fox at lizabethfox@lehighcounty.org

VI Northampton County:

- No updates

Next Meeting: September 26, 2018 at 2 p.m.