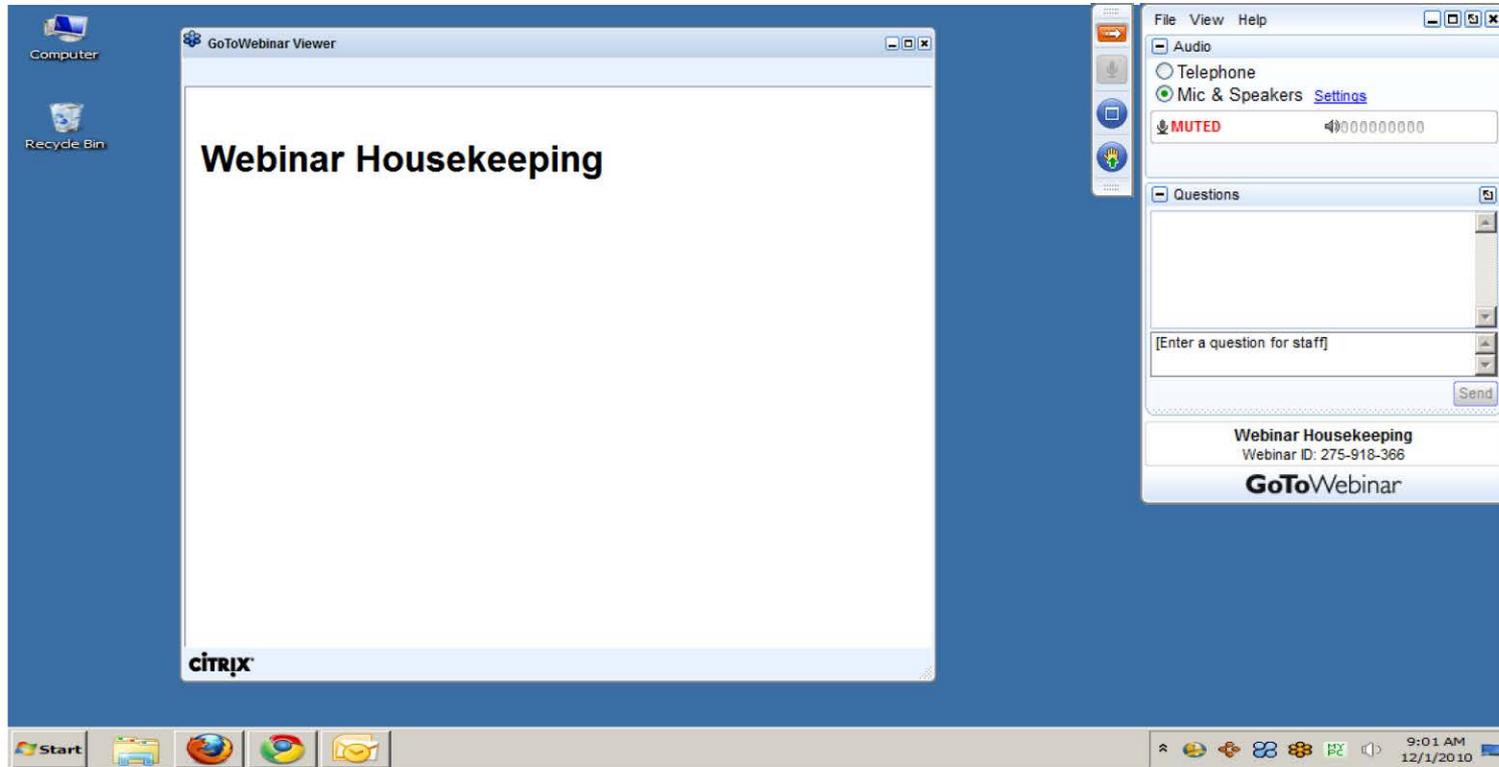


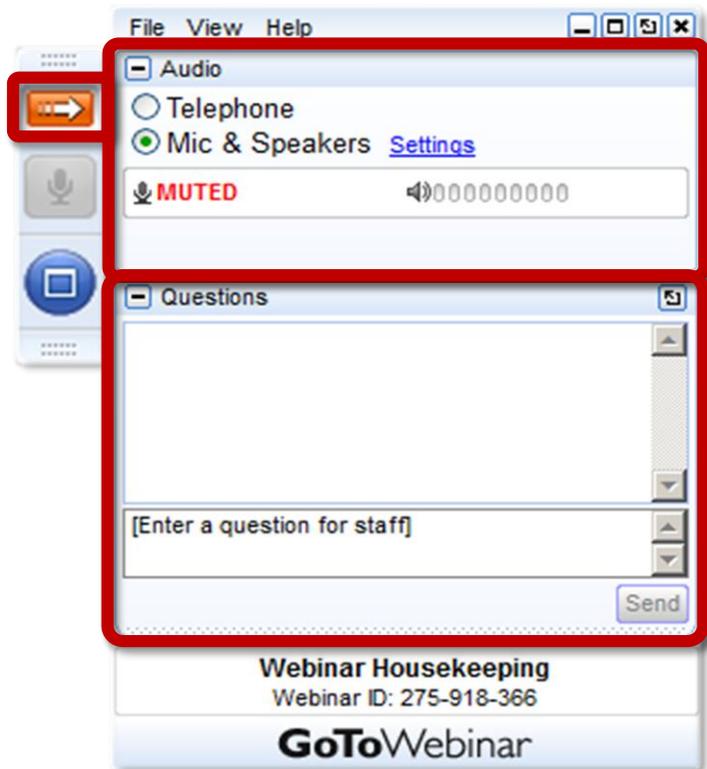
# Welcome to the Third Thursday MLTSS Webinar

- Communication Access Real-time Transcription (CART) is available by clicking here:
- <https://archivereporting.1capapp.com>
- Username/password: OLL

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**Note:** Today's presentation is being recorded and will be available on our website.



# Third Thursday Webinar

Jennifer Burnett, Deputy Secretary  
Kevin Hancock, Chief of Staff  
PA Office of Long Term Living, DHS  
*January 21, 2016*



# Agenda

- OLTL Update
- RFP and Draft Agreement Comments Review Update
- CHC Website Simplification

# ▶ OLTL Update

- Since the last webinar
  - 2,100 comments from the November release
  - 850 comments from the December release
- Upcoming
  - Release of CHC RFP in February
  - Education and Outreach campaign
  - January, 2017 implementation in Southwest PA

# Public-Private Partnership

- Education and outreach is imperative to the success of CHC
- Partnership between the commonwealth and Pennsylvania Health Funders to engage community partners
- Jewish Healthcare Foundation
  - December 16, 2015
  - January 27, 2016

# ▶ CHC MCO Meet and Greet

- January 13
  - County Human Service Administrators
  - Behavioral Health Providers
  - Housing
- January 14
  - Current Participants
  - Brain Injury providers
  - Debrief

# Document Comment Themes

- CHC Coordination of Care Requirements
- Continuity of Care
- Enrollment-related Questions
- Service Definitions
- Grievances, Appeals and Complaints
- Capitation

# CHC Coordination Requirements

- Medicare/Medicaid Coordination:
  - CHC-MCOs will be required to have companion D-SNPs. The D-SNPs' Service Areas must include the geographic areas covered by the CHC-MCOs, and must serve the same target group.
  - DHS will support MCOs in their pursuit of seamless conversion as permitted under Medicare regulations for Special Needs Plans.
  - DHS will also support MCOs in connecting with the Independent Enrollment Entity, so it is aware of the D-SNPs' current members and provider networks and can better counsel participants on the benefits of dual coordination.
  - The MIPPA Agreement will be used to support this coordination effort.

# CHC Coordination Requirements

- Coordination of Services Between D-SNPs and CHC-MCOs:
  - The D-SNP's Model of Care needs to be consistent with CHC.
  - The Department expects there will be a single point of contact that helps a participant who is enrolled in both the CHC-MCO and the D-SNP.
  - For example, when service coordination is needed, the participant will have one service coordinator who works across both the Medicare and Medicaid programs.

# ▶ CHC Coordination Requirements

- DHS is asking plans to describe the approaches they will use to coordinate Medical Assistance and Medicare services, including primary, behavioral, acute, and LTSS, to improve Participant experience and outcomes.
  - They will be asked how they specifically address how they will do this for Participants in aligned or unaligned D-SNPs, other Medicare Advantage Products, and Medicare FFS.
- DHS will also ask plans to describe the management information system and other tools that service coordinators will use to coordinate Medicare and MA.

# Continuity of Care

- Continuity of Care:
  - Service Coordination will be part of the continuity of care provision
  - Suggestions on time periods and types of services considered under the umbrella of continuity of care.

# Enrollment Process

IEE

- **Independent Enrollment Entity**
- Assist in filling out application
- Schedule clinical eligibility screening, if needed/requested
- MCO Choice Counseling

CE

- **Clinical Eligibility**
- Will be performed by a conflict free entity

CAO

- **County Assistance Office**
- Financial Eligibility determination
- Issuance of eligibility notice

MCO

- **Managed Care Organization**
- Contact new enrollee within days of enrollment
- Conduct comprehensive needs assessment to begin the person centered planning process

# Service Definitions

- Service Definitions:
  - Assisted Living
  - Service Coordination
    - Continuity of Care Period and afterwards
  - Pest Eradication
  - Transportation

# Grievance, Appeals, and Complaints

- Administrative Streamlining
  - DHS will work with MCOs and CMS over time to move to a more streamlined grievance and appeals process between Medicare and Medicaid.
  - This and other administrative issues will be evaluated and addressed as the program matures.

# Capitation

- Set rate paid by the commonwealth for each enrolled member in a managed care plan for the services covered by the contract
  - Rates are developed using historical costs and adjusted with assumptions and projections.
  - Rates are established to create incentives to encourage desired outcomes.
- Simple example of calculating a capitation rate
- What does this mean?
  - Per Member Per Month amount is not an individual “cap”.
  - Within limits, MCOs have flexibility in use of capitation payment.



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Tom Wolf, Governor | Ted Dallas, Secretary



Citizens

Community HealthChoices



## Community HealthChoices



Governor Wolf's proposed 2015-16 budget commits to increasing opportunities for older Pennsylvanians and individuals with physical disabilities to remain in their homes. To do so, the governor has directed the Departments of Human Services (DHS) and Aging (PDA) to develop a plan to implement a Managed Long-Term Services and Supports (MLTSS) program for older Pennsylvanians and adults with physical disabilities called Community HealthChoices (CHC).

### WHAT IS MLTSS?

Managed Long Term Services and Supports is the delivery of long-term services and supports (LTSS) through capitated Medicaid managed care programs.

It refers to an arrangement between Pennsylvania's Medicaid programs and contractors. The contractors receive capitated payments for LTSS and are accountable for the health and welfare of participants through the delivery of

#### Related Topics

[Community HealthChoices  
Concept Paper](#)

[Request for Proposal and  
Program Requirements](#)

[Supporting Documents](#)

[Third Thursday Webinars](#)

[Transcripts of Public Hearings](#)

## Resource Information

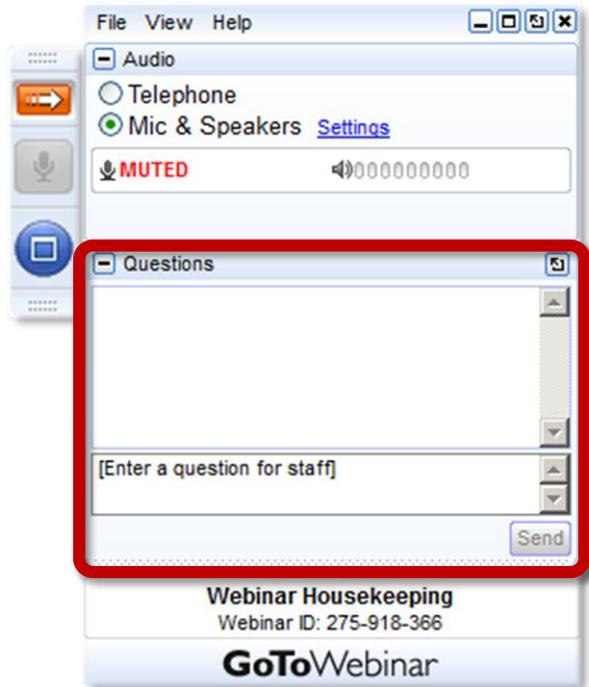
- Community HealthChoices Website:  
<http://www.dhs.pa.gov/citizens/communityhealthchoices/index.htm#.VkyJ23arRhF>
- MLTSS SubMAAC webpage link:  
<http://www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss/index.htm#.VkyKANarRhE>
- Register for a ListServ to stay up to date:  
<http://listserv.dpw.state.pa.us/>
- Email Comments to: [RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)

## *Questions or Comments?*

*Submit further questions or comments via email to:*

[RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)

# ▶ GoToWebinar Housekeeping: time for questions



## Your Participation

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