

## HEALTHCHOICES ADVISORY BOARD

Magellan Behavioral Health of Pennsylvania, Inc.  
1 W. Broad Street, Suite 210  
Bethlehem, PA 18018

November 16, 2017 @ 2:00 PM

- I. Introductions: Those in attendance were: Deb Nunes, Donna Keutman, Pat McGarry, Ben Marston, Ronnie Colbert, Donna Thorman, Pat Mast, Liz Fox, Tom Walker, Matt Bauder
- II. Review of August 17, 2017 minutes – Approved and seconded by Matt and Ronnie respectively
- III. Community Healthcare Alliance Report:
  - **Member/Family Advisory Committee – Ronnie Colbert**
    - Issues with reevaluation requirements with regard to transportation services. Sometimes the process takes as long as three weeks and if consumers lost services it costs them \$20-\$23 one way to get to the program. Ronnie suggested that they keep trying.
    - Lanta consumers are having problems with van pickup being late. Sometimes by the time they arrive at the program the first group has already started. Traffic issues suggested as a possible reason. Ronnie suggested they file a complaint.
    - A meeting with Lanta was mentioned. Kevin Lynn who is a peer on the Lanta board and goes to monthly board meetings may also be able to come to Haven House and speak with consumers about issues, but complaints still need to be filed, or submit in paper to Kevin
    - Tom added that Kevin can talk about how feedback is used; and if a provider is not made aware of a problem, they assume everything is fine
      - Discussions can really help all the way around; they want to hear from us because they want to provide good service
    - All agree that consumers must file complaints so as not just hearsay
  - **Provider Advisory Committee – Kim Benner not present**
    - Deb indicated that at the CHA meeting, it was mentioned that Salisbury Behavioral Health is now offering blended case management for children
  - **Children's Advisory Committee – Pat McGarry**
    - St. Luke's has another psychiatrist, Dr. James James
    - Pat McGarry indicated that she signed up for a workshop discussing Medicaid and Housing being held on Tuesday the 28<sup>th</sup> from 3-4.
      - Deb mentioned they'll probably bring up different housing plans where Medicaid dollars can be used but the dollars used are for the case management piece
      - Matt added that it's loosely based Housing services
        - They'll talk about Psychiatric Rehab services with Medicaid, but it isn't typically about housing programs that the Medicaid program is going to pay for
        - It is more about how the case management program is geared toward working with members around housing
  - **NAMI – Donna Thorman**
    - Dec 2<sup>nd</sup>, Donna passed out flyers for an event held by NAMI along with the American Foundation for Suicide Prevention, Scott Marshall Band splits the proceeds as a donation and the owner of Steel Pub will donate some of the proceeds from that night.

- It is a different demographic than folks are used to, and there has been some controversy about it being in a bar, but it's a demographic NAMI feels it needs to reach. There will be raffle baskets and it will be a fun event that drives home the message.
  - NAMI rep attended the CPS meeting on Monday, and NAMI is dedicated to help in any way to get the word out about MAWD (Medical Assistance for Workers with Disabilities) and changes in Mental Health Reform.
    - A blast was sent out to past family-to-family members and information was given to the graduates.
- **Member, Student and Peer Services – Ben Marston**
  - Ben mentioned that Tom may be interested in taking a look at his website, onemindrestoration.org, which is a community hub with information on a new kind of shelter and looking at things differently

#### IV. Magellan Report – Tom Walker

- **Complaints and grievances.** Q3 for both Lehigh and Northampton results are done. Some of the areas the report pays attention to are program access and quality/feedback to HealthChoices. One of the questions asks if the members feel they know the process for filing a complaint or grievance. The response was that less than 85% of individuals actually know how to file a complaint or grievance, so it will require some diligent work as we look to improve that outcome on the road ahead. Tom worked with an internal team at Magellan to develop a response plan to address the core value of assuring that individuals know how to self-advocate, as well as get external support in times of difficulty
  - Deb and Matt mentioned the ebb and flow and that its cyclical; steps were taken in the past to work on this issue and a lot of work was done to improve these numbers such as making sure the complaints grievances were highlighted in the member handbook and information sent to providers to put in their waiting rooms; there has been a lot of work on it but it's just one of the patterns that tends to come back around
  - Question posed if Magellan sends anything out to its members periodically like a flyer regarding complaints and grievances process, because for people coming into Reflections they can see the poster; but if the services go to them, it's covered at the beginning and unless there's an issue it doesn't come up after the intake process.
  - Important to distinguish the difference between a grievance (when service is denied) and a complaint
  - It was discussed that possibly on an annual basis providers should be talking to their members about their internal complaint/grievance process as it exists and take that opportunity to say, by the way, here's Magellan's information as well
  - It was indicated that a complaint can be resolved more quickly, if they connect to the service provider as close to the time of an incident or issue as possible.
    - Magellan will revisit with providers to make sure this process is happening, and it is well documented in handbook and as user friendly as possible
  - Members have provided feedback such as staff transitions being problematic and services being delivered that are culturally relevant
    - It was mentioned that everything we do at the cultural competency meeting, as well as the advisory board, rolls up into feedback from consumer and family satisfaction services
  - Regrouping with consumer satisfaction survey provider and both counties in the coming weeks to discuss an action plan for 2018
  - Important to note that the results of the surveys will only apply to people who have used the process, which is a very small number on a monthly basis, so the percentage is relevant to that as well

- **Member and family advocacy:** 52 contacts with families in Lehigh and Northampton counties and all going well; if there is a need to escalate specific needs, that's happening.
  - Tom is pleased that the position continues to flourish and be helpful in the community.
- **Recovery events.** Summer into Fall: NAMI walk in September, Harvest of Hope occurred in October, completion of WRAP facilitation through Recovery Partnership which had 16 graduates as well as a ceremony that Tim Connors attended, Member Advisory Workgroup in July at Sacred Heart Hospital which ties back into member satisfaction survey which occurs annually.
  - Looking at surveys, taking back to the community for additional feedback and then back to the providers to look at ways to impact really completes the circle.
  - There will be another Member Advisory Workgroup in the Lehigh Valley. This time it is targeted for Northampton County as the last one was in Lehigh County. It will be held in Bethlehem at the new Drug and Alcohol Recovery Center on 3<sup>rd</sup> St in Bethlehem
- **Drug & Alcohol.**
  - Jason Snyder from DHS has been having regular discussions with MCOs to chat about the Opioid Use Disorder Centers of Excellence. Magellan was tasked with taking an increased role in program oversight as well as quality assurance. As the program transitions from state and county through the single county authority oversight to the HealthChoices program, they are looking for opportunities from county to aid in the oversight and rise to the challenge.
  - Certified Recovery Specialists are now in full operations so there are three providers in the Valley who have a formalized CRS as level of care with full peer services, Pyramid, Treatment Trends and Lehigh Valley D&A Intake Unit. Referrals are open to the community for the two newest Pyramid and Treatment Trends.
- **Mobile Phone Pilot.** Slow ramp up in terms of unified SafeLink and Magellan application, 80 new members have come on board since the start, so there are 80 people that didn't have a phone that now have one. Looking at changes in system to import those mobile phone numbers into Magellan database and can start to impact things like the D&A waitlist. It is moving a little slower than hoped, but it is moving along.
- **Transitional Aged Youth.** Peer services received 3 proposals which were reviewed September 7<sup>th</sup>. The review committee did not feel that any met the standards that we hoped for in a very specialized peer program, so all three were rejected by the review committee. The team agreed to further develop and refine division of the program and reissue a new request in the Spring of 2018. Winning proposals from the SouthEast counties were recently received, so best practices can be reviewed. Also looking for opportunities to hear from stakeholders in the community for example, some drop-in centers for youth to hear from them what they would actually look for in a specialized program.
- **Enhancements for Autism Services.** NHS Human Services is moving forward with the Stepping Stones program. They will be recruiting for the BCBA in December, and some of the staff that will be implementing the project, which will be located in Bethlehem close to 22 and 512.
- **Integrated Care.** Wellness recovery teams are functioning in Lehigh and Northampton counties. They continue to engage members and have seen a couple of disorders such as diabetes, hypertension, cancer (a number of cases). The programs have recently been audited by Magellan to make sure they are doing what they need to be doing and have some feedback within the first few months of implementation.
- **My Life.** For any youth in the community, age 14-24, monthly meetings are held that anyone is welcome to come--you don't need to be a member you just need the desire to be there. It is an opportunity for youth to come together. Every month they have dinner at St. Paul's Church on Hamilton Street. My Fest attended by about 500 community, free of charge, fun food and activities. December 8<sup>th</sup> will be holiday party also free of charge and is being held at Game Changing Worlds. Michele Davis at Magellan is spearheading and can get more information or flyers.

- **Targeted Case Management Learning Collaborative.** This is a learning community that was formed to help improve a responsive service. Looking at a few different things in Northampton County to purpose case management services and it is a qualitative effort. Work force development and education are both important points and the power work can have for a person's long-term recovery. Also addressing symptoms with providers being responsive making sure there are recovery and crisis plans in place. Outcomes, tools and tasking case managers for both children and adults to think differently and responding to that call to action. More on this as it develops.
- V. Northampton County HealthChoices – Deb Nunes
- 2:1 ABA Support Services. Northampton County has identified a client who will start with the program in November or the beginning of December.
    - The program is capable of taking some of the toughest kids that are autistic, potentially aggressive and need a lot of help assimilating. Will only service two kids in a year due to the intensity of the program, so four in two years, two from each county. Expensive but trying to think outside the box.
  - Housing reinvestment in year 3 of 5 and opened contingencies from July 1<sup>st</sup> to December 31<sup>st</sup> to those who are medical assistance, Magellan, mental health and substance abuse or ID that meet criteria but weren't in our housing subsidies to try to keep them housed.
    - All of forensics units are full
    - Four family units, three of which are full and one is being referred
    - 18 of 24 regular slots still open.
    - Send referrals through MH, Amy Nettis
    - If screening goes well we may get them in the program and on the housing list eventually.
  - MH/ID/EI Administrator resigned 7/29 and in the process of hiring
  - Lamont McClure has been elected as Northampton County Executive so we will be looking at changes that may bring about.
  - St. Luke's has taken over Palmerton and Blue Mountain in addition to Sacred Heart and we will be meeting shortly to discuss how it impacts us with respect to in-patient beds. They plan to take all the in-patient at St. Lukes in Fountain Hill and move them.
  - One of the issues with housing is that many people who need it do not have income. There is no free ride if you have no income and no timeline as to when you might have an income. The housing authorities don't necessarily prioritize although some vouchers have been made more available recently. Part of the challenge is that there is only so much HealthChoices can be responsible for in terms of housing.
- VI. Lehigh County Report – Matt Bauder
- In September, Josh Bridges was identified as MH/ID Administrator for Lehigh County
  - Reinvestment program TIP will be extended another six months, to allow for further sustainability with the program, they have been hitting target numbers needed for sustainability the past three months.
  - Requested 3 year continuation for High Fidelity Wrap Around as well as Supportive Housing reinvestment plan; these plans will now be active through December of 2020
  - 2:1 program continues to move forward with a January 1 contract effective date with ABA Services; close to identifying the first Lehigh County member to be admitted into this program; goal to have assessment and about mid-February member would enter the service.
  - Co-location between Haven House and Sacred Heart Hospital has begun with Sacred Heart opening an outpatient clinic in the Haven House building in September. There is a five-year lease for that space with Haven House. It is starting out as a general co-location program meaning members can get physical and behavioral health needs met in the same building. In the future, the goal is joint treatment plans and co-integration program.
  - Magellan engaging in an outpatient expansion project. Magellan did geographical analysis showing where members are using services but do not have immediate

providers available; for example the Northern area of Lehigh County and South West in Alburtis. Focusing on Northern tier because the drive from Slatington is longer and trying to target the furthest outreach where there is no provider for members yet. Discussions on next steps to solicit at least one provider for that area have begun.

- In conjunction with Centers of Excellence, Magellan, Lehigh and Northampton counties, as well as the Single County Authority and Drug & Alcohol for both counties are currently planning a D&A conference that will be open to the community. This is not geared toward professionals--although invited; hope is to open it up to anyone with an interest. Focus will be on shorter, 45-minute sessions where professionals speak on a topic and then attempt to incorporate member voice into each session as well. It will be a full-day event on April 24 at the Best Western Conference Center off 512. More information to come as we get closer to the date.

#### VII. Other

- Haven House will be celebrating 60 years of service
- A CPS graduation occurring at Haven House
- Reflections has gotten some requests for technical assistance from MHA, in Erie county. The county administrator will be coming out to tour, and someone is coming out from Salisbury and Montgomery counties to tour as well

Next meeting will be held on Thursday, February 15, 2018 at 2:00 p.m.