

HEALTHCHOICES ADVISORY BOARD MINUTES

Magellan Behavioral Health of Pennsylvania, Inc.
1 W. Broad Street, Suite 100
Bethlehem, PA 18018

August 16, 2018 @ 2:00 PM

- I. Introductions: Those in attendance were: Ronnie Colbert, Liz Fox, Matt Bauder, Tisbine Moussa, Deborah Nunes, Ben Marston, Patricia McGarry, and Donna Thorman
- II. Review of May 17, 2018 minutes – distributed at meeting and no changes indicated at this point but will send if needed
- III. Community Healthcare Alliance Report:
 - **Member/Family Advisory Committee – Ronnie Colbert**
 - Ronnie indicated that members at Haven House that having issues with Lanta with long times to be taken home
 - Advised them to write out complaints and has 3 complaints to send to Lanta and one of the members did call and Ronnie helped the rest to call to file the complaints; Ronnie indicated the complaints went to Lanta
 - Matt from Lehigh also updated on the Lanta meetings on especially the Board of Directors meeting of Lanta on June 12th.
 - Number of providers, members, county and Magellan representatives attend and spoke about the concerns and belief is that Lanta understood the issues and that some of the issues were PennDot or CMS rules but wanted them to understand what can be worked on outside of that for aspects within Lanta's control
 - Had another meeting with OMHSAS rep and the counties at which expressed the issues with the assessment process becoming cumbersome and denials occurring
 - Deb indicated that they provided a Lanta 101 and that they wanted to standardize the process
 - She indicated that July training with ODP and that there is new sheet for doctor to fill out and present in the assessment stage but that change has not been communicated to the community
 - Information is lacking to community and members about what the process is and what the rules are and how to be able to do that such as Lanta has half hour window for pickup where member only has 5 min window and they cannot return for pickup of the member
 - Reached out to Lanta to present at CHA and had yet to hear back to us and Matt will follow up
 - Tisbine suggested a FAQ for their website and would like a person presentation outside of that for people to ask questions that may not be included in information on a FAQ
 - There is no prioritize of appointments and an appointment is considered same for hair cut as doctor appointment
 - Would like to have Lanta out to CHA first and then the next Lanta meeting is 9/18/18 and will be at CareerLink at 11am in PPL Conference Room and is week before next CHA and try to hook up with Lanta rep to communicate about present at CHA

- Discussed that since close to Haven House that consumers can be represented at the 9/18/18 meeting to continue to discuss the issues
 - As update from the last Advisory Board was the Partnership for Disability Friendly Community and discussion indicated that not contacted the group
- Groups at Haven House run for 45 min instead of 1 hour and members indicating cutting in to their lunch times and feels that things are rushed during their day
 - Ronnie indicated that these changes might result from the State and Magellan and possibly through audits
 - Ronnie also speaking to members about not attending their groups and that would be issue with the services continuing and that they need to follow the rules and regulations

- **Provider Advisory Committee – Kim Benner not present**

- **Children’s Advisory Committee** – Pat McGarry indicated the proposed regulations for the intense behavioral health services and different for staffing, credentialing, and process changes like BHRS exceptions not continuing and that comment period open until 9/25/18. Summer of 2019 is the hope for implementation.
 - Some members/families feel not including some services would like to be seen
 - All BHRS providers would need to be re-credentialed and have new service descriptions

IV. NAMI/OMHSAS/Provider/Peer/news

- NAMI – Donna Thorman
 - Hosting Iron Pigs Game on Saturday
 - Two commercials related to NAMI during game and fireworks with their logo
 - Donna will be interviewed on radio and John Pierce will be on TV interview
 - The will be hosting the 5K walk on 9/30/18 and opening up to exhibitors for first time
 - Working hard to join with organizations to see how can assist with lack of psychiatrists and mentioned that the new OP regs will then allow for CRNP and PA to be able to help with hours for psychiatry and indication that PH is allowing PA and CRNP and BH not there yet

V. Magellan Report – Tom Walker

- **PA Quarterly Connection e-Newsletter:** The e-newsletter was distributed in late-June to over 2,400 people across Pennsylvania with the featured story focused on Tobacco Support and Resources.
- **Forensics webinar series** is now available on the MagellanofPA.com website under Trainings for each county.
- **MY LIFE:** MY LIFE meetings continue to be held each month. Youth Leadership Day planned for 7/18/18. The 2018 MYFEST event will be held at Municipal Park, Northampton County, on Saturday September 22, 2018.
- **Transition Age Youth Certified Peer Specialist Services:** Initial implementation meeting held with Valley Youth House and County/Magellan team on 5/8/18. VYH has submitted program description to OMHSAS for review and approval. Regional TAY CPS meeting held on 6/26/18.
- **Outpatient Behavioral Health Services RFI (Lehigh County):** Magellan took steps to expand mental health and drug and alcohol outpatient services in Lehigh County. Nulton Diagnostic and Treatment Centers has secured a location on Main St. in Slatington.

- **IDD System Collaborative:** In 2017 and 2018 Magellan participated in the Capacity Building Institute (CBI), a joint initiative between OMHSAS and ODP to improve the ability of providers and BH-MCO's to support individuals with a dual diagnosis (dd) of mental health and intellectual disability (MH/ID). Magellan, Lehigh and Northampton counties are in the beginning stages of piloting interventions for members requiring acute psychiatric care or awaiting discharge from acute psychiatric care.
- **PCPC to ASAM:** Magellan sent out a communication to all providers specific to the transition from PCPC to ASAM. As of 7/1/18 when a Provider calls Magellan for a pre-certification for a substance use disorder level of care the Care Manager will ask the Provider which criteria they will be using either PCPC or ASAM.
- **School Based Outpatient:** Magellan released an RFI to bring solutions to school districts within both Lehigh and Northampton counties. The plan is to target schools with a significant Medicaid population, available space, and a well-articulated process to address treatment concerns for student population. Along with the RFI, an education campaign to school districts concerning available community based services will occur. Responses from school districts are due Aug 31. Provider response period closes mid-August.
- **Provider Engagement Campaign:** Launched February 2018. The goals include: 1) Increase capture of complaints and grievances; 2) Promote Magellan's Member and Family Advocate and Consumer/Family Satisfaction Team; 3) Quantify the impact of member satisfaction on outcomes (financial and clinical change outcomes). Meeting the needs of Hispanic/Latino community, specific to cultural competencies among providers, is being explored.
- **Appendix AA and H:** A streamlined process for Complaints and Grievances is forthcoming. Appendix H requires that the new Policies and Procedures be approved by OMHSAS prior to implementation. Implementation date is 9/1/18. Grievances is changing with only one review internal and then the external. Letters that one level have already gone out from Magellan to this through the mail

VI. Lehigh County Report – Matt Bauder

- Liz updated on the service gap process that Lehigh uses to elicit any feedback about what is needed in the array of services provided and acknowledged that need to be geared to treatment
 - Valuable process especially since have gotten suggestions that have been implemented
 - Will be ongoing process with no end date and working on focus groups with members to get first hand feedback for needs and gaps and would present at member meetings in the community
- Current Reinvestment plans continue

VII. Northampton County HealthChoices – Deborah Nunes

- NC MH/EI/DP Administrator is now Tiffany Rossanese and Elizabeth Miller is the new Drug and Alcohol Administrator
- Approved for new QA position through county council
- Working on reinvestment plan for respite to service children and adults through Access provider

VIII. Other

- Donna from NAMI indicated that heard of clinic that on Northampton St in Easton and rumor is to get medications and see psychiatrist but group unaware

Next meeting will be held on November 15, 2018 at 2:00 p.m in the Magellan Bethlehem office