

## HEALTHCHOICES ADVISORY BOARD MINUTES

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

February 21, 2019 @ 1:30 PM

- I. Introductions: Those in attendance were: Ronnie Colbert, Liz Fox, Matt Bauder, Robyn Barbosa, Chelsea Jones, Ben Marston, Tom Walker, and Donna Thorman
- II. Review of August 16, 2018 minutes – distributed at meeting and no changes indicated at this point. Minutes were approved. November 15, 2018 meeting was cancelled due to inclement weather.
- III. Community Healthcare Alliance Report:
  - **Member/Family Advisory Committee – Ronnie Colbert**
    - Ronnie indicated that one member at Haven House was having issues with her Medical Assistance (MA) and needed to pay out of pocket for services to continue while the issues were being addressed.
      - Advised Ronnie to have member contact the County Assistance Office (CAO) as MA issues are dealt with directly through the CAO
      - Advised Ronnie that member can also call the respective County Base MH department to explore covered options for services while MA issues are addressed
    - Ronnie reported on a member that had presented to St. Luke's Sacred Heart Campus with physical health issues and noted member was turned away without being served
      - Advised Ronnie that member can contact their respective PH-MCO to file a complaint regarding services not being provided
    - Ronnie reported that Lanta came to the September Community HealthCare Alliance meeting (CHA) and presented on LANTAVan processes, procedures, and needed information for members
      - Ronnie noted some members are reporting that their LANTAVan ride home is taking over an hour
      - Ronnie was reminded that LANTAVan does not have specific requirements on how long a ride home should take and that the LANTAVan routing software determines the order in which members will be dropped off
      - If there are concerns about the length of time rides home are taking, members can contact LANTAVan to file a complaint
      - Ronnie noted that LANTAVan re-assessments are occurring for members and feels they are occurring in a more timely manner
  - **Provider Advisory Committee – Kim Benner was not present but did provide an email update**
    - Kim reported that providers are having increased difficulty recruiting and retaining staff. Kim notes that the issue has gotten worse over the past year. Kim indicated that with the possibility of a minimum wage increase, the problem will only be compounded for human service providers

- Kim noted that there has been a great deal of discussion in the provider community about changes to the Assisted Outpatient Commitment regulations and what it will mean for providers of recovery-oriented services.
  - Matt stated that as part of the new regulations, each county has the ability to opt-out of implementing the new Assisted Outpatient Commitment regulations. Counties will need to decide by April 1, 2019 and will need to submit a letter noting their decision to opt-out to the Department of Human Services.
  - Both Lehigh and Northampton Counties are reviewing the new regulations and there have not been any decisions made on whether or not to participate in the new regulations.
- Kim indicated that there have been many trainings for providers on value-based contracts and measurement-based care. RCPA and other organizations have been advocating that MCOs work together to design similar outcomes so providers are not being held to different standards for the same programs.
  - Matt noted that since Value Based Programming was made a requirement by DHS a couple years ago, Primary Contractors and their respective BH-MCOs have been allowed to create VBP models that are unique to each contract.
  - The state is currently exploring how better to standardize VBP across the state to allow for more consistent outcome measures to be applied across the provider community.
- Lastly, due to a conflicting schedule and inability to regularly attend Advisory Board meetings, Kim indicated that she would be resigning her position as the Provider Advisory Committee liaison.
  - The advisory board discussed looking at the By-laws at the May Meeting to determine how best to handle identifying Kim's replacement to the HealthChoices Advisory Board.
- **Children's Advisory Committee** – Pat McGarry was unable to attend today's Advisory Board meeting.
  - It was noted that at the last CHA meeting the current status of the Intensive Behavioral Health Services regulations (IBHS) for Children and Adolescents was discussed. It was indicated that the state received over a thousand comments related to the IBHS regulations and now the state is preparing a response to such. If the state decides to make substantive changes to the regulations, then the process starts at the beginning and could delay finalizing such regulations for over two years.

#### IV. NAMI/OMHSAS/Provider/Peer/news

- NAMI – Donna Thorman
  - The NAMI spaghetti dinner, now called the "Community Dinner", will be held on March 23, 2019.
  - The Family 2 Family course (now 10 weeks long) will be beginning on March 4th. NAMI will pay the \$65 to family members to attend. The course takes place at Lehigh Valley Hospital Muhlenberg Campus on Monday nights. The course provides family members with an understanding of MH illness, triggers for members, and how to work with the MH system. The Family 2 Family course reportedly helps decrease repeat Acute Inpatient Hospitalizations by up to 90%. There are a few openings still available for this course.
  - The Peer 2 Peer class (8 weeks long) will also be beginning in March. This course assists members in understanding their MH illness, their possible triggers, and

how to work with the MH system and be their own advocates. Currently, classes are offered in the Spring and Fall but Summer classes may be added as well depending on on-going need.

- Donna will email invitation for both courses as well as the Community Dinner to Robyn and Matt. Robyn and Matt will share invitation with respective County's Base MH departments and possibly Clubhouses to help advertise them.

#### V. Magellan Report – Tom Walker

- Tom shared the updated Magellan Report to the Community and noted that it is available on-line through Magellan's website as well.
- Tom reported that Magellan held a Drug and Alcohol Conference in September in Lancaster and it was well attended. Break-out sessions were conducted on various issues impacting D&A treatment.
- In response to a data project looking at underserved areas in Lehigh County, Nulton Diagnostic and Treatment Centers has opened an Outpatient Clinic on Main Street in Slatington. Nulton will also be partnering with the Northern Lehigh School District to implement School Based Outpatient services across the Elementary, Middle, and High Schools. School Based OP Services are anticipated to roll-out in March 2019.
- Magellan, Lehigh and Northampton Counties, and the Department of Developmental Programs have partnered to release a Request for Information related to need of dual Mental Health/Intellectual Disabilities members who present with difficulty maintaining community tenure. The purpose of the RFI is to find a provider who can implement a community-based ID residential program that will have a site based mental health treatment team attached to support the members in their natural setting. Proposals are due at the end of March 2019.
- Tom indicated that federal/state required changes to the Complaint and Grievance processes were implemented in September 2018. The changes condensed time-frames for grievances to be decided and eliminated the 2<sup>nd</sup> levels to grievances as well as providing for longer time-frames for members to file complaints.
- Tom noted that Magellan, Lehigh and Northampton Counties are currently working with Recovery Partnership on possible editing of the Consumer and Family Satisfaction Team surveys.
- Tom shared that Community HealthChoices (CHC) will be coming to Lehigh and Northampton Counties in January 2020. CHC will bring Managed Long Term Supports and Services (MLTSS) under HealthChoices funding for behavioral health services. Information sessions related to CHC are currently being planned for the community at large and will be presented throughout 2019.

#### VI. Northampton County Report – Robyn Barbosa

- Robyn noted that Deb Nunez passed away unexpectedly on October 4, 2018
- Robyn is the new Northampton County HealthChoices Administrator
- Robyn reported that Northampton County HealthChoices was approved for an additional QA Manager position
  - Chelsea Jones has been hired for the new QA Manager position
- Robyn indicated that Northampton County HealthChoices received approval for a Respite Reinvestment program and the approval letter should be received in the next week.

#### VII. Lehigh County HealthChoices – Matt Bauder

- Liz updated the Advisory Board on the bi-annual reinvestment planning process for Lehigh
  - Process explores stakeholder feedback related to on-going gaps in behavioral health services for Lehigh County member

- Once feedback on gaps and needs is received, then a process to prioritize feedback will begin
- Liz noted that there has been limited feedback and ideas submitted since the process started in January 2018
- Liz will continue to accept feedback through May 2019.
- Matt indicated that current Reinvestment plans continue including High Fidelity Wraparound, Respite Services, Housing Clearinghouse services, and the 2:1 BHRS program
- Matt noted that possible reinvestment plans for future submission include an ID Pilot program, Project Based Operating Assistance, and Specialized Residential Treatment Facility for Children and Adolescents
- Matt reported that there has been legislation introduced in Harrisburg that would end the Behavioral Health carve-out in Pennsylvania.
  - Advisory Board discussed what an end to the carve-out would mean and impacts it could have on local behavioral health service development, implementation, delivery, and oversight.
  - Concerns were expressed regarding the possible loss of the carve-out and local impact it could have
  - Advisory Board members were encouraged to speak to their local state representatives regarding the possible negative impact the loss of the carve out could have and to advocate for the carve-out to be maintained

#### VIII. Adjournment

Next meeting will be held on May 30, 2019 at 1:30 p.m. in the Magellan Bethlehem office