

COMMUNITY HEALTHCARE ALLIANCE
Virtual CHA Zoom Meeting
September 16, 2020 @ 2:00 PM

Attendance: John Lees, Kevin Brockel, Pat McGarry, Tom Walker, Robyn Barbosa, Jaleh Mohallatee, Suzanne Makary, Carlos Estevez, Marissa Turner, Patty Marth, Sue Lettera, Seamus O'Connor, Liz Fox, Cathy Murphy, Cathy Kromer, Veronica Lefurgy, Jana Morris, Tamra McGee, Tim Custer, Jennifer Moll, John Mooney, Jeremy Shutts, Jordan Scott, Bill Leiner Jr., Kristy Bernard, Jody McCloud Missmer, Christine Higgins, Avery Wasmanski, Don Panto, Alexis Harvey, Terry Sears, Matt Bauder, Christine Hunsberger, Tisbine Moussa, Dominique Gray, Jenny Duval, Chris Ferry, Sue Acklen, Jocelyn Davco, Tamra McGee, Jordan Scott, Jenny Reilly, Almut Dubischar, Midge Klotz, Lisa Duarte

I. **Review of July 22 meeting minutes.** Minutes are approved.

II. **Provider Forum**

- **Suzanne Makary, Innovations Partial Program, St. Luke's** – Outpatient practice for Bethlehem location on Eaton Ave. is moving to 257 Broadhead Rd., Bethlehem, next door to St. Luke's North. New phone number is 484-822-5700. The move allows for more practice space and comfort for patients and staff. Seeking new providers. The partial program, Innovations, will remain at 1107 Eaton Avenue and phone number remains the same (484-526-3838).
- **Jennifer Moll and Chris Ferry, KidsPeace** - KidsPeace in conjunction with Magellan Behavioral Health have created a new PRTF program named Explorer program. The Explorer program is a specialized level of care for adolescent males who are overcoming traumatic events. The program is open for referrals to the Explorer program. It is hospital based but falls under 3100 regs. Referrals or inquiries, please direct through the admissions hotline. To make a referral or inquire about our Explorer program: CONTACT ADMISSIONS AT 1.800.854.3123. Jennifer is also available to discuss the program. Chris discussed the Orchard Behavioral Health outpatient programs are available for walk-in services.
- **Seamus O'Connor, Child and Family Focus** - In development is a program known as First Episode Psychosis through Coordinated Specialty Care. It the program soon to launch in Lehigh County includes a psychiatrist, therapist, case manager, certified peer specialist, and education/employment specialist tasked with a 24-month program to provide a high level of support and treatment to young people eligible for services. More information about coordinated specialty care is found here: <https://www.dhs.pa.gov/Services/Mental-Health-In-PA/Pages/First-Episode-Psychosis.aspx>
- **Tamra McGee, Pyramid Healthcare** – Announced a webinar for community education about services and supports to individuals and families 9/24 called “Adventuring through a hybrid model.” Rumors have also been circulating Pyramid outpatient programs are closing. This is not accurate. Pyramid provides intensive outpatient and outpatient treatment services to adolescents, adults and families. The program is dually licensed through DDAP and OMHSAS. Any questions or to attend the learning session, please contact Tamra.
- **Jordan Scott and Jenny Duval, Lehigh Valley Drug and Alcohol Intake Unit** – Jordan announced her position as Client Services Supervisor for the Certified Recovery Specialist Dept. of LVDAIU. The program is working with the state and Magellan to transfer services to a new location on Elizabeth Avenue in Bethlehem. Please contact Jordan to make a referral for CRS services.
- **Christine Higgins, Merakey Wellness Recovery** – The program teams are serving members in the community. Please contact Christine to make a referral for integrated health support for PHBH needs.
- **Jana Morris, Recovery Revolution** – Jana provided information about adolescent addiction treatment provided directly in schools. Services have been provided since 2006. With covid, various school districts have different models for engaging students in education. SUD treatment is happening through telehealth and in person in schools. The schools are also working with Recovery Revolutions to offer a grief and loss support group in Easton and Bangor SD. The program also offers a grief support group for parents that lost a child to substance abuse or suicide at the main site location. IOP and OP services are open to referrals. Please contact Jana for more information.
- **Bill Leiner, Jr., New Vitae** – Traumatic Brain Injury residential programs are expanding. The veteran's program is also open to referrals. Please contact Bill for additional information. Bill requested that Magellan inquire with the state regarding why the HealthChoices program or Medicaid FFS program not pay for deep transcranial magnetic stimulation and requested an update at the next meeting, as well as opportunities to promote this as a covered benefit.
- **John Mooney, Step by Step** – The program is continuing mobile psychiatric rehabilitation services for all ages, not just young adults. The program expanded to all ages, supported through Magellan HC.
- **Avery Wasmanski, Malvern Institute Allentown Counseling Center and Community Health Services** – Avery is the Interim Director of Malvern Outpatient Services. They are rebranding, was formerly known as Progressions. Malvern offers expert and caring behavioral health services for children, adolescents, and adults throughout southeastern Pennsylvania.
- **Pat McGarry, Valley Youth House** – Certified Peer Specialist Services for TAY Youth (ages 14-26) returned to in person support meetings for youth and continues to offer virtual support for those members/families who prefer that option.

- **Midge Klotz, Recovery Partnership** – Announced the hiring of a Certified Recovery Specialist and Certified Peer Specialist position to support members at the Easton and Bethlehem drop in centers. Recovery Partnership also discussed the CPS training being sponsored by Northampton County DHS. Applications are due by Sept 30 for November training dates.

III. Member Forum

No report

IV. Provider Advisory Committee – Still vacant. Seeking representation from Adult Community Services. Please email Matt/Kristy. The position also represents stakeholders at the Advisory Boards for Lehigh and Northampton counties.

V. Children’s Advisory Committee – **Pat McGarry**. Discussed that Alternative Payment Agreements with Magellan providers are extended through December.

VI. Magellan

(Patty Marth - Reporting for Magellan’s Compliance)

- Please visit www.magellanofpa.com for up to date member and provider information
- Compliance email blast from July - the email blast was regarding electronic health records and some of the things that we had found that are most common trends when auditing electronic health records such as minimal documentation requirements, ensuring the electronic timestamps some of those proceed at the end of the time of the session and duplicate documentation.
- The August Compliance email blast covered topics regarding the electronic timestamps.

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

- As a reminder, a Pennsylvania Department of Drug and Alcohol Programs (DDAP) survey seeking stakeholder feedback on Pennsylvania's Substance Use Disorder (SUD) confidentiality regulations will be open for two more weeks. Please let us know how these requirements are working and if they can be improved before this survey closes. Share your input here: https://www.surveymonkey.com/r/Confidentiality_Practices
- The following ASAM documents are now available on DDAP’s website:
 - Timeline for ongoing alignment
 - Level 2.1 Intensive Outpatient Services by Service Characteristics
 - Level 2.1 Intensive Outpatient Services Self-Assessment Checklist
 - Level 2.5 Partial Hospitalization Services by Service Characteristic
 - Level 2.5 Partial Hospitalization Services Self-Assessment Checklist
 - Addendum: PA-Specific Alignment Requirements - 2.0
- The Pennsylvania Department of Human Services (DHS) Office of Mental Health and Substance Abuse Services (OMHSAS) is announcing the temporary suspension of certain regulatory provisions. The temporary suspension of the specified regulatory provisions is intended to support the health and safety efforts of the agencies and facilities by affording them the flexibility needed to focus on patient care in the most effective way possible. The suspension supports the continued and uninterrupted delivery of behavioral health services in the face of the challenges created by the COVID-19 pandemic. The regulatory suspensions announced here will remain in place while the Governor's Disaster Proclamation remains in effect or such other time as DHS/OMHSAS directs:
 - A memorandum summarizing the regulatory suspensions
 - A chart with a detailed list of the regulatory provisions suspended
- Magellan MYLIFE youth meeting schedule was provided, and included holiday schedule of activities.

(John Lees and Patty Marth – Reporting for Magellan’s Network Dept.)

- PA HealthChoices Provider Town Hall is announced. Focus topics include: Key Initiatives, Integrated Treatment Record Review Tool, and new Retro review process.
- A registration link was provided to attendees to register for the 9/18 Town Hall meeting. Please ensure your Office Manager and QA Compliance Managers attend or view the recorded session. A recording of this session is available at: <https://magellanhealth.zoom.us/rec/play/Wfy5wfygJdMks7FyGnOehfevFzb9VklqAVN2XF0669TZDCG-ft3gtQ6CwLiTU3kVngMnFbWZ9Ox3nYYt.c8wWLoIH0x1f->

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- Magellan is continually reviewing the Alternative Payment Arrangements (APA) for providers seeking financial relief or were identified as targeted for APAs. Some providers have requested information on how to opt out of APAs. Reviewed/discussed the process for opting out of **Alternative Payment Arrangements (APA) for providers identified or have requested financial relief due to COVID-19**. Please email Mike Ditty if programs have any plans to change your status, to request an APA, or have claims questions about how to code for billing purposes. OMHSAS COVID-19 provider resources are here <https://www.dhs.pa.gov/coronavirus/Pages/OMHSAS-COVID19-Provider-Resources.aspx>

(John Lees – Member and Family Advocate)

- Magellan’s next member advisory work group will be September 17 it will be for Lehigh county adults. Magellan Member and Family Advocate, Peer Services, and Acct. Management will lead a discussion on telehealth, and cultural sensitivity.

(Tom Walker – Strategic)

- Discussed recent program changes and practice closures as a direct or indirect result of covid. It is mission critical to communicate program changes to Magellan using the instructions provided on our website, and to request financial relief to assure retention of programs post covid through Alternative Payment Agreements. Counties also provide CARES Act funds. Working together, Magellan and Counties are available to support the treatment community.
- A recent project has allowed us to review our inefficiencies within the retro review process and make some changes. We identified an opportunity to ease the process for providers when submitting a retrospective review request. A new form has been created that will serve as a face sheet for each request instead of requiring agencies to draft a unique letter. Moving forward, all retrospective requests should include this completed form along with the appropriate supplemental materials. The form can be found on the website at <https://www.magellanofpa.com/for-providers/provider-resources/forms/>
- To ensure that there are not any barriers to HealthChoices members accessing Behavioral Health Treatment during the COVID-19 pandemic, Magellan aligned the prior authorization and concurrent review process with the MA FSS Program. There is a registration process to assure providers are paid for applicable services, with more limited and focused information being requested.
- Please email Tom with any concerns about obtaining signatures on Treatment Plans and encounter forms for providers using telehealth. Tom will escalate to Magellan’s CEO, Jim Leonard, for sharing the OMHSAS for guidance to providers.
- Magellan recently completed special projects on the topic of school-based outpatient expansion, integrated health, and social determinants of health topics.
- Magellan and Lehigh County DHS are partnering with Child and Family Focus to implement First Episode Psychosis programming. Additional updates will be shared with providers in future CHA meetings.
- Other special projects discussed: Medication Adherence Pilot program, and Forensic programs.
- Tom discussed the changes to HealthChoices program to include social determinants of health investments through Value Based Purchasing, the development and involvement of Community Based Nonprofit Agencies to deliver these safety net services using Medical Dollars, and the creation of Regional Healthcare Advisory Boards. These changes will go into effect beginning January 2021. Housing is the top priority for Magellan counties. More information will be shared in upcoming meetings.
- Lastly, Tom discussed issues Magellan has been seeing with providers that move or change locations without enrollment. We will need to revisit the requirements, as provider mistakes can be extremely costly to providers, disrupt treatment for members, and is all preventable.

IV. Lehigh County Update – Matt Bauder, Sue Lettera and Liz Fox

Matt described the Counties role in overseeing and funding the Community Based Organizations described in the changes to the HealthChoices program.

Reinvestment Plan Updates – Lehigh County aligned expiring plans to a common date of 2022. The plans are set to expire June 30, 2020. Necessary requests to extend plans have been made to OMHSAS. Applies to Respite, HIFI Wraparound, 2:1 ABA services, and

Supportive Housing Program. Matt did announce that conversations continue with The Lehigh County Conference of Churches Supportive Housing and Housing Clearinghouse Programs to extend the service offering in alignment with the CBO changes described. Matt requested the provider community share housing needs, best practices with him in order to aid in planning and continuation of housing as a platform of health.

CARES Act Funding – The Lehigh County CARES Act funding requests were received with submission due date of Sept. 14th. Magellan send the notice of application to provider contacts. It is important to note that neither HealthChoices nor Magellan is involved in the funding decisions, but the intention is to make sure the word got out about the stimulus funds.

Liz Fox shared the results of the Q2 Consumer and Family Satisfaction Team updates including social determinants of health. Liz noted there is less utilization of Magellan’s Member and Family Advocate this quarter, and reminded all to contact John Lees at Magellan for support to families and individuals for assistance in navigation, support, and advocacy.

Sue Lettera - : <https://resilientlehighvalley.org/> Launch of Resilient Lehigh Valley website. Also, please see the update on a new partnership offered through Resilient Lehigh Valley <https://resilientlehighvalley.org/creating-calm-together-partnership/>

V. Northampton County Update – Kristy Bernard and Tisbine Moussa

Discussed planning for a new Reinvestment Program focused on helping members access childcare, clothing, transportation, getting jobs, and things that are not currently covered under the state plan. The hope is to tie these services as supplement to the Community Based Organization plans. There is agreement between both counties to work on housing as a social determinant of health.

Kristy also announced that Magellan contract for 2020 and 2021 was approved and executed.]

Tisbine discussed the need for Consumer Panel Members for the Complaints and Grievance process. Please promote and connect with Tisbine to help serve in this capacity. Members are provided with a generous stipend for their time.

Next Meeting: November 18, 2020