

**COMMUNITY HEALTHCARE ALLIANCE**  
**Virtual CHA Zoom Meeting**  
**January 27, 2021 @ 2:00 PM**

Attendance: Suzanne Makary, Lindsey Paisley, Tom Walker, Paul Iannacone, Jaleh Mohallatree, John Lees, Jana Morris, Tisbine Moussa, Carl Kist, Meg Soring, Kenneth Garavaglia, Christine Higgins, Cliff Aulisio, Tim Custer, Alicia Rohrer, Jeremy Shutts, John Mooney, Alexis Harvey, Nancy Stone, Katherine Matonis, Terry Sears, Avery Wasmanski, Kelley Schlie, Bill Leiner, Janet Romero, Patty Marth, Leslie Ten Broeck, Paul Berlet, Christine Hunsberger, Jodi Matthews, Almut Dubischar, Marie Lisby, Chris Ferry, Mike Ditty, Meg Sohring, Alaina McCarter, Karina Castillo, Veronica Lefurgy, Don Panto, Michael Cuda, Kristy Bernard, Matt Bauder

I. **Review of November 18, 2020 meeting minutes.** Kristy Bernard opened the meeting with a review of the Nov 18<sup>th</sup> meeting minutes. Minutes are approved.

II. **Provider Forum**

- **Bill Leiner, Jr., New Vitae** –New Vitae Wellness and Recovery was awarded funding to serve veterans with opioid addiction challenges whereby they can engage in services and reside at one of our PCH or apartment programs. THIS IS A TIME LIMITED program – 10 months is maximum stay. Folks working with qualified veterans may contact: Bill Leiner [wleiner@newvitaewellness.com](mailto:wleiner@newvitaewellness.com) or call 610 751-2745.
- **Jana Morris, Recovery Revolution** – Announced the Certified Recovery Specialist (CRS) services based out of the Bangor-area Recovery Center. The program is known as THRIVE and is based out of the drop-in recovery center in Bangor, A Clean Slate. This is open to all individuals in recovery, near-term or longer-term, in need of support. The program is also successful in partnering with local police to get help to people in need. The CRS provides leadership skills, critical knowledge, recovery skills, abilities, and attitudes that will assist individuals struggling with their recovery and barriers. Tom will send out referral information to the stakeholders’ distribution list. <https://thrivebangor.org/> Or call 610-452-9348 for more information.
- **Alexis Harvey, KidsPeace IBHS:** Kidpeace is offering Applied Behavioral Analysis (ABA) Group Services, formerly known as after school program and summer therapeutic activities program, under BHRS model. The program is accepting referrals for families interested in starting now during the school year. Also, the Summer Therapeutic program, Sarah’s Smile, will be year-round, starting now. The advantage to families is there will be a more seamless transition from the school year to summer programming. There are both in person and telehealth options. For more information, please call 610-799-8222
- **Christine Higgins, Merakey Wellness Recovery Teams:** The team members are starting to go through the covid vaccine injections series of shots. Services are primarily delivered through telehealth, with some in-person services for important health services, crisis and welfare checks. There is a need for referrals. Tom will send out information.
- **Kenneth Garavaglia, KidsPeace Clinical Café** – The Clinical Café Series is a 10-month series of workshops that cover a variety of clinical topics. CEUs are available for master’s level practitioners, as well as Nursing CE credits and Act 48 credits for educators. The series resumes 2/17/21 on the topic of adapting techniques to virtual/telehealth setting. Tom will send
- **Suzanne Makary, Innovations Partial Program, St. Luke’s** –Telehealth groups are promoted for safety at Bowmanstown and Bethlehem locations. The partial program in Bethlehem is offering in-person evaluations, but the services themselves will be delivered through telehealth groups.
- **John Mooney, Step by Step Outpatient Programs** – Step by step is currently accepting referrals for co-occurring (mental health and drug and alcohol) outpatient services and mobile psychiatric rehabilitation programs (mental health). Services are both in-person and through telehealth.
  - <https://stepbystepusa.com/clinical-services/drug-and-alcohol-outpatient/>
  - <https://stepbystepusa.com/clinical-services/outpatient/>
  - <https://stepbystepusa.com/community/psychiatric-rehabilitation/>
- **Avery Wasmanski, Malvern Community Health Services, formerly Progressions** will be opening to new referrals for outpatient and IBHS services. Call 610-266-2656, or visit <https://malvernchs.com/clients/allentown-2/>
- **Nikki Baker, IU20** announced receipt of their IBHS license. Ken Smith is the supervisor. [https://ciu20.edlioschool.com/apps/pages/index.jsp?uREC\\_ID=1757849&type=d&pREC\\_ID=1836666](https://ciu20.edlioschool.com/apps/pages/index.jsp?uREC_ID=1757849&type=d&pREC_ID=1836666)
- **Leslie Ten Broeck, Pinebrook Family Answers** discussed the Police Department Mental Health Liaison Program, <https://pbfalv.org/police-department-mental-health-liaison-program/> Community Intervention Specialists provide Allentown and Lehigh County Police Departments with support in their work with individuals with mental illness and/or substance use problems. This trauma-informed program is a collaborative effort administered and supervised by Pinebrook Family Answers with the goal of alleviating barriers that patrol officers encounter when responding to these types of calls.

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.** As part of the ongoing intensive behavioral health services (IBHS) implementation, the Office of Mental Health and Substance Abuse Services (OMHSAS) released two bulletins; first is related to IBHS 1 to 1 in centers and the other is an update to procedure codes.

Pat discussed the progress made to get COVID-19 vaccines available to residents and staff of long-term and congregate care facilities as eligible in Phase 1A through a partnership with pharmacies. Note: On 2/19/21, the Wolf Administration announced Residential Drug and Alcohol Treatment Facilities are also eligible through a partnership with Rite Aid pharmacy. More information is here [https://www.media.pa.gov/pages/DHS\\_details.aspx?newsid=659](https://www.media.pa.gov/pages/DHS_details.aspx?newsid=659)

## **VI. Magellan**

### **(Patty Marth - Reporting for Magellan’s Compliance)**

- Patty discussed the IBHS Bulletins described by the Children’s Advisory Committee/Pat (above). The bulletins are OMHSAS-21-02 (1:1 in centers) and OMHSAS-21-03 (procedure codes). Please visit DHS website for more information <http://www.healthchoices.pa.gov/providers/about/behavioral/inbehavioralhs/index.htm>
- Magellan Compliance Alerts: “Compliance 2020 Year in Review” <https://www.magellanoftpa.com/media/6193/magellan-compliance-notebook-december-2020.pdf> and January 2021 “Provider Self-Monitoring and Subsequent Self-Reports/Self-Disclosures of Fraud, Waste or Abuse (FWA)” <https://www.magellanoftpa.com/media/6245/magellan-compliance-notebook-january-2021.pdf> Please do note the details about where to report FWA.

### **(Mike Ditty – Reporting for Magellan’s Network Dept.)**

- Outpatient mental health providers with a Magellan Commercial Contract are receiving letters explaining new procedure codes. These apply to only commercial contracts with Magellan. Please contact Mike with any questions. [MSDitty@magellanhealth.com](mailto:MSDitty@magellanhealth.com)
- Magellan Provider Search has been updated. The new interface streamlines the process of searching for specialties and by geographic region. <https://www.magellanoftpa.com/for-members/find-a-provider/provider-search-start/>

### **(Carl Kist – Reporting for Magellan’s Clinical Dept.)**

- Magellan continues to grow IBHS services and add providers. The Provider Search tool and the new interface includes filters by level of care, such as IBHS provider information.
- Youth Involvement: Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE). Magellan is dedicated to helping to improve the lives of youth in Pennsylvania. Virtual MY LIFE Pennsylvania meets the 3rd Tuesday of each month. To register, send an email to [mackevericanm@magellanhealth.com](mailto:mackevericanm@magellanhealth.com). For more information <https://www.magellanoftpa.com/for-members/community/my-life/>

### **(John Lees – Member and Family Advocate)**

- John discussed his role as Member and Family Advocate (MFA) and 2020 contacts and trends. John acts as a point of connection between Magellan and members, their families, and other support individuals. John can also help to educate members about Magellan, advocate to meet their treatment need, and help them navigate services. <https://www.magellanoftpa.com/media/5339/familyadvocateflyer-march-2020.pdf>
- John Lees can be reached at 610-814-8025 or [JGLEes@MagellanHealth.com](mailto:JGLEes@MagellanHealth.com)
- 2020 Contacts
  - 726 total contacts with members.
  - Referrals for Member/Family Advocacy services were from Family Doctors and Pediatricians, the Magellan Welcome Letter, Internal Magellan Care Management, School and other organizations, Autism Society, other Advocates in the Community.
  - Most are looking to get connected with services and don’t know where or how to start services and navigate a complicated system. The team at Magellan will not disengage until service connections are made.
  - John mentioned it is important to communicate even temporary closures to new referrals to Magellan. Most people try to work through a list of providers when seeking services, and Magellan receives about 9,000 such

inquiries for treatment services on a monthly basis. Communication with Magellan about service availability is critical to help get families connected.

- Providers can also call with system questions and to advocate for their clients. Kristy shared this is helpful to County staff.

#### **(Tom Walker – Strategic)**

- Tom reported out on special projects including
  - Medication Education Program Pilot <https://www.magellanofpa.com/media/6232/med-adherence-communication-final-version.pdf>
  - Child and Family Focus opened an office in Allentown to provide On My Way (OMW) First Episode Psychosis Program. The program provides psychiatry, individual therapy, family therapy and psychoeducation, case management, certified education and employment, certified peer specialist services and emergency on-call. Age range is 15-30 years. Currently, referrals are open to Lehigh County residents. Contact is Meg Soring Tel: 610-732-8683 [msoring@childandfamilyfocus.org](mailto:msoring@childandfamilyfocus.org)
  - Additional topics discussed: Forensic Specialty Services are sought. Social Determinants of Health are taking a greater spotlight, especially considering the economy. Blended Case Management will be entering Value Based Purchasing model. Blended Case Management has always done Social Determinants of Health, so is a good fit. There are also going to be new programs in the Lehigh Valley for Behavioral HealthChoices, specific to housing, and under Value Based Agreements with Magellan and Lehigh and Northampton County HealthChoices.

#### **VII. Lehigh County Update – Matt Bauder and Liz Fox**

Matt described the work needed with providers who are involved in value based purchasing already (specifically the acute inpatient hospital providers) and to fortify those connections to Community based organizations and be able to show that we're accomplishing greater connections members to their social determinants of health needs.

Matt discussed the charter of the Regional Accountable Health Councils, known as RAHCs. These are by HealthChoices zones within the Commonwealth. There are multiple zones. Each zone will create a Health Transformation Plan to address health disparities. They are made up of the County Primary Contractors, other County administrators, providers, members, and physical, behavioral and community HealthChoices managed care organizations. Most of the Lehigh Valley is in the Lehigh Capital Region. The Lehigh Capital Region also includes 11 other counties in addition to Lehigh and Northampton, within the region and all their participants makes this a very large group.

Matt reported on the approach to housing, food security, transportation, and related commodities. Initially, it was understood the HealthChoices program would be able pay for commodities. However, this is not allowable. Instead Lehigh and Northampton County HealthChoices will contract with The Lehigh Conference of Churches to supply a Housing Transition Coordinator to accept referrals from hospitals for individuals that are at-risk for homelessness, and to do homeless prevention work.

Also, Pennsylvania announced the RISE PA initiative. The company Aunt Bertha was selected to build Resource Information and Services Enterprise — or RISE PA — an upcoming, statewide, resource and referral tool. In partnership with DHS, Aunt Bertha will create an interactive online platform that will serve as a care coordination system for providers, including health care and social services organizations, as well as a closed-loop referral system that will report on the outcomes of the referrals. It will also provide Pennsylvanians with a new portal to gather information and engage with the service providers they need at any given point. Lehigh and Northampton are not a part of the initial pilot phase, but this will become statewide and is something to watch for.

Liz Fox mentioned that the reason many HealthChoices members are not able to follow up within 7 and 30 days after an acute inpatient hospitalization often has a root cause issue related to transportation, housing, or another social determinant of health.

Liz also discussed that overall it looks like complaints have been down this year, so that is hopeful, but also is cautiously optimistic due to the ongoing pandemic. Particularly for children and children presenting to an emergency room in some sort of psychiatric crisis. There can be very long wait times due to bed availability during the pandemic, and many presenting don't meet medical necessity to be admitted to inpatient. Parents are refusing to take children home, and the County has been receiving multiple calls on that topic. Liz reinforced the importance of sharing service availability and in connecting with people like John Lees at Magellan for advocacy.

#### **VIII. Northampton County Update – Kristy Bernard and Tisbine Moussa**

Kristy shared that Northampton County remains interested in developing a First Episode Psychosis program and is waiting announcement of the 2021 state application to enable Northampton County to participate. Northampton County met with Child and Family Focus On My Way program earlier in 2020 and remains hopeful for this program to be available.

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. Northampton still has the respite program available to Northampton County HealthChoices members.

Cathy Kromer was named the Northampton County Deputy Director of Mental Health.

Tisbine reported on the new Performance Improvement Plan to help promote diversity, equity and inclusion in healthcare, and tackle improvements needed in substance use disorder treatment. There is also enhanced standards for integrated health.

Tisbine also shared that there is a trend identified by our Consumer Family Satisfaction Team related to fewer members knowing how to file a complaint or a grievance. Providers are asked to please continue to share this information with members in treatment as it may be overlooked or not discussed enough, especially due to the wider use of telehealth.

**VIII. Next Meeting: March 24, 2021**