

## COMMUNITY HEALTHCARE ALLIANCE

September 28, 2022 @ 2:00 PM

### Minutes

#### I. Attendance –

Mike Apgar, KC Carpenter, Jill Kaczmarek, Ashley Bechtel, Tom Walker, Ronnie Colbert, Matt Bauder, Kristy Cole, Kevin Brochel, Paula Kenderski, Christina Nigro, Alexis Harvey, Tom Walker, Janet Verga, Almut Dubischar, Clifton Aulio, Paul Berlet, Rochelle Reimert, Suzanne Makary, Patty Marth, Jaleh Mohallatee, Carl Kist, Jana Morris, Tisbine Moussa, Chelsea Jones, Suzanne Mondaca, Paul Iannacone, Gwen Millets, Drew Lazo, Laura Macnamara, Elizabeth O'Connor, Mirka Piccone, Kyia Davis, Marissa Turner, Yalexia Duran, Leslie Ten Broeck, Lisa Duarte

#### II. Review of 7/27/22 Meeting Minutes – Minutes are approved

#### III. Provider Forum

**Matt Bauder, Lehigh HealthChoices Administration** – Confirmed that Lehigh, Northampton, and Magellan are seeking to support providers during these difficult times in finding staff, hiring staff, and retaining staff. Please do not hesitate to reach out with ideas.

- **Leslie Ten Broeck, Pinebrook** – Outpatient MH Clinic programs are well staffed. The program is struggling to fill mobile/community-based services, including family-based mental health program. Looking for both mental health professionals, bachelors, and masters-level positions. Leslie requested ideas or general staffing updates from other providers.
- **Paul Iannacone, KidsPeace** – Also has struggles with staffing, but feels things are starting to improve on the hiring front.
- **Christine Higgins, Merakey Wellness Recovery Teams** – Seeking to hire a Behavioral Health Navigator, masters level position. It is difficult to find staff and meet the need for referrals.

Two providers shared they do have service availability for members that may be waiting for services and need support.

- **Jana Morris, Recovery Revolution** – Provided an update on A Clean Slate, which is a recovery center in the slate belt area. Jana discussed an ancillary service, run by Certified Recovery Specialists, known as Thrive. Thrive is open to CCBH and Magellan HealthChoices members. Their Certified Recovery Specialist, fifteen years sober, likes to share her avenues of wellness with individuals, and walks alongside someone that needs a little bit of extra support in the recovery. Contact Jana for more information.
- **Elizabeth O'Connor, Pennsylvania Integrated Clinical Services** – Has immediate openings for individual therapy, music therapy and medication management. Please give the program a call to make a referral.

#### IV. Consumer/Family Satisfaction Team Services, Recovery Partnership Focus Group on Crisis, Emergency Departments, Police and EMS, and Crisis-like services.

- **Tom Walker, Magellan**, Announced Recovery Partnership will be holding a special focus group on the topic of member experience during a time of crisis. Focus group date is 10/20. Tom will circulate a flyer. There are openings for members that choose to provide their experiences. Why these matters: With the recent roll out of 988, there are planned updates to the crisis regulations for mobile, telephonic, site-based, and residential services, currently in state DHS Executive Committee. Magellan and County

HealthChoices leadership are seeking insight into member experience in advance of new design elements and possible funding sources to strengthen service system delivery during times of crisis.

## V. Advisory Committee Reports

### a. Member/Family Advisory Committee – Ronnie Colbert

- Staffing is a big topic discussed in psychiatric rehabilitation programming. Ronnie shared that the members he works with are telling him that when staff leave positions, they are not consistently notified about the staff departure. He suggests better communication and more timely communication from program leaders about staff changes, especially BCM and Peer staff supporters.
- Ronnie shared avenues of support for LGBTQI at Haven House. Please contact Ronnie for support group information, which is open to the public at large.

### b. Provider Advisory Committee – Cathy Murphy was not in attendance.

Provider workforce issues are currently very significant, and we recommend legislative advocacy to help this issue. **Matt Bauder discussed the activities of the Behavioral Health Commission.** Update since the CHA meeting (TW edits): In October, there was a Behavioral Health Commission Special Report released to include several recommendations to the PA General Assembly. The full report is [here](#) and please take note of the first recommendation on page 6 that recommends \$37 million to stabilize, strengthen, and expand the workforce.

### c. Children’s Advisory Committee – Vacant

Kristy Bernard advocated for volunteers to serve as lead to our Children's Advisory committee. We still have a vacancy for the chair of that committee, vacant for one year. If anybody's primary role is in the world of Children's mental health, and you would like to be that committee chair, duties include attending our HealthChoices Advisory Board meeting and participate in the CHA representing children’s services. Examples of duties include bringing hot topics and information to the CHA that would impact this group, help educate, and lead discussion. Please respond to Matt Bauder or Kristy Bernard with your interest.

## VI. Magellan Behavioral Health Report

### a. Patty Marth - Compliance

#### Email Blasts:

- **July 2022:** Magellan would like to invite all contracted HealthChoices Providers to Save the Date for our Annual Compliance Forum which will take place on November 4, 2022, at 10:00 AM. Registration information will be coming out within the next few months. Magellan is looking for a provider or multiple providers who may be interested in presenting during our forum for 5-10 minutes.
- **August 2022:** serves as our annual announcement regarding provider self-monitoring and subsequent self-reports/ self-disclosures of Fraud, Waste or Abuse (FWA).

#### Bulletins:

- The Office of Mental Health and Substance Abuse Services (OMHSAS) is pleased to announce the issuance of the attached bulletin **OMHSAS-22-05** titled **“Use of American Society of Addiction Medicine (ASAM) Criteria for Substance Use Disorder Services in the Medical Assistance Program”**.

- The Department of Drug and Alcohol Programs (DDAP) released [Licensing Alert 01-2022](#) related to Complaint Investigations for Drug and Alcohol Treatment Facilities.
- The Telehealth FAQ confirms the requirements that in the event an electronic or physical signature cannot be obtained then documented and recordable verbal consent must be in place. OMHSAS did expand the interpretation of what qualifies as verbal consent including;
  - Sound signature
  - Use of voice recording from a HIPAA compliant phone platform
  - Having the presence of a second staff to hear client verbal consent
  - Use of a text or email version of consent as long as it is documented in file
  - Client Check Box on telehealth platforms
    - Moving forward, the revised bulletin only requires consent when initiating a new service, not for each session provided of a continued treatment service.
- The Department of Drug and Alcohol Programs (DDAP) released [Information Bulletin 02-22: Confidentiality of Substance Use Disorder Records](#).
  - Act 33 of 2022 (Act 33) took effect immediately when Gov. Wolf signed it on July 7, 2022. Act 33 makes significant changes to the confidentiality provisions for substance use disorder (SUD) treatment records under Pennsylvania law, and DDAP's enforcement of those provisions. Act 33 amends the definitions, 71 P.S. § 1690.102, and the confidentiality provisions, 71 P.S. § 1690.108, of Act 63 of 1972, the Pennsylvania Drug and Alcohol Abuse Control Act. Act 33 makes Pennsylvania's SUD confidentiality requirements consistent with federal law. Federally-assisted programs for the diagnosis, referral, or treatment for SUD are covered by the federal regulations at 42 CFR Part 2 (eCFR :: 42 CFR Part 2 -- Confidentiality of Substance Use Disorder Patient Records). Under Act 33, federal confidentiality provisions apply to those programs and disclosures shall be made as permitted by federal law. Act 33 prohibits DDAP from issuing or enforcing a regulation that restricts disclosure of information permitted by Act 33.
- The Pennsylvania Department of Human Services (DHS) has launched a [web page](#) detailing the Behavioral Health Commission for Adult Mental Health. Among other information, the page includes a list of the 24 commissioners, dates for upcoming commission meetings (which are open to the public for both in-person and remote participation), and an email address for those interested in attending the meetings.

**b. Mike Ditty – Network**

- Providers are reminded to discuss any program changes, such as moves, enrollment changes and related program expansion requests ahead of executing plans to move, add or change services. Mike is available to guide providers and supply technical assistance. Please email or call Magellan for guidance.

**c. Carl Kist – Clinical**

- Magellan is in the process of changing of electronic health records systems.
- The next training in our Motivational Interviewing series will be on Oct 27th from 1:30- 4:30
- Title of presentation "USING MOTIVATIONAL INTERVIEWING WITH CLIENTS WHO LEAVE AGAINST MEDICAL ADVICE (AMA) FROM WITHDRAWAL MANAGEMENT (DETOX). Presented by Sandra Cini, LCSW, CCS, CAADC. Date 10/27/22. Registration Leah Chapman [lchapman1@magellanhealth.com](mailto:lchapman1@magellanhealth.com)
  - This training is a skill building opportunity to help staff increase their knowledge and understanding of the value of Motivational Interviewing techniques with a person struggling with substance use. Training will provide strategies to identify, engage, and support someone with Substance-Use-Disorder (SUD). The course will cover the following topics:
  - Review gaps in the SUD treatment system

- Discuss factors that can contribute to premature AMA discharges from SUD treatment
  - Use of MI and identify techniques
  - Identify clinical interventions for each Stage of Change
  - Magellan MYLIFE – please consider connecting youth between the ages of 13 and 23 who have experiences with mental health, substance use, foster care and/or other challenges. Monthly meetings are in-person at St Paul’s United Church of Christ, Allentown, 5 p.m. – 7 p.m. There is no cost. Please contact Michele Davis. [mldavis@magellanhealth.com](mailto:mldavis@magellanhealth.com) Future meeting dates 10/14/22 (confirmed) and (tentative) 11/11 and 12/9.
- d. Tom Walker reporting for John Lees - Member and Family Advocate
- Magellan’s Autism Action Committee, started as an initiative in Lehigh County about six years ago. Over time, we have been able to build practice excellence, achieve greater integration with our providers, initiated a first in state ABA model for early intervention program before the regulations allowed for it, and developed a model for providing skills training for adults with autism through psych rehab. We are now tackling the situation of members as they journey from adolescence into adulthood, which is the point of today's discussion. We are rounding the curve in the development of a navigation guide for individuals primarily with autism. We are looking for family members serve on a committee. Our production deadline is the end of the year. So if you can think of anyone that wants to donate even an hour or two of their time to review, we would appreciate receiving member and family member input. We want to make sure that this is working and working well. Members will be offered a stipend for their participation. Contact [JGLEes@magellanhealth.com](mailto:JGLEes@magellanhealth.com)
- e. Tom Walker - Strategic
- Magellan’s Member Advisory Work group was held at Neighborhood Health Centers, Lehigh Valley at their Bethlehem Campus on Broad Street. The focus was on mental health advance directives and member experience, particularly outpatient and inpatient services post the pandemic. It's important to capture the member feedback about what's working and what opportunities exist within our health delivery system. Key themes:
    - We had broad representation for members and family members that cuts across all ages from the early intervention years to the eight elementary and high school years into adulthood, and even seniors represented.
    - Members and family members appreciate the ability to connect with telehealth, but their preference is in-person services. Members appreciate the opportunity to work collaboratively with their psychotherapists to develop healing conversations along with access to medication management and other community-based treatment services.
    - Staff transitions have been a major and significant hurdle with some family members reporting their children that are now on their fourth therapist in just the past year or so;
    - Family members experiencing times of crisis and are in emergency departments, have unprecedented waiting periods to get connected to inpatient care.
    - Lastly, some providers are reportedly not able to accommodate. Individuals that do get connected to inpatient hospital are following up from their hospitalization cannot get seen within seven days after an acute crisis stabilization period.
  - The issue waiting times and staff turnover continues to frustrate parents, and this is understandable. Tom emphasized that in no shape or form do these comments diminish the work that is being done by the provider community. In fact, resoundingly, we can say we're very proud of everyone, and know that the struggles are real. Magellan will hold a follow up session with members to discuss solutions. Magellan will also be taking member feedback across all the accounts in Pennsylvania, running back to our quality department, and possibly making some new tools to equip providers to service excellence.
  - Fortunately, there are several resources available that can provide some assistance with this process. (Edit TW since the meeting) Here are several suggestions to discuss with primary care provider (PCP) or to review with members so they can do likewise:

- Penn State Health Children's Hospital now offers remote guidance to primary care providers via the telephone, to include supporting providers in Lehigh County and Northampton County. Learn more about this program [here](#).
- Please know that children with disabilities qualify for Medicaid. Learn more about the resources available through the PA Medical Assistance Program [here](#).
- At the County level, County Assistance offices can provide additional support.
  - Lehigh County Assistance Office: (610) 821-6509
  - Northampton County Assistance Office: (610) 250-1700
- Over the next several months Magellan will move into our final quarter of alternative payment agreements, which also means we have six months left on the clock for regular monthly payments to help providers stabilize their delivery system. There is a significant amount of medical dollars which have been unspent, and we don't want to return that money unnecessarily to the state coffers. If there are monetary concerns, where there is something that can be done to help, we would like to do so. We need to hear from you to hear what has been happening. Please do not hesitate to send such requests to Tom Walker [twalker@magellanhealth.com](mailto:twalker@magellanhealth.com)
- This week usher last week ushered in the announcement of Magellan's Value Based Purchasing model for higher volume outpatient services.
- We have a commitment moving forward to also provide relief support to outpatient groups that have not received stimulus dollars up to this point, and possibly need some level of care adjustments made. We are working on this.
- A comprehensive plan is being enacted, beginning with some of the short-term payments, and will be looking at the very closely for the State's rate setting process for CY2023.
- The CHA also discussed the impact of provider closures. An announcement was made that Bet El Counseling Services will be closing operations in Allentown and Bethlehem. Both the OP MH and OP D&A programs will close by the end of the year. The CHA discussed what is known and discussed the best practices strategy for working with members and provider to provider referrals during periods of transition. There is a large unmet need for connecting members with Medicare primary insurance to providers. Of the 1,200 members impacted by this closure, approximately 500 members have Medicare insurance as primary carrier. There are few Medicare providers in the Lehigh Valley. Updates will be provided at the November CHA meeting.

## VII. Northampton County: Updates / Reinvestment / Issues

- Housing reinvestment plan is extended five more years. Provider: Lehigh Conference of Churches. The County is possibly seeking to expand rental subsidies for contingency and bridge rental assistance.
- Respite Services. Provider: Access Services. There will be some program changes to the Respite Program in response to family feedback to include in-home respite services, or camps, for example.
- Social Determinants of Health. Provider: Easton Neighborhood Center. Chelsea Jones is the lead County worker that can answer questions. The provider will coordinate daycare, clothing, and transportation services that members cannot get access to elsewhere.
- The ORLTSR construction continues delays due to supply-chain issues.
- New reinvestment plans are being discussed. Housing continues to be the top issue. Safe Harbor Shelter in Easton advanced some concepts to provide relief support to vulnerable and homeless populations.
- Paula Kenderski is hitting stride in serving as CASSP Coordinator in Northampton County. Please coordinate with Paula for Children's CASSP Planning or Placement coordination needs. [pkenderski@northamptoncounty.org](mailto:pkenderski@northamptoncounty.org)

## VIII. Lehigh County: Updates / Reinvestment / Issues

### Matt Bauder, Reinvestment Plan Updates

- Valley Youth House has decided to end the Respite Program for Lehigh County 12/31/22. This was a business decision. The home and community-based option is essentially already closed due to lack of staff. The family-driven option is continuing currently. Lehigh County is discussing continuation through an alternative provider, but no decisions are reached at this time.

- Pinebrook’s HIFI Wraparound served nine active cases in August.
- Conference of Churches Clearinghouse Housing Program served 31 members in Housing Contingency Program in August. The transition to independence bridge housing program helped six members with rental payments.
- 2:1 ABA Autism Services is serving one member with multiple complexities and intensive staffing support.

**IX. Other**

**X. Meeting Schedule**

<b>Date</b>	<b>Chair</b>	<b>Minutes</b>
January 26, 2022	Kristy Cole	Magellan
March 23, 2022	Matt Bauder	Magellan
May 25, 2022	Kristy Cole	Magellan
July 27, 2022	Matt Bauder	Magellan
September 28, 2022	Kristy Cole	Magellan
November 16, 2022*	Matt Bauder	Magellan

\* Third Wednesday

**XI. Contact Information**

**Committee / Organization**

Member/Family Advisory Committee  
 Provider Advisory Committee  
 Children’s Advisory Committee  
 Lehigh County HealthChoices  
 Northampton County HealthChoices  
 Magellan Behavioral Health of PA, Inc.

**Contact Name**

Ronnie Colbert  
 Cathy Murphy  
 Vacant  
 Matt Bauder  
 Kristy Cole  
 Tom Walker

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