

COMMUNITY HEALTHCARE ALLIANCE

May 24, 2023 @ 2:00 PM

Minutes

Welcome and Introductions. Kristy Cole opened the discussion. Stakeholders are reminded to enter their names/affiliations in the chat room at the start of each meeting after the recording starts.

Attendance recorded in the chat: Andrew Lazo, John Lees, Alexis Harvey Suzanne Makary, Leslie Ten Broeck, Chelsea Breimann, Amie Allanson-Dundon, Cliff Aulisio, Jessica Hahn, Leslie Ten Broeck, Rochelle Reimert, Jodi Matthews, Mike Ditty, Alaina McCarter, Kenneth Garavaglia

Attendance in person: Matt Bauder, Kristy Cole, Tom Walker, Kendall Gazzo, Mirka Picone, Ronnie Colbert, Guest

I. Review of 3/22/23 Meeting Minutes. Minutes are approved.

II. Provider Forum

Kristy opened provider forum with an opportunity to combine members of the Lehigh Valley Providers Meeting with the Community Healthcare Alliance and alternate months. The Lehigh Valley Providers meeting meets monthly with an agenda like that of the Community Healthcare Alliance. The co-chairs are Laura Cunningham and Staci Firing with Tower Health.

Each group meets the fourth week of each month that a meeting is held. The CHA standard meeting schedule is the fourth Wednesday every other month. The Lehigh Valley Providers Meeting occurs on the fourth Thursday every month. There is about a 50% overlap in members of each group. By combining, it is potentially more time efficient in for those that attend both meetings; and greater networking among both groups, for those that only attend one or the other group historically.

Kenneth Garavaglia, Chelsea M Breimann and Alaina McCarter attend both meetings and expressed support in the idea of alternating the months each group meets and sharing information/distribution lists.

Kristy will take the discussion to the next Lehigh Valley Providers Meeting for discussion with LVPM members. Will report out any next steps at our July 2023 Community Healthcare Alliance meeting.

There were no other provider updates shared.

III. Advisory Committee Reports

a. Member/Family Advisory Committee – Ronnie Colbert

Ronnie invited a guest to present at Community Healthcare Alliance in the member form. At the March 2023 Community Healthcare Alliance meeting, Ronnie discussed recent advocacy provided to individuals residing in area Community Residential Rehabilitation (CRR) programs. **Ronnie previously shared the importance of educating basic expectations for residents on an ongoing basis, assure understanding, and hold team meetings to support the residents.**

Ronnie's guest speaker expanded upon that message by delivering a personal story and concluded with a general request, "I think it's important to reinforce that we are in the human services field. And I think there are times when it's easy to get caught up in the job. But people forget that we are all humans."

Members of the CHA thanked the guest presenter. **Members and stakeholders are reminded of individual rights and responsibilities under HealthChoices and County Dept. of Human Services programs.**

- [Magellan Member Welcome Letter](#)
- [Magellan Member and Family Advocacy](#)
- [Magellan Member Rights and Responsibilities](#)
- [Magellan Complaints and Grievances](#)
- [Lehigh County Human Services Website](#)
- [Northampton County Human Services Website](#)

Ronnie shared other Member/Family Advisory Committee updates:

LantaVan services and Lanta services in general are undergoing changes with new drivers. Ronnie mentioned some late pickups are resurfacing. **Ronnie advised stakeholders to contact LantaVan to resolve if services are not delivered as expected.** <https://lantabus.com/lantavan/>

Ronnie discussed recent feedback experience with individuals calling the National Suicide Prevention Lifeline. Ronnie said he likes the various options to get support and that he and others find the service to be helpful. <https://988lifeline.org/>

For more information about Pennsylvania’s 988 implementation, please see the below announcement. <https://www.dhs.pa.gov/Services/Mental-Health-In-PA/Pages/988.aspx>

b. Provider Advisory Committee – Vacant position

Kristy announced Kendall Gazzo with Step by Step has been nominated to serve as Provider Advisory Committee Chair. Kendall’s nomination is as a backfill to the position previously held by Cathy Murphy with Horizon House.

Kendall provided a brief bio sketch including current employment with Step by Step where she serves as Program Manager, Intake Department. Kendall is also in graduate studies pursuing a degree in Public Policy. Kendall looks forward to service and supporting the program objectives of Community Healthcare Alliance and HealthChoices Advisory Board.

Kendall’s appointment will be voted on by members of the HealthChoices Advisory Board for Lehigh and Northampton Counties on 5/25/23.

c. Children’s Advisory Committee – Tom Walker reporting for Mike Ramsey

The Title IV-E Prevention Services Clearinghouse, established by the Administration for Children and Families (ACF) within the U.S. Department of Health and Human Services (HHS), is responsible to conduct an objective and transparent review of research on programs and services intended to provide enhanced support to children and families and prevent foster care placements.

Providers are encouraged to recommend services listed on the registry with designation ratings of “promising, supported, or well-supported” indicators.

New ratings are added to the Clearinghouse Registry every month on a rolling basis. As of 5/24/23, there are 141 ratings, with 17 programs listed at the highest rating designated as, “well supported.” The Registry is maintained at the following website <https://preventionservices.acf.hhs.gov/>

IV. Magellan Behavioral Health Report

a. Tom Walker reporting for Patty Marth – Compliance Department

Email Blasts:

Mar 2023: includes another important announcement about Pennsylvania Medicaid-funded telehealth services.

Apr 2023: includes important details and responsibilities related to provider self-audits and self-reporting of fraud, waste, or abuse.

Bulletins:

1. The Office of Mental Health and Substance Abuse Services (OMHSAS) has just announced interim [telehealth guidance](#). The guidance has extended the federal and state suspension of consent requirements to December 31, 2023. Act 98 has also been made permanent, and OMHSAS plans on releasing a future bulletin containing details on audio-only services. As OMHSAS works on a bulletin for updated telehealth guidelines, providers will be able to document consent heard by one employee of the service provider. While a previous Frequently Asked Question memo issued on August 16, 2022, required two-person verification of consent, OMHSAS will permit providers to document consent heard by one employee of the service provider.

Effective on January 1, 2024, providers are expected to capture consent to treatment, service verifications, and approval of treatment plans in a manner that creates an auditable file and is in accordance with the timelines expected within regulation.

2. The Department of Human Services and the Department of Drug and Alcohol Programs are jointly issuing bulletin [OMHSAS-23-03: Aligning Co-Occurring Services with the American Society of Addiction Medicine Criteria](#). The purpose of this bulletin is to update the guidance in bulletin OMHSAS-06-03 dated 02/10/2006 by providing information on co-occurring capable and co-occurring enhanced services as defined within the American Society of Addiction Medicine (ASAM) Criteria, 3rd Edition, 2013.

3. The Departments of Drug and Alcohol Programs (DDAP) and Human Services (DHS) have provided an [update on the ASAM alignment review process](#).

4. The Pennsylvania Department of Drug and Alcohol Programs (DDAP) has announced a new deputy secretary. Kelly Primus will replace Ellen DiDomenico, who is no longer with DDAP.

5. Act 32 of 2022 includes new definitions and confidentiality requirements for mental health records. Act 32 defines “business associate,” “covered entity,” “disclosure,” “health care operations,” “payment,” “treatment,” and “use” to be as defined in 45 C.F.R. §§ 160.103 and 164.501. Further, the Act adds covered entities and business associates to the list of entities to which the Department may disclose confidential information without the person’s written consent.

6. DDAP Responds to Ongoing Provider Requests for Staffing Ratio Regulation Changes With Reminder, Waiver Form

In response to ongoing requests and discussions about the need to provide a blanket exception to counselor staffing ratios for residential and outpatient treatment in order to improve access to desperately needed addiction services, the Pennsylvania Department of Drug and Alcohol Programs (DDAP) has reminded providers through [Licensing Alert 03-2023](#) of regulations that allow them to

request individual waivers. DDAP also distributed a form for providers to make their requests as part of the alert.

b. Mike Ditty – Network

On April 1, 2023, providers requesting services for Pennsylvania HealthChoices members via our new digital authorization system, accessible from Availity Essentials. The *Request Member Care* application on MagellanProvider.com will no longer be available for these requests starting on April 1.

The portal will replace the current Magellanprovider.com authorization entry submission process. Key benefits include:

- Faster response times – in some cases near-instant approval
- Available on your schedule – 24x7
- Dashboard showing authorization history
- Direct accessibility to applicable clinical guidelines

The new portal allows self-service for authorization creation, modification, and checking status.

This portal is accessible through **Availity Essentials (go to Payer Spaces and select Magellan Healthcare, then select Authorizations).**

If you don't have an Availity Essentials account, visit www.MagellanProvider.com/Availity to learn more about registering and using the portal.

- Availity provider support is available via Availity Client Services (ACS):
E-ticketing–Available 24/7on <https://www.availity.com>
- Chat – Available throughout the day via Community Support on <https://www.availity.com>
- Phone – 1-800-AVAILITY (282-4548) Mon-Fri 8 a.m.-8 p.m.ET

Mike shared tips with providers.

1. Magellan does not have direct access to this software and cannot provide direct support for Availity Essentials. Providers must use the above support numbers.
2. When searching for Provider Record, Providers must input either NPI number, or name of your provider into the search area.
3. If searching for NPI that's shared across multiple sites, all sites will be presented. Be sure to select the correct record and verify a match to avoid issues. The software will remember past selections, making future authorization searches more efficient.

c. Tom Walker, Clinical and Strategic

Effective 7/1/23, Magellan Quality Improvement and Clinical Departments, along with our county partners, will conduct an ASAM Alignment Review of Lehigh Valley 3.5 and 3.7WM programs. Agencies licensed by DDAP will be reviewed using a tool designed by DDAP and OMHSAS to assess the alignment to the ASAM Criteria for these levels of care.

On March 1, 2023 Magellan implemented a suicide risk assessment strategy that monitors treatment so that the most effective treatment is delivered first. This is known as Stepped Care. The goal of Stepped Care is to use evidence-based assessments, treatment plans, and patient tracking to allow the right people to deliver the right treatment in the right place at the right time to meet each patient's needs.

Magellan's strategy entails active assessment of suicide risk for members utilizing evidence-based screening tools; an evidence-based care management approach; and coordination and navigation support to impacted HealthChoices members and families.

Magellan developed an automatic notification process for members who are admitted to psychiatric inpatient facilities following a suicide attempt. These notifications increase communication between mental health outpatient/community-based and inpatient providers regarding shared members, including improving the ease of scheduling and follow up. Notifications are available for AIP, outpatient, case management, ACT/CTT, and family-based providers.

Tom reminded providers of upcoming Magellan webinar 6/15/23 on topic SUICIDE RISK REDUCTION – SUICIDE SPECIFIC TREATMENT. Magellan's training is free, and includes CEs.

Tom reminded providers of upcoming registration deadline for a Lehigh Valley Summit, "Improving Access to Behavioral Health Services for Older Adults in Lehigh and Northampton Counties." The event is sponsored by Pennsylvania Association of Area Agencies on Aging (P4A). **This event will be held on June 5th and 6th at DeSales University. (Full day on Day One; Morning breakout sessions - Day Two).** Lehigh Valley providers will be able to meet and plan with Jade Rodriguez, Behavioral Navigator for Older Adults in Lehigh and Northampton Counties, and Lynn Cooper, P4A.

d. John Lees - Member and Family Advocate

Magellan's Autism Action Committee, a bi-county initiative to improve services for families, completed a DRAFT of a NEW Autism Navigation Guide for individuals who are of transition age. Representation on the Committee includes County IDD Administrative Entity, Magellan, Families, and HealthChoices Administration. The group expects a Summer release of the guide, and will be available in hard copy and electronically. An online resource listing is built as a guide companion to the print version.

V. Lehigh County: Updates / Reinvestment / Issues –Matt Bauder, Gwen Millets, Brad Newhard

Matt Bauder provided Reinvestment Plan updates.

Respite Plan –The new Respite Services provider will be Access Services. The program is pausing on new admissions for family respite services due to staffing. An announcement will be made when the program is ready to receive referrals. Providers are asked to move quickly with referrals once the program is officially open.

HIFI Wraparound – Pinebrook Family Answers engaged 14 members in treatment, with 8 pending enrollments.

2:1 ABA Services – There are two active members.

Housing Clearinghouse – Operated by Conference of Churches. Forty-four members were served in April between the Contingency and Transition to Independence Program; also one member was served in Bridge Housing.

Social Determinants of Health –The Conference of churches opened the new program as Lehigh County’s the supplier of commodities, such as food, childcare, etc. The Conference of Churches is already implementing our community-based care management plan to the State, and this is the best fit to be able to supply the commodities required for members with SDoH needs engaged by the Community Health Workers and the community-based care management plan. Three members have been served as an initial pilot. Lehigh County will update members of the CHA community when the program officially opens to external referrals.

Lehigh County announced Block Grant Hearings were held 4/20/23. Two public hearings were held. Hearing session recording will be published to Lehigh County website.

VI. Northampton County: Updates / Reinvestment / Issues – Kristy Cole, Tisbine Moussa, Jodi Matthews

Kristy provided key updates on the status of reinvestment plans.

Northampton County submitted a new Program Reinvestment Plan. Northampton County will be financially supporting Safe Harbor shelter physical plant expansion including 4 to 6 transitional housing beds and general shelter expansion. The new reinvestment plan will be for a warming shelter in winter and cooling shelter in the summer. In early phase of development, new housing opportunities and services may be provided. More information will be shared at future meetings.

Social Determinations of Health – Operated by Easton Neighborhood Center. They are providing coordination with daycare, clothing, assistance, and transportation services that couldn't be accessed elsewhere. Contact is Chelsea Jones or Kristy Cole with Northampton County HealthChoices to make a referral.

Lehigh Conference of Churches Housing Program – still maintaining the program. The program offers contingency and bridge rental assistance \$ subsidies. The Conference of Churches will be opening a physical site within County limits as a unique partnership with Easton Housing Authority. More information <https://lehighchurches.org/the-conference-at-easton/>

ORLTSR – still finalizing construction. The reinvestment plan has been updated to extend the plan through CY2023, allowing for finalization of construction and eventual funding under Magellan/HealthChoices.

Northampton County held one DHS Block Grant Hearing with another scheduled for 5/25/23.

Jodi Matthews discussed there are fewer children in substitute care are lower when compared to last year, which is good news. However, placements are up in congregate care.

As a follow up to the discussion on Family First Prevention Services Act, more information can be found on Pennsylvania’s website here <https://www.dhs.pa.gov/KeepKidsSafe/FamilyFirst/Pages/default.aspx>

VII. Other

VIII. Meeting Schedule

Date	Chair	Minutes
July 26, 2023	Matt Bauder	Magellan
September 27, 2023	Kristy Cole	Magellan
November 15, 2023*	Matt Bauder	Magellan

* Third Wednesday

Contact Information

Committee / Organization

Member/Family Advisory Committee
Provider Advisory Committee
Children's Advisory Committee
Lehigh County HealthChoices
Northampton County HealthChoices
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