

COMMUNITY HEALTHCARE ALLIANCE

September 27, 2023 @ 2:00 PM

Minutes

- I. **Matt Bauder opened the CHA meeting with a welcoming message.** Our CHA transitioned to fully in-person meeting. We will continue to monitor feedback from stakeholders about meeting preference. Our goal is to increase active participation and collaboration through group discussion and networking. Matt expressed thanks to Haven House staff for hosting our Community Healthcare Alliance. Providers are asked to email our leadership contacts (listed below), if you would like to have a topic discussed at a meeting. Our mailing distribution list will be updated after each CHA meeting and/or upon request/email to twalker@magellanhealth.com

Attendance: Scott Kiefer, John Lees, Mirka Piccone, Justine Kacer, Susan Mondaca, Ken Garvaglia, Rochelle Reimert, Ari Quinones, Janine Wilkins, Lax Rode, Kristie Korab, Angela Castro, Richard Orlemann, Michael Ramsey, Suzanne Makary, Laura Macnamara, Carissa Cam, Emily Shosh, Kristi Belotto, Jaleh Mohallatee, Leslie Ten Broeck, Matt Bauder, Kristy Cole, Tom Walker

- II. **Review of 7/26/23 Meeting Minutes** – Minutes are approved.

- III. **Presentation: Consumer and Family Satisfaction Team, Scott Kiefer, Founder and CEO, Recovery Partnership**

Recovery Partnership serves as our Consumer/Family Satisfaction Team (C/FST) in Lehigh and Northampton counties. Recovery Partnership is celebrating 25 years of service in our community as a nonprofit community-based agency. Recovery Partnership's [website](#) provides additional information about C/FST and other programs run by Recovery Partnership including peer support, mentorship, peer warmline, peer-respite, and two drop-in centers. The C/FST is an essential component of the HealthChoices program. C/FST services assure that the Consumer voice is heard. For the last 25 years, the C/FST has been interviewing individuals who are receiving behavioral health services, documenting their satisfactions and concerns, and compiling this information into reports. Members served by HealthChoices providers under contract with Magellan can arrange for C/FST services. There is no charge for C/FST services.

The C/FST serves as a tool for quality assurance of behavioral health services for Magellan members in Lehigh and Northampton counties. Family members and present or former recipients of behavioral health services and/or drug and alcohol services compose the team. Their lived-experience is essential when capturing the comments of survey participants as they have firsthand knowledge of what it is like to be a family member or recipient of behavioral health services.

The C/FST works with Magellan and surveys individuals as part of Magellan's audit process. There are 26 questions. Three questions are mandatory questions all C/FST teams across the state use. The C/FST operates independently and is supported by an Advisory Committee. The Advisory Committee ensures fidelity to the C/FST model as defined in [Appendix L of the Behavioral HealthChoices program](#).

Who can participate?

Individuals who are receiving mental health and/or substance abuse services. Surveys do not have to be connected to Magellan's audit process. Individuals can call at any time to be surveyed. Their information is kept confidential.

How can I participate?

[Recovery Partnership C/FST](#) provides surveys at providers' sites throughout the year. The team also conducts telephone interviews, email interviews, and individuals can set up an appointment for a

face-to-face interview in home or community locations. If you would like to participate in a survey, contact Recovery Partnership by phone, Mon-Fri, 8:30-4:30, (610) 861-2741.

IV. Provider Forum

Leslie Ten Broeck, Pinebrook Family Answers. Announced a successful on-site review completed by Council of Accreditation. Also, Pinebrook announced an upcoming practice move scheduled to occur in October. The OPMH Clinic located at address 1101 Northampton Street, Suite 201, Easton, is moving to location address: 2061 Fairview Avenue, Unit F, Easton, Pennsylvania 18042. Please watch for updated location [change](#).

Carissa Cam, Holcomb Behavioral Health Services. Has immediate openings for therapy or medication management in [Easton and Allentown](#) locations.

Jaleh Mohallatee, Community Services Group. Has immediate openings for adults seeking therapy or medication management in both outpatient and subacute partial hospital at the Bethlehem location. [Services](#) are for dually diagnosed MH/IDD individuals.

Ari Quinones, Pennsylvania Integrative Clinical Services. Has immediate openings for talk therapy, expressive art therapies, and medication management at [Easton](#) location. PICS specializes in MH/IDD dual diagnosis, although can serve all ages and abilities.

Kristi Belotto, Child and Family Focus, On My Way (First Episode Psychosis). Immediate openings are available to individuals between the ages of 15 and 30, who have experienced [first episode psychosis](#) symptoms within the past 18 months. Therapy, low dose medication management, case management, specialized employment/education specialist and peer support is delivered as a one-stop shop.

Ken Garavaglia, KidsPeace. [Walk In assessments are available](#) at Broadway Campus, Green Street and Mount Pocono (Monroe County, PA) offices – Risk screenings are offered 9 a.m. to 3 p.m. Monday through Friday at no charge and no appointment required.

Kristie Korab, Haven House. Has immediate openings for [Wellness Recovery Team](#) services. Referrals are appreciated for those with a serious and persistent mental illness diagnosis and a chronic physical condition.

Preventive Measures Foundation. Is offering a unique [supportive services program](#) through the foundation. The CSW program seeks to close the gaps in health inequities, build resiliency and promote skill acquisition, leading to mental health and substance use disorder recovery.

V. Advisory Committee Reports

a. Member/Family Advisory Committee – Ronnie Colbert

Ronnie was absent. Matt Bauder reported Ronnie is hearing about challenges in changing psychiatrists, for example in the case of when a specific gender of the provider is requested but is not available to make that accommodation. A degree of patience is perhaps the best remedy given the staffing concerns that abound.

b. Provider Advisory Committee – Kendall Gazzo

Kendall was absent. Tom Walker reported for Kendall.

March on Harrisburg 9/27 Goal is to obtain restoration of lost funding for County MH programs and to expand needed services for the underserved. Tom circulated two documents.

- There is a call and email script for those who were not able to attend and would choose to engage their elected officials.
- The "March on Harrisburg Information" sheet lists activities and goals for the elected official meetings.

"Understanding Microaggressions and Unconscious Bias" Magellan Training 9/28

- Presentation is led by [Janet Verga](#)

RCPA Golf Outing at Dauphin Highlands Golf Course on 10/9. RCPA Annual Conference Event 10/10 – 10/13

- <https://www.rcpaconference.org>

Navigating Crisis Intervention in Human Services — Webinar on 10/12 10am - 2:30pm

- [Navigating Crisis Intervention in Human Services — Webinar on October 12 - RCPA \(paproviders.org\)](#)

Autism Training Conference from 11/7 – 11/9

- PATC will be conducted virtually for three days. The schedule includes presentations and panels from subject matter experts, providers, self-advocates, and families.
- [2023 Pennsylvania Autism Training Conference November 7–9 - RCPA \(paproviders.org\)](#)

Medicare New Provider Types: What You Need to Know for 2024

- The [Centers for Medicare & Medicaid Services \(CMS\)](#) has the new Medicare provider types that will impact treatment practitioners and services.
- Starting January 2024 - CMS will establish marriage and family therapists and mental health counselors as Medicare provider. [Learn more here](#)
- learn how to [become a Medicare provider or supplier](#), review the Medicare enrollment application ([online](#) or [PDF](#))

Intellectual & Developmental Disabilities - Approved PA Statewide Transition Plan Now Available

- the Centers for Medicaid and Medicare Services (CMS) has approved Pennsylvania's Home and Community-Based Services (HCBS) Statewide Transition Plan.
- [Statewide-Transition-Plan-Infographic.pdf \(paproviders.org\)](#)

c. Children's Advisory Committee – Mike Ramsey

[Behavioral Health Workforce Gap Funds](#) must be spent by 10/21/23. The list of funding allocations is [here](#).

VI. Magellan Behavioral Health Report

a. Patty Marth - Compliance

Patty was absent. Tom Walker reported.

Magellan [Compliance Alerts](#)

July 2023: includes important reminders about billable unit definitions for providers, and when it's allowable to round up to bill the better part of the unit.

Aug 2023: includes an invitation to register for our annual compliance forum on Friday, October 20.

State Bulletins:

- The Department of Drug and Alcohol Programs (DDAP) released [Policy Bulletin 23-02](#) which describes modifications to the DDAP [Gambling Treatment Manual](#).
- Reminder that the OMHSAS Telehealth funding opportunity is still available for behavioral health providers.
OMHSAS will be accepting applications through December 31, 2023. Please visit the following website for more information related to this funding opportunity:
<https://www.dhs.pa.gov/Services/Mental-Health-In-PA/Pages/OMHSAS-Information.aspx>
- The [Centers for Medicare & Medicaid Services \(CMS\)](#) has provided updates on information regarding the new Medicare provider types that will impact treatment practitioners and services. As part of the 2024 Physicians Fee Schedule, CMS will establish marriage and family therapists and mental health counselors as Medicare provider types on Jan. 1, 2024.

b. Mike Ditty – Network

Mike was absent. Tom Walker reported.

Increasingly, providers are moving practice locations without following established steps, potentially resulting in service disruption, overpayments, and retractions. It is important to email [Mike Ditty](#) early in your considerations of a practice move, even if this is only an inkling of an idea. The earlier you engage Magellan, the better.

Magellan Provider Town Hall Recording is available [here](#).

Helpful STATE Links for Providers

- [Contact Information for Providers \(pa.gov\)](#)
- [Enrollment Provider File FAQ \(pa.gov\)](#)
- [Listservs \(pa.gov\)](#)
- [Quick Tips \(pa.gov\)](#)

c. Tom Walker reporting for Clinical

- Amy Cocca is the new Manager of Clinical Services for SUD and IRT team
- Dr Caputo- new Medical Director- will be supporting Adult AIP and SUD LOC
- New phone system went live late August- new extensions for many staff- callers should use the new prompts to get to the correct staff

d. John Lees - Member and Family Advocate

John reported on Magellan's new Transition Age Navigation Guide for Autism. Hard copies of the guide are available by emailing your request to email box MBHofPA@magellanhealth.com

Transition Age Navigation Guide for Autism.

All young adults living with autism have their own unique strengths and challenges. This guide provides helpful resources for individuals with autism, their supports, and young adults in general.

- [English Language Guide](#)
- [Spanish Language Guide](#)
- [Online Resources](#)

Topics include:

- Funding for supportive services
- Educational transitions

- Community living
- Health & wellness
- Locating support & services
- Legal considerations
- Employment
- Social, recreation, spirituality & community
- Office of Developmental Programs (ODP)
- And more...

e. Tom Walker - Strategic

Tom discussed the changes and background behind Medicare Parity rules and new credentialing opportunity under Medicare for LPC and LMFT credentialing. Please see the links above under Provider Advisory Committee report.

Pennsylvania's Roadmap to Crisis Services and recent state meeting was discussed. Pennsylvania is following the [playbook outlined by SAMHSA](#). For up to date offerings and information in PA, please bookmark [Pennsylvania's mental health services overview page](#) and visit.

Tom discussed an update to state financing and rate setting for CY2024. Rates offered by OMHSAS are negatively impacted by less utilization of services due to the pandemic, shortage of workforce to supply services, managed care efficiencies, and Medicaid unwinding. Upward adjustments were considered for eligibility categories/acuity, and county or state priority new programs. Much is unknown about how the unwinding will ultimately impact the program solvency.

Magellan and primary contractors are working to release a provider rate increase strategy; one that is equitable and transparent. We are aware that costs to providers are growing due to inflation, and market cost for staff wages is a hardship. Magellan and Primary Contractors will release new rates by either fee schedule change or amendments beginning in Q4 CY2023. It is essential that providers bill "usual and customary" fees to HealthChoices, so that rate increases will apply retrospectively (for amendments). Providers with questions can email Tom or Mike.

VII. Northampton County: Updates / Reinvestment / Issues

Kristy Cole for HealthChoices and Mirka Piccone for Base Mental Health:

Respite plan with Access Services has ended. Kristy and Matt are regrouping to assess future state opportunities for the program; seeking a provider to supply home and community-based and family-driven services. The plans are currently open. The program must be able to demonstrate forward movement during the calendar year to continue plan approval.

The social determinants of health plan has moved from the Easton Neighborhood Center to the Conference of Churches. A new location has opened at the Easton Housing Authority 32 Building called "The Conference at Easton." Services including funding for daycare, food, transportation, housing, and education. If you have someone in need, contact [The Lehigh Conference of Churches](#).

The ORLTSR or outpatient restoration, long-term supportive residence update; there is to be a walkthrough happening today with some staff members. Comhar is the provider. A tentative plan has been forwarded to include members in the beds starting in admissions in November. The reinvestment plan has a hard stop at the end of this calendar year because it's been extended two years already.

The Safe Harbor Plan calls for funding construction and addition to some of their expansion services.

2022 Reinvestment funds plans may include: High fidelity wraparound for children who do not have County Children and Youth program involvement.

CAMS Care Training for suicide treatment is another plan which will be submitted.

Mirka discuss the Northampton County Crisis Systems kickoff meeting and mapping workshop. The goal of this effort is to figure out the gaps and how to work together with 988 and 911. The meeting included police officers and first responders. This project will be a two-year project leading to system transformation.

VIII. Lehigh County: Updates / Reinvestment / Issues

Matt reported August numbers for Lehigh County HealthChoices Reinvestment plans.

High fidelity wraparound through Pinebrook Family Answers. Twenty-one youth are active and engaged in the program. The program has been operational for 14 years. Over this time, there have been 902 referrals. 503 of those referrals have been effectively served and 127 were successful. The program is fully staffed, and no members on the wait list.

The Clearinghouse Housing Program run by The Lehigh Conference of Churches served 26 members in housing contingency program. One member was served in the bridge housing program.

Two members are served in the ABA 2:1 project, operated by ABA Support Services.

Six members were served through the social determinants of health plan, operated by the Lehigh Conference of Churches.

IX. Meeting Schedule

Date	Chair	Minutes
January 25, 2023	Kristy Cole	Magellan
March 22, 2023	Matt Bauder	Magellan
May 24, 2023	Kristy Cole	Magellan
July 26, 2023	Kristy Cole	Magellan
September 27, 2023	Matt Bauder	Magellan
November 15, 2023*	Matt Bauder	Magellan

* Third Wednesday

X. Contact Information

Committee / Organization	Contact Name	Email Address
Member/Family Advisory Committee	Ronnie Colbert	burail1980@yahoo.com
Provider Advisory Committee	Kendall Gazzo	kgazzo@StepByStepUSA.com
Children’s Advisory Committee	Mike Ramsey	mramsey@valleyyouthhouse.org
Lehigh County HealthChoices	Matt Bauder	mattbauder@lehighcounty.org
Northampton County HealthChoices	Kristy Cole	KCole@northamptoncounty.org
Magellan Behavioral Health of PA, Inc.	Tom Walker	twalker@magellanhealth.com