

## COMMUNITY HEALTHCARE ALLIANCE

July 26, 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: Jason Haller, Patty Marth, Cliff Aulio, John Lees, Tisbine Moussa, Luke Harmon, Mike Ramsey, Mirka Picone, Amy Lugg, Mike Ditty, Laura McNamara, Dan Fisher, Crystal Jones, Deb MacDonald, Alexis Harvey, Jessica Hahn, Marissa Turner, Kristi Belotto, Suzanne McFadden, William Chagnon, Yalena Duran, Tamra McGee, Lynn Wright, Janet Verga, Leslie Ten Broeck, Kevin Stank, Bill Chagnon, Ari Quinones, Jonathan Lyford, Jaleh Mohallatee, Jason Haller

Attendance in person: Kristy Cole, Tom Walker, Drew Lazo, Kendall Gazzo, Jill Kaczmarek, Peggy King, Rochelle Reimert, Kristie Korab, Paula Gonzalez, Joe Aiello, Dave Wall, Laura Keiderling

I. Review of 5/4/23 Meeting Minutes. Minutes are approved.

II. Provider Forum

**Kristy Cole, Northampton County HealthChoices**, opened provider forum with our final agreed to resolution to combine distribution lists among members of the Lehigh Valley Providers Meeting with the Community Healthcare Alliance. Our groups alternate months.

**A history of our CHA was discussed. The CHA is a collaborative group committed to providing a forum for Providers, Members, Managed Care and HealthChoices County Representation. The purpose is to help better the services provided by HealthChoices.**

- Historical recording of minutes are published on Lehigh County DHS website [here](#).
- Planning for HealthChoices in the Lehigh Valley started as a bi-county project of Lehigh and Northampton Counties. Early in 2000 both counties convened regular meetings of stakeholders to provide input into the development of the HealthChoices Program for Lehigh and Northampton Counties and selection of the BH-MCO, Magellan Behavioral Health of Pennsylvania, Inc. These stakeholders included providers of service and consumers and family members involved in the service delivery system. Three stakeholder committees were formed:
  - Consumer and Family Advisory - consisting of consumers and family members;
  - Children's Advisory Committee - consisting of child serving providers, County staff, and consumer and family members; and
  - Provider Advisory Committee - consisting of providers of mental health and substance abuse services.
- Providers are strongly encouraged to discuss advocacy needs with our stakeholder committee chairs (contact information is listed at the end of each agenda and our minutes).
  - Kristy reminded that advocacy needs discussed in public forums are not to be specific to an organization, but more as a whole system. This is to assure a positive experience and relevancy to the system.
  - If you have a very specific need, please contact the HealthChoices Administrators.
- To formalize a bi-county forum for stakeholder oversight of the program, the counties formed the HealthChoices Advisory Board. The HealthChoices Advisory Board meets quarterly and reviews all aspects of the program.
  - The matrix of relationship oversight is graphically represented in [this chart](#) published on Northampton County's website

**Jason Haller, KidsPeace Children's hospital** recently began accepting referrals for children under the age of nine. Meaning, children under age nine will not be excluded from admission consideration. KidsPeace is piloting a transportation service with the hospital. If there's a family who might need some transportation, KidsPeace may be able to provide this service. Jason reminded of their email distribution notices, such as invitations for upcoming clinical cafes, and keeping up to date with program changes. Contact [Jason](#).

**Leslie Ten Broeck, Pinebrook Family Answers** announced the [Police Department Mental Health Liaison Program](#) expanded reach beyond Allentown City to include other Lehigh County Police Depts.

QPR Train the Trainer event was held. QPR is a suicide prevention training for participants to be able to recognize the warning signs of suicide and question, persuade, and refer people at risk for suicide for help. Please contact Suicide Prevention Task Force members [Allison Frantz](#) (Lehigh County) or [Chelsea Jones](#) (Northampton County) to schedule agency training in QPR.

**Dan Fisher, On My Way (OMW) First Episode Psychosis** [OMW is a Coordinated Specialty Care](#) approach to treating young adults who recently experienced their first episode of psychosis. This is a service offered by Child and Family Focus, with a local office in Allentown serving the entire Lehigh Valley region. The service offers: Low-dose medication management; Individual and group therapy; Family psychoeducation and support; Case management; Supported education and employment; and Peer support services. [Call](#) or write to [Dan](#) to schedule an information session or to explore making a referral.

**Deb MacDonald, Caron Foundation** introduced herself as a new member of the CHA. Deb is the Regional Resource Director for [Caron](#) and can help referents to find substance use disorder and mental health treatment. Deb is a native to our Lehigh Valley. Welcome Deb!

**Tamra McGee, Pyramid Healthcare** announced that Pyramid is offering MAT for substance use disorder at the [Easton and Allentown Outpatient Offices](#). Tamra said they are still recovering from the catastrophic loss of property at Bartonsville Outpatient office. Due to fire loss, Pyramid is proving virtual treatment for impacted clients.

**John Lyford, Foundations Behavioral Health** introduced himself to our CHA. John serves as the officer for business development. [Foundations](#) specializes in behavioral healthcare and academic services for children and adolescents. The care continuum offers school-based, residential, and inpatient services. Welcome John!

**Jaleh Mohallatee, Community Services Group** is expanding MH/ID medication management and therapy outpatient services on Mondays and Thursdays. [Taking new referrals](#). Med management is by telehealth, but therapy is a patient's choice, in person or telehealth. Tom will circulate a flyer. CSG also offers subacute partial hospitalization services.

**Kendall Gazzo, Step by Step** is the Intake Manager for [Step by Step](#), Allentown office and Chair of Provider Advisory for our CHA. Kendall described the TRE (pronounced tray) transformation initiative. TRE stands for trauma-informed, resilience oriented and equity focused. The approach is multi-faceted and includes equipping staff with tools to bring meaningful change in people's lives, while also caring for the care takers. Referents to residential or mobile psych rehab programs will be offered WRAP and Crisis Plans, and staff able to facilitate personal medicine. Kendall shared a recent training her staff undertook offered by Dr. Anthony Salemo. The model is called Building Resilience for Individuals through Trauma Education (BRITE). The curriculum helps providers teach clients about the effects of trauma, how to

adapt resilience-building skills and strategies and the components of a successful plan to improve their health. SxS will hold a staff appreciation picnic on 8/30.

**Crystal Jones, Clarion Psychiatric Center** introduced her role as community liaison for Central PA, Northeast PA, and Soutny Central PA. The [Clarion Psychiatric Center](#) offers provides child, adolescent, and adult behavioral health inpatient services (ages 10-17 and adult). Welcome Crystal!

### III. Advisory Committee Reports

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

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>

Ronnie discussed positive changes at Haven House with the addition of a new LGBT group, which is open to anyone that is interested in attending from the community. Please contact Ronnie for more information.

#### b. Provider Advisory Committee – Kendall Gazzo

**Kendall Gazzo was unanimously approved to serve as Provider Advisory Committee Chair by members of the HealthChoices Advisory Board for Lehigh and Northampton Counties on 5/25/23.**

Kendall shared recent updates and coming events with our group. Kendall is open to discussing your agency updates and any needs for the good of the community. Please email Kendall – contact information at the end of every agenda.

- 7/11/23 NAMI Lehigh Valley picnic was a great success. [NAMI](#) is one of two consumer/family run agencies in our Lehigh Valley. (Editor’s note: The other consumer run agency in the Valley is [Recovery Partnership](#). It is strongly recommended to provide information about consumer/family run services to all clients receiving behavioral services.)
- [Move Forward Counseling](#) opened an outpatient psychotherapy practice in Emmaus.
- 9/12/23 Magellan is hosting free CE training on Motivational Interviewing. (Editor’s note: A follow up training will be held 10/27. Details are [here](#). Please register [here](#) by 10/26. Other upcoming webinar trainings, topics suicide prevention and protective & adverse childhood experiences, are listed [here](#).)
- 9/27/23 [March on Harrisburg](#) is scheduled to help advocate about the importance of increasing mental health-base funding, equal access for all, and how living wages save the lives of people in Pennsylvania. Sponsored by Pennsylvania CSP.
- 9/30/23 [Live Well Be Well Event](#) featuring Kevin Hines and Westley Morris at Easton Area Middle School. 10-3. Sponsored by Northampton County Suicide Prevention Task Force.
- 10/10 – 10/13/23 [RCPA Annual Conference](#) “A Decade of Unity: Enhancing Lives and Shaping the Future” held at Hershey Lodge

c. Children’s Advisory Committee –Mike Ramsey

On 8/7, [House Bill 1000](#) hearing will be held. HB 1000 is an Act amending the act of March 23, 1972 (P.L.136, No.52), known as the Professional Psychologists Practice Act, further providing for definitions, for State Board of Psychology and for powers of the board; providing for prescription certificate, for prescribing and administrative practices and for controlled substances; and further providing for refusal, suspension or revocation of license, for reporting of multiple licensure and for penalties and injunctions against unlawful practice.

Mike encourages providers with strong feelings one way or another to reach out to their local elected officials.

IV. Magellan Behavioral Health Report

a. Patty Marth – Compliance Department

**Email Blasts (See Compliance Alerts at this [page](#)).**

May 2023: includes important guidelines for Magellan contracted Recovery Support Services (RSS) providers.

June 2023: includes important reminders and guidelines for Magellan contracted Opioid Centers of Excellence (COE) providers.

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.

**Bulletins:**

1. Bulletin Alert: changes to E & M codes.
2. Bulletin Alert: Street Medicine- The fundamental approach of street medicine is to engage people experiencing unsheltered homelessness exactly where they are and on their own terms to reduce or eliminate barriers to care access and follow-through. The Department will pay for certain physical and behavioral health services including but not limited to primary care, vaccine administration, wound care, preventive services, counseling, and diagnostic services, when delivered to MA beneficiaries experiencing unsheltered homelessness when delivered in their lived environment.
3. Two new members to DDAP’s executive leadership team
4. The Department of Drug and Alcohol Programs (DDAP) released [Licensing Alert 04-2023](#) - Related to 28 Pa. Code § 704.12 - Full-time equivalent maximum client/counselor ratios.
5. DHS Licensing Administration Updates Certificate of Compliance Process for Providers

b. Mike Ditty – Network

9/15/23 Save the Date: [Magellan Provider Town Hall](#) meeting.

**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](http://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 24/7 on <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. 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.

(Editor's note: The [2023 Transition Age Navigation Guide for Lehigh and Northampton Counties](#) is published. There is an [online resource guide here](#). These comprehensive resources provide support in a variety of helpful ways for youth and young adults. Please check back frequently as these resources will be updated on an as needed basis.)

**d. Tom Walker – Clinical and Strategic**

**For new CHA members, the question occasionally posed is, “How can I keep up in between meetings with what’s happening at the state level?”** Answer: Pennsylvania DHS maintains a listserv so that practitioners can remain up to date on these and many legislative changes and updates to the program discussed today and in past CHA meetings. Please see [this information](#) published by DHS to learn more about program changes in real time.

**Crisis Trainings, please register for 11/3 and 11/17 (In person); 11/9 and 11/14 (virtual)**

Magellan, in partnership with Lehigh County, Northampton County and Bucks County are hosting a two-part series in crisis de-escalation for adult MH/ID dual diagnosis. We are targeting all Medicaid Providers, Crisis Services, CLA Providers, Supports Coordinators, and Family Life Sharing. Our training is being delivered by JKM Training. (Editor’s note: The trainings will be offered virtually and in person at the Lehigh County Government Center. The training overview and dates of the sessions are [here](#). Please save the date. Formal registration opportunity will be announced as soon as possible).

**Tom provided an overview of work being done at the local and state level to improve services and support for older residents.** Please consider providing commentary on [Pennsylvania’s Master Plan](#). Did you know, Pennsylvania is ranked 7<sup>th</sup> in the Country for older citizens, and the number of older adults (ages 65+) is increasing at a very fast rate.

Although mental health conditions are not a part of the normal aging process, service access to behavioral services is challenging for Medicare. Access to Medicare credentialed providers remains a struggle locally and nationally. Medicare beneficiaries do not currently have coverage of or access to the full range of mental health and substance use disorder benefits they need, and often lose access to treatment they were receiving prior to becoming eligible for Medicare. Passage of the Mental Health Access Improvement Act allows for greater parity in coverage effective 1/1/24.

(Editor’s note: CMS will establish marriage and family therapists and mental health counselors as Medicare provider types on Jan. 1, 2024. [Learn more here](#). Provider enrollment begins 11/1/23).

**A video shoot was held at Northampton County Dept. of Health and Human Services.** The goal is to educate families, schools, and childcare providers on Intensive Behavioral Health Services for children. The video shoot completed and published IBHS video is uploaded on both the [members](#) and [providers](#) page of Magellan’s website.

**Tom provided general updates to provider rate requests, new program applications, and PA Medicaid unwinding.** Agency specific questions should be directed to Tom, Matt or Kristy for handling and guidance.

**V. Lehigh County: Updates / Reinvestment / Issues – Drew Lazo reporting for Matt Bauder**

Reinvestment Plan updates.

**Respite Program** – Access Services has chosen to not renew the respite program contract. Lehigh County and Northampton County will be working together to determine options for 2024 respite services.

**HIFI Wraparound** – In June, Pinebrook Family Answers engaged 19 members in treatment, with six pending enrollments and three on the wait list.

**2:1 ABA Services** – There are two active members readying for discharge and two new members being evaluated for admission.

**Housing Clearinghouse** – Operated by Conference of Churches. Thirty-nine members were served in June for the various housing program offerings.

**Social Determinants of Health** – Operated by Conference of Churches. Six members were served in June.

**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.

**Respite** – Although Access services are discontinuing respite services, they will be managing camp payments for Northampton County families in need through September 2023. Tom sent eligibility information to the CHA.

**Social Determinations of Health** – Changes to the program are required. The County temporarily paused services. A future update will be provided to CHA.

**Safe Harbor in Easton** – HealthChoices is implementing bricks and mortar construction project which will afford expansion of services provided by Safe Harbor Shelter in Easton.

**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** – The reinvestment plan has been updated to extend the plan through CY2023. The program obtained a temporary Certificate of Occupancy, a full CoO is required for licensing.

Staffing update: Chelsea Jones has accepted a promotion to Director of Northampton County Information, Referral and Emergency Services Division. Chelsea takes over the Division from Gary Ruschman, who retired earlier this year. Tisbine Moussa remains the QA Program Specialist to the HealthChoices program. Kristy Cole will be lead on Reinvestment Planning.

**VII. Meeting Schedule**

| <b>Date</b>        | <b>Chair</b> | <b>Minutes</b> |
|--------------------|--------------|----------------|
| September 27, 2023 | Matt Bauder  | Magellan       |
| November 15, 2023* | Matt Bauder  | Magellan       |

\* Third Wednesday

Contact Information

**Committee / Organization**  
Member/Family Advisory Committee

**Contact Name**  
Ronnie Colbert

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Provider Advisory Committee  
Children's Advisory Committee  
Lehigh County HealthChoices  
Northampton County HealthChoices  
Magellan Behavioral Health of PA, Inc.

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