

COMMUNITY HEALTHCARE ALLIANCE

January 24, 2024 @ 2:00 PM

Minutes

- I. Welcome and Introductions: Kristy Cole, Northampton County HealthChoices Administrator, opened the meeting. Attendance is recorded on the sign in sheet.
- II. Review of 11/15/23 Meeting Minutes – Minutes are approved.
- III. Provider Advisory
 - **Kelli Cochran, [Rogers Behavioral Health](#)**. Taking Referrals for NEW [Addiction and Recovery Program](#), beginning with PHP for Adults to start off. Program opening mid-April. Please check out website for other services and programs, such as OCD and Anxiety Treatment, Depression, Trauma, and eating disorders. Accepts commercial insurance and accepts scholarship applications/financial assistance for Medical Assistance eligible households.
 - **Mary McGonigle, [Lehigh County Integrated Services](#)**, discussed Journeys--A Program for Parents and Children. [Journeys is a partner on a family's path to health and recovery](#). Individualized team, and strengths-based and solutions-focused services are available for those who are pregnant or a caregiver of a child under 18 and taking prescribed medications, substances, or alcohol. Services are free of charge. Program is run by Lehigh County Human Services.
 - **Ken Garavaglia, [KidsPeace](#), [Clinical Café](#)** Training calendar is in development. The Clinical Café Series a 10-month series of workshops that cover a variety of clinical topics for improving wellbeing. The trainings are FREE and continuing education units are available for Master's level practitioners, as well as Nursing CE credits and Act 48 credits for educators. KidsPeace [December 2023 edition of Healing Magazine](#) tackles the mental health workforce shortage. KidsPeace hospital is now open to accommodating younger aged children.
 - **Jody McCloud-Missmer, [St. Luke's University Behavioral Health](#)**, provided an overview of St. Luke's Psychiatric Associates' [Behavioral Health Walk-in Center](#), located at the Lehighon campus, offers support to individuals 14 and older for mental health and addiction situations that are not life-threatening. This service opened 08/2022 and has provided walk-in services to over 850 individuals seeking help.
 - **Charlotte Leckow, [Move Forward Counseling](#)**, provides in-person mental health counseling services and telehealth services. The program does not accept MA but does offer counseling services at reduced fees for under-insured/non-insured @\$40 per session. Please visit the website. The program has multiple locations, with a convenient Emmaus office here in the Lehigh Valley.
 - **Dana Zamolyi, [Turning Point of Lehigh Valley](#)**, Dana is new to the CHA. Dana serves as Healthcare Response Coordinator (Educator). The mission is to eliminate domestic and intimate partner abuse through outreach, education and engagement, survivor advocacy and how to use trauma informed practices to recognize, respond and refer for medical providers and professionals in the field of healthcare, rehabilitation and health and wellness. Welcome Dana!
 - **Chelsey Stauffer, [Discovery Behavioral Health- Brookdale Premiere Addiction Recovery Resort](#)**, Chelsea is Clinical Outreach Coordinator with Discovery Behavioral Health. Chelsea is also new to the CHA. Brookdale is a 110-bed residential treatment center in Scotrun, PA, located in Pocono Township in Monroe County. Welcome Chelsey!
- IV. **Advisory Committee Reports**
 - a. Member/Family Advisory Committee – Ronnie Colbert
Ronnie discussed local advocacy he has undertaken to support individuals. Over the quarter, advocacy support requests include: 1) Peer to peer – supporting Individuals without a permanent home; 2) Practical support navigating MATP during the winter/inclement weather, shopping, and holiday season – [Lehigh and Northampton Transportation Authority \(LANTA\)](#). Especially this time of year, Ronnie reminded of the importance of social connections, referring to programs such as [psychiatric rehabilitation](#), and promotion of 24-hour support options, such as [Blended Case Management](#), and peer/family run services, such as [Warmlines](#). Ronnie promoted the use of [988 services](#) for those in need of help during a crisis.

- b. Provider Advisory Committee – Kristy announced Kendall Gazzo resigned the chair of Provider Advisory Committee.
- c. Children’s Advisory Committee – Mike Ramsey, Chair, reported on the CY2024 goals of [Pennsylvania’s Bureau of Children’s Behavioral Health Services](#). Crisis regulations. Hired a crisis specialist. Strengthening school based behavioral health and family peer specialists. Resource and data coordination.

Workforce issues continue to be a struggle for agencies hiring master’s level and licensed clinicians to work in community and second shifts. Families may need to wait for services due to staffing challenge. While the staffing crisis is going on, thinking creatively, and working together to manage cases is one solution. A couple task items to help support these needs:

- Mike shared the success of the Community Healthcare Alliance Social Connections Potluck held in December at [Valley Youth House](#). About twelve members of our CHA, providers, County, Magellan, met together for socialization. We shared career journey in health and human services, and opportunities for connection. We discovered common Connections. Our next meeting will be Spring 2024. The Social Connections Group will meet once per quarter. We would like to consider starting and maintaining shared service projects. More information will be shared at CHA.

V. Magellan Behavioral Health Report

a. Patty Marth - Compliance

Email Blasts:

Nov 2023: [This month's communication](#) includes important reminders for contracted Outpatient Clinics (Mental Health and Drug & Alcohol) regarding services provided to Magellan HealthChoices recipients by CRNPs, RNs, and LPNs.

Dec 2023: [This month's communication](#) includes a summary of the compliance e-mail blasts that were distributed during year 2023.

Bulletins:

Effective 1/1/24, in alignment with MA Bulletins OMHSAS-22-02 and 99-89-05, we will be looking for providers to have signed Encounter Forms for all telehealth sessions and will be auditing for these (in addition to consents and Tx Plans). Either electronic or wet signatures are permitted on these documents. OMHSAS-22-02 also adheres to the expectations of Act 69 of 1999 Electronic Transactions Act in which an electronic sound is considered a type of electronic signature. An electronic signature is an electronic sound, symbol or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record. Providers using electronic signatures must have systems in place to ensure that there is an audit trail that validates the signer’s identity. A **sound** could be someone providing their consent verbally, if that consent specifically is recorded electronically or witnessed by a second employee of the provider, and the providers have systems in place that allows an audit trail to validate signer’s identity.

It’s important to note that effective August 10, 2023, providers were required to be in compliance with the HIPAA requirement to use a HIPAA-compliant telehealth platform. HIPAA is a federal regulation. The state has no ability to change or extend a federal requirement. If providers are utilizing a HIPAA compliant platform (in compliance with federal regulations), you should be able to capture an electronic signature. So, in essence, if you are compliant with the HIPAA requirements, you would be able to capture the signature requirements outlined by OMHSAS-22-02.

Magellan has communicated our expectations around Telehealth and signature requirements through many different resources which I have listed some below just in case these resources are helpful to you if you haven't already seen them. We are also planning to send a Compliance e-mail blast in January 2024 reminding providers of the expectations around telehealth signatures.

- **March 2023 compliance e-mail blast**
https://www.magellanofpa.com/documents/2023/03/033123_march2023compliancernotebook.pdf
- **January 2023 compliance e-mail blast:**
https://www.magellanofpa.com/documents/2023/01/013123_magellancompliancernotebook_updated_jan2023.pdf/
- **2023 annual provider compliance forum**
(https://magellanhealth.zoom.us/rec/play/DEg7cfnQ1P4eXy3gdg7zmF8SEGa3KI9Uy5zJnIUTZqylyEVVc9bfEjklAZGkAxt0Dk5bFUEwls6I7bpr.sLQUWd2e3uqoCAyH?canPlayFromShare=true&from=share_recording_detail&continueMode=true&componentName=rec-play&originRequestUrl=https%3A%2F%2Fmagellanhealth.zoom.us%2Frec%2Fshare%2Fkj6PPDlp2C2ftTrLOJQiWGBELBML_qRTFW9BGmqzM-K1obkc1E2Bmgd5rc-Z8Zuk.9fYBnEucu21jZn5c)
- **Provider Announcement June 1 2023- Updated Telehealth FAQs:**
https://www.magellanofpa.com/documents/2023/06/060123_updatedtelehealthfaq.pdf/
- **September 2023 Town Hall:**
https://www.magellanofpa.com/documents/2023/09/092023_providertownhallemail.pdf/
- **December 2023 Town Hall:**
https://www.magellanofpa.com/documents/2023/12/121223_providertownhallrecording.pdf/

b. John Lees reporting for Mike Ditty – Network

In November Magellan sent rates increases for many levels of care that were effective 10/1/2023. Please ensure that the billing from this time is billed at a rate high enough to cover the increase. Magellan encourages providers to bill “usual and customary;” fees which are HIGHER than the contracted Magellan rate. This is an advantage – mainly that when increases happen, these higher rates are realized through automatic re-processing. Providers billing less than the new contracted rate must rebill. If you have any questions, please feel free to [email Mike Ditty](mailto:mikeditty@magellanofpa.com).

c. Tom Walker and Jim Marchetto reporting for Clinical

Tom presented on the Community Based Care Management Program with the Lehigh Conference of Churches CBCM Program.

- The Lehigh Conference of Churches
457 W. Allen St, Allentown, PA 18102
- The Conference at Easton
40 N. Union St, Easton, PA 18042
- www.lehighchurches.org

The goal is to assist HealthChoices members at-risk of losing housing in maintaining stable housing and linkage with community services. It is for MA HealthChoices members that have been psychiatrically admitted to inpatient care within the previous 12 months.

The program is a partnership between Lehigh County DHS, Northampton County DHS, Magellan Behavioral Health of PA, and The Lehigh Conference of Churches.

This program is open to all MA funded Magellan HealthChoices members in Lehigh and Northampton Counties that have experienced a psychiatric hospitalization within the previous 12-months and have active MA/Magellan insurance.

Services: Community Health Workers (CHW) assist in improving the quality of care and breaking down cultural barriers to treatment. CBCMs bridge the gap between people in need of care and care providers and address social determinates of health. SOAR-trained case management is available to help complete social security disability applications.

- Housing and Rental Assistance
- Employment Services
- Community Resources
- SSI/SSD Application Assistance
- Community Health Worker

Tom announced [Sara Collins joined Magellan's Intensive Care Coordination \(ICC\) team](#) as the Lehigh/Northampton ICC Care Manager. Sara has over 20 years of clinical experience in various treatment settings including outpatient and inpatient treatment. Sara had previously worked at Magellan in the Bethlehem office approximately 10 years ago as a care manager and care management.

Jim Marchetto marchettoj@magellanhealth.com presented on **Magellan's Community Transition Coordination program**. Jim is a Lehigh Valley resident and serves as a behavioral health guide for Magellan MA HealthChoices Members.

What is **Magellan's Community Transition Coordinator (CTC)** Program?

- CTCs work with members, Acute Inpatient Psychiatry (AIP) providers, and established community-based behavioral health service providers to ensure member needs are being met while transitioning from an AIP level of care back into the community.
- Each Community Transition Coordinator (CTC) is assigned to a specific AIP provider.
- CTCs work to facilitate coordination between existing BH providers and the AIP provider to ensure that members' needs are being met during the discharge process and that aftercare is accessible to the member within 7-days post-discharge.
- CTCs coordinate with hospital social workers on member identified needs and provide linkage to community-based resources to meet those needs.
- CTCs can refer to Magellan's Integrated Health team when a member may need more support around physical health needs.

d. John Lees - Member and Family Advocate

- **Navigation Guide for Autistic Youth/Young Adults of Transition Age** is published on Magellan's website. John represents Magellan's Autism Action Committee and discussed the creation and promotion effort to spread the word about the NEW [Navigation Guide](#) for ASD youth in transition to adulthood. We have an [Online Resource Guide](#) which also links to the Transition Age Navigation Guide. Hard copy guides and promo flyers in English and Spanish Language are produced.
- An open house for high school students, families and educators will be held 4/26 over lunch hour will be held at Haven House. County IDD AE Division, HealthChoices, Magellan, Psych Rehab Providers, and young adult members on autism spectrum are partnering to produce this event.
- Magellan's new **Behavioral Health Matters Podcast** is available on our website [here](#). John Lees, Member and Family Advocate for Lehigh and Northampton counties is the host. The third episode is titled, "Magellan of Pennsylvania Recovery and Resiliency Services," and Steph

Cassanese, Magellan Manager of Peer Services, is John's guest. Episodes will be released every 4-6 weeks.

e. Janet Verga – Recovery and Resiliency

- Janet serves on Magellan's Steering Committee for the 2024 [Lehigh Valley Health and Human Services Career Fair](#) . Date is April 11th 2p.m. at Penn State Lehigh Valley. Janet shared the exciting news -- over thirty healthcare and human services agencies with hiring opportunities, county and community-based organizations, are exhibiting at this year's event. There will be workshops for job seekers, resume assistance, social media and online presence training, and transportation from area colleges to the event.
- The Lehigh Valley Employment Taskforce Report (Janet is Chair), seeks a meeting with OMHSAS to address barriers to employment among people with mental health support needs. Janet expressed barriers to transportation to day programs and employment opportunities as discussion topics.
- Janet discussed the WIPA Training event (Work Incentives Planning and Assistance) will be held March 27th.
- Lehigh Valley Peer Support Network meetings have started for CY2024. Contact Janet Verga if you'd like to present educational topics to peer support specialists or people that help peer support specialists.

f. Tom Walker – Strategic. No additional updates needed.

VI. Lehigh County: Updates / Reinvestment / Issues - Matt Bauder and Andrew Lazo

- Matt provided Reinvestment plan updates:
 - [High fidelity wraparound through Pinebrook Family Answers](#). As of December, 19 active youth are active and engaged in the program. The program is fully staffed, with ten members on the wait list. This is the fifteenth year of HIFI Wraparound.
 - The Clearinghouse Housing Program run by The Lehigh Conference of Churches served 22 members in housing contingency program in November and 264 unduplicated served YTD. An additional \$200K in subsidy for rental assistance, security deposits and furniture is added to CY2024 budget.
 - Twenty-six members were served through the social determinants of health plan, operated by the [Lehigh Conference of Churches](#). Members were helped with food, clothing, household items, education, and related supportive services. The goal for CY2024 is to support more childcare support assistance.
 - One member is served through the ABA 2:1 project, operated by [ABA Support Services](#). Because of staffing challenges, the program can admit only one member at a time. There are no referral pending admission.
 - The RESPITE program has been on hold since June 2021. What is respite care? Respite care provides short-term relief for primary caregivers, giving them time to rest, travel, or spend time with other family and friends.

The exciting news is that Respite services are coming back. In November, [Concern Professional Services](#) submitted a proposal. Lehigh County has agreed this proposal. Once implemented, Respite services may be supplied by agency staff from Concern, or as a Family Driven Respite Program for in home respite services. A site-based family respite option will be offered during school months one Saturday each month. Over the summer, site-based services will be extended to three days per week for six hours each day. Matt will announce when these services will be available.

- Drew shared highlights from the Q42023 Edition of [Magellan Explorer Quality Newsletter](#).
 - o Magellan's Quality Improvement Quarterly Newsletter Q4 Edition highlights Impact of Trauma on Follow-up Rates, Evidence Based Practice Annual Survey, and quality innovations in healthcare, including key priorities from Magellan and Primary Contractors Quality Depts.

VII. Northampton County: Updates / Reinvestment / Issues – Kristy Cole, Mirka Piccone, Jodi Matthews

- Kristy provided Reinvestment Plan updates
 - 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](#).
 - County continues to work with the Lehigh Conference of Churches on its' Housing Reinvestment Program.
 - The ORLTSR program for justice-involved members in reentry, has changed its' name. The program is now called Restoration-LTSR. The program state licensed through OMHSAS. [COMHAR](#) is the provider. The reinvestment plan will end 12-31-24. COMHAR is working on state enrollment, contracting with Magellan, and building out staffing. The program will be accepting members upon completion of these milestones.
 - The [Safe Harbor](#) Plan is to help supply capital project/construction dollars to help meet increased demand for program based and community sheltering for homeless men and women.
 - Northampton County submitted two NEW Reinvestment Plans for OMHSAS consideration.
 - o HIFI Wraparound services, currently only open to children enrolled in OCYFS services. This plan will expand access to any HealthChoices eligible family.
 - o Over five years, 400 clinicians will be introduced to and get trained to deliver [CAMs Care, for suicide treatment](#) The goal is to have this intervention available as a service across all levels of care. There will be an adult and a teen track.
- Mirka provided Base Mental Health Staffing and Updates
 - o Northampton announced the Intake Forensic Supervisor is hired. Kristen Shean began in December. Contact kshean@norcopa.gov Mirka said they have another team member starting early February, and have one final staff position to fill within mental health division.
- Jodi Matthews, Children and Youth Division
 - o Seeking resources to fill a need for children psychiatry evaluations and medication management services. Must accept Magellan. Please [contact Jody](#) if you can help with this.

Clarification edit: (3/27/24): *There are times when children in substitute care move from one placement to another, sometimes from one side of the state to another, and it takes time to get them situated in treatment. If a child is already on psychotropic meds and their previous provider or PCP is unable/unwilling to write the script, NCCYF was hoping to have another option available for these situations. Perhaps sharing their previous records and having a telehealth appointment. Even if NCCYF is unable to access a Magellan provider, perhaps they would be willing to contract for this service so that children are not abruptly stopping meds. Please reach out with any suggestions.*

- o Complex case meetings continue to be scheduled. Residential care options are needed for children approved for RTF, but no beds are found. We are in need for services that can wrap around while appropriate placement is secured.
- o Changes to state electronic system for resources and referrals is still in development for child welfare agencies. The database will be implemented in CY2026.
- o OCYFS have staff vacancies.
- o Placement numbers remain down, and lower than historical, based on 20 years. Kinship care and adoption are the reason for decrease in placements. This is good news. The challenge is

COMPLEX NEEDS of the children in custodial care with NorCo are at an all-time high. Northampton is looking for resources to support these needs.

VIII. Other

IX. Meeting Schedule

Date	Chair	Minutes
January 24, 2024	Kristy Cole	Magellan
March 27, 2024	Matt Bauder	Magellan
May 22, 2024	Kristy Cole	Magellan
July 24, 2024	Matt Bauder	Magellan
September 25, 2024	Kristy Cole	Magellan
November 20, 2024*	Matt Bauder	Magellan

* Third Wednesday

X. 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.

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