

COMMUNITY HEALTHCARE ALLIANCE (CHA)

Combined Stakeholder Meeting

Date: November 20, 2024

Time: 2:00 PM

Location: Haven House, 1411 Union Blvd, Allentown, PA / Hybrid via Zoom

I. Welcome and Introductions

Meeting commenced with welcome by Kristy Cole, and introductions of in-person and remote attendees.

II. Review of 7/24/24 Meeting Minutes

Minutes from the July 24, 2024, meeting were acknowledged. No formal corrections were presented.

III. Provider Forum

KidsPeace – Compliance Officer Networking Group – Cliff Auliso

- Cliff from KidsPeace proposed reviving a compliance peer group for professionals managing compliance, internal audits, or risk management.
- A kickoff Zoom meeting is planned for January. Electronic flyer will be sent via Tom Walker.
- Group will focus on sharing resources, navigating privacy issues, and supporting isolated roles in agencies.

Haven House – Program Updates – Laura Keiderling

- Four staff earned Certified Psychiatric Rehabilitation Practitioner (CPRP) certification.
- Two new grief and loss groups announced:
 - PRS Group: Tuesdays at 10:00 AM
 - Outpatient Group: Thursdays, 5:00–6:30 PM (free for clients; \$100 for others)

Preventive Measures Community Support Worker Program – Tiah Jones

- Three new Community Health Workers hired and onboarding.
- New contract with Lehigh County Children and Youth to support families involved with children and youth and dual diagnosis mental health/substance use disorder.
- Referrals open with flexible criteria for adults with dual diagnoses.
- Short-term outpatient treatment available for uninsured individuals.

Acadia Comprehensive Treatment Centers – Carrie Kupferschmid

- Carrie announced new locations:
 - Reading location expected to open December 2024.
 - Easton facility anticipated in Q1 2025.

NAMI Lehigh Valley – Donna Thorman

- New bilingual staff member hired to support underserved demographics.
- Offerings include:
 - Free peer and family education and support groups.
 - FaithNet program for faith-based communities of all backgrounds.
 - Spring guardianship event with attorney guest speaker.
 - NAMI Basics online course for families with young children.

Clarion Psychiatric Center – Crystal Jones

- Serving patients ages 10 and up.
- New virtual tour available online.
- DBT training initiated for 25 staff; full rollout expected in 2025.
- Accepts most insurances, including Medicaid and VA; can assist with MA applications.

Pyramid Healthcare – Tamara McGee

- Opened Mental Health Enhanced Outpatient Program in Allentown.
- Serves adults and adolescents (12+), offering 6 hours of weekly group therapy.
- Quick access to psychiatric and MAT medications.

Lotus Behavioral Health – Lax Rhode

- Accepting clients ages 6–65 for therapy and med management.
 - Accepts Medicaid, Highmark, IBX (not Medicare).
 - Appointments available within 7 days; psychiatry access in 3–4 weeks.
 - Requested input on telehealth e-signature solutions:
 - Suggestions: Adobe Pro, doxy.me, PandaDoc
 - Additional discussion on HIPAA compliance and Magellan audit documentation requirements.
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IV. Advisory Committee Reports

a. Member/Family Advisory Committee – Ronnie Colbert

- Announced Haven House’s annual Thanksgiving Dinner and upcoming Christmas Party.
- Expressed ongoing advocacy and peer support, including challenges with LANta transportation delays and staff responsiveness.
- Highlighted the importance of community, tradition, and peer mentorship among members.

b. Provider Advisory Committee – Vacant

- Position remains open. Call for volunteers from the adult mental health provider network.
- Responsibilities include attending CHA meetings and reporting at the HealthChoices Advisory Board.

c. Children’s Advisory Committee – Mike Ramsey (Reported by Tom Walker)

- Update on Day of Caring: Providers supported a program for children of incarcerated parents.
 - Proposal to hold another holiday social for Community Connections in December or January.
 - Workforce and service system updates discussed.
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V. Magellan Behavioral Health Report

a. Compliance – Patty Marth

- Key email blasts:
 - Collaborative documentation expectations
 - Audio-only telehealth rules (only for lack of access, not convenience)
 - Annual compliance training materials
- RTF regulations open for public comment until Dec 2.
- Psychiatric Rehabilitation regulations delayed until 2026.
- Peer support statewide quarterly meetings announced.
- CMS released Four Walls Final Rule; OMHSAS may opt in.

b. Network – Mike Ditty (via John Lees)

- Providers reminded of 90-day notice requirement for site/service closures.
- Communication with Magellan and counties is essential to ensure smooth transitions.

c. Member and Family Advocate – John Lees

- Urged providers to review and update their Magellan Provider Search entries for accuracy.
- Clarified that changes made in surveys do not automatically update the online tool.

d. Recovery and Resiliency – Janet Verga

- Peer Support Network meeting featured speaker from AmeriHealth on wellness integration.
- Member Advisory Workgroup scheduled for Dec 10 with cultural diversity as the focus.
- Inviting speakers for 2025 peer meetings.

e. Strategic – Tom Walker

- October 23rd Behavioral Health Symposium convened executive leaders; workgroups focused on:
 - ED Boarding
 - Workforce
 - Continuum of Care
 - SDoH & DEI
 - Next symposium scheduled for April 2025.
 - Harvest Full of Hope Recovery Conference was highly successful.
 - Invitations forthcoming for Cliff's Compliance Group, Community Connections Holiday Event, and Magellan's December Member Advisory Workgroup.
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VI. Lehigh County: Updates / Reinvestment / Issues

Presented by Matt Bauder, HealthChoices Administrator

- High-Fidelity Wraparound: 17 active cases
- 2:1 ABA: 1 member, staff challenges ongoing
- Housing/SDoH (Conference of Churches): 212 unique members served YTD
- DUOS (Medicare/MA dually eligible members): Focused on seniors; SDoH supports expanding
- Concern Respite Program: 4 members; effort underway to expand in Lehigh County

Drew Lazo (Quality Improvement Program Specialist)

- Quarterly Magellan Explorer newsletter available.
- Still recruiting Complaint & Grievance Panel members.

- New Performance Improvement Project (PIP) for suicide prevention launching in 2026.

MH Base Update – Dick Orlemann

- Temple University youth coaching opportunity for ages 18–30 shared via flyer.
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VII. Northampton County: Updates / Reinvestment / Issues

Presented by Kristy Cole, HealthChoices Administrator

- Reinvestment programs consistent with Lehigh's.
- High-Fidelity Wraparound: 3 families enrolled.
- Concern Respite utilization growing.
- Restoration LTSR (COMHAR): Beds now open; 2 residents with more on the way. Magellan funding begins Jan 2025.
- CAMS training delayed due to contract negotiation; early 2025 launch anticipated.
- Forensic specialist Nicole Seiple has left the county; contact Kathy Crowmer temporarily.

Tisbine Moussa, Quality Improvement Program Specialist – Consumer and Family Satisfaction Team Services Update

- Peer-run services are not well-known among members.
 - Working on adding links/resources to Magellan's website for provider and member awareness.
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VIII. Other Business

- New Sunday breakfast and lunch service launched at Christ Church Neighborhood House in Allentown. Reported by Jim Marchetto
 - Donna Thorman (NAMI) shared she is on Northampton's Early Intervention and CIT Committees.
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IX. Meeting Schedule

- **Next Meeting:** January 22, 2025 @ 2:00 PM
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X. Contact Information

| Committee/Organization | Contact Name | Email Address |
|--|---------------------|--|
| Member/Family Advisory Committee | Ronnie Colbert | burail1980@yahoo.com |
| Provider Advisory Committee | Vacant | |
| 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 |