



Delivering the Next **Generation** of Health Care

Connecting person to person.

Building healthier communities.

Maximizing effective approaches to care.

Partnering long-term with customers.



**CARE IS THE HEART
OF OUR WORK™**

AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC)

PHCA

September 26, 2017

AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC)

Committed.

We have been a partner in Pennsylvania for more than 30 years.

Experienced.

Delivering health care services in 17 states and the District of Columbia.

Leadership Team.

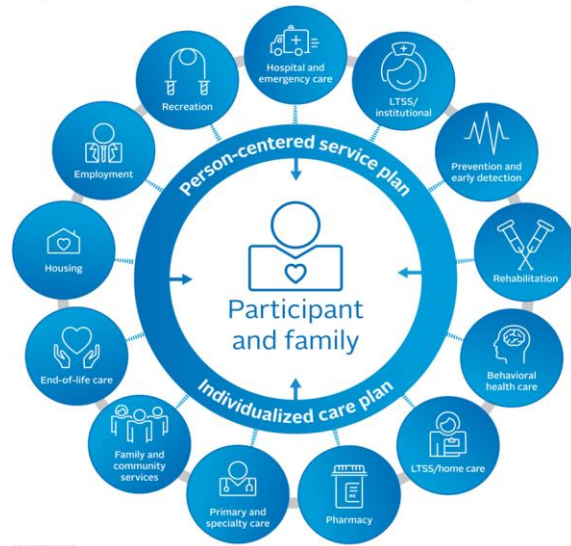
Pattie Wright – Administrator
 Kathy Gordon, RN – Director of LTSS
 Chris Bruette – Director of LTSS Network
 Steve Orndorff – Director of PH Network
 Jenn Rogers – Director of Service Coordination
 Tiffany Earle – Manager, Community Well Duals

Together our team has extensive experience and knowledge in implementation and management of Medicaid, Medicare, Long Term Services and Supports (LTSS) and Waiver services.

Our leadership is fully supported by a team of talented individuals in our Philadelphia, Harrisburg and our new Pittsburgh offices.

Person-centered approach to Participant care

Integrated health care management programs address participants' comprehensive needs



HB-16207-001-02

Our multifaceted approach addresses the needs of Participants connecting them with physical health and Long-Term Services and Supports (LTSS) that provide independence, health and quality of life. Our approach includes:

- **Engaging, educating, and empowering Participants** to actively take part in improving their health outcomes.
- Assisting Participants in accessing services and supports that are **Participant-directed and family focused**.
- Involving **Participants, caregivers, providers, behavioral health care providers, and representatives from the housing, employment and social service programs** in the care planning and care management processes.
- Using community-based services to avoid or delay institutional care by providing access to supports for Participants who desire to **remain in a home and community-based setting**.

Contracting with AmeriHealth Caritas PA CHC

- AmeriHealth Caritas PA CHC is interested in contracting with any willing and qualified Nursing Facility (NF).
- Each CHC managed care organization (MCO) must contract for at least 18 months with any Medicaid NF that:
 - Accepts CHC-MCO's payment rates and
 - Complies with quality and other standards and terms established by DHS and the CHC-MCO
 - For Phase I (SW Zone): January 1, 2018 – June 30, 2019
- The NF provider must also have a current, active service location extension for each location.
- Dedicated CHC provider mailbox for all requests and documents:

chcproviders@amerihealthcaritas.com

Contracting with AmeriHealth Caritas PA CHC

Bed holds/therapeutic stays

- The process today will be the **same process** after CHC implementation.

Incentive payments

- Vent/Trach/Disproportionate Share Payments (DSH).

Appendix IV

- We are working with **LeadingAge**, **Pennsylvania Health Care Association (PHCA)**, **and other agencies** to determine a process for distribution of funds to the facilities.

Rate floor

- **36 months** - this is the minimum timeframe that CHC-MCOs are required to reimburse NFs the state-established fee, unless there is a lower rate that is agreed upon by the facility and CHC-MCO.
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Managing Care for Our LTSS and Community Well Dual Participants

Managed LTSS (MLTSS)

Service Coordinator for NFCE (Nursing Facility Clinically Eligible)

Employing a Person-Centered approach, the Service Coordinator's role is to:

- Help Participants navigate the system and **coordinate their care**
 - Be the **point of contact** for Participants
 - Provide **needed information** to Participants, support team members, and providers
 - Facilitate **access, location** and **coordination of care**, and provide **ongoing monitoring of services and supports**
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AmeriHealth Caritas PA CHC Service Coordinator Training

Core functions of Nursing Facility Service Coordination under Community HealthChoices

- ✓ Demonstrate a person-centered approach to planning and monitoring
- ✓ Conduct a Comprehensive Needs Assessment (InterRAI)
- ✓ Develop Person-Centered Service Plans
- ✓ Facilitate Person-Centered Planning Team Meetings to coincide with Facility Care Conferences
- ✓ Understand the Service Coordinator role in the coordination of benefits (physical, behavioral, LTSS)
- ✓ Understand the role of the Service Coordinator as the point of contact for AmeriHealth Caritas PA CHC with NF residents

Coordinating Care through Ongoing Collaboration

AmeriHealth Caritas PA CHC will be in the community, offering individualized support and coordinating the full spectrum of care services and resources that are available to address our Participants' unique needs.



Service Coordination Team

A multidisciplinary care team responsible for conducting comprehensive needs assessments, facilitating Person-Centered Planning Team meetings and developing the Person-Centered Service Plan.



Personal Care Connector Team

PCC staff are responsible for conducting Participant outreach efforts, completing screenings, assisting in making health care and community appointments, including transportation arrangements, perform follow-up tasks related to care/service plan interventions, and assisting in connecting Participants with community resources.



Community Health Navigator Team

The Community Health Navigator team helps locate difficult-to-engage Participants to reconnect them with care management and provide hands-on coordination.



Nursing Home Transition Team

Engaging with community partners, the Nursing Home Transition team concentrates efforts to help make the transition from a nursing facility to community living for Participants who wish to return home.

Provider Manual

AmeriHealth Caritas PA CHC Provider Manual

- Currently in draft form
 - Under review by Office of Long Term Living (OLTL)
 - OLTL and the AmeriHealth Caritas are working diligently on completing the review as a priority
 - Upon OLTL approval, the AmeriHealth Caritas PA CHC Provider Manual will be available to all providers
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Claims and Billing

- AmeriHealth Caritas PA CHC accepts paper and Electronic Data Interchange (EDI) claims
 - We currently work with Change Healthcare but can accept claims from multiple EDI sources
 - Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)
 - Claims testing: AmeriHealth Caritas PA CHC is configuring our system to mirror current PROMISE claim processing throughout the state.
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Continuity of Care

Continuity of Care (COC) for Nursing Facilities

- A Participant who resides in a NF located in the CHC zone on the implementation date must be allowed to receive NF services from the same NF until the earliest date any of the following occur:
 - The Participant's stay in the NF ends;
 - The Participant is disenrolled from CHC; or
 - The NF is no longer enrolled in the Medical Assistance (MA) Program.
 - A change in CHC-MCO, a temporary hospitalization, or therapeutic leave does not interfere with or terminate this continuity of care period as long as the Participant remains a resident of the NF.
 - Participants who are admitted to a NF after the start date for the CHC-MCO, or who do not qualify for the extended COC period, will receive the standard COC available for all Medicaid participants.
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Continuity of Care

Continuity of Care (COC) for Nursing Facilities

- For all Participants, the CHC-MCO must comply with COC requirements for continuation of providers, services, and any ongoing course of treatment outlined in MA Bulletin 99-03-13, Continuity of Care for Recipients Transferring Between and Among Fee-for-Service and Managed Care Organizations.
 - If the NF leaves the network and a Participant is not eligible to receive an extended continuity of care period, the Participant may continue to receive NF services, if eligible, from the NF for up to 60 days from whichever is greater:
 - The date the participant is notified by the CHC-MCO of the termination or pending termination of the provider
or
 - The date of the provider termination
 - **Exception** – Provider is being terminated for cause as described in 40 P.S. § 991.2117(b).
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Thank you

As we pursue our commitment to improve the health and well-being of CHC Participants we serve, we look forward to establishing, building and continuing strong long term relationships with you.

Thank you for your participation today.

We are committed to our AmeriHealth Caritas PA CHC providers as true partners.



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