

# CHC Webinar: Southwest NFs Lessons Learned

August 7, 2018



Advancing quality. Improving lives.

# Webinar Panelists

- Mark Fox, Grane Healthcare
- Kim Bowser, Grane Healthcare
- Sherry Lord, Grane Healthcare
- Tammi Desimone, Transitions Healthcare, LLC
- Shelly Phillips, Quality Life Services
- Katrina Goff, Transitions Healthcare, LLC
- Denise Curry, ManorCare
- Gail Weidman, PHCA



# CHC Preparation

As of June 2017, 22 states implemented MLTSS programs for some or all of their populations who need NF level of care.



**Advancing quality. Improving lives.**

# First of all...

- State is out of the MA business
- Three new contracts
- Lots of managed care



**Advancing quality. Improving lives.**

# PA's CHC Program Goals

Enhance opportunities for community based services.

Strengthen healthcare and long term services and support delivery systems.

Allow for new innovations.

Promote the health, safety and well-being of enrolled participants.

Ensure transparency, accountability, effectiveness and efficiency of the program.



**Advancing quality. Improving lives.**

# CHC-MCO Plans

- The Department selected 3 MCO plans for the program:
  - AmeriHealth Caritas/Keystone First
  - UPMC
  - PA Health and Wellness
- Plans will be rolled out statewide.
- The facility will need to contract with the 3 plans if they wish to accept residents from enrolled in CHC.
- Contracting with these MCOs are similar to contracting with any other MCO.



**Advancing quality. Improving lives.**

# Who is Affected?

- Dual eligible individuals.
- MA recipients residing in a Nursing Facility on MA benefit.
- MA recipients receiving long term services and support through one of the Medicaid home and community based waiver programs.
- LIFE program will continue to be an option in addition to Community HealthChoices (CHC).



# MA Eligibility

- Clinical Eligibility
  - Conducted by Aging Well –AAA entity.
  - Functional Eligibility Determination (FED) form.
    - New form–subset of the InterRAI-HC Comprehensive Assessment plus PA specific questions.
    - Completed on computer – includes the questions necessary to determine NFCE.
    - Shortens timeframe.
    - Ensures consistency across assessors.
    - Implementation Delayed Until September 2018.





# Enrollment in CHC-MCO

- Enrollment packets distributed– select a plan by specific date or will be auto enrolled. Enrollment options are via mail, telephone, email or online at [www.enrollchc.com](http://www.enrollchc.com).
- SNF cannot make recommendations or steer residents to a certain plan.
- Change plan anytime.
  - Dating rules – before or on the 15th of the month effective first day of the following month – after the 15th of the month effective first day of the second month after selection made.

# Auto Enrollment Criteria

- First, if on the Enrollment Date the individual is residing in a NF that is a network provider in only one CHC-MCO, the individual will be enrolled in that CHC-MCO.
- Second, if the individual is enrolled in a D-SNP, the individual will be enrolled in the CHC-MCO that is aligned with that D-SNP.
- Third, if the individual is transferring from HealthChoices and is a member of a Physical Health HealthChoices MCO that is a CHC-MCO, the individual will be enrolled in that CHC-MCO.
- Last, if the individual's PCP is a network provider with only one CHC-MCO, the individual will be enrolled in that CHC-MCO.

# Selecting an MCO

- Online Training For NF Staff now available.
- SNF staff can assist the resident/family with enrollment.
- Network providers
  - Primary Care Physician
  - Ancillary providers
  - Nursing facility
- Independent Enrollment Broker (IEB) to provide choice counseling during transition to CHC and ongoing as residents apply for MA NF services.

# Impact on Operations

- MDS data
  - The Department intended to require that all participants in CHC receive a comprehensive assessment using the InterRAI- HC assessment form.
  - Plans and the associations pushed back, DHS agreed to allow the plans to use the MDS data - challenge is how to share the MDS data with the plan the resident is enrolled in. – We chose to give them electronic access onsite to the residents enrolled in their plan.

# Services Coordinator

- Service Coordinators will be assigned to residents. Each facility is assigned a services coordinator however if the patient is enrolled in a CHC program in the program, you may have more than one service coordinator for the same plan coordinating services in your facility.
- Services Coordinators are the key contact for reporting of critical events, authorizations, sentinel events, etc.
- Services Coordinators are new to the long term care arena. They will require education from the SNF regarding the daily operations, regulations, etc. of long term care.

# Suggestions

- Develop tracking for residents enrollment - Monthly the facility verifies online each residents' plan enrollment online and with each individual care service coordinator as the plans and the Promise system do not always have the same information. Promise is the final say.
- Develop tracking of ancillary providers, primary care physicians, etc.
- RNACs/Case Management must work collaboratively in order for the CHC organizations to have all required information.

# Questions?

# Advanced Preparation



Advancing quality. Improving lives.



# Advanced Preparation

## Going Into CHC

- Attend any “kick-off” meetings that the 3 CHCs have to:
  - Get initial information
  - Get contact information to set up one on one meetings with each CHC to more specific information regarding contracting, claims processing, rate setting process, clearinghouse information for billing purposes, etc.
- Attend all webinars/conference calls/conferences that each CHC, PHCA, and the State of PA sets up so that you can keep up to date with any new information that may be presented regarding contracting, rates, service coordination, orientation sessions for each facility, claims processing, billing clearinghouse setup, etc.

# Advanced Preparation

## Going into CHC

- Attend the Annual PHCA Conference where you can attend presentations by each CHC to continue to obtain any new information and to get a status update as to where they are with contracting, orientation for facilities, claims processing, etc.
- As you meet or talk to each CHC contact during your one on one meetings, get as much information as you can regarding transportation such as which vendors are approved for use, authorization, payment, contracting, billing clearinghouse information, etc.

# Advanced Preparation

## Going into CHC

- Go onto PHCA website at least weekly to view any updates regarding CHC and for any CHC Questions and Answers document updates
- As soon as you receive an executed contract, sign up each of your facilities for the PA Health and Wellness, UPMC, and Amerihealth Caritas Web Portals.

# Advanced Preparation

## Going into CHC

- Ensure that you receive a contact from each CHC for each area that you deal with (i.e. claims processing, contracting, service coordination).
- Be persistent until you get the information that you need!

# Contracting

- Setting up one on one meetings with each CHC regarding contracting is the most important step! They need to know the specifics of each of your facilities so that nothing gets missed in the contracting phase.
- Before you execute your contract, make sure that your rates (daily, transportation, etc.) are specifically stated in your contract.

# Contracting

- The credentialing packets are the key to getting each of your facilities set up in each CHC's web portal correctly. They are twice as long as the contracts themselves.
- Credentialing packets ask for vendor information, physician licensure, individual nurse licensure information, individual nurse aide licensure information. **It is extremely important that these credentialing packets are accurate the first time that you send them in. If they are not accurate, it will delay your contract!**

# Contracting

- After you complete your credentialing packet, keep a copy of it in case information gets lost at the CHC. If they lose your information, you will not be put into their web portal and, therefore, you will not be able to sign up for their web portal and possibly not be able to bill electronically in some cases. This was a real issue with the CHCs!
- Ask how your rates are calculated.

# Contracting

- Get Transportation and any other services that require specific rates (i.e. vents) defined in your contract.
- Get a specific contact for each CHC regarding contracts
- Make a list of all ancillary providers that bill MA directly to ensure they are included in the CHC-MCO plans networks



# Questions?



# Claims Processing



# Rates

- Verify with each CHC, the rate they have in their system, PRIOR to billing your first claims.
- Ensure they timely provide the DHS amounts to be included in the rates.

# Billing Systems

- AmeriHealth is billed through Emdion aka Change Health.
- PAHW and UPMC can be billed through your 3<sup>rd</sup> party vendor. Include your vendor in the roll out process. This was very helpful to QLS.

# Enrollment/Eligibility

- Run eligibility in Promise for every resident, to verify the CHC plan they are enrolled in, as of 1/1/2019.
- You may have to wait until the second week of the new year. Many of ours weren't in right way.

# CAO-Paper Application and COMPASS

- Medicaid application process will remain the same.
- Application – 103, MA51, OPTIONS and supportive documents will still be needed.
- Paper Applications can still be sent.
- Benefit of applying on COMPASS.
  - Submission date, stamps the start of the 45 day CAO response period
  - Able to track application
  - Triggers IEB to contact NF to conduct choice counseling.

# MCO Requirements

- Know the claims/billing requirements
- ID # for claims
- MCO days (facility, TL, & BH), Coinsurance days, and combination claims
- Revenue Codes
- Adjustment claims



# Provider Web Portals

- Use the Web Portals to track/follow claims and retrieve Remits
- UPMC- Provider portal
- PA Health & Wellness- Provider Portals
- Amerihealth- Navinet



# Other Claims

- Vent, DME, Respite, Transportation
  - Know the requirements
  - Where to send
  - How to send
  - The expected payment.

# Questions?

# MCO lessons learned

## Service Coordination



Advancing quality. Improving lives.

# Service Coordinators

- Includes activities to identify, coordinate, and assist participants in obtaining access to needed health services and in-home supports, as well as social and housing services needed to help participants live in their communities. Under CHC, a service coordinator is a managed care organization's (CHC-MCO) designated, accountable point-of-contact for each participant receiving long-term care services, their person-centered service plan (PCSP), and service coordination.

# Service Coordinators Involvement

- Establishing goals with participants.
- Setting up Behavior Health Services through the BH MCO.
- Discharge from SNF to HCBS with LTSS needs
  - Home set up
  - Care services
  - Community placement if home is not an option

# Service Coordination Logs

Member Name	Type of Ancillary Service	procedure/test type	Reason (Emergent, Non emergent, non medical)	Provider (Where are they going?)	Date of procedure test	Approved by Service Coordinator	Patient/RP notified	Contact Name	Date Contacted	Notes

# Transportation Log

Member Name	Date of Transport	Type of Transport (WCV, amb, paratransit, other)	Reason (Emergent, Non emergent, non medical)	Provider (Where are they going?)	Trip Type (Round trip or one way)	Insurance Type (AMH, PAH, UPMC)	Is Provider Able to Schedule Transport (Y/N)	Contact Name	Date Contacted	Notes
Sam Smith	ongoing	WCV	non-emergent	abc dialysis	round trip	AMH	N	Abby Smith	3/30/2018	
Frank Runion	4/10/2018	WCV	non-emergent	Dr. Woundheal	round trip	Medicaid Pending	Y			county dispatch
Martha Stewart	4/10/2018	WCV	non-emergent	Health Hospital	round trip	Medicaid Pending	Y			county dispatch

# Original Log MCOs Requested

NF Name	NF Tax ID	Member Name	Member ID	Date of Transport	Type	Reason	Provider	Trip Type	Miles	Total Cost
efg NH		Happy, person	123456	6/1/2018	Wheelchair Van	Non Emergent	123 hospital	Round Trip		\$27.80
efg NH		Rehab, patient	234567	6/1/2018	Wheelchair Van	Non Emergent	Dr. helpful	Round Trip		\$80.00
efg NH		Transport, need	345678	6/1/2018	Wheelchair Van	Non Emergent	abc dialysis	Round Trip		\$89.00



# Behavior Health Managed Care Organizations

- All CHC participants will be covered by BH managed care through existing BH-MCOs.
- This is a change for Aging Waiver participants and nursing facility residents.

# Behavior Health

COUNTY	BH-MCO
Philadelphia	<a href="#">Community Behavioral Health (CBH)</a>
Adams, Allegheny, Bradford, Berks, Blair, Cameron, Carbon, Centre, Chester, Clarion, Clearfield, Clinton, Columbia, Elk, Erie, Forest, Huntingdon, Jefferson, Juniata, Lackawanna, Luzerne, Lycoming, McKean, Mifflin, Montour, Monroe, Northumberland, Pike, Potter, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Warren, Wayne, Wyoming, York	<a href="#">Community Care Behavioral Health Organization (CCBHO)</a>
Bucks, Delaware, Lehigh, Montgomery, Northampton, Cambria	<a href="#">Magellan Behavioral Health of Pennsylvania (MBH)</a>
Bedford, Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, Perry, Somerset	<a href="#">PerformCare</a>
Armstrong, Beaver, Butler, Crawford, Fayette, Greene, Indiana, Lawrence, Mercer, Washington, Westmoreland, Venango	<a href="#">Value Behavioral Health</a>

# Questions?

# Resources



# PHCA CHC Resources

- PHCA website: <https://www.phca.org/for-members/chc>
- PHCA Q&A: <https://www.phca.org/wp-content/uploads/2018/07/CHC-Questions-Answers-By-Category-UPDATED-July-2018.pdf>
- CHC Contract Provisions Checklist: <https://www.phca.org/wp-content/uploads/2018/07/PHCA-Community-Health-Choices-Contract-Provisions-Checklist-Revised-July-2018.pdf>
- Review of CHC MCO Provider Agreements: [https://www.phca.org/wp-content/uploads/2017/10/PHCA\\_PACAH-Review-of-Community-Healthchoices-FINAL.pdf](https://www.phca.org/wp-content/uploads/2017/10/PHCA_PACAH-Review-of-Community-Healthchoices-FINAL.pdf)
- PHCA CHC Newsletters: <https://www.phca.org/for-members/chc/community-healthchoices-news>

# DHS CHC Resources

- DHS website:  
<http://www.healthchoices.pa.gov/providers/about/community/index.htm>
- **TRAINING:** These trainings have been created to help providers answer questions about CHC.
- CHC Overview Training:  
<http://services.dpw.state.pa.us/chccd/presentation.html>
- Nursing Facility Training:  
<http://services.dpw.state.pa.us/chccd20171025/presentation.html>
- Instructions on how to complete the training:  
<http://www.ltltrainingpa.org/chc-outreach-education-nursing-facility-training/>
- Nursing Facility Eligibility and Enrollment Process
  - Webinar: <https://www.youtube.com/watch?v=TX2bf4C0834&feature=youtu.be>
  - PowerPoint: [http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_269571.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_269571.pdf)

# DHS CHC Resources

## PROVIDER DOCUMENTS

- CHC Question and Answer Document:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_274784.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_274784.pdf)
- CHC Acronym Glossary Guide:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_237794.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_237794.pdf)
- What is CHC?  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_237795.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_237795.pdf)
- Who is served by CHC?  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_268957.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_268957.pdf)
- Community HealthChoices vs. HealthChoices:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_260444.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_260444.pdf)
- Informational flyer:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_265478.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_265478.pdf)
- Timeline for Implementation:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_227013.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_227013.pdf)
- Provider Eligibility:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_272487.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_272487.pdf)

# DHS CHC Resources

## Benefits/Service Coordination

- Service Coordination:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_264061.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_264061.pdf)
- Continuity of Care:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_264861.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_264861.pdf)
- Long-Term Services Guide:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_264103.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_264103.pdf)
- Adult Benefits Package:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_264102.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_264102.pdf)
- Behavioral Health Provider Update:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_260038.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_260038.pdf)
- Coordination with Medicare:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_269698.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_269698.pdf)



# DHS CHC Resources

## Billing

- CHC-Provider Relationship:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_261482.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_261482.pdf)
- Third Party Liability:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_261886.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_261886.pdf)

## Resources

- MCO Contact Information:  
[http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c\\_267242.pdf](http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_267242.pdf)
- To receive the most up-to-date information from DHS on CHC make sure you subscribe to the **CHC ListServ** at  
<http://listserv.dpw.state.pa.us/Scripts/wa.exe?SUBED1=oltl-community-healthchoices&A=1>.

# Questions

Gail Weidman

PHCA Director of Policy and Regulatory Affairs

[gweidman@phca.org](mailto:gweidman@phca.org)

717-221-7931

