

Community HealthChoices

Office of Long-Term Living Updates

September 25, 2019

Kevin Hancock/Deputy Secretary
Office of Long-Term Living
Department of Human Services

pennsylvania
DEPARTMENT OF HUMAN SERVICES

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WHAT IS COMMUNITY HEALTHCHOICES (CHC)?

A Medicaid managed care program that will include physical health benefits and long-term services and supports (LTSS). The program is referenced to nationally as a managed long-term services and supports program (MLTSS).

WHO IS PART OF CHC?

- Individuals who are 21 years of age or older and dually eligible for Medicare and Medicaid.
- Individuals who are 21 years of age or older and eligible for Medicaid (LTSS) because they need the level of care provided by a nursing facility.
 - ✓ This care may be provided in the home, community, or nursing facility.
 - ✓ Individuals currently enrolled in the LIFE Program will not be enrolled in CHC unless they expressly select to transition from LIFE to a CHC managed care organization (MCO).

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WHO IS NOT PART OF CHC?

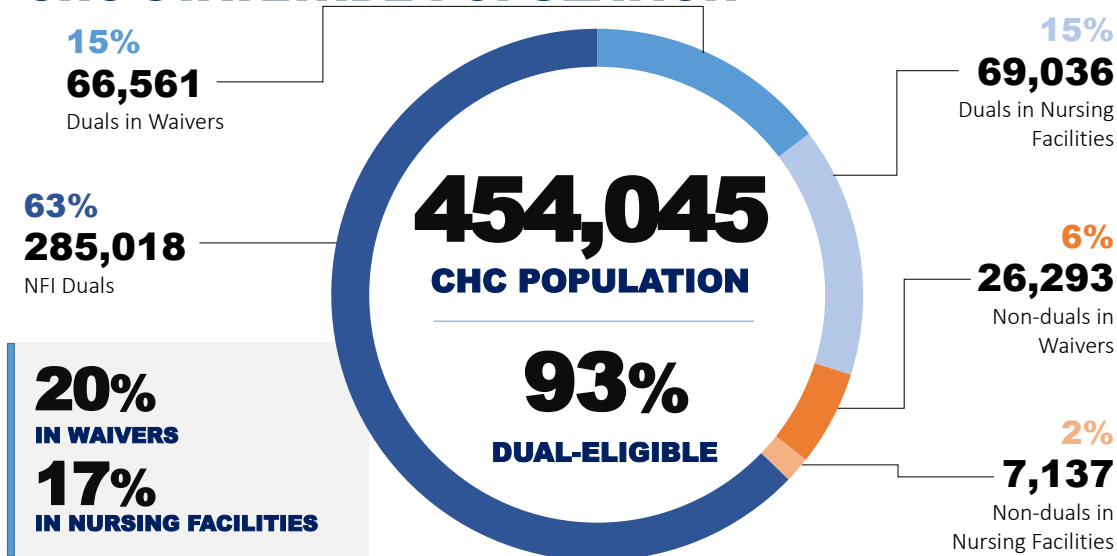
- People receiving long-term services & supports in the OBRA waiver & are not nursing facility clinically eligible (NFCE)
- A person with an intellectual or developmental disability receiving services beyond supports coordination through the Department of Human Services’ Office of Developmental Programs
- A resident in a state-operated nursing facility, including the state veterans’ homes



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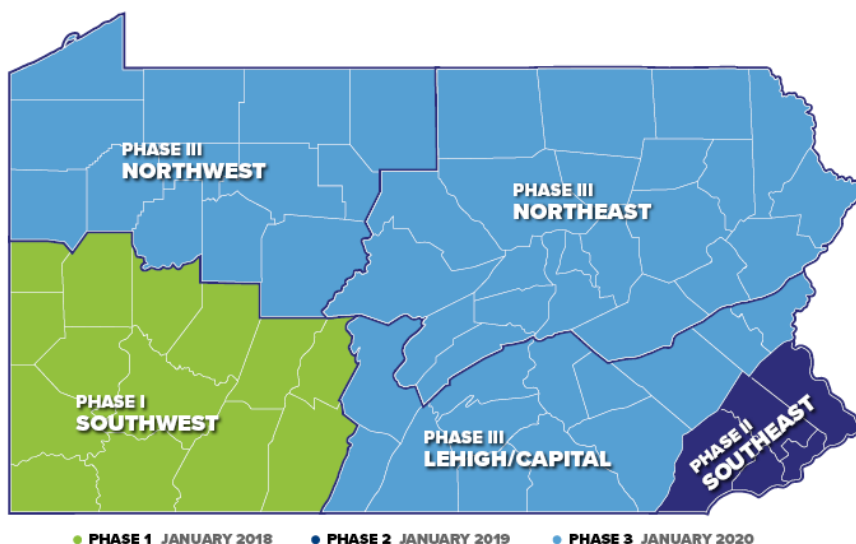
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CHC STATEWIDE POPULATION



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COORDINATION WITH MEDICARE

Promoting improved coordination between Medicare and Medicaid is a key goal of CHC. Better coordination between these two payers can improve participant experience and outcomes.

- Dually eligible participants will continue to have all of the Medicare options they have today, including Original Medicare and Medicare Advantage managed care plans. The implementation of CHC will not change the services that are covered by Medicare.
- All CHC-MCOs are required to offer a companion Dual Eligible Special Needs Plans, also known as D-SNPs to its dually eligible participants. D-SNPs are a type of Medicare Advantage plan that coordinates Medicare and Medicaid services.

COORDINATION WITH MEDICARE

- Medicare will continue to be the primary payor for any service covered by Medicare. Providers will continue to bill Medicare for eligible services prior to billing Medicaid. All Medicaid bills for participants will be submitted to the participant's CHC-MCO, including bills that are submitted after Medicare has denied or paid part of a claim.
- Participants must have access to Medicare services from the Medicare provider of his or her choice. Participants will be able to keep their Medicare PCP even if they are not enrolled with the CHC-MCO. The CHC-MCO is responsible to pay any Medicare co-insurance and deductible amount, whether or not the Medicare provider is included in the CHC-MCO's provider network.
- Providers cannot bill dually eligible participants for Medicare cost-sharing when Medicare or Medicaid do not cover the entire amount billed for a service delivered.
- Providers should still check EVS to confirm participant eligibility, their CHC MCO, and any other coverage a participant might have

**WHERE
IS IT NOW?**

SOUTHWEST AND SOUTHEAST IMPLEMENTATION

- Successfully implemented CHC in the Southwest on January 1, 2018 and the Southeast on January 1, 2019
- Approximately 79,000 Participants in the Southwest and 131,000 Participants in the Southeast have been transitioned to the CHC program
- Lessons Learned
 - Enhanced communication materials and training regarding Medicare vs. CHC
 - More education and communication on continuity-of-care
 - MCO Provider Training and outreach to occur earlier and more often
 - Earlier pre-transition notices
 - Increased focus on transportation
 - Schedule additional provider workshops in the fall of 2019
 - Identify additional locations for participant information sessions

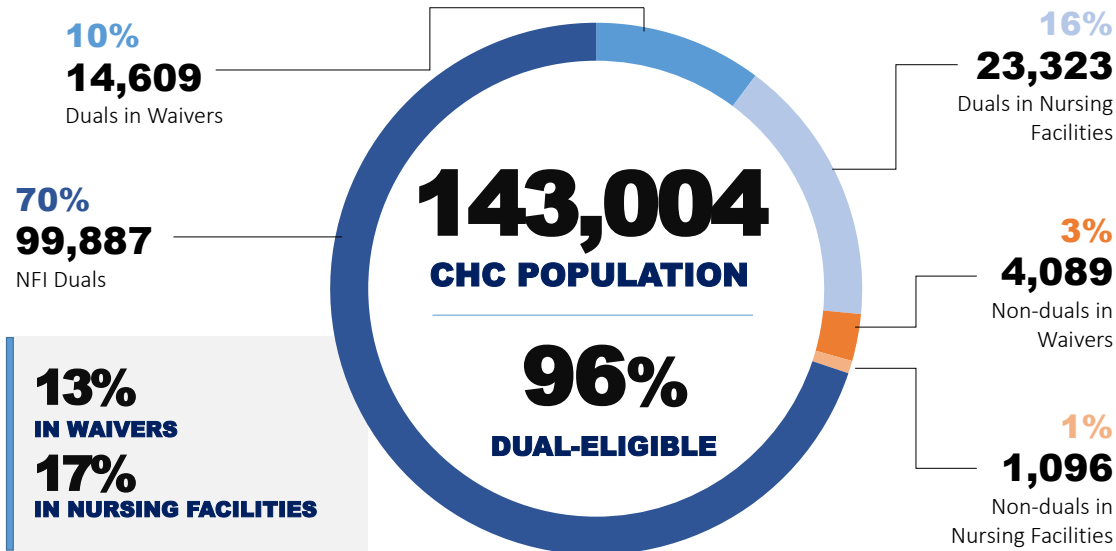
SOUTHEAST CONTINUITY OF CARE

- Continuity of Care period ended in the Southeast zone of CHC on June 30th.
- What can participants expect at the end of the continuity of care period?
 - A comprehensive needs assessment
 - Person-centered service planning
 - A revised person-centered service plan

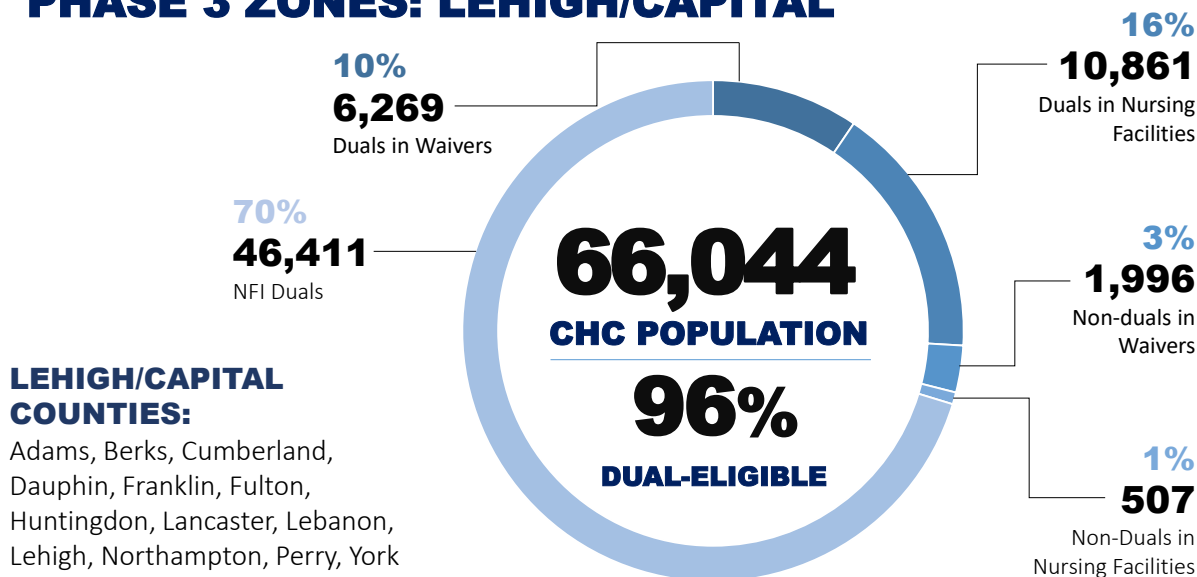


PHASE 3 IMPLEMENTATION

CHC PHASE 3 POPULATION



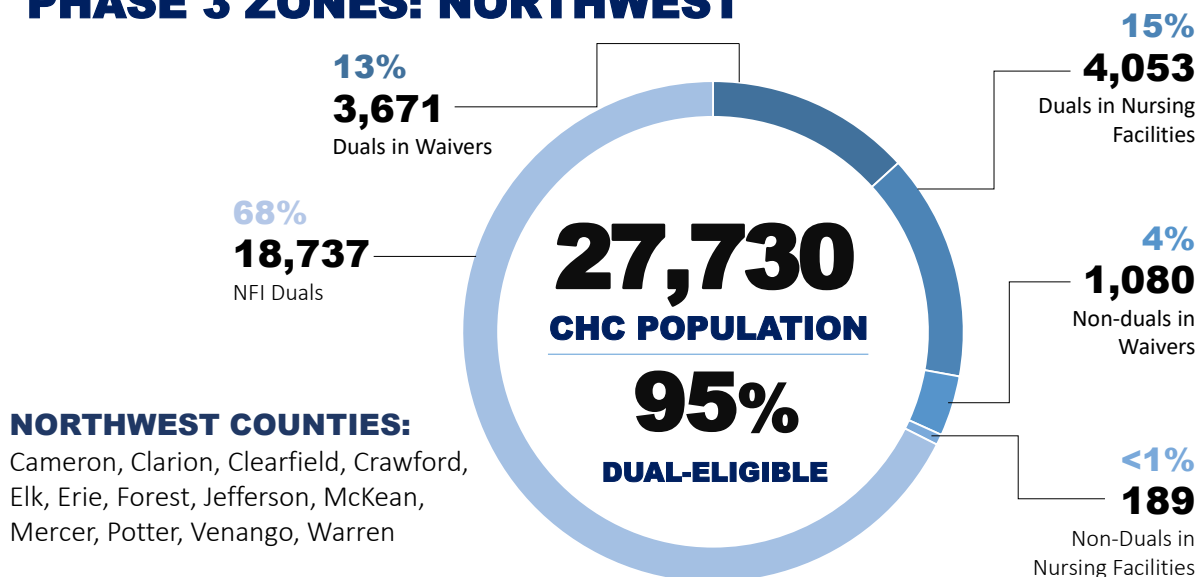
PHASE 3 ZONES: LEHIGH/CAPITAL



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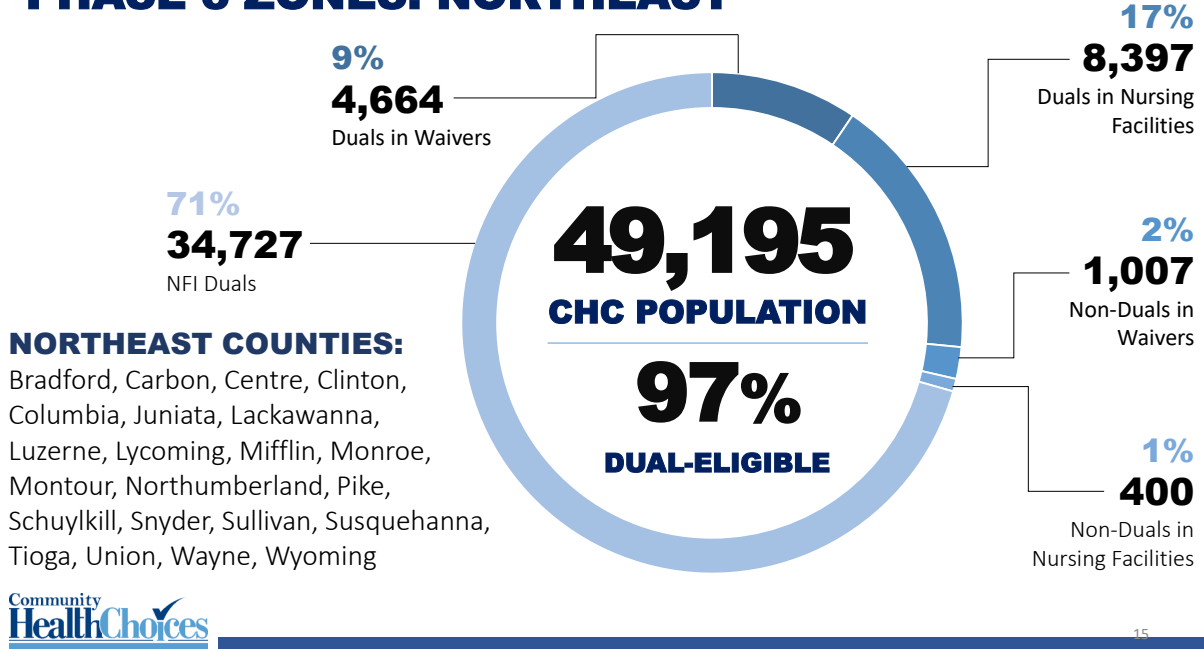
PHASE 3 ZONES: NORTHWEST



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PHASE 3 ZONES: NORTHEAST



PHASE THREE IMPLEMENTATION

OBJECTIVES

- Comprehensive participant communication
- Robust readiness review
- Provider communication and training
- Pre-transition and plan selection for phase three participants
- Incorporation of southwest, southeast implementation and launch lessons learned

CHALLENGES

- Transportation
- Geography
- Participant Outreach
- Electronic Visit Verification (EVV) Implementation

PARTICIPANT OUTREACH ACTIVITIES

➤ July-August

- July 15: Initial Participant Touchpoint Flyer and LIFE Program Flyer
- August 1: Aging Well Participant Information Session Mailer
- August 19-30: First Mailing of Pre-Transition Notices
- Meaningful Contact Activities Begin

➤ September-October

- 72 Participant Information Sessions
- Multiple Mailings of Pre-Transition Notices and Enrollment Packets
- Participant Outreach Calls from Maximus
- Ongoing Meaningful Contact Activities

➤ November-December

- November 13 Last Day for Plan Selection Before Auto-Assignment
- December 20 Last Day for Plan Selection Effective January 1

PROVIDER WORKSHOPS

- Registration is now open for the CHC provider workshops in October.
 - Northwest Zone: October 8th at Clarion University
 - Northeast Zone: October 21st at Marywood University
 - Lehigh/Capital Zone: October 28th at Kutztown University
- Agenda:
 - An overview of CHC will be provided in the morning.
 - Breakout sessions will be offered in the afternoon and will cover the following topics:
 - Home and Community-Based Services
 - Service Coordination
 - Nursing Facilities
 - Behavioral Health
 - Physical Health
 - Transportation

The third and final phase of Community HealthChoices will be implemented in January 2020!
Click here to see a map of the rollout. Click here to register for a CHC participant meeting near you.



www.HealthChoices.pa.gov



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Community HealthChoices

[READ](#)
CHC Question and Answer Document

[VIEW](#)
CHC publications

[SUBSCRIBE](#)
for the latest CHC news

Community HealthChoices (CHC) is Pennsylvania's mandatory managed care program for individuals who are dually eligible for both Medical Assistance and Medicare, older adults, and individuals with physical disabilities — serving more people in communities while giving them the opportunity to work, spend more time with their families, and experience an overall better quality of life. When fully implemented, CHC will improve services for hundreds of thousands of Pennsylvanians.

Related Topics

- Presentations
- Data
- Publications
- Supporting Documents
- Third Thursday Webinars



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Communications to Participants

The Department of Human Services (DHS) is committed to open and frequent communication to educate and inform individuals who will move to Community HealthChoices (CHC). It is very important that these people are aware of the upcoming changes and are able to make an informed decision on their plan selection. We are using multiple channels to get the message out. The following documents were or will be sent to participants.

CHC: Here's What You Need to Know – [English](#) | [Spanish](#).

Informational Flyer - [English](#)

Participants in the Lehigh/Capital, Northeast, and Northwest zones will receive this informational flyer in July 2019 to inform them that CHC is coming to their county in January 2020.

CHC Community Meetings for Participants - [Invitation](#)

Seventy-two community events will be held in the Lehigh/Capital, Northeast, and North West Zones to offer participants more information on CHC, the LIFE program and to answer participant questions. To register for a community meeting near you, [click here](#).

Aging Well presentations

[English](#) | [Chinese](#) | [Korean](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)

LIFE Flyer (for Life participants)

[English](#).

Notices

DHS mailed notices to Southeast participants beginning in August 2018. The notice informed participants that they would be transitioning to CHC on January 1, 2019, and needed to select a health plan, also called a managed care organization. The notice also told potentially eligible participants that they were potentially eligible for the LIFE program. Copies of the notices used in the Southwest are available here.

- Nursing Facility Participant Notice CM 583 - [Arabic](#) | [English](#) | [Cambodian](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)
- HCBS Non-Dual Participant Notice CM 579 - [Arabic](#) | [English](#) | [Cambodian](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)
- HCBS Dual Participant Notice CM 577 - [Arabic](#) | [English](#) | [Cambodian](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)
- Duals Notice CM 581 - [Arabic](#) | [English](#) | [Cambodian](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)
- LIFE Program - [English](#) | [Arabic](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)

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CHC RESOURCE INFORMATION

CHC LISTSERV // STAY INFORMED: <http://listserv.dpw.state.pa.us/olt-community-healthchoices.html>

COMMUNITY HEALTHCHOICES WEBSITE: www.healthchoices.pa.gov

MLTSS SUBMAAC WEBSITE:

www.dhs.pa.gov/communitypartners/informationforadvocatesandstakeholders/mltss

EMAIL COMMENTS TO: RA-PWCHC@pa.gov

OLTL PROVIDER LINE: 1-800-932-0939

OLTL PARTICIPANT LINE: 1-800-757-5042

INDEPENDENT ENROLLMENT BROKER: 1-844-824-3655 or (TTY 1-833-254-0690)

or visit www.enrollchc.com

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CHC MCO CONTACT INFORMATION

- AmeriHealth Caritas/Keystone First | CHCProviders@amerihealthcaritas.com
www.amerihealthcaritaschc.com - 1-800-521-6007 (TTY 1-855-235-5112)
- Pennsylvania Health and Wellness (Centene) | information@pahealthwellness.com
www.PAHealthWellness.com – 1-844-626-6813 (TTY 1-844-349-8916)
- UPMC Community HealthChoices | CHCProviders@UPMC.edu
www.upmchealthplan.com/chc - 1-844-860-9303 (TTY 1-866-407-8762)



QUESTIONS