

**CARBON-MONROE-PIKE MH/DS PROGRAM
HEALTHCHOICES DEPARTMENT STATUS REPORT**

June 2018

I. HealthChoices Department

The HealthChoices Department continues to prepare to occupy our new office space. We took occupancy in May, but the furniture will not be delivered/installed until the week of June 18, 2018. The new office – Suite 103 – is located at the rear of the 724 office building. An informal open house will be announced after we are settled in the new space in the new fiscal year.

II. Community Care

CMP HC and Community Care continue to hold regular meetings with Community Care to review the program operations. Monthly network status meetings are proceeding smoothly and we continue to add providers to the CMP network. Monthly administrative meetings are held to review any operational issues and review the program's operations. Monthly claims and finance meetings are also held to monitor the fiscal side of the program.


Community Care and CMP HC are working collaboratively to meet the Department of Human Services' (DHS) updated requirements for the grievance process in the HealthChoices Program. Grievances are filed when a service has been denied (in part or in full) and the provider and/or Member disagrees with that clinical decision. The new process will involve more staff time and more frequent meetings. We have expressed our concern about the increased demands on staff and increased administrative costs associated with this new process. However, it appears that DHS is not going to make any concessions. We will work closely with Community Care to meet the requirements, despite the negative implications for the program.

III. Operations Update

Ongoing operations of the HealthChoices program in CMP continue to proceed smoothly. All advisory committee meetings are continuing to proceed on their regular, quarterly schedule. Quality and Care Management Committee meetings continue to be held on schedule.

CMP HC is currently recruiting for a part-time, Clinical Director for our program. We hoping to enhance the network's ability to deliver quality treatment services by helping them with their current programming and assisting them in accessing/utilizing more evidence-based treatment models. We are excited to be able to work with our providers this way. To date, we have received a respectable amount of resumes from individuals who are qualified to fill the position. We hope to have an appointment to announce in the new fiscal year

Respectfully submitted,


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HealthChoices Coordinator