

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

July 2018

I. HealthChoices Department

The HealthChoices Department has finally been relocated to our new office space in the 724 building. We are in Suite 103 in the rear of the building. We are still adjusting to the new location, but are enjoying dedicated space. In addition to our address change, our extension numbers have also changed. Jeff Hartzell can be reached at extension 3111; Phillip Duah at extension 3112; and our Administrative Assistant, Carol Serrano at extension 3110.

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. Despite concerns raised about staff time and associated increases in administrative costs, the Department has decided to proceed with the new process. Training is scheduled mid-July for internal staff who will be participating in the new, Grievance Committee process.

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 staff will be starting to interview individuals for the part-time, Clinical Director for our program. We received over a dozen resumes from individuals who were qualified for the position. That number has been screened down to six. Interviews will be held the third week of July. We anticipate making a decision at the end of the month/beginning of August.

Respectfully submitted,



Jeffrey A. Hartzell, MA, RN
HealthChoices Coordinator