

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

June 2019

I. HealthChoices Department

Our Quality Improvement Director is preparing for the first review of the two, Assertive Community Treatment (ACT) teams working in CMP. The process has changed this year and the on-site review will now encompass three days instead of the old process. This change is meant to increase fidelity to the model that drives the work of the individual ACT teams across Pennsylvania.

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 has experienced turnover in two key positions in the past few months – Clinical Manager and the Quality Management Clinician who oversees that complaint/grievance process in our contract. The Quality Management Clinician position was recently filled from outside Community Care and the Clinical Coordinator position was filled through the promotion of their now-former, Assistant Clinical Manager. That position is now in the process of being filled. We are pleased that there was minimal interruption in service/quality during the span of both positions being filled.

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.

We are preparing to begin the eighth and final year of our current contract with the Department of Human Services (DHS). We are facing new challenges for the upcoming fiscal year, but feel confident that we will be successful in working through them. These include: increased risk in value-based arrangements; shifting to a one-month delay in capitation; three months of delayed capitation in April/May/June of 2020; and the introduction of Community HealthChoices for older individuals in our region this year. We anticipate an offer to contract with DHS again in the fall of 2019.

Respectfully submitted,


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HealthChoices Coordinator