

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

October 2019

I. HealthChoices Department

CMP HC staff are actively working with the Consumer and Family Satisfaction Team (C/FST) to review annual findings with provider organizations this fall. The C/FST is tasked with conducting a minimum of 200 surveys of individuals/families who use behavioral health services through the HealthChoices Program. Providers/levels of care are selected annually and results are shared with the providers. Overall results are very good, but there are always exceptional insights that our provider network has used to improve their customer service and service delivery.

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 is working with the Commonwealth to build on the success of the Integrated Care Plan (ICP) project from previous years. The ICP effort is to better insure coordination of care between physical health and the various behavioral health managed care organizations. A statewide forum is being held on October 30th in Harrisburg to insure that success continues in the efforts to better coordinate care for our highest risk members.

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.

Community Care and CMP HC issued a request for information (RFI) to develop an additional outpatient mental health clinic provider in norther Monroe County. We are pleased that six different providers – both local groups and providers that would be new to CMP – have submitted their interest. We are actively in the process of reviewing the proposals and hope to make a selection by the middle of November. A key point in the RFI centered on the inclusion of “best practice” and “promising practice” models in the responses. We are excited at the possibility of increasing the quality of outpatient mental health services in this area of the Joinder.

Respectfully submitted,


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HealthChoices Coordinator