

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

February 2020

I. HealthChoices Department

The HealthChoices Department has recently reviewed and approved Community Care's Corrective Action Plan (CAP) that was due from the recent, triennial Performance Evaluation Program (PEPs). The areas identified were easily addressed with some re-issuing of Policy and Procedures, as well as updated training for all Care Management staff. The response is due to DHS on the 20th of February.

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 recently received a top score of 100% from the Human Rights Campaign (HRC) on its 2020 Corporate Equality Index (CEI), earning recognition as one of the "Best Places to Work for LGBTQ Equality." Community Care earned a top rating due to their inclusive culture, policies, benefits and practices geared toward equality for the LGBTQ community in the workplace and beyond. We are proud of our partner in achieving this rating – which only serves to support our ongoing relationship with them as our managed care partner.

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.

The HealthChoices Department continues to move forward to be prepared for the ongoing changes required in the HealthChoices Program throughout 2020. We are currently working on the Intensive Behavioral Health Services (IBHS) roll-out; the Annual Quality Work Plan; the "shift" year as we move toward a calendar-year contract; and the three-month capitation delay this spring. As usual, our team is working intensively to keep the program successful as we move forward with these and other changes.

Respectfully submitted,



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HealthChoices Coordinator