

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

April 2020

I. HealthChoices Department

The HealthChoices Program operations were deemed an essential business by Governor Wolf during the COVID-19 pandemic response. As such, our department has had no interruption in staffing and everyone continues to perform their roles remotely. All but one staff member had already been working PT from home, so the transition to FT work-from-home was seamless and quick. We will continue to operate normally throughout any stay-at-home order.

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 continuing to operate normally throughout the pandemic, with nearly all of their staff now working remotely. All business, clinical and other operational activities continue to operate as normal during the crisis. Presently, Community Care is working closely with CMP HealthChoices and the Department of Human Services (DHS) to implement a variety of alterations necessary for the provider network to remain intact/viable and to provide services to our 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.

CMP HealthChoices has been working to insure that services continue to be delivered to Members and that providers are funded adequately throughout the crisis. There are daily meeting with both DHS and Community Care to monitor/accomplish these goals. We have implemented a prospective payment arrangements with ambulatory providers that insure ongoing operational funds. We are now awaiting DHS approval to create retrospective payment arrangements with our inpatient mental health and residential substance use disorder (SUD) providers. We are also holding weekly provider conference calls to monitor service delivery for our members and address any concerns with the provider network.

Respectfully submitted,

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RN

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