

**CARBON-MONROE-PIKE MHDS PROGRAM
HEALTHCHOICES DEPARTMENT STATUS REPORT**

April 2021

I. HealthChoices Department

The HealthChoices Department Quality and Clinical team have been working to prepare for the Program Evaluation Process (PEP) this spring. The main focus will be on Community Care's policies/process for complaints and grievances. Based upon feedback from other contracts, our team is working to insure that Community Care's standards and documentation will meet the expectations for new levels of detail in the process. We believe that the desk review will yield positive results.

II. Community Care

CMP HC and Community Care continue to hold regular meetings to review program operations, fiscal monitoring, network development, quality and clinical issues. These meetings occur at varying intervals and on an ad hoc basis to insure the HealthChoices program continues to operate successfully in CMP.

Community Care has seen some leadership changes in their corporate offices. The previous medical director, Dr. James Schuster, is moving up in the larger UPMC structure. Dr. Geoffrey Neimark has been promoted to replace him. Their Chief Financial Officer (CFO), James Giammarco, has seen his role broadened to that of CFO for all of the UPMC Medicaid insurance programs. Mark Junazski from his team will continue to be the main finance person that works with CMP HC in monitoring the fiscal aspects of the program.

III. Operations Update

We are working with all providers to prepare for an "off ramp" from the Alternative Payment Arrangements (APAs) put in place during the pandemic. Current APAs are slated to end on June 30, 2021. As we monitor providers, we are considering smaller APAs with those levels of care that require a great deal of face-to-face time and who continue to struggle to get back to previous billing levels – even with telehealth available. Decisions will be made about APA continuance by the end of May.

Respectfully submitted,

Jeffrey A.
Hartzell, MA, RN

Digitally signed by Jeffrey A. Hartzell, MA, RN
DN: cn=Jeffrey A. Hartzell, MA, RN, ou=CHP
HealthChoices, ou=HealthChoices
Coordinator, email=jhartzell@cmphc.com,
c=US
Date: 2021.04.14 09:30:34 -0400

Jeffrey A. Hartzell, MA, RN
HealthChoices Coordinator