

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

May 2021

I. HealthChoices Department

The HealthChoices Department is currently looking to rework the process of initial review/evaluation of incoming complaints/grievances that come in from Community Care. The number has been increasing steadily and we believe that we can better handle them if we include our Administrative Assistant in the up-front process. The process will be developed by the team in the next few weeks.

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 been working as part of a team consisting of all primary contractors (PCs) and Behavioral Health Managed Care Organizations (BHMCOs) to work through issues with the Value-Based Purchasing (VBP) projects across the state. There has been some concern with how the latest round of proposals was approved or denied; how the process is different from what the physical health plans are required to do; and the time lines associated with submittal/approval. A call was held with DHS leadership, including Deputy Secretary, Kristen Houser, as well as PA's Chief Innovation Officer, Dr. Doug Jacobs to try to work through the issues as a group. We believe that some headway was made, but will continue to work with the Department on addressing the issues raised.

III. Operations Update

We are currently reviewing the final data on billing by our provider network to make a final decision on the continuation of the Alternative Payment Arrangements (APAs). We have made our recommendations to Community Care, but understand that we may need to be flexible so that we are consistent with what is happening across all contracts. A final decision will be made by the middle of May (as originally planned) with providers being notified before the end of May.

Respectfully submitted,

**Jeffrey A. Hartzell, MA,
RN**

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HealthChoices Coordinator

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