

# Welcome to the Managed Long-Term Services and Supports Update

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# Managed Long-Term Services and Supports Update

July 22, 2015

Jen Burnett, Deputy Secretary

Department of Human Services, Office of Long-Term Living

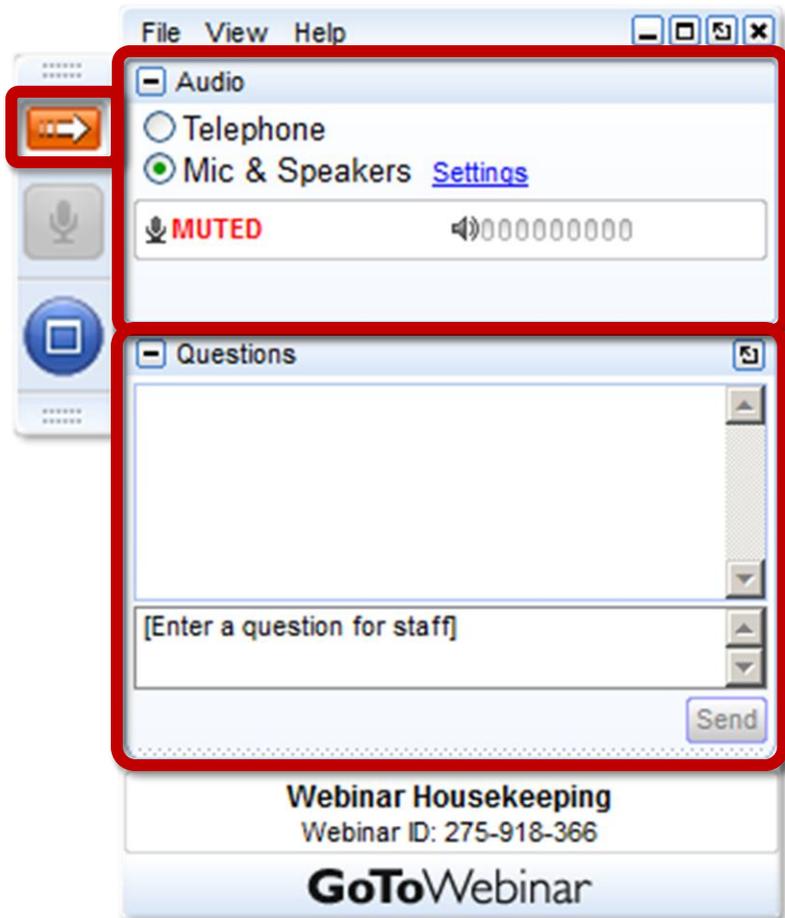
# GoToWebinar Housekeeping: What Attendees See

The screenshot displays a desktop environment with a GoToWebinar Viewer window. The main content area of the viewer shows a slide titled "Webinar Housekeeping". To the right of the viewer is a control panel with the following sections:

- Audio:** Includes options for "Telephone" and "Mic & Speakers" (selected). A "MUTED" indicator and a volume slider are present.
- Questions:** A text input field with the placeholder "[Enter a question for staff]" and a "Send" button.
- Webinar Information:** Displays "Webinar Housekeeping" and "Webinar ID: 275-918-366".
- GoToWebinar:** The GoToWebinar logo.

The desktop background is blue, and the taskbar at the bottom shows the Start button, several application icons, and the system tray with the time "9:01 AM" and date "12/1/2010".

# GoToWebinar Housekeeping: Attendee Participation



## Your Participation

Open and close your control panel

Join audio:

- Choose **Mic & Speakers** to use VoIP
- Choose **Telephone** and dial using the information provided

Submit questions and comments via the Questions panel

**Note:** Today's presentation is being recorded and will be available on our website within 48 hours.

# ▶ What We Proposed

## Managed Long-Term Services and Supports (MLTSS)

- Person-Centered Program Design and Service Plan Development
- Services and Supports Coordination
- Access to Qualified Providers
- Emphasis on Home and Community-Based Services
- Performance-Based Payment Incentives
- Participant Education and Enrollment Supports
- Preventive Services
- Participant Protections
- Quality and Outcomes-Based Focus

## What We Did

- MLTSS Discussion Document launched
- Stakeholder engagement with existing advisory committees and a broad array of interested stakeholder groups.
- Public notice announcing discussion document release and public comment process
  - Comments accepted via traditional mail, email, over the phone, and through public presentation at public input sessions
- Held six public input sessions across the state:
  - Erie
  - Pittsburgh
  - Altoona
  - Scranton
  - Harrisburg
  - Philadelphia

# What We're Hearing

- Consumers want:
  - Choice
    - Program design should enable participants to live in the least restrictive setting
    - Maintain participant controls and consumer directed model of service
  - To Live in the Community
    - Guaranteeing continuity of care to participants and providers is critical
    - New system should offer supports and respite to family caregivers
    - Ensure timely payment to avoid service interruptions
  - To Be Involved in the Process
    - Nothing about us, without us

## ▶ What We Are Doing

- Creating an advisory committee with at least 50 percent representation by participants and caregivers and conducting monthly webinars
- Doubling the number of DHS staff who work on Nursing Home Transition
- Restructuring existing contracts to provide more choice for participants

# ▶ Creating an Advisory Committee

- Monthly Webinars
  - Scheduled for the third Thursday of every month
  - Will be published to DHS website
- Bi-Weekly Advisory Committee
  - MLTSS Sub-MAAC being developed under the federally mandated purview of the Medical Assistance Advisory Committee (MAAC)
  - MLTSS program participants will comprise half of the membership with the remaining half representing provider communities
  - Opportunities for participation via telephone for increased accessibility and convenience
  - Scheduled to meet bi-weekly
- Maintain the following email address for questions: [RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)
- [DHS MLTSS Website](#) continually update

# Nursing Home Transition (NHT) and Diversion

- Doubling the number of staff assigned to NHT at the Department of Human Services from 5 to 10
- Evaluating and redesigning entire NHT process
- Enhancing training for all current NHT staff and providers

# More Choice Under Existing and Future Contracts

- Financial Management Services Reprocurement
- Independent Enrollment Broker Reprocurement
- Home Modifications

## Financial Management Services (FMS)

- Multiple vendors will be awarded the service to ensure choice for participants
- Vendors will be required to
  - Maintain a regional presence
  - Provide training and technical assistance for individuals choosing participant-directed model of services
- November 2015 - RFP scheduled for release
- FMS will be needed in new MLTSS environment as consumer directed service model will be preserved

## Independent Enrollment Broker (IEB)

- November 2015 - New contract to be awarded in four regional lots
  - Transition to the new IEB configuration will begin immediately after the award date
- April 2016 - Transition to new regional configuration to be completed
- Spring 2016 - New enrollments will be processed by vendors
- Language included in current RFP to allow MLTSS flexibility to change contract requirements
- Added educational component will be included under MLTSS

# Home Modifications

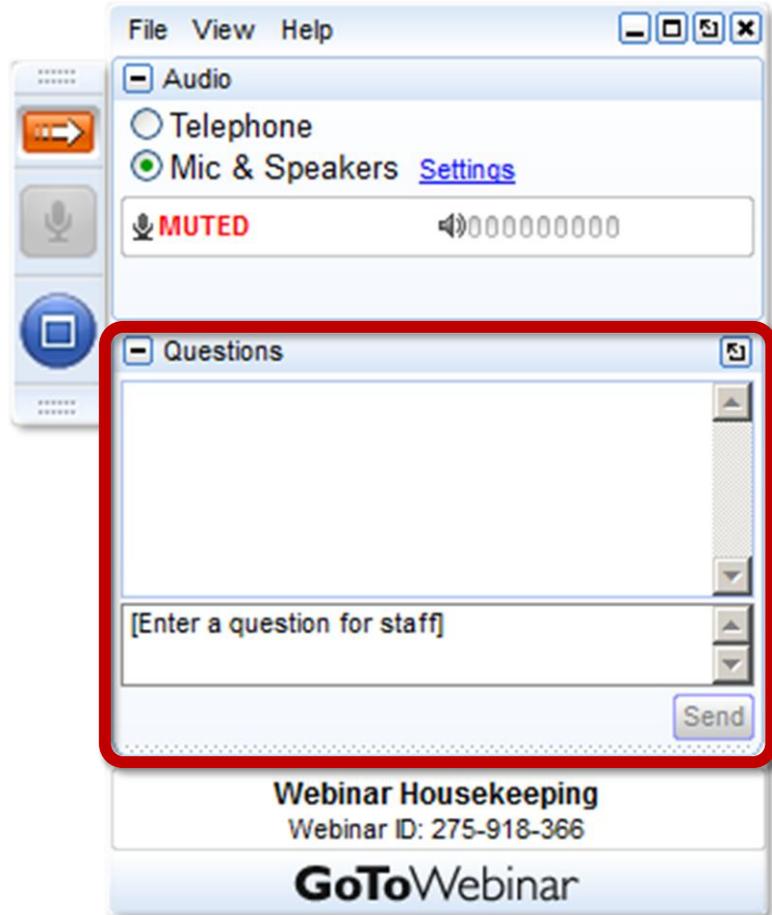
- RFPs will be released seeking vendors in five regions
- August 2015 - Proposed release
- RFP incorporates feedback from discussion document released in June
- RFP will use existing HealthChoices Zones
- Two vendors (brokers) to be chosen in each zone
- The brokers will contract with home modification providers

# *Questions or Comments?*

*Submit further questions or comments via email to:*

[RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)

# GoToWebinar Housekeeping: time for questions



## Your Participation

- Please continue to submit your text questions and comments using the Questions panel

For more information, please send your e-mail to [RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)

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