

COMMUNITY HEALTHCARE ALLIANCE
March 28, 2007

I. Introductions

Allison Frantz chaired the meeting and Evon Bergey recorded notes.
Allison Frantz passed on several messages from members not in attendance.

II. Review of January 24, 2007 Summary

There were no changes to the Summary. Minutes were accepted as presented.

III. Consumers/Family Members

Robert McMickle

- Bob is a member of the Local Housing Option Team (LHOT). He attended a housing meeting in Harrisburg and reported on that meeting. One main point of the meeting was that people are to have housing when at all possible, as independent apartments are available. “CRRs are on their way out.” John Aims of OMHSAS spoke against supported housing, except in transitional situations. Individuals deserve independent living options. Bob raised a concern about what will happen for people who have needed supported living in the past based on persistent symptoms.
- Cindy Mazza reported that included in the state initiative, there have been conversations about how to address the needs concerned by Bob. She reported that there is a goal of smaller living units rather than larger units.

Ronnie Colbert

- Ronnie was not in attendance to give a consumer report.

IV. Magellan Behavioral Health – Review of Magellan Website,
www.magellanhealth.com

Scott Donald, Network Coordinator reviewed aspects of the Magellan website for consumers. He reviewed:

- How to log on as a Member, or as an unregistered user
- Topics included in this website; articles on mental illnesses, addictions, domestic violence, elder abuse, advanced directives, etc
- Member Handbook
- Self assessment tools for depression and addictions
- Library Catalog A-Z

Scott Donald reviewed aspects of the Magellan website for providers, including

- Setting passwords
- How to seek assistance from the help line
- Submitting claims
- Looking up authorizations
- Provider practice information and how to submit changes to their practice information.
- Field for submission of NPI number to Magellan

- View authorization letter

Eligibility – Eligibility is visible on the website

- Many questions were raised about eligibility
- Providers were encouraged to check POSNET on every date of service, and at least weekly for 24-hour levels of care
- If a provider has an EVS print out that shows a consumer is not eligible with Magellan, and then eligibility is retro active later, Magellan will honor a retro active authorization request, if the provider was checking regularly.

Scott handed out the 2007 Spring/Summer Member Newsletter

V. Magellan Behavioral Health – Self Directed Care Pilot for Children with Autism

Rebecca Procopio gave an update on the Magellan Self Directed Care for Children with Autism

- \$100,000 made available in November
- Magellan requested an advisory group to assist with the development of pilot program
- December, a Request for Proposals went out
- Late December, a provider was chosen, Northwestern Human Services
- January- February, Magellan, Advisory Council, NHS developed forms and protocols
- March – Letter to parents went out, informational hot line was set up
- Technical call set up for providers
- To date 60 referral forms have been received by NHS
- Outcomes will include: Parent Satisfaction Survey, Parent Stress Index, Goal Attainment Scale, and Cost Outcomes

Rebecca reminded providers of two upcoming meetings:

- Peer Support meeting 4/25/06
- D&A Outpatient Meeting May 3, 9:00 a.m.

VI. Lehigh County: Updates/Issues

Allison Franz reviewed the 1st Quarter 2006 Executive Summary of the Quarterly Monitoring Report

- Handout was given
- LNH complaint rate has decreased by 68%. Still remain a bit higher than the state rate
- Denials fell this quarter across the state
- 18% of denials across the state go to grievance
- 22% of LNH denials go to grievance

Allison reviewed Lehigh County Autism Hub reinvestment project timeline

Other reinvestment plans are in process

Question: How much is the total reinvestment pool, and how much has been spent?

VII. Northampton County: Updates/Issues

Larry Schaedel reported on the following:

- Northampton Reinvestment Projects
- Cindy Mazza reported on the Hellertown housing/psych rehab project. Six consumers have moved into the program. Salisbury House will be meeting with Magellan next week. They expect a license for the psychiatric rehabilitation next week.
- Cindy reported on the Lehigh psychiatric rehabilitation project. Renovations are beginning next week.
- Salisbury House Clubhouses are going to work toward having certified peer specialists
- Sue Acklen reported on the Medical Mobile reinvestment project. This program adds a psychiatric component to crisis services, and can be delivered to wherever the individual is. The team has bilingual capability. Referrals go through the county or Magellan. RHD has served nine consumers to date.
- Holcomb boys CRR issues have not all been resolved.
- Housing initiatives are moving forward
- The group affirmed focus on housing and suggested that we not forget the transitional aged population
- Cindy reported that the state is now identifying transitional age as 18 – 29
- There was discussion around whether treatment adherence is necessary for staying in the apartment

VIII. Provider Forum

Provider – Treatment Trends.

- Cocaine addictions. Ted reported that clients using cocaine get neglected in the system. Discussion revolved around where Ted got this information; are there fewer requests for cocaine treatment, or are facilities not accepting cocaine detox requests? Magellan is not seeing detox denials
- Magellan could track 24-hour requests, but we do not see requests for outpatient levels of care
- Cindy Mazza reported a new program director for their Crisis Residential program
- Lauren Henry is the new clinical director at Keenan House
- Treatment Trends just finished licensing at all three sites this week.
- Kids Peace has opened specialized residential program for children who are primarily conduct disorder. Referrals come from JPO and CYD, for in state and out of state kids. They plan to open additional houses like this. These are not MA beds.
- Broadway campus renovations to begin in June; Kids Peace
- NHS open house for girl's CRR, April 13.
- New Directions will be moving their mental health unit two doors down. They will be using additional space for D&A. They hope to open IOP for methadone clients.
- Valley Youth is accepting referrals for Family Focused Solutions Based Services (FFSBS).

Meeting adjourned at 3:50

Next meeting: May 23, 2006.

