



Community HealthChoices: The Southwest PA Experience

Community HealthChoices: Agenda



- Moderators
- Panelists
- Round Table Discussion
- Questions

Moderators

Kelly Andrisano, J.D.

Executive Director

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PACAH was formed in 1951 to represent county nursing facilities. Now, PACAH represents over 143 diverse long-term living and supports providers and associated businesses, including both county, veterans, private, and non-profit nursing facilities.

PACAH is an affiliate organization of the County Commissioners Association of Pennsylvania (CCAP) which gives the benefit of receiving advocacy and other supportive services from CCAP as well as a seat on CCAP's Human Services Committee which is tasked with developing human services policy for the association.

Mission Statement:

The leading voice for Pennsylvania's diverse healthcare and living communities, dedicated to advancing excellence and improving the quality of care and life through legislative and regulatory advocacy, innovation, education and professional networking provided in a close-knit and affordable setting.

Moderators (Continued)

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Arnett Carbis Toothman at a Glance

- One of the Nation's Top CPA Firms
- Offices in Pennsylvania, Ohio, and West Virginia
- More than 275 team members in eight locations
- A Leadership Team comprised of over 30 Partners

Senior Living Clients We Serve

- Continuing Care Retirement Communities (CCRCs)
- Nursing Facilities
- Personal Care Homes and Assisted Living Facilities
- Home Health and Hospice Agencies
- Life Programs

Our Services and Expertise

- Audits, Reviews, Compilations of Financial Statements
- Medicare and Medicaid Cost Report preparation
- Tax return preparation
- Clinical consulting services
- Information Technology (IT) consulting services
- Merger/Acquisition/Affiliation services
- Reimbursement Enhancement
- Operational Assessments
- Forecasts and Projections
- Business Valuation Services
- Benchmarking Analysis
- Temporary Financial Assistance

Panelists

- Diane Testa, CFO, Westmoreland Manor
- Ed Rutledge, CFO, Lafayette Manor
- Bryan Hagerich, Senior VP of Affinity Healthcare Services

Round Table Discussion

Question 1

Community HealthChoices (CHC) has officially been operating since January 1, 2018 or 4 months, can each one of the participants give a brief explanation of what their initial thoughts are of the program?

Round Table Discussion

Question 2

Can the participants please explain their experience with being paid timely by the Medicaid Managed Care Organizations (MCO's)? Are there any MCO's that are not paying timely?

Round Table Discussion

Question 3

Have you had any issues with submitting claims? Do you have any suggestions on how facilities can prepare themselves to be able to submit claims?

Round Table Discussion

Question 4

Have there been any specific issues with the different billing systems for the three individual MCO's?

Round Table Discussion

Question 5

Have there been any billing/payment issues relative to patient pay deductions, Medicare co-insurance and other medical expense deductions?

Round Table Discussion

Question 6

Can the panel please explain their experience with Appendix 4 payments, and the nursing home assessment program payments?

Round Table Discussion

Question 7

Has anyone tried to negotiate the terms of a contract with a MCO? Has anyone had success in getting the terms changed? How have you dealt with payments that are now rolled into the rate such as DSH payments?

Round Table Discussion

Question 8

How has the Eligibility Verification System been working? Is the system updated timely? Is the appropriate information in the system to determine eligibility? Is the MCO information correct?

Round Table Discussion

Question 9

We have heard that there have been issues with transportation in the southwest, such as: trips being cancelled at the last minute, drivers not showing up, and participants not receiving needed assistance to the door of the building. Has anyone on the panel had any transportation issues they would be willing to discuss?

Round Table Discussion

Question 10

Have MCO's made any onsite visits? What was the nature and reason of the visit? Have they been helpful with billing and/or clinical documentation?

Round Table Discussion

Question 11

How has your experience working with the Service Coordinators in your buildings been during CHC's initial phase? Any issues?

Round Table Discussion

Question 12

Has anyone had communication with the Independent Enrollment Broker (IEB)? Has the IEB made any onsite visits to assist with the eligibility process?

Round Table Discussion

Question 13

When analyzing other States, and their experiences, it was noted that in some cases nursing home eligibility denial rates have increased. Also, it was noted that some MCO's were offering incentives to potential members to sign up with their MCO, and/or only selecting the healthiest members to join their plan. Although, it is very early in the process, has there been any evidence of these items taking place?

Round Table Discussion

Question 14

Is there anything that was not covered here today, that the panel feels is important to discuss relative to the CHC process, and implementation?

QUESTIONS?

