

# Community HealthChoices

## Pennsylvania Long-Term Care Council

### “CHC Participant Experience”

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pennsylvania  
DEPARTMENT OF HUMAN SERVICES

# HCBS CAHPS® Survey Overview

## Administered Annually by CHC-MCOs

- Main Survey
- Supplemental Employment
- PA-specific questions (person centered service plan, transportation, housing, dental)

## Phase I—SW Region Only

- August 23 through September 25, 2018
- Via Telephone
- **Response rates ranged from 13% to 29%** across MCOs
- **708 complete surveys** available for analysis (vs. 400 targeted number)
  - 305 from PA Health and Wellness (PHW)
  - 260 from AmeriHealth Caritas (AHC)
  - 143 from UPMC for Community HealthChoices (UPMC)

# Respondent Characteristics

## Age Group

- <1% age 18-24
- 9% age 25-44
- **44% age 45-64**
- **47% age 65+**

## Sex

- **68% female**

## Race

- 28% black
- **63% white**
- 9% other

## Ethnicity

- **99% not Hispanic/Latino/Spanish**

## Education

- 24% not high school grad
- **67% high school grad/GED/some college**
- 9% college grad or more

# Next Steps for HCBS CAHPS 2019

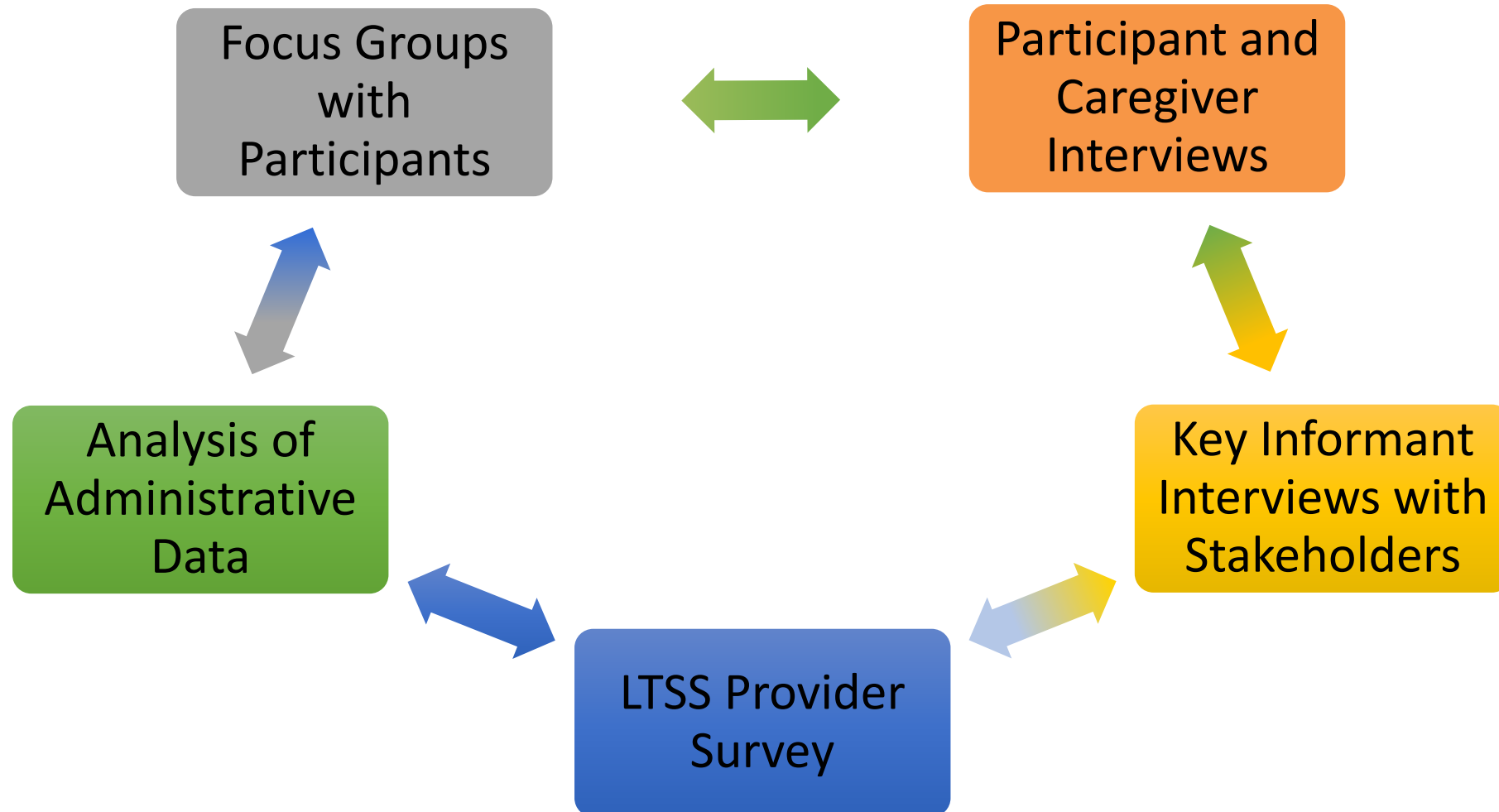
## Southwest and Southeast Regions

|       | PHW | AC/KF | UPMC | Total |
|-------|-----|-------|------|-------|
| SW    | 200 | 200   | 200  | 600   |
| SE    | 200 | 200   | 200  | 600   |
| Total | 400 | 400   | 400  | 1,200 |

## Administration Timeline

- Timeframe to administer survey: **August 1 through October 31, 2019**
- Survey findings due to OLTL **by no later than November 15, 2019**

# Medicaid Research Center 7-Year Multi-Method Evaluation (2017-2024)



# Participant Focus Group – Preliminary Findings in SE (Winter/Spring 2019)

- 18 Sessions held from January to May 2019
- Frustration with information regarding physician networks
  - Enrollment information indicated they could keep their PCP but reported that physicians told them they did not accept any CHC Plans.
  - Confusion over whether doctors would accept Medicare but not Medicaid
- Positive Findings (Prior to end of Continuity of Care)
  - No service interruptions
  - Some report no changes in out of pocket costs
- Concerns
  - Some report higher out of pocket costs for some prescription medications
  - Some are still paying for transportation out of pocket
  - Confusion over who to call with questions (CHC Helpline, MCO, IEB, County Office, Service Coordinator); some people feel they get the run-around

# Next Steps for CHC Evaluation: Yr. 3 (2019)

- Participant Focus Groups
  - Phase II – Completed
  - Phase III – Winter 2020
- Baseline Interviews
  - Phase II – Completed
  - Phase III – Fall 2019
- Annual (~18 Month FU)
  - Phase I – In Progress
  - Phase II – Pending
- HCBS Provider Survey
  - Fall 2019 (Wave 3)
- Secondary Data Analysis
  - Pre-program data through 2016/2017
- Key Informant Interviews
- Monitoring Activities
  - Phase III Consumer Meetings (Fall)
  - Phase III Provider Summits
  - Listening Sessions (SE)
- MRC Public Report (CY 2017-18)

## CHC Evaluation Plan:

<http://www.healthchoices.pa.gov/info/resources/publications/community/evaluation-plan/index.htm>



# QUESTIONS