

Community HealthChoices

OLTL Enrollment Services

August 29, 2019

Jennifer Hale/Bureau Director
Office of Long-Term Living
Department of Human Services



pennsylvania
DEPARTMENT OF HUMAN SERVICES

ENROLLMENT SERVICES TIMELINE

- Concept Paper Released for Public Comment
 - Released March 22, 2019 for a 30 day comment period.
- Draft RFA Released for Public Comment
 - Released June 28, 2019 for a 30 day comment period
- RFA Publication
 - 45 day response period

KEY ELEMENTS

- Issue #1: Multiple Entry Points and Lack of Case Management
- Opportunities for Improvement:
 - One in-home visit at the onset of the process (navigation)
 - Assigned case managers and assistance with completing the LTSS application (navigation)
- Issue #2: Fragmented Clinical Eligibility Process
- Opportunities for Improvement
 - Consolidate Functional Eligibility Processes
 - Improve Communications with County Assistance Office

KEY ELEMENTS

- Issue #3: Limited Community Partnerships and Referrals
- Opportunities for Improvement:
 - Regional Community Presence
 - Conflict-free enrollment and choice counseling
- Issue #4: Customer Service and Quality Improvement
- Opportunities for Improvement:
 - Better customer service and improved applicant experience
 - Improved communications and follow-up
 - Enhanced accountability and quality control

RFI RESPONSE THEMES

- Total Commenters: 38
- Total Comments: 495
- Comments addressed:
 - Conflict-free enrollment and choice counseling
 - Adequate training and reasonable caseloads for enrollment case managers
 - In-home visit process
 - Consolidation of clinical eligibility functions and the physician certification process
 - Improved County Assistance Office (CAO) communication
 - The need for an expedited application process for individuals with special or immediate needs
 - Support for individuals with Limited English Proficiency
 - The Beneficiary Support System (BSS)
 - Use of technology to improve the application and enrollment process and provide more communication options
 - Inclusion of specific performance standards in the IEB contract
 - Public reporting of Independent Enrollment Broker (IEB) data
 - Ongoing stakeholder input and leveraging the expertise of existing community-based organizations



QUESTIONS