

## **Deliverable 9.1: Conflict Free Case Management**

Below is a discussion of the current pathways for enrollment into each Medicaid LTSS program, including information and referral entry points, eligibility determination, and case management processes below.

### **Adults Ages 60 and Older**

The PA Department of Human Services (DHS) Office of Long Term Living (OLTL) administers the Aging waiver, a Medicaid home and community based program for individuals 60 years of age or older who are determined to be nursing facility clinically eligible. This program provides services including personal assistance, adult day care, and non-medical transportation. The local AAAs conduct functional eligibility assessments for participants in the Aging waiver and coordinate with local County Assistance Offices (CAO) that process Medicaid applications for financial eligibility determinations.

Once a consumer has been enrolled in the Aging waiver, service planning and ongoing case management are conducted by Service Coordination Entities (SCE). Service Coordinators develop the service plan with the consumer using the Care Management Instrument (CMI) and conduct case management for the Aging Waiver in a conflict-free manner.

### **Adults with Physical Disabilities, Traumatic Brain Injury, or AIDS**

DHS's OLTL administers the Independence and Attendant Care waivers for persons ages 18-59 with physical disabilities; the COMMCARE waiver for persons over age 21 with traumatic brain injury; the OBRA waiver for persons ages 18-59 with physical developmental disabilities; and the AIDS waiver for persons over age 21 who have symptomatic HIV Disease or AIDS. The primary entry point for individuals who are interested in applying for one of these OLTL waivers is through an Independent Enrollment Broker (IEB). Pennsylvania's IEB operates a toll-free hotline consumers can call to begin the application process, as well as one physical office location. IEB employees are able to conduct home visits to initiate and assist with the application process and will forward this information on to the CAO for a final determination of eligibility. Functional assessments for all but the AIDS waiver are conducted by the local AAA and financial assessments are conducted by the DHS's local CAO.

Similar to the Aging waiver, SCEs conduct service planning and ongoing case management in a conflict-free manner. SCEs also conduct annual reassessments using the CMI. Disability organizations such as Centers for Independent Living (CIL) and United Cerebral Palsy (UCP) can enroll as an SCE.

## **Individuals with Intellectual Disabilities or Autism Spectrum Disorders**

DHS's Office of Developmental Programs (ODP) administers waivers for persons with intellectual disabilities or autism spectrum disorders. Individuals who are interested in applying for the Consolidated, or the Person and Family Directed Supports waiver, typically begin the process at their county Mental Health/Intellectual Disability (MH/ID) office. These "administrative entities" determine an applicant's functional eligibility, which is based on certification of an intellectual disability diagnosis by a psychologist, psychiatrist, or other physician, and assessment of adaptive functioning by a "Qualified Intellectual Disability Professional." The county MH/ID agency will work with their local CAO on the financial eligibility determination. When a waiver slot becomes available and the individual is enrolled into the program, they are assessed using the Supports Intensity Scale (SIS) for service planning purposes. Ongoing case management is conducted by one of the 55 Support Coordination agencies in Pennsylvania; they are all conflict-free.

Individuals interested in applying for the Adult Autism waiver or the Adult Community Autism Program (ACAP) may call a toll-free phone number to speak with staff in DHS's Bureau of Autism Services (BAS). Functional assessments are conducted by staff from the BAS. In addition, a medical professional must certify that the individual meets the intermediate care facility (ICF) level of care and has an autism spectrum diagnosis. Financial eligibility is determined by DHS's local CAO. Service Coordinators develop service plans with the individual's participation and conduct case management for the Adult Autism waiver in a conflict-free manner.

## **Adults with Mental Health or Substance Abuse Treatment Needs**

Many individuals in Pennsylvania receive physical, mental health and substance abuse services through the HealthChoices managed care delivery system. The HealthChoices program is operated under the authority of a 1915(b) waiver and includes a managed care program for physical health and a separate managed care entity for behavioral health. Pennsylvania, either directly or in coordination with local county MH/ID entities, contracts with five behavioral health managed care organizations (MCOs) for mental health and substance abuse services.

Individuals who seek access to mental health or substance abuse services can enter the system through one of many entry points—local providers, MH/ID county offices, or one of the MCOs. If an individual chooses to seek out services through their local MH/ID offices, the county MH/ID offices help to determine a person's eligibility for services, assesses their treatment and support needs, and makes referrals to appropriate programs and providers.

Currently, there is no standardized assessment instrument in use to determine eligibility for mental health or substance abuse treatment. However, per CMS Medicaid requirements, all MA eligible recipients are eligible for mental health services as part of their regular benefits package and treatment need is based on diagnosis, history, and medical necessity for a particular level of care. The MCO is responsible for reviewing the diagnosis, history and medical necessity for the level of care requested, and authorizing services based on the information provided.

Once authorized for services, an interdisciplinary care team typically helps to coordinate each person's recovery services, which may range from in-patient psychiatric care to community-based peer support services. While we believe this delivery system is mostly conflict free, limited situations may exist where conflict is present. We will identify these situations, and in cases where conflict cannot be fully eliminated, the Commonwealth will ensure that appropriate mitigation strategies are employed to safeguard consumers from possible negative consequences.