



OLTL Updates Consumer Subcommittee

June 22, 2022

Agenda

- 2022 CHC Complaints and Grievances Data
- FMS Transition
- DCW Workforce Shortages

2022 Community HealthChoices Participant Complaints and Grievances

6/22/22

Quarter 1 2022 CHC Complaints and Grievances

- Data source for Complaints and Grievances Analysis
 - OPS-004 Complaints and Grievances Detail Report
- Due to significant changes related to the Managed Care Program Annual Report (MCPAR) reporting requirements for 2022, Quarter 1 2022 OPS-004 reporting has been postponed from May 15, until August 15, 2022.
- After review, follow-up and analysis by OLTL reporting of the Quarter 1 2022 data may be available as soon as September 2022.
- OLTL continues working to determine the next steps in having the CHC-MCOs report the partially favorable outcomes separately from the fully favorable outcomes.

FMS Transition

FMS Transition

- The CHC FMS Transition was extended to a new Go-Live date of July 1, 2022.
 - Tempus and CHC MCOs priority is getting paperwork back from common law employers (participants) and their DCWs.
 - 76% Common Law Employers and 76% of DCW had returned information (packets)
- In-person meetings in June assisted 2900 members. Additional in person sessions being offered.
- Participants can contact their Service Coordinator for assistance in setting up and being trained on their EVV responsibilities.
- Participants or their DCWs can contact the MCO if they cannot touch base with their SC specifically

FMS Transition

- The most recent FMS Transition Stakeholder Meeting took place on June 17th.
 - The next scheduled Stakeholder Meeting will occur on July 1st.
- Tempus and the CHC-Managed Care Organizations (MCOs) are focused on improving communication, specifically call-center operations. Tempus is in process of onboarding more staff to take calls timely.
 - Callers should use Tempus' call back feature by placing calls early in the morning to assure a call will be returned same day.

DCW Workforce Shortages

DCW Workforce Shortage

- The overall percentage of missed shifts state-wide for all reason codes has remained at under 1%.
 - AR – Percentage of missed shifts due to participant/family refusal remained consistent except for a slight increase of .1% for AHC/KF in Q1 2022.
 - UN- Percentage of missed shifts due to Agency Unable to Staff remained consistent except for slight increase of .2% for UPMC in Q1 2022.
 - HU – Percentage of missed shifts due to Unplanned Hospitalizations remained consistent except for increase of .05% for UPMC in Q1 2022.
 - CV- Percentage of missed shifts due to COVID-19 reasons (agency unable to staff) remained consistent except for increase of .05% for UPMC in Q1 2022.

Questions?

