



## Capital Region RPC: HARP/HCBS/Health Home Ad Hoc Work Group

April 16, 2020, 2-3PM

GoToMeeting

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- ❖ **Introductions:** (Name, agency/organization, title, identify if HARP, HCBS provider/services providing, or Health Home)
  
  - ❖ **Regional Check-In:**
    - Challenges and successes: COVID-19 Pandemic
      - ◆ Care Coordination/Health Home Check-In:
        - Tim- Catholic Charities- HARP assessments via phone (easier over the phone), able to determine eligibility, still making some referrals- Trinity Alliance is accepting referrals
        - Jen- RSS- Taking urgent referrals, focus on current clients, few over the phone HARP assessments (easier on phone, less no shows)- seems to be going well, mailing care plans and waiting for return with signatures
        - Sherry-Transitional Services Assoc- Almost at max capacity with care managers, still doing HARP assessments- going well- more focus on current clients, getting shipments of PPE for staff
        - Michael C- Columbia County- exclusive remote operation, not accepting new cases- children's care coordination may be able to accept a few new cases
        - Brandon-Alliance- difficulty locating clients/getting call backs, assessments getting done, plans of care getting done- sending in without written signatures- "verbal signatures" providing cover letter stating signatures will follow as soon as feasible- sending via encrypted email, financial talks with clients
        - John- CDPHP- OK with submission without signatures for plans of care at this time
      - ◆ Challenges/Barriers- Partners/family member's listening/not comfortable talking, lack of phone minutes Assurance/SafeLink offering free upgrades, minutes, data- unknown about prepaid phone minutes
      - ◆ Successes- Doing assessments and referrals over the phone- continue after crisis? Seems to be working now- why wouldn't it work then?
      - ◆ HCBS Providers
        - Michael K- Trinity- Status quo, several new cases. Barriers- some staff struggle with technology, some services are held up- ex: work search, No PPE- all remote
        - Brandy- RSS- More success with engaging people over phone
        - Amanda- MHA- strictly remote 30 days, quicker enrollments of new referrals, struggle delivering education services- college tours, etc., using more services/needing more support, seeing more food insecurity
      - ◆ MCO Orgs
        - John- CDPHP- hospital census down on behavioral health side, SUD facilities shut down, providing support around using telemedicine, many authorization requirements lifted- even before COVID-19, case managers- dealing with social isolation and social determinants issues
        - Katie- Fidelis- similar to CDPHP, reaching out to members on a monthly basis, providers as needed, following OMH guidelines regarding authorizations
      - ◆ Access to PPE?- most agencies avoiding contact- all remote or providing no contact drop offs
  
  - ❖ **New Guidance Issued:**
    - Feedback, Implementation, Challenges
      - ◆ Tina-OMH- New guidance- Signatures not required at this time- document clients response/agreement of client and others involved in planning- not yet posted on OMH- was sent to

Listserv today, NYS Warmline, public information Listserv- get new guidance before posted on website

- ❖ **Other Updates:** Future Meetings & Open Floor
  - Check-in helpful- to continue bi-weekly
  - ◆ May 12<sup>th</sup> meeting- switch to Go To

**Upcoming Meetings – 2020 Schedule**

**Location:**

Unity House  
2431 6th Ave.  
Troy NY 12180

**Dates:**

~~March 10<sup>th</sup> 1pm-3pm~~

~~April 16<sup>th</sup> 2pm-3pm GoTo~~

April 30<sup>th</sup>, 2pm-3pm GoTo

May 12<sup>th</sup>, 1pm-3pm

July 14<sup>th</sup>, 1pm-3pm

September 8<sup>th</sup>, 1pm- 3pm

November 10<sup>th</sup>, 1pm-3pm

**Questions about this process can be answered by your RPC Coordinator:**

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