



Pennsylvania Partnership for Successful Covid-19 Vaccination Clinic to Diverse MLTSS Population

Department of Human Services,
Office of Long-Term Living

Introductions

- Jamie Buchenauer, Deputy Secretary, Office of Long-Term Living, Department of Human Services
- Chris Altman, Director, Immunization and Clinical Programs, Rite Aid
- John Koehn, Vice President, Community HealthChoices, AmeriHealth Caritas
- Mike Smith, AVP, Community HealthChoices, UPMC Health Plan
- Angela Lucente-Prokop, Vice President, Operations, PA Health and Wellness, Centene Corporation

Overview

- Who do we Serve:
 - **Older adults who qualify for Medicaid**
 - **Adults with physical disabilities**
 - Often require services over a long period of time to enable them to live as independently as possible.
 - **Diverse populations with many needs**
 - Adults experiencing acute illnesses or injuries, such as those who have suffered strokes or accidental injuries, may be unable to care for themselves and require services during their recovery or rehabilitation.

PA DHS – Office of Long-Term Living

- Community HealthChoices –
 - PA has a Managed Long-Term Services and Supports program which was implemented in 2018-2020. Implementation was completed July 1, 2020.
 - Contracts with three managed care organizations (MCOs) for MLTSS services. Each of the three MCOs provide services statewide.
- The three Community HealthChoices MCOs:
 - AmeriHealth Caritas/Keystone First
 - PA Health and Wellness
 - UPMC



PA DHS – Office of Long-Term Living

- Community Health Choices (CHC) –
 - CHC serves adults - 21 or older who require long-term services and supports in either a nursing facility or a home and community-based setting and dual eligible adults 21 or older whether or not they need or receive long-term services and supports.



The LIFE Program: **L**iving **I**ndependence for the **E**lderly

- Nationally, the program is known as the Program of All-inclusive Care for the Elderly (PACE) Program. All of the PACE providers in Pennsylvania have 'LIFE' in their name.
- LIFE is a managed care program that provides a comprehensive all-inclusive package of medical and supportive services.
- To be eligible for LIFE, you must:
 - Be age 55 or older
 - Meet the level of care needs for a skilled nursing facility or a special rehabilitation facility

COVID-19 January/February 2021

- Nationally, and in PA, COVID-19 cases were spiking – reaching an all time high for # of positive cases per day.
- The COVID-19 vaccine had just been approved for emergency use (Pfizer and Moderna).
- PA was rolling out the vaccinations in phases.
 - Phase 1A was health care personnel and long-term care facilities
 - Phase 1A included Home and Community-Based Services providers and participants
- DHS/OLTL issued guidance to our CHC MCOs and LIFE programs regarding their responsibilities:
 - Schedule a vaccination
 - Provide transportation if needed
 - Provide any additional services (personal assistance services) while being vaccinated.

COVID-19 January/February 2021

- Problem:
 - NO COMMUNITY APPOINTMENTS.

- Solution:
 - PA DHS requested the PA Department of Health (vaccine allocator) to allocate 3,000 vaccine doses per week to HCBS participants.
 - PA DHS identified Rite Aid as a vaccinating partner – and the receiver of the 3,000 vaccine doses per week (9000 total).
 - PA DHS/OLTL asked our CHC MCOs to organize and hold vaccine clinics to get HCBS participants in the priority 1A group vaccinated.
 - DHS/OLTL brought in the LIFE programs to ask them to identify vaccine clinic sites.
 - While DHS/OLTL was the coordinator and convener – the CHC MCOs and Rite Aid did all the work.

- Vaccine Sites
 - CHC MCOs held the first vaccine clinics.
 - DHS/OLTL identified LIFE program sites based on the number of HCBS participants in that area of the state. (Weeks 2-3)
 - Picked sites to provide access to racial and ethnic populations in CHC and LIFE programs.
- The CHC MCOs and Rite Aid held 9 vaccine clinics -4-day clinics at each site.
- Pfizer vaccine was administered, the clinics were held at the same locations 3 weeks later.

COVID-19 March/April 2021

- The clinics were held March 16 – April 23rd
- Over 6,500 individuals were vaccinated.
- Not just participants, also were able to vaccinate personal assistance service workers that accompanied participants to the site.
- At some of the vaccine clinics they were vaccinating a 70% minority population.
- When there was availability for appointments at some sites, were able to offer vaccine to the intellectual disability population.



Don't just get healthy. Get thriving.

**Community HealthChoices
Managed Care Organizations
COVID 19 Vaccine Clinic Collaboration**

A long time ago in a land far away

Limited vaccine supply and high demand meant some people were being left behind

- Help you achieve whole health for life
- Rite Aid is a proud partner in the Federal Retail Pharmacy Partnership (FRPP)
- Activated early in PA through FRPP
- Initial waves of vaccine started in December/January in Pharmacies
- Demand outpaced supply
- Under resourced, vulnerable communities were being left behind
- Rite Aid quickly learned we had to partner with community leaders and state partners to address inequity



Rite Aid and Office of Long-Term Living (OLTL)

Started working together early for community clinics and to support facilities

- Rite Aid had an early partnership with DHS in PA to assist with facilities that did not qualify under the Long Term Care Facility Program with CDC
- These facilities were in need of vaccine and support from a provider
- Through this partnership, Rite Aid was able to provider vaccines to a number of facilities and establish credibility in our ability to react quickly to community needs and remain flexible to address unexpected challenges
- Established clinics in additional community locations prioritizing those communities



CHC MCO Partnership



- Rite Aid secured doses to support the clinics through the FRPP
- Staffing was secured in sort order to provide Pharmacists at locations across Pennsylvania
- MCO had access to the vulnerable patients and resources to provide the support they needed to get the vaccine
 - Patient demographics
 - Transportation support
 - Outreach support
- Rite Aid staff was flexible to meet the needs of each unique clinic
 - Different needs from patients
 - Our team hustled – This is in our DNA as pharmacists

Collaboration

National
MLTSS
Health Plan Association

UPMC Community
HealthChoices

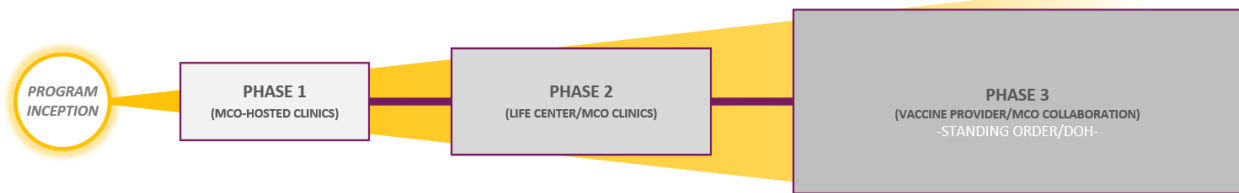
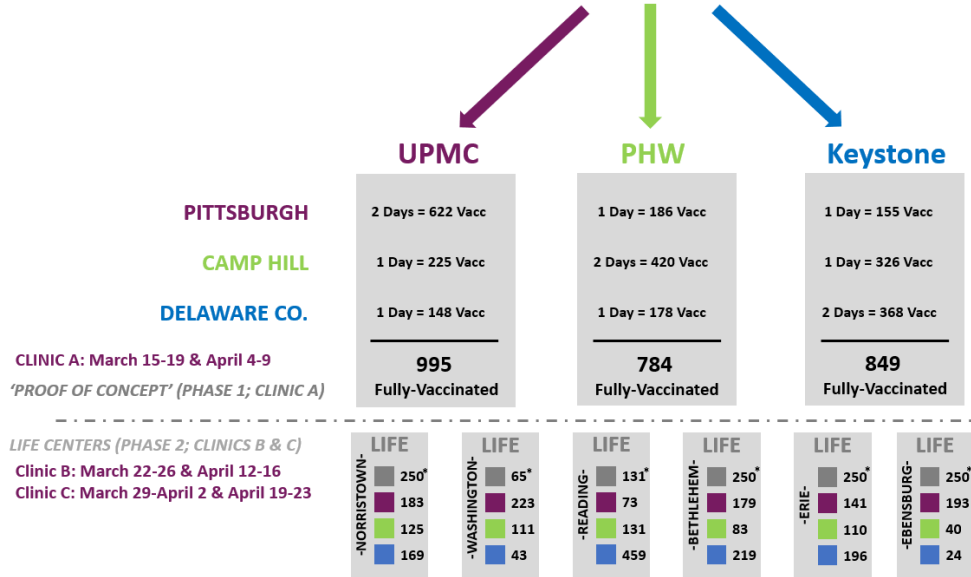

AmeriHealth Caritas
Pennsylvania



pa health
& wellness.

Pivoting

COVID Vaccine Doses From DHS/OLTL
Dispensed by Rite Aid/Vaccine
(04/15/2021)



Advancing States Panel Discussion: Community HealthChoices Managed Care Organization COVID-19 Vaccine Clinic Collaboration

John Koehn, Vice President Community HealthChoices



Delivering the Next
Generation
of Health Care

On-Campus Vaccination Clinic



COVID-19 Vaccine Clinics-Key Insights



The Unexpected Happens . . . How did we meet it?

- Insistence & Flexibility
- Communication & Cooperation

COVID 19 Vaccine Clinics-Key Insights

- Insistence
 - Office of Long Term Living (OLTL) demanded this happen. No, ifs, ands or buts.
- Flexibility
 - OLTL changing direction
 - Original Timeline – *changed*
 - Original Locations – *changed*
 - Original Populations – *changed*
- Communication
 - Enduring the awkward silences.
- Cooperation
 - CHC's culture of cooperation: How is it fostered?



Coverage by AmeriHealth First.



Advancing States Conference

12/9/21

Daily Team Updates to Share Results & Refine the Plan

Daily Team Huddles

- Outreach results & adaptations
- Transportation scheduling
- Consent packets to site daily
- Volunteer teams
- Participant & transportation flow adjustments by site
- Daily communication with Rite Aid & PA DHS OLTL



Daily Updates Communicated to OLTL

Example of PHW Vaccine Clinic Status Report

Vaccine #1 Clinics	Date Dose 1	Scheduled	Vaccinated Dose 1	Date Dose 2	Vaccinated Dose 2	Racially Diverse
Camp Hill	3/16/21	170	176	4/6/21	177	49%
Camp Hill	3/17/21	250	281	4/7/21	243	49%
Philadelphia	3/18/21	250	209	4/8/21	178	70%
Pittsburgh	3/19/21	250	237	4/9/21	186	53%
Senior LIFE Reading	3/24/21	128	128	4/14/21	131	62%
Mercy LIFE Norristown	3/25/21	254	133	4/15/21	125	79%
Senior LIFE Washington	3/26/21	82	78	4/16/21	111	67%
Senior LIFE Ebensburg	3/31/21	23	41	4/21/21	40	10%
Senior LIFE Bethlehem	4/1/21	146	92	4/22/21	83	73%
Senior LIFE Erie	4/2/21	143	110	4/23/21	110	34%
		1,696	1,485			

Clinic Readiness & Teamwork

1,696 participants
scheduled &
1,485 vaccinated!



 pa health
& wellness™
COVID-19 Vaccine Clinic
Camp Hill