RCPA Annual Conference

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WHO IS PHW?
− About PHW
− Vision & Philosophy

WHAT HAS BEEN DONE?
− Past & Current Activities
− We Heard You

WHAT ARE OUR GOALS?
− Continuity Post-Day 180
− Quality Assurance & Improvement

HOW WE WORK WITH PROVIDERS?
− Claims Processing
− Provider-driven Network
Who is PHW?

LOCAL
- Headquartered in Camp Hill, PA

STRONG
- Backed by over 30,000 employees

EXPERIENCED
- Serving over 11 million members in 28 states and 2 international markets

Go live 2018

7 States
- Over 200,000 LTSS Members
- Largest MLTSS plan in country
What Has Been Done

READINESS
Successfully completed readiness review with the state.

NETWORK
Network build always a work in progress but we have met our adequacy requirements and have outreached to all providers provided to us by the state. No network gaps.

TRAINING AND TECHNICAL ASSISTANCE
PHW is embarking upon a robust training and technical assistance program to ensure seamless transition.
We Heard You

NON-BRAIN INJURY VOCATIONAL PROVIDERS
• Your MA Apps are submitted and approved by ODP
• Awaiting Certification Exam and OLTL approval

VOCATIONAL PROVIDER RATES
• In addition to FFS, a Quality Incentive Program to be explored post go-live

MEDICARE ELIGIBLE SERVICES
• Services and the Contract have been clarified
PHW Goals

Participants get appropriate and timely services

Providers get accurate and timely payments

Phase 1: Continuity
PHW Goals

Right **Setting**, Right **Services**, Right **Time**

**Phase 2:** Quality

**Innovative payment models**