Appendix H
ACRONYMS

For the purpose of this RFA, the acronyms set forth below shall apply:

AAA          Area Agency on Aging  
ACD          Automatic Call Distribution  
ADA          Americans with Disabilities Act  
ADL          Activities of Daily Living  
ADRC         Aging and Disability Resource Centers  
APD          Automated Provider Directory  
APS          Adult Protective Services  
ASL          American Sign Language  
BH-MCO       Behavioral Health Managed Care Organization  
BSISBO       DGS Bureau of Diversity, Inclusion and Small Business Opportunity  
BSS          Beneficiary Support System  
CAP          Corrective Action Plan  
CAO          County Assistance Office/District Offices  
CHC          Community HealthChoices  
CHC-MCO      Community HealthChoices Managed Care Organization  
CIS          Client Information System  
CMS          Centers for Medicare and Medicaid Services  
DGS          Department of General Services  
DHS          Pennsylvania Department of Human Services  
DR           Disaster Recovery  
D-SNP        Dual Eligible Special Needs Plan  
DWU          Domestic Workforce Utilization  
EPDST        Early Periodic Screening, Diagnostic and Treatment  
EQR          External Quality Review  
EQRO         External Quality Review Organization  
FED          Functional Eligibility Determination  
FMS          Financial Management Services  
HCBS         Home and Community-based Services  
HCSIS        Home and Community-Based Services Information System  
HIPAA        Health Insurance Portability and Accountability Act  
HMO          Health Maintenance Organization  
IADL         Instrumental Activities of Daily Living  
ICF/ORC      Intermediate Care Facility for Individuals with Other Related Conditions  
ID           Intellectual Disability  
IT           Information Technology  
ITP          Information Technology Policies
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<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>IVR</td>
<td>Interactive Voice Response</td>
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<tr>
<td>LEP</td>
<td>Limited English Proficiency</td>
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<tr>
<td>LIFE</td>
<td>Living Independence for the Elderly</td>
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<tr>
<td>LTSS</td>
<td>Long-Term Services and Supports</td>
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<tr>
<td>OA-OIT</td>
<td>Office of Administration, Office for Information Technology</td>
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<td>MA</td>
<td>Medical Assistance</td>
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<td>MAAC</td>
<td>Medical Assistance Advisory Committee</td>
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<td>MATP</td>
<td>Medical Assistance Transportation Program</td>
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<td>MCO</td>
<td>Managed Care Organization</td>
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<td>MFP</td>
<td>Money Follows the Person</td>
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<td>MIS</td>
<td>Management Information System</td>
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<td>NF</td>
<td>Nursing Facility</td>
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<td>NFCE</td>
<td>Nursing Facility Clinically Eligible</td>
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<td>NFI</td>
<td>Nursing Facility Ineligible</td>
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<td>NHT</td>
<td>Nursing Home Transition</td>
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<td>OAPS</td>
<td>Older Adults Protective Services</td>
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<td>ODP</td>
<td>DHS Office of Developmental Programs</td>
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<td>OLTL</td>
<td>DHS Office of Long-Term Living</td>
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<td>PC</td>
<td>Physician Certification</td>
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<td>PCC</td>
<td>Person Centered Counseling</td>
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<td>PCCM</td>
<td>Primary Care Case Management</td>
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<td>PCP</td>
<td>Primary Care Practitioner</td>
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<td>PAHP</td>
<td>Prepaid Ambulatory Health Plan</td>
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<td>PIHP</td>
<td>Prepaid Inpatient Health Plan</td>
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<td>PLAN</td>
<td>Pennsylvania Legal Aid Network</td>
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<td>QMS</td>
<td>Quality Management Strategy</td>
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<td>RFA</td>
<td>Request for Applications</td>
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<td>SAMS</td>
<td>Social Assistance Management System</td>
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<td>SAT</td>
<td>System Acceptance Testing</td>
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<td>SB</td>
<td>Small Business</td>
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<td>SCE</td>
<td>Service Coordinating Entity</td>
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<td>SDB</td>
<td>Small Diverse Business</td>
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<td>SSI</td>
<td>Supplemental Social Security</td>
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<td>TTY</td>
<td>Text Telephone Typewriter</td>
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<tr>
<td>WCAG</td>
<td>Web Content Accessibility Guidelines</td>
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DEFINITIONS

When used in this RFA, the terms set forth below have the following meanings:

Abuse. Any practices that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary costs to the MA Program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards or agreement obligations and the requirements of state or federal law and regulations for healthcare.

APPRISE. A free, unbiased health insurance counseling service administered by the Pennsylvania Department of Aging that assists Medicare beneficiaries in understanding their Medicare insurance benefits and coverage, comparing health insurance and prescription drug plans, and understanding the financial assistance programs that may be available to help pay for Medicare premiums, deductible and co-pays, prescription drug needs, including the MA Program.

Area Agency on Aging. A community-based organization which serves as the aging network under the Pennsylvania Department of Aging, and provides Older American Act Services, Pennsylvania Lottery-funded HCBS, and advocacy to older adults and their families. AAAs are the primary referral source for older adults seeking LTSS.

Behavioral Health Managed Care Organization. An entity operated by county government or licensed by the Commonwealth as a risk-bearing HMO or PPO, which manages the purchase and provision of behavioral health services under an agreement with DHS.

Behavioral Health Services. Mental health and drug and alcohol services which are provided to Participants.

Beneficiary Support System. A system that provides support to individuals both prior to and after enrollment in an MCO, PIHP, PAHP, PCCM or PCCM entity that includes Choice Counseling; assistance in understanding managed care; an access point for LTSS enrollees complaints and concerns about enrollment, access to covered services, and other related matters; education on LTSS enrollees' grievance and appeal rights; enrollee rights and responsibilities and resources outside of the MCO, PIHP or PAHP; assistance to LTSS enrollees, upon request, in navigating the grievance and appeal process as well as appealing adverse benefit determinations to a State fair hearing; and review and oversight of LTSS program data to provide guidance to the State Medicaid Agency.

Business Day. Monday through Friday, except for those days recognized as Federal Holidays or Pennsylvania state holidays.

CHC Participant. An MA beneficiary who: (i) is enrolled in CHC; or (ii) is eligible to participate but is not yet enrolled in CHC. The term includes CHC-LTSS Participants and CHC-NFI Dual Participants.
**CHC-LTSS Participant.** A CHC Participant who has been determined financially and clinically eligible to receive LTSS under the CHC.

**CHC-NFI Dual Participant.** A CHC Participant who is: (i) NFI and (ii) a Dual Eligible.

**Choice Counseling.** The provision of unbiased information and services designed to assist IEB Customers in making informed enrollment decisions in enrolling in CHC and in selecting a CHC-MCO and PCP, enrolling in LIFE and selecting a LIFE Program, or a Service Coordination Entity for the OBRA Waiver and Act 150 Attendant Care Program.

**Client Information System.** DHS’s database, which contains MA beneficiary demographic and eligibility information.

**Clinical Eligibility Determination.** A determination made that an LTSS Applicant is NFCE, NFI or needs the level of care provided in an ICF/ORC.

**Community HealthChoices.** Pennsylvania’s 1915(b)/(c) waiver program that provides mandatory managed physical health services and LTSS to MA consumers, age 21 or older, who: (i) require MA LTSS (whether in the community or in private or county nursing facilities) because they need the level of care provided by a nursing facility; or (ii) are Dual Eligible, whether or not they need or receive LTSS.

**Community HealthChoices Managed Care Organization.** A risk-bearing HMO that manages the purchase and provision of physical health services and LTSS for CHC Participants under an agreement with DHS.

**COMPASS.** DHS online application, which can be used to apply for benefit programs and services administered by DHS, including LTSS.

**County Assistance Office/District Office.** The DHS county office including District Offices that administers benefit programs, including the MA Program, at the local level.

**Cultural Competency.** The ability of individuals, as reflected in personal and organizational responsiveness, to understand the social, linguistic, moral, intellectual, and behavioral characteristics of a community or population, and translate this understanding systematically to enhance the effectiveness of health care delivery to diverse populations.

**Disability Competency.** The demonstration that an entity or individual has the capacity to understand the diverse nature of disabilities and the impact that different disabilities can have on a Participant, access to services, and experience of care.

**Disenrollment.** The process by which a Participant’s participation in an OLTL Program is terminated.

**Dual Eligible.** An individual who is enrolled in both Medicare and Medicaid.
**Dual Eligible Special Needs Plan.** A Medicare Advantage Plan that primarily or exclusively enrolls Dual Eligibles.

**Enrollment.** The process by which a Participant is enrolled in an OLTL Program.

**External Quality Review Organization.** An independent organization that meets the competence and independence requirements set forth in 42 CFR § 438.354 and performs an EQR as well as other EQR-related activities, as set forth in 42 CFR § 438.358.

**Functional Eligibility Determination.** A functional assessment of an individual who has applied for or who is requesting LTSS under an OLTL Program that is made using a DHS-designated tool

**Fraud.** Any type of intentional deception or misrepresentation made by an entity or person with the knowledge that the deception could result in some unauthorized benefit to the entity, him or herself, or some other person. It includes any act that constitutes fraud under applicable federal or state law.

**Home and Community-Based Services.** A range of services and supports, including assistance with ADLs and IADLs, which are provided to Participants in their homes and communities to promote their ability to live independently to the greatest degree and remain in their homes for the longest time as is possible.

**The Home and Community-Based Services Information System.** The information system used to maintain consumer records centrally for several key OLTL Programs.

**IEB Customer.** An individual who contacts or is referred to the IEB for Choice Counseling, BSS or application and enrollment assistance in connection with an OLTL Program. The term includes LTSS Applicants, Potential LTSS Applicants, Participants, and their authorized representatives.

**LIFE Provider.** A risk-bearing organization that has in effect a dual capitation agreement with the Medicare and the MA Program to operate a LIFE program in a designated geographic service area.

**Linguistic Competency.** The capacity of an entity or individual to communicate effectively and convey information in a manner that is easily understood by diverse audiences including persons with LEP, persons who have low literacy skills or are not literate, and persons with disabilities who require communication accommodations.

**Living Independence for the Elderly.** A comprehensive service delivery program that provides comprehensive healthcare services and LTSS under dual capitation agreements with Medicare and the MA Program to individuals age 55 and over who are NFCE and reside in a
LIFE service area.

**Long-Term Services and Supports.** A broad range of services and supports designed to assist an individual with ADLs and IADLs, which can be provided in a home and community-based setting, a nursing facility, or other residential setting. LTSS may include: self-directed care; adult day health; personal emergency response systems; home modification and environmental accessibility options; home and personal care; home health; nursing services; specialized medical equipment and supplies; chore services; social work and counseling; nutritional consultation; home-delivered meals and alternative meal service; and nursing facility services. The term includes the LTSS provided through OLTL Programs.

**LTSS Applicant.** (i) An individual who signs or, on whose behalf, his or her authorized representative signs a hard copy LTSS Application and submits it to the IEB or to a CAO; (ii) an individual who submits or, on whose behalf, his or her authorized representative or the IEB submits an LTSS Application through COMPASS; (iii) an MA beneficiary, who, or, on whose behalf, his or her authorized representative makes a request to the IEB to receive HCBS under an OLTL Program; or (iv) an individual who has not submitted an LTSS Application but who, or, on whose behalf, his or her representative makes a request to the IEB to apply for LTSS to receive HCBS under an OLTL Program.

**LTSS Application.** The PA 600L or other form as may be designated by DHS as the application for LTSS or a request to receive HCBS under an OLTL Program that is made to the IEB by a MA beneficiary.

**Medical Assistance Beneficiary.** A person who has been determined eligible to receive health-related services under the Pennsylvania MA Program.

**Medical Assistance Program.** Pennsylvania’s Medicaid program, authorized by Title XIX of the Social Security Act, 42 U.S.C. §§ 1396 et seq., and the Human Services Code, 62 P.S. §§ 101, et seq.

**Medical Assistance Transportation Program.** A non-emergency medical transportation service provided to MA beneficiaries who need to make trips to or from an MA reimbursable services for the purpose of receiving treatment, medical evaluation, or purchasing prescription drugs or medical equipment.

**Network.** All Network Providers with a CHC-MCO who provide covered services to CHC Participants enrolled with the CHC-MCO.

**Network Provider.** A Provider who has a written provider agreement with and is credentialed by a CHC-MCO and participates in the CHC-MCO’s Network.

**Nursing Facility Applicant.** An LTSS Applicant or Potential LTSS Applicant who is seeking admission to, or is a resident of, a nursing facility and has applied or intends to apply for MA payment for his or her nursing facility services.
**Nursing Facility Clinically Eligible.** Having clinical needs that require the level of care provided in a NF.

**Nursing Facility Ineligible.** Having clinical needs that do not require the level of care provided in a NF.

**OBRA Waiver Program** - A Medicaid Waiver program under which HCBS are provided to MA Beneficiaries, 18-59 years of age, who have a developmental disability but not a primary diagnosis of either an intellectual disability or a major mental illness and have been assessed to require services at the level of an ICF/ORC.

**Office of Long-Term Living.** An Office within the Department responsible for administration of OLTL Programs.

**OLTL Programs.** CHC, LIFE, the OBRA Waiver Program and the Act 150 Attendant Care Program.

**OPTIONS Program.** A Pennsylvania Department of Aging Program that provides HCBS to individuals age 60 and older.

**PA LINK.** The ARDC in Pennsylvania that assist older adults and adults with disabilities who need help with ADLs. The PA Link connects consumers to local services and supports through any Link-partner agency, explores existing options with consumers to ensure a secure plan for independence, assists consumers with applications to determine eligibility for services and supports; and helps consumers who have a disability, an illness or accident, remain or return to their community or to transition from an institution back to the community.

**Participant.** An individual who: (i) is enrolled in an OLTL Program; or (ii) has been determined eligible to participate but is not yet enrolled in an OLTL Program.

**Person-Centered Counseling.** A service that connects Pennsylvanians to public benefits and private resources. PCC will identify LTSS options that are available in the community, guide individuals in making decisions and securing services that work best for their needs and preferences, and follow-up on the process.

**Person-Centered Service Planning.** The process of developing an individualized PCSP based on an assessment of needs and preferences of the Participant.

**Physical Health HealthChoices Managed Care Organization.** A risk-bearing HMO which manages the purchase and provision of physical health care services under an agreement with DHS.

**Plan Transfer.** The processes by which a CHC Participant changes CHC-MCOs.

**Potential LTSS Applicant.** An individual, other than an LTSS Applicant, who self-refers or is referred to the IEB because the individual is, or may be, interested in receiving LTSS under
an OLTL Program.

**Program Transfer.** The processes by which a Participant disenrolls from an OLTL Program and enrolls in another OLTL Program.

**Primary Care Practitioner.** A specific physician, physician group or a Certified Registered Nurse Practitioner operating under the scope of his or her licensure, who is responsible for supervising, prescribing, and providing primary care services; locating, coordinating and monitoring other medical care and rehabilitative other medical care and rehabilitative services on behalf of a CHC Participant.

**Provider.** A person, firm, or corporation that is enrolled to participate in the MA Program and provides services or supplies to MA Beneficiaries.

**The Social Assistance Management System.** The information system used to maintain consumer records centrally for the Aging Waiver.

**Vital Documents.** Documents which contain information that is critical for understanding the eligibility and enrollment process for OLTL Programs, including the LTSS Application Packet, the CHC Pre and Post Enrollment Packets, and IEB Customer and Participant notices and letters.

**Zone.** A grouping of counties as follows:

- The Lehigh/Capital Zone (L/C) which includes Adams, Berks, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry and York Counties


- The Northwest Zone (NW) which includes Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango and Warren Counties.

- The Southeast Zone (SE) includes Bucks, Chester, Delaware, Montgomery and Philadelphia Counties.

- The Southwest Zone (SW) which includes Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington and Westmoreland Counties.