Office of Long-Term Living (OLTL) Updates

Long-Term Services and Supports (LTSS) Subcommittee Meeting

November 4, 2026

Presenter: Juliet Marsala, Deputy Secretary

Pennsylvania
Department of Human Services

Agenda

- Office of Long-Term Living (OLTL) Updates
  - House Resolution 1 Eligibility Changes & Act 150
  - Electronic Visit Verification Compliance Monitoring
  - General OLTL Updates and Announcements
  - Long-Term Services and Supports Sustainability

House Resolution 1 (H.R.1) Eligibility Changes & Act 150

- The Office of Long-Term Living partnered with the Office of Income Maintenance, Community HealthChoices (CHC) Managed Care Organizations (MCOs), the Pennsylvania Independent Enrollment Broker (IEB), the Department of Aging, and the Act 150 Service Coordination Entities to track and facilitate the transitions of participants impacted by the H.R. 1 changes. The following tasks were completed to support these efforts:

  - CHC-MCOs completed outreach to each impacted participant by letter and phone to provide notification on the impact of their Home and Community-Based Services. The CHC-MCOs assisted with identifying alternative resources and assisting with referrals to the Pennsylvania IEB and local Area Agencies on Aging.

  - A webinar was held on October 8, 2026, for Act 150 Service Coordination Providers to share information on the changes occurring and answer questions on the transitioning of participants that are eligible for Act 150. Weekly email communication is also provided.

House Resolution 1 Eligibility Changes & Act 150 (continued)

- Participants under the age of 60 were provided with information on the Act 150 Program and referrals were submitted to the Pennsylvania Independent Enrollment Broker if the individual was interested in applying for Act 150.

- Participants 60 years of age and older were provided information on their local Area Agency on Aging as a resource.

- To assist with facilitating continuity of care the Community HealthChoices Managed Care Organizations provided participants' person-centered service plans to be shared with Act 150 Service Coordinators and Area Agencies on Aging.

Electronic Visit Verification (EVV) Compliance Monitoring

- In accordance with Medical Assistance Bulletin 59-25-03 the Department has moved forward with enforcing EVV non-compliance for Fee for Service (FFS) providers whose EVV manual entry percentages exceed 15% for two consecutive quarters.
  - The Office of Long-Term Living (OLTL) issued Statement of Findings 10/22/2026 to non-compliant FFS providers. Agencies are expected to respond and complete a corrective action plan (CAP).
    - 102 OLTL FFS Providers received statement of findings
    - Agencies' CAPs are due no later than **11/12/2026**
    - OLTL will follow-up with the approval or directed CAP
    - Agency's will have three months to implement any remediation activities
    - Anticipating improvement with data in Quarter one of 2027
- Reminder that for managed care-enrolled providers the Community HealthChoices Managed Care Organizations are responsible for monitoring compliance.

Electronic Visit Verification (EVV) Compliance Monitoring (cont.)

Program	% of Compliant Visits Quarter 2 of 2026
Community HealthChoices Managed Care Organizations (CHC MCOs) – Agency	91%
CHC MCOs – Self-Directed	71%
Office of Long-Term Living (OLTL) Fee for Service (FFS) – Agency	82%
OLTL FFS – Self-Directed	60%

Program	% of Manual Visits Quarter 2 of 2026
CHC MCOs – Agency	9%
CHC MCOs – Self-Directed	29%
OLTL FFS – Agency	18%
OLTL FFS – Self-Directed	40%

General Office of Long-Term Living (OLTL) Updates and Announcements

- OLTL released a ListServ on October 22, 2026, pertaining to OBRA and Act 150 Service Coordinator Training Summit:
  - The OLTL is conducting Training Summits for all OBRA and Act 150 Service Coordinators (SC) in November 2026 and January 2027. Each SC Training Summit will take place over two days. Every OBRA and Act 150 SC within service coordination agencies is required to attend one of the SC Training Summits.
  - Topics to be covered at the summits will include:
    - SC Responsibilities
    - Onboarding/ Transferring/ Terminating Participants
    - Person-Centered Service Planning/ Individual Service Plan
    - Services Available through Waiver
    - Care Management Instruments
    - Service Authorization Forms
    - Participant Review Tool
    - Critical Incident Management

General Office of Long-Term Living (OLTL) Updates and Announcements - 2

- OLTL released a ListServ on October 22, 2026, pertaining to OBRA and Act 150 Service Coordinator Training Summit (continued)
  - OBRA and Act 150 SC Training Summit Session 1 took place on November 2 and 3, 2026 from 9 a.m. to 1 p.m.
  - OBRA and Act150 SC Training Summit Session 2 is scheduled for January 6 and 7, 2027 from 9 a.m. to 1 p.m.
    - Day 1 Registration
    - Day 2 Registration
  - If you have any questions, please contact our enrollment unit at RA-HCBSEnProv@pa.gov.

General Office of Long-Term Living (OLTL) Updates and Announcements - 3

We are Recruiting!

- OLTL is requesting nominations and letters of interest for Long-Term Services and Supports (LTSS) Subcommittee membership.

- In compliance with the Operating Guidelines, the LTSS Subcommittee needs the following representatives:
  - OLTL Program Participant (1 vacancy)
  - OLTL Program Participant, Caregivers (2 vacancies)
  - Service or Advocacy Organizations (2 vacancies)

- Nominations, letters of interest, or questions regarding LTSS Subcommittee membership should be submitted to RA-PWLTSSSUBMAAC@pa.gov

Long-Term Services and Supports Sustainability

- Population growth in Home and Community-Based Services (HCBS):

Month	Year	Population Group	Participant Count	Percentage of Total
January	2023	Community HealthChoices (CHC)-HCBS Duals	82,572	20.0%
January	2023	CHC-HCBS Non-Duals	34,637	8.4%
January	2023	CHC-Long-Term Care (LTC) Duals	38,435	9.3%
January	2023	CHC-LTC Non-Duals	3,459	0.8%
January	2023	CHC-Nursing Facility Ineligible	253,775	61.5%
January	2023	All Groups	**412,878**	**100.0%**

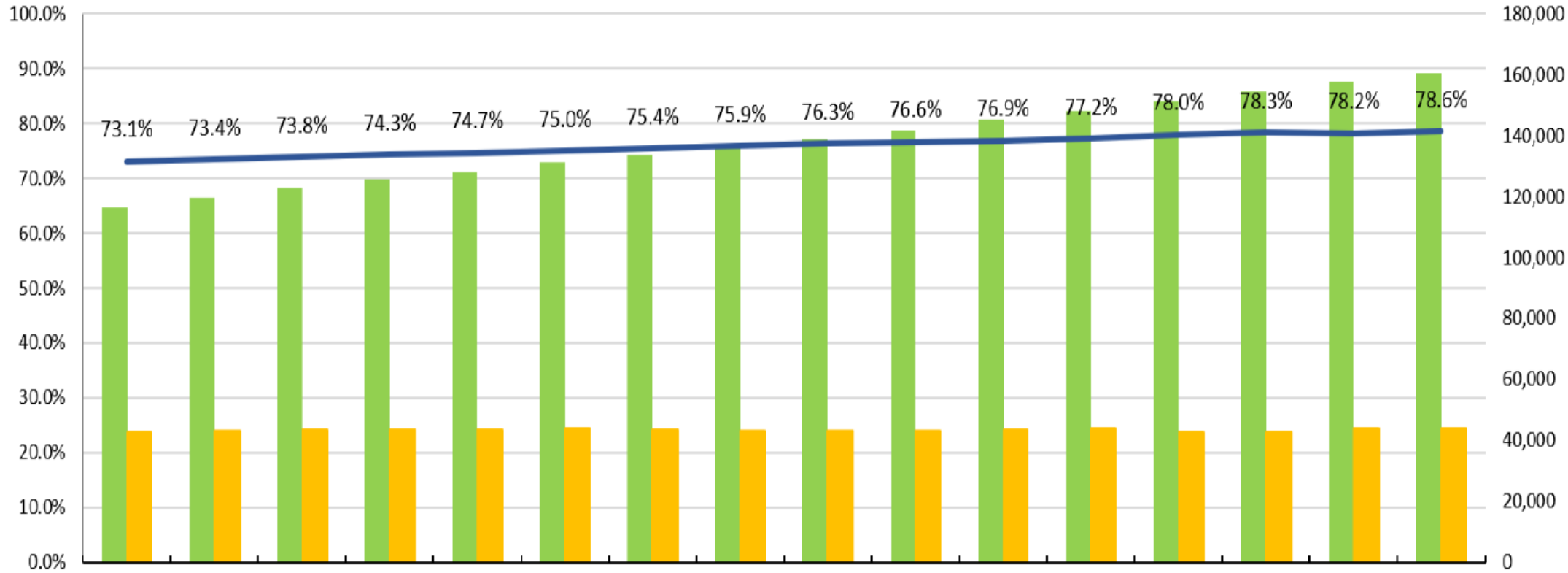
Long-Term Services and Supports Sustainability (continued)

- Population growth in Home and Community-Based Services (HCBS):

Month	Year	Population Group	Participant Count	Percentage of Total
September	2026	Community HealthChoices (CHC)-HCBS Duals	113,197	28.4%
September	2026	CHC-HCBS Non-Duals	44,451	11.2%
September	2026	CHC-Long-Term Care (LTC) Duals	38,995	9.8%
September	2026	CHC-LTC Non-Duals	3,594	0.9%
September	2026	CHC-Nursing Facility Ineligible	197,897	49.7%
September	2026	All Groups	**398,134**	**100.0%**

Long-Term Services and Supports (LTSS) Sustainability

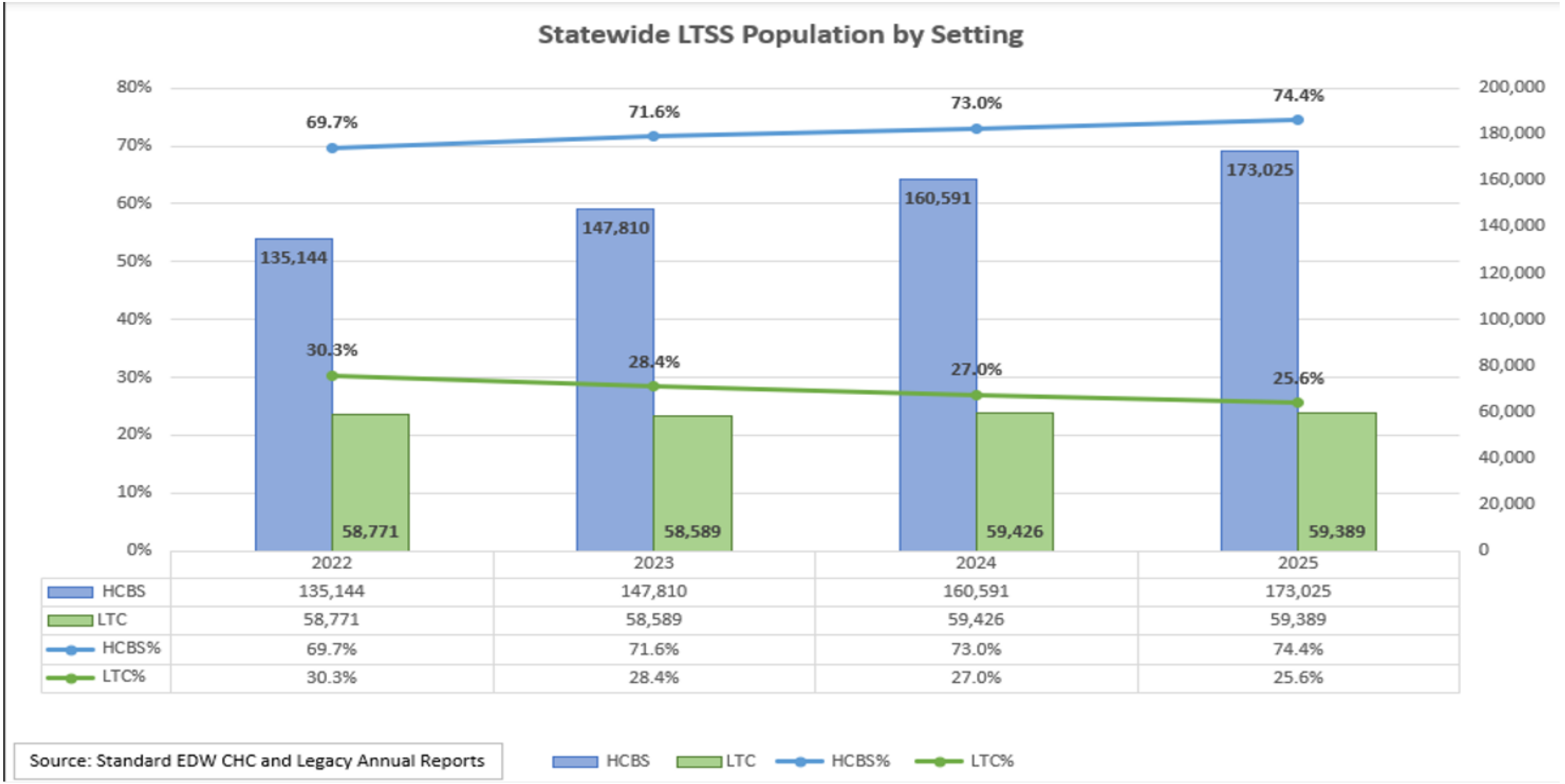
Statewide LTSS Populations Plus HCBS Percentage



	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
HCBS Participants	116,632	119,608	122,834	125,621	128,233	131,180	133,611	135,947	138,823	141,856	145,277	148,182	151,088	154,370	157,887	160,409
LTC Participants	42,918	43,238	43,571	43,422	43,454	43,806	43,642	43,129	43,023	43,243	43,636	43,759	42,603	42,877	43,993	43,734
HCBS %	73.1%	73.4%	73.8%	74.3%	74.7%	75.0%	75.4%	75.9%	76.3%	76.6%	76.9%	77.2%	78.0%	78.3%	78.2%	78.6%

Source: EDW Standard CHC Monthly and Legacy Monthly Reports

Long-Term Services and Supports (LTSS) Sustainability (cont.)



Questions/Public Comments

