



## STATEMENT FOR HOME CARE HEARING

My Independence at Home (MYIAH) was founded in 2013 by Lisa Robinson. MYIAH provides non-skilled home care services to the elderly and adults with physical and intellectual disabilities in Philadelphia and surrounding counties. Prior to the CHC transition, the process of working with the Support Coordinators and OLTL was very seamless. Providers received a Service Authorization Form (SAF) which, in great detail, outlined the services needed in addition to the number of hours authorized and the days services were to be provided. Providers billed through Promise and payments were very rarely an issues. Since the CHC transition, a lot has changed. These changes have had a profound effect on small and minority owned agencies.

### Challenges:

- We no longer receive an SAF or Care Plan from MCO's, therefore details of the care needed are not provided. At MYIAH we create our own care plans during our initial visit with the Participant. We have asked to be provided an SAF or Care Plan but that has not happened.
- MYIAH continues to have issues with being paid for clean claims and has been trying to recoup this money. As a small minority agency, not being paid is a hardship because we continue to care for our Participants and pay our caregivers, but are not being paid. This was not an issue when billing the State. We are committed to care we provide and the jobs we have created and simply want to be paid for what we do.
- The Value Based Payment (VBP) program in some instances, precludes small and minority agencies from participating because the program is based on the size of the agency. This is unfair. Agencies should be evaluated based on the *value* they bring to the community and Participants. Our goal is to reduce hospitalizations, provide the care that is both needed and deserved while remaining in compliance. If an agency is meeting EVV regulations, onboarding properly (i.e CB checks, PPD, etc.) they should be afforded the benefit of participating I the VBP program. We should not be barred because we are not a huge agency. I have suggested that this should be a tiered program wherein agencies are evaluated with other agencies their size.
- At the inception of CHC Provider were told that we would receive referrals, however, MYIAH (and other minority owned agencies) do not. While our counterparts are, which is unfair.

As a minority owned agency, we simply want to be treated fairly, paid properly and given the opportunity to grow our businesses.