



**BHH Designated Provider Agency  
Implementation Session**

October 21, 2016 1:30pm to 3:00pm  
River Valley Services  
Middletown, CT



Call-in number: 1-866-646-8807

Pass code: 3131895

**Facilitated By:** DMHAS (Jessica Deflumer-Trapp)

**Attendees:** BHcare (Louis Bruni), Sound (Enrique Juncadella, Diane Ryan, Amy Oulundsen); RVS (Elsa Arce, Anne Kiwanuka); CRMHC (Kristen Russell, Judy Lounsbury-Moran); CMHA (Deb Dutkiewicz, Chris Porcher); SMHA (Stephenie Guess); CMHC (Nancy Watsky); WCMHN (Ellen Severn); United Services (Lori Behling); OOC (Lauren Staiger); CHR (Donna Wertz); Bridges (Valerie Mallard, Trish Kramer); SWCMHS (Dorothy Washington); Rushford (Jennifer Williams, Valerie Walton); ASO (Bonni Hopkins, Amy Miller, Denise Roberts)

**Call-in:** CMHA (Lisa Daley); CHR (James Morro); Rushford (Jennifer Vega); WCMHN (Jocelyne Karam)

**1. Customer Satisfaction Survey**

- a. DMHAS has a 2-page customer satisfaction survey for DMHAS programs. Had 26,000 respondents last year, but only 300 checked BHH. While BHH is not a DMHAS program, this survey can be used by providers to obtain BHH-specific satisfaction from BHH clients by having them check off BHH at the top.
  - i. Copy of the survey is available online at:  
<http://www.ct.gov/dmhas/cwp/view.asp?a=2900&Q=334726&PM=1>
  - ii. Beyond the mandatory two pages (which is available in both English and Spanish), there are two optional tools clients can choose to complete: The Quality of Life Tool and the Health Outcome Measure Tool
  - iii. If anyone has any questions they can contact Karin Haberlin at  
[Karin.haberlin@ct.gov](mailto:Karin.haberlin@ct.gov)
- b. Ways to successfully administer and collect surveys:
  - i. Color coding by program
  - ii. Administer at different times rather than doing them all at once
  - iii. Clients who are in multiple programs only need to complete one survey summarizing their general experience, rather than completing a survey for each individual program.
  - iv. Create a drop-off box so clients can submit surveys anonymously
  - v. Ask peers to administer survey since clients may be more comfortable with peer than other members of the team. If peers are not available, have someone other than the person the client is working with administer the survey.
  - vi. Comments are very important, encourage clients to write comments

**2. Provider Spotlight – LOB Display**

- a. BHH applied for LOB display and has been invited to hang posters from February 1, 2017 – February 14, 2017

- b. This is an opportunity for BHH to develop a publicity campaign as well as show legislators some of the objectives of BHH. Posters will align with BHH goals
- c. Themes: BHH – bridging the gap between behavioral health and physical health
- d. Providers and clients are encouraged to use #imawholeperson, #CTBHH, and @CTDMHAS to develop an online marketing presence.
- e. Handed out BHH goals in person-centered language and asked for suggestions for additional BHH goals to complete the poster series. Providers suggested:
  - i. Shopping healthy/cooking healthy...Help me eat healthy
  - ii. Proactive
  - iii. Housing Goals
  - iv. Improve Health Numbers
  - v. Help me manage chronic illnesses for #5 goal
  - vi. Look at me as a whole person – “see me as a whole person”
  - vii. Relationship between physical and mental health
- f. In order to obtain photos, providers are asked to select one client at their agency who would be interested in having their picture taken. Currently proposing to have Tom from DMHAS travel to six BHHs to take photos. Currently, the locations are as follows:
  - i. CMHC for Bridges and BHcare
  - ii. SWCMHS
  - iii. RVS for Rushford and CMHA
  - iv. WCMHN
  - v. InterCommunity, for CHR and CRMHC
  - vi. SMHA for United Services and Sound
- g. Questions that will be reviewed with Tom:
  - i. Will there be a BHH consent form or should agencies use their consent forms for clients who agree to participate?
  - ii. Can a provider have a group of people in a picture?
  - iii. Is there a plan B for agencies that do not have any clients willing to take a picture?
  - iv. Can the client get their photo or poster afterwards?

### 3. **BHH Round Table Discussions – State Plan Amendment Approval**

- a. What does this mean:
  - i. BHH will be included on the CMS website under approved SPAs
  - ii. BHH can now bill dating back to 10/2015
  - iii. For the first two years, state will be reimbursed 90%. After that the rate is 50%
  - iv. DMHAS is prepared for billing, but other agencies are still coming together to make it possible
  - v. The possibility of audits increase
  - vi. Very important for providers to use the staff that were allocated. If they are not being used, it may reduce the billing rate
- b. Next Steps:
  - i. Jessica will review SPA and find information relevant to providers such as:
    - 1. Documentation requirements

2. Types of credentials needed for staff
- c. Random Moment in Time Study
  - i. User guides will be given out and BHH specific information anything that has not been added to the RMTS will need to be
    1. From now until 01/01/2017 – new user guides developed, providers update RMTS lists with new staff, training on RMTS to be provided
    2. 01/01/2017 – start using new RMTS questions

#### 4. **Discussions and Updates**

- a. Data Quality Efforts – agencies should be reviewing the Beacon Scrub Report internally to see if there are any errors. If so, they should report errors to ASO. Lauren's fixable error and missing client reports on Tumbleweed.
- b. Health Assessment-EDW BHH Client Summary Report fixed.
- c. Children's Services – children will never show up on rosters. If an agency would like to know if a child is eligible, they have to call the toll-free number: 1-844-551-2736
- d. Preferred Communications Methods – the ASO is in the process of updating agency contacts for specific emails. ASO is also working to provide agencies with list of staff that currently have access to FTP site. Providers should let ASO know if someone should be removed or added to lists.

#### 5. **Upcoming Meetings**

- a. November 4<sup>th</sup> Implementation Session – NEW LOCATION – Beers Hall at CVH
  - i. Cocilovo Room, the Mt View Room and SWS conference room
  - ii. Meet and Greet with DMHAS Waiver Staff by region-bring staff involved with accepting referrals
  - iii. November 18<sup>th</sup> Implementation Session – RVS at CVH