



**BHH Designated Provider Agency
Implementation Session
April 7, 2017 • 1:30pm – 3:00pm
Beacon Health Options, Crandall Room, 4th Floor**



Attendees: DMHAS (Jessica DeFlumer-Trapp, Lauren Staiger); BHcare (Sandy Lombardi, Alex Kosakowski, Pat Curley); Bridges (Dawn Silver-DeAngelis, Trish Kramer, Valerie Mallard); CHR (Donna Wertz); CMHA (Lisa Daley); CMHC (Nancy Watsky); CRMHC (Kristen Russell, Judy Moran-Lounsbury); Rushford (Jennifer Williams, Matt Wall); Sound (Enrique Juncadella, Bryan Trapp); SWCMHS (Dorothy Washington, Anthony Cretella); United Services (Lori Behling, Jennifer Rossi); WCMHN (Arlene Arias); ASO (Bonni Hopkins, Amy Miller, Denise Roberts)

Call-In: SMHA (Karen Butterworth-Erban); WCMHN (Jocelyne Karam)

1. Introductions
2. Provider Spotlight-BHcare
 - a. Agency discussed new and creative ways to increase their BHH enrollment number
 - i. After filtering out those already enrolled or declined from BHH eligibility list, only a handful of new names are left
 - ii. How to approach outside clients:
 1. Educate community organizations
 2. Integrate into primary care
 - a. Choose community PCPs based on highest number of BHH referrals. Only downside is not sure how many clients will end up being BHH eligible.
 3. Be program-specific during outreach
 - b. Other methods to increase BHH enrollment
 - i. Send list of new intakes to ABH to check eligibility
 - ii. Reach out to substance use providers in the community
 - iii. Build relationships with hospitals
 - iv. Attend community healthcare events
 - v. The Coordinated Access Network Channels
 - vi. Crisis workers
 - vii. Jessica can provide number of BHH eligible clients at DMHAS-funded organizations if emailed a request
3. Highlights from NATCON
 - a. Some out-of-state providers administer the PHQ-9 during every office visit. This is done to track patient progress
 - b. The conference revealed that the process for reimbursement for services is changing
 - c. There was a lot of positive feedback for the CT Behavioral Health Homes
 - d. If anyone still hasn't seen the NATCON17 BHH poster, it will be available for viewing through the end of the year at <http://bit.ly/2ctbhbnatcon17>
4. Billing
 - a. Reminder about missing data reports, Lapse in Medicaid report, and scrub report as tools for ensuring services provided are billable.

- b. Reviewed DSS CTMAPS screenshots to illustrate what it looks like if clients are QMB or dually eligible. If a provider finds a client with full active Medicaid (not QMB) and Medicare, they should notify ABH to investigate further.
 - c. Reminder from Jessica that enrollment and services have been going down over the last few months. Providers mentioned some reasons why:
 - i. Less staff
 - ii. High drop rates (cleaning up Medicaid and BHH payor IDs)
 - iii. Focusing on all areas (enrollment, services, reporting, etc)
 - iv. Nurses more integrated into client care-backs things up
5. Citrix/Tableau
- a. Anyone that submitted a form late will be getting access soon
 - b. Six training days being provided in the last two weeks so this month, at two locations. Everyone encouraged to attend.
 - c. Users who do not log in at least every 30 days will have their account deactivated.
6. Other
- a. DMHAS hoping rosters will be out within the next couple of weeks
7. Upcoming Meetings
- a. April 21st IS & LC-BHH Policies and Procedures – CRMHC – 500 Vine Street, Hartford
BRING YOUR POLICIES AND YOUR POLICY THINK TANK
 - b. May 5th Implementation Session – Beacon Health Options – 4th Floor, Crandall Room
500 Enterprise Drive