



**BHH Designated Provider Agency
Implementation Session
June 16, 2017 • 1:30pm – 3:00pm
Beacon Health Options, Huntington Room, 4th Floor**



Attendance: DMHAS (Jessica DeFlumer-Trapp, Alyse Chin, Sue Hammel, Lauren Staiger); BHcare (Sandy Lombardi); Bridges (Trish Kramer, Dawn Silver-DeAngelis, Valerie Mallard); CMHA (Deb Dutkiewicz); CMHC (Nancy Watsky); CHR (Donna Wertz); InterCommunity (Colleen Mastroianni); Rushford (Jennifer Williams); RVS (Anne Kiwanuka); SMHA (Jesus Silva, Monique Allgood); Sound (Enrique Juncadella, Bryan Trapp); SWCMHS (Dorothy Washington, Anthony Cretella); United Services (Lori Behling); WCMHN (Jocelyne Martin-Karam); ASO (Amy Miller, Denise Roberts)

Call-In: Sound (Diana Joesten); Rushford (Valerie Walton); WCMHN (Ellen Severn, Deb Comer); SWCMHS (Tammy Gee)

1. Introductions

2. Updates

a. DMHAS Updates

- Welcome and introduction of Alyse Chin. Cake and farewell to Jessica.
- Updates from DMHAS Fiscal/Billing:
 1. PCP Tracker-current tracker ends 6/30/17. New one will be sent by Joann or Lauren for FY18. The tracker will be the same.
 - a. As a reminder, monthly report cards include information on PC tracker progression each quarter.
 2. Missing Data Report
 - a. Finding numerous clients with open BHH insurance, but no Medicaid ID#. Clients need both in order to be billed.
 - b. Question about error related to services for client under 21-this only relates to CM code because CM code is billable for children's services. State ops should look at using TCM codes rather than CM codes if they want to provide BHH billable services for clients under 21.
 - c. Some other errors are not fixable errors. For example, any service under 8 minutes will not be billed.
 3. Quarterly Eligibility File
 - a. There will be 18 additional diagnostic codes included when the next eligibility file is run in July. These are codes billable for TCM, that were not included previously. Expecting this will result in a slight increase in the number of BHH eligible clients.
 4. Medical Inpatient Information
 - a. ADT feed still being investigated. A short term solution for getting medical inpatient data to providers may be through a report, similar to the current psychiatric inpatient report.

b. Provider Updates

- Sound Community Services attended Population Management conference. Focused on risk stratification and payment models.
- Discussion about questions and concerns related to the One Key Question trainings:

1. Providers should use best judgement about what implement, who the right person is to ask the question, and what to do when people say “yes”.
 2. OKQ is not a requirement. However, is an opportunity to plan, provide supports, and coordinate care.
 3. Additional questions/comment-can people attend Planned Parenthood training to get information and education, even if not implementing OKQ? Can providers get a better description on the event? A survey for feedback from the 1st two trainings may be helpful.
- c. ASO Updates
- ABH still interviewing for Customer Service Rep position. In the meantime, Amy and Denise are checking eligibility. If anyone gets the voicemail when calling the toll free number, should leave a message so Denise or Amy can call back.
 - Beacon is adding new staff to the BHH team who may be able to help with additional BHH resources.
- 2. Policies and Procedures for Fall Audits**
- a. Table of contents received so far from 5 providers (BHcare, Sound, WCMHN, Intercommunity, and CMHA).
 - Lynne and Erica will provide feedback on table of contents after meeting with internal audit group
 - b. Question about whether or not policies and procedures are needed for items that are part of the provider’s contract. It would be helpful to still include in the table of contents and either reference contract or add policies and procedures that explain how agency is meeting the contract requirements.
- 3. Proposed BHH Health Assessment Changes**
- a. Still waiting to hear about status of making changes to ProviderConnect. If updates will not be made before October 1st, another Excel spreadsheet will be issued to the state operated agencies so they can submit their data.
- 4. Citrix/Tableau**
- a. Deactivations-reminder that accounts are deactivated if not used for 30 days. Users should log in frequently or set a reminder in Outlook so they don’t get deactivated. If deactivated, need to email request to Denise to be re-activated.
 - b. New Accounts-new Citrix/Tableau accounts can be requested by emailing Denise.
 - c. Planning bi-weekly webex times so users can sign in to ask questions, walk through dashboards, and/or receive training.
- 5. Meeting Schedule and Topics**
- a. June 30th Implementation Session–Beacon Health Options–4th Floor, Huntington Rm
Tableau Dashboard Review – Housing and Employment
 - b. July 14th Implementation Session–Beacon Health Options–4th Floor, Huntington Rm
 - c. July 28th Implementation Session–Beacon Health Options–4th Floor, Huntington Rm
 - d. August 11th Implementation Session-location TBD
 - e. August 25th Full Day Planned Parenthood Training-CT Hospital Association
"Human Sexuality, Sexual Health, Optimal Birth Spacing, and Effective Contraceptive Counseling for Community Partners Implementing One Key Question."