



**BHH Designated Provider Agency  
Implementation Session**  
January 26, 2018 1:30pm to 3:00pm  
Beacon Health Options



4<sup>th</sup> floor-Huntington Room at 500 Enterprise Drive, Rocky Hill

**Attendees:** DMHAS (Alyse Chin, Lauren Staiger, Kate Parr, Janet Storey, Michal Stevens); BHcare (Carol Hennessey, Crystal Cochrane); Bridges (Trish Kramer, Valerie Mallard); CHR (James Morro); CMHA (Deb Dutkiewicz, Chris Porcher, Anna Vitale); CMHC (Nancy Watsky, Martha Staeheli); CRMHC (Judith Moran-Lounsbury); InterCommunity (Colleen Mastroianni); RVS (Elsa Arce); Sound (Enrique Juncadella); SWCMHS (Victoria Hoey, Anthony Cretella); United Services (Lori Behling, Holly Fish); ASO (Qiyao Zhang, Jeannie Wigglesworth, Amy Miller)

**Call-In:** Rushford (Valerie Walton); RVS (Anne Kiwanuka); SMHA (Monique Allgood, Jesus Silva); WCMHN (Ellen Severn, Jocelyne Karam-Martin); SWCMHS (Misty Gilmore)

## **1. DMHAS, ASO, and Provider Updates**

- a. One Key Question – Guest Michal Stevens, DMHAS
  - i. Brief presentation on the importance of OKQ, especially among the BHH client population. Coordinating services related to reproductive care and/or prevention is no different than for any other medical or mental health services.
  - ii. Reviewed successes of BHHs that have added the question to their assessments, as well as some challenges.
  - iii. Michal will be doing an assessment of implementation. BHHs might be part of that assessment.
  - iv. Providers can contact Jordana Frost at EWCT for additional training or technical assistance for staff at (860) 815-9352 or [Jfrost@marchofdimes.org](mailto:Jfrost@marchofdimes.org)
- b. Billing Updates
  - i. Lauren Staiger, DMHAS, handed out the upcoming due dates for Medicaid BHH Provider Enrollment.
  - ii. PC Consultant Trackers-BHH Initiative as a whole is ahead of where we were last year in terms of meeting targeted number of PC Consultant hours. Providers encouraged to continue ensuring Consultant hours are provided to the teams, and that those hours are tracked and submitted.
- c. Provider Updates
  - i. Questions about QMB and Medicaid status difference in CTMAPS and Connect. Connect showed client with QMB and on a spend-down, while MAPS was only QMB. Since client has QMB either way, would follow guidelines for QMB.
  - ii. Mobile Farmer's Market-WCMHN to begin having mobile truck this summer.
- d. Health Observances – February Packet handed out. Calendar to be emailed 2.1.18.

## **2. Provider Standards**

- a. Policies and Procedures

- i. Feedback to go out to providers by the end of next week. Providers encouraged to address all areas where P&Ps were not submitted or complete, to ensure success at next site visit.
  - b. Site Visits
    - i. Still on target to occur from April-June.
  - c. Credentialing
    - i. Reviewing options for completing the process. May have a combination of provisional credentialing for some and full credentialing for others. Amy to prepare staffing charts for providers to see where they are in terms of meeting ratios for contracted numbers, target numbers, and billed/served numbers. Providers may address areas where there are large discrepancies.
  - d. MOUs/MOAs and other Referral Agreements
    - i. Alyse will be working with the Commissioner's Office Contract Division on drafting MOU/MOA language with some of the major healthcare systems for the SO agencies.

### **3. Reports/Dashboards**

- a. Health Assessment Data and Dashboard
  - i. Quick review of the two dashboards to become available soon for health assessment data. One will be for completion rates and the other for the health statuses.
  - ii. A SurveyMonkey survey will be sent out next week to get feedback on what people prefer, mostly in terms of report navigation and layout, for the HA completion dashboard.
- b. CHN Data Sharing Updates
  - i. DMHAS, state partners, and ASO team closer than ever to getting medical admission data to providers for BHH clients. Plan to also provide gaps in medical care reports to better inform providers of important visits and tests they can help to facilitate for/with clients to promote health.

### **4. Consumer Satisfaction Survey**

- a. Proposed survey changes, timeline, and processes – Guest Kate Parr, DMHAS
  - i. Quick review of proposed changes to the Consumer Satisfaction Survey for BHH clients; including the 4 questions required for those with JCAHO BHH Certification, the 5 EQ-5D questions, and 1 visual analogue scale for assessing one's health state.
  - ii. Group decided to talk with others at their agencies, provide feedback through SurveyMonkey, delay administering surveys to BHH clients until a decision made, and to come back to the February IS meeting to discuss implementation details.

### **5. Upcoming Meetings-2.7.18 – 1pm-2pm Webex AND 2.23.18 – 1:30-3:00pm Implementation Session- Beacon Health Options**