



BHH Designated Provider Agency Implementation Session

September 21, 2018 1:30pm to 3:00pm
Beacon Health Options – 4th floor, Huntington Room
500 Enterprise Drive, Rocky Hill



Attendees- SWCMHS (Anthony Cretella); BHCare (Carrie Liddel); Bridges (Trish Kramer, Valerie Mallard, Dawn Silver DeAngelis); CMHA (Lisa Daley, Amanda Stango); CHR (Donna Wertz); United Services (Lori Behling, Holly Fish); WCMHN (Jocelyne Martin Karam); CMHC (Nancy Watsky, Donna Blake, Karsten Olsen, Tamar Saunders); RVS (Elsa Arce, Tracey Creighton); Rushford (Debra Royce, Valerie Walton, Kimberly Whipple); Beacon (Bonni Hopkins, Jen Lombardi, Erica Clough, Jennifer Goodwin); CRMHC (Kristen Russell, Judith Moran Lounsbury); Sound (Jaimi Vann, Lillian Centeno, Marissa Hodges); Intercommunity (Colleen Mastroianni); DMHAS (Kathy Willis, Alyse Chin, Kate Parr, Lauren Staiger); ABH (Amy Miller, Erin Wills)

Call in – WCMHN (Rose); CMHC (Ody)

1. DMHAS, ASO, and Provider Updates

a. DMHAS Updates

i. Staffing

1. Kathy Willis introduced as Clinical Manager of the Managed Services Division. Kathy will be overseeing BHH and the new SAMHSA Integration Grant. She will be scheduling visits to each of the BHHs in the near future to get to know the providers and services.

ii. Billing

1. Lauren handed out individual provider lists of their billable programs for agencies to reference and verify. If anyone has any questions they can contact Lauren directly.

iii. Project Notify

1. Updates

- a. PNPs gave updates on their progress with implementing Project Notify
- b. Alyse gave an update on her progress with discussions at DMHAS for SOs who are still on hold
- c. Hartford Hospital going live at the end of September

2. Proposed Evaluation

- a. Kate hopes to get remaining SurveyMonkey® surveys completed (Intercommunity and WCMHN) to get baseline information
- b. Since there have been some delays, Kate thinks next steps will be a Learning Collaborative in October to discuss planning with providers interested in being part of the evaluation.

b. ASO Updates

i. New Staff Orientation/Onboarding Checklist

1. Checklist handed out and discussed. Soft copy to be sent out and provider feedback is welcome.

ii. CY2017 CMS Outcome Measures

1. FFY2018 (CT2017) outcome measures due to CMS January 11th, 2019

- iii. Attendees notified the October Health Observance Packets were available and to take a packet for their agency at the end of the meeting.
2. Site Visit Reports
- a. Attendees were given handouts of the BHH site visit scores for all providers, their individual provider report, and a hard copy of the site visit PPT presentation slides.
 - b. Erica Clough gave a presentation on the overall site visit results and audit details
 - i. Everyone passed with an overall score of 80% or better
 - c. Strengths and opportunities for growth were provided for non-profits and state-operated agencies, along with best practices
 - d. Kate Parr reviewed the staff and client interview summaries. Comprehensive state level reports of the client and staff level interviews were handed out.
 - e. Discussed minimum expectations for assessment and documentation of medical diagnoses
 - i. Providers were encouraged to review, modify (if needed), and follow their agency policies and procedures in these areas; keeping in mind that since BHH is an integration initiative, agencies need policies for documenting medical information and ensuring assessments are comprehensive and current.
3. Upcoming Meetings
- a. October 3rd - Webex - Plan All Cause Readmission (PCR) measure
 - b. October 19th - Implementation Session