



**BHH Designated Provider Agency
Implementation Session**

April 12, 2019 1:30pm to 3:00pm
Beacon Health Options – 3rd floor, **Hartford Room**
500 Enterprise Drive, Rocky Hill



Attendees: BHcare (Carrie Liddel); Bridges (Dawn Silver, John Dixon); CHR (James Morro); CMHA (Anna Vitale, Amanda Stango); CMHC (Nancy Watsky, Donna Blake, Lisa Lanouette); CRMHC (Kristen Russell, Judith Moran-Lounsbury); Intercommunity (Colleen Mastroianni); Rushford (Debra Royce, Kim Whipple); SHMA (Monique Allgood); SWCMHS (Vicky Hoey, Maggie Simonsen, Karolina Dudzik); United Services (Holly Fish, Lori Behling); WCMHS (Rose Fogelman, Ellen Severn); DMHAS (Kate Parr, Lauren Staiger, Alyse Chin); Beacon (Jennifer Goodwin, Jeannie Wigglesworth); ABH (Amy Miller, Erin Wills)

1. DMHAS Updates

- Kathy Willis will be on leave until late June. Alyse will be covering in her absence.
- Kate showed the number of BHH client satisfaction surveys received by agency and the % of needed sample size so providers know how close they are to meeting their goal. Kate will provide updates each month.

2. ASO Updates

- Erin Wills will be transferring to another ABH position next month. ABH will be hiring a new Provider Relations Representative for BHH.
- Site visits have begun and will continue through June:
 - Reminder there is a minimum number of clients and staff that need to be interviewed this year. Agencies should plan accordingly and invite more than needed.
 - Reviewed scheduling calendar and asked agencies to commit to available dates to help get the visits scheduled as soon as possible.

3. Cost Savings Analysis Presentation

- Kate Parr presented initial findings of the BHH state-level cost savings analysis:
 - The cost savings was higher for CY15-16 than CY16-17, but there was still a savings of \$7,496,312 in CY16-17. The cost savings increased the longer someone was enrolled in BHH.
 - Emergency department use per enrollee decreased from 2015-2017 and inpatient use per enrollee increased from 2015-2017.
 - Provider feedback was that it would be helpful to have ranges provided to put the numbers and in perspective.

4. Inpatient Utilization (IU) Outcome Measure Review

- Jennifer reviewed the CY2017 Inpatient Utilization measure specifications.
- Review of the breakdown of the various types of stays by age. IU rates and length of stay are higher for the behavioral health stays.
- Discussed ways providers can help to reduce rates, mainly through medication adherence and follow-up care for chronic conditions.

5. Risk Stratification Project for BHH

- Jennifer provided an update on an upcoming project to provide risk scores for clients. These will help providers prioritize services and outreach, and will hopefully help increase collaboration with medical providers. Some mentioned sharing these scores with their FQHC primary care partners.

6. New Report Card Format

- Review of the new report card format that will be sent in April.

7. Check-in on Enrollee Dashboard Feedback

- Jennifer displayed the changes to the BMI and inpatient hospitalization charts based on suggestions from the recent provider WebEx. Everyone was in support of the changes to BMI. Jennifer will try a few things to finalize the inpatient data. Providers suggested getting away from “admit date” which might be confusing.

8. Other

- Handout provided regarding Husky income guideline changes that occurred in March.
- Updated Project Notify script handed out.
- Client phone check-in script handed out. The script was reviewed in more detail during the SO working group and will be reviewed in detail again at the next PNP working group.

9. Upcoming Meetings

- May 17th 12:30pm-1:20pm PNP Working Group
1:30pm-3:00pm Implementation Session