



**BHH Designated Provider Agency
Implementation Session**

August 16, 2019 1:30pm-3:30pm

Beacon Health Options-3rd Floor, Litchfield Room

500 Enterprise Drive, Rocky Hill



Attendees: BHcare (Ursula Marcoux); Bridges (Valerie Mallard, Trish Kramer, Dawn Silver); CMHA (Amanda Stango, Lisa Daley; Chris Porcher; Anjay Cardona); CMHC (Lisa Lanouette, Donna Blake, Velvet Yusko, Nancy Watsky); CRMHC (Kristen Russell); Intercommunity (Jenn Eldridge); Rushford (Kim Whipple, Deb Royce); RVS (Ann Ntate); SWCMHS (Vicky Hoey, Maggie Simonsen, Karolina Dudzik); United Services (Lori Behling); WCMHS (Rose Fogelman); DMHAS (Kate Parr, Kathy Willis, Lauren Staiger, Kate Parr); Beacon (Jeannie Wigglesworth); ABH (Amy Miller, Shaundolyn Ortiz)
Call-in: WCMHN (Jocelyne); CHR (Donna and James)

1. DMHAS, ASO, and Provider Updates

- a. DMHAS Training Opportunity with PIC-CT Grantees
 - i. DMHAS hosting a Whole Health Action Management (WHAM) training for PIC-CT grantees and has room for additional staff to attend. Training is for Peer staff, but if a team has no Peers, can send a staff member who can train Peers. Flyer handed out will also be emailed. RSVP to Kathy with name and email of interested attendees.

- b. Billing Updates
 - i. FY19 PC Consultant trackers
 - Year-end totals sent on recent report cards
 - If an agency feels there is an error with the totals, let Lauren know
 - There have been changes to the Client Summary Report
 - Service location and total service duration added
 - Service location will help with waiver clients in Psycho-Ed in office
 - Providers should be doing quarterly reconciliations to assure numbers are correct
 - Discussed potential changes to billing for case management with collateral and phone services for clients under 21
 - **POST MEETING UPDATE: After additional research, there will be no changes to current BHH billing. DMHAS will not bill for these services and they will remain on the BHH Missing Data report.**

- c. Meeting calendar and schedule given out to all providers
 - i. Calls/video will no longer be carried by Webex, but will be carried by Zoom. Schedule will also be emailed.
 - ii. Holiday Party location is TBD, most likely Capitol Region Mental Health Center

- d. Site visit reports will be emailed to each agency 2-3 weeks before the next implementation session meeting. Any needed follow-up for site visits will be included in the letter. New layout

for site reports. Jeannie has placed results in Tableau so charts will be included in the reports this year.

- e. Staffing Updates
 - i. BHCare - Ursula Marcoux, RN- New BHH Director
 - ii. ABH - Shaundolyn Ortiz, SW- New Provider Relations Representative
 - iii. CRMHC – Kristen Russell taking a position at DMHAS OOC in YAS

2. Project Notify

- a. Kate reviewed charts and data CMHA is currently collecting.
- b. Provider input given on possible Project Notify data and tables. Clients would get data and could then manipulate, put in a Pivot table, etc. Discussed possibility of sending data to Beacon to put in Tableau.
- c. Kate to review requested data elements with Minakshi:
 - i. PCP name
 - ii. Most recent address and phone number of client
 - iii. How frequent a client has a hospital visit or admission
 - iv. Diagnosis at visit
 - v. How long to look back? (Quarterly?)
 - vi. Next level of care
 - vii. Medicaid ID
 - viii. Length of stay
 - ix. Client name
 - x. DOB
 - xi. Hospital visited or admitted to
 - xii. Discharge date
 - xiii. If readmitted in less than 30 days
 - xiv. Admissions per month?
 - xv. Average stay

3. Assessment of Agency Needs Related to Notes & Documentation Based on Site Visit Findings

- a. To assess needs for upcoming Learning Collaborative on documenting services, discussed the following:
 - i. Who is training staff to document services and write notes at each agency?
 - ii. Is there a different process for BHH funded staff versus in-kind staff?
 - iii. How often does training occur?
 - iv. Are needs related to writing notes, coding services, or both?

4. Upcoming Meetings/Events

September 6, 2019 - CVH Pavilion/144 Holmes Drive (rear) Middletown	11:30am-2:00pm- PICNIC
September 20, 2019 - Beacon Health Options- Rocky Hill	10:30am-12:30pm Learning Collaborative
	12:30pm-1:20pm PNP Working Group
	1:30pm-3:00pm Implementation Session