



**BHH Designated Provider Agency  
Implementation Session**

May 17, 2019 1:30pm to 3:00pm  
Beacon Health Options – 3rd floor, **Hartford Room**  
500 Enterprise Drive, Rocky Hill



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**Attendees:** BHcare (Carrie Liddel); Bridges (Dawn Silver, Trish Kramer); CHR (Donna Wertz, James Morro); CMHA (Lisa Daley); CMHC (Tamar Saunders, Karsten Olsen); CRMHC (Kristen Russell, Judith Moran-Lounsbury); Intercommunity (Colleen Mastroianni); Rushford (Kim Whipple); RVS (Anne Ntate); SHMA (Monique Allgood); Sound (Jaimi Vann); SWCMHS (Vicky Hoey, Maggie Simonsen, Karolina Dudzik); United Services (Holly Fish, Lori Behling); WCMHS (Rose Fogelman); DMHAS (Kate Parr, Alyse Chin); Beacon (Jennifer Goodwin, Jeannie Wigglesworth); ABH (Amy Miller)

## 1. DMHAS, ASO, and Provider Updates

- Billing Updates
  - FY20 PC Consultant Tracker
    - DMHAS will be emailing the FY20 trackers around/after June 14<sup>th</sup>.
    - Adding a total time by month.
    - The tracker will be sent to the BHH Directors and it is that person's responsibility to email it to their PCP Consultant(s).
  - FY19 PC Consultant Trackers
    - Need to be signed off on the bottom of the summary tab by July 31<sup>st</sup> –by PC Consultant, the BHH Director, and the agency CEO.
    - Signatures can be electronic, the agency can type their name in.
    - Should be emailed to Ryan Grealis and Lauren Staiger
- Consumer Satisfaction Surveys
  - Updates given on the number of client satisfaction survey received by each agency and their % of completion.
  - Surveys are due by June 30th.
- Provider Satisfaction Survey
  - Updates given on the number of provider satisfaction survey received by each agency (updated totals were provided after meeting to each agency).
  - Each agency needs a minimum of 3 staff members to complete the survey.
  - Discussed potential staff concerns of not having anonymity since survey asks for agency name and job type. ASO will update job type question to either not being a required field or hide it. Agency name is needed.

- SFY20 Draft Meeting Schedule
  - Draft SFY20 meeting schedule handed out.
  - CRMHC to see if their large room is available for the December meeting.
  - Discussed potential for travelling around for Learning Collaboratives, but many prefer the central location.
  - Discussed options for Fall picnic. Month and time TBD.
- Site Visits
  - Discussed provider feedback on site visits and debrief calls. Some felt the calls have provided flexibility for certain staff and leadership to attend.

## 2. DSS Personal Health Record Demo Presentation by Minakshi Tikoo

- Reviewed location of materials on the DSS PHR.
- Minakshi did a walk-through of the PHR and answered many questions related to setting up accounts, sharing information, and the types of information available for clients to see in their PHR.
- This is a PHR clients would access on their own, for their own information. If clients choose to send anything to their BHH provider they can do so through the secure portal, or they can download documents to print or share however they would like.
- Briefly discussed that it might be helpful to schedule another time to discuss the Provider Portal, called Clinical Viewer.

## 3. Upcoming Meetings

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| <ul style="list-style-type: none"> <li>• <b>June 21, 2019</b><br/>10:30am – 12:30pm<br/>12:30pm – 1:20pm<br/>1:30pm – 3:00pm</li> </ul> | <p><b>Beacon Health Options</b><br/>Learning Collaborative<br/>SO Working Group<br/>Implementation Session</p> | <p><b>3<sup>rd</sup> floor Hartford Room</b></p> |
| <ul style="list-style-type: none"> <li>• <b>July 19, 2019</b><br/>12:30pm – 1:20pm<br/>1:30pm – 3:00pm</li> </ul>                       | <p><b>CVH-Middletown</b><br/>PNP Working Group<br/>Implementation Session</p>                                  | <p><b>Page Hall, Room 212/213</b></p>            |