



BHH Designated Provider Agency Implementation Session

January 18, 2019 1:30pm to 3:00pm
Beacon Health Options – 4th floor, Huntington Room
500 Enterprise Drive, Rocky Hill



Attendees: BHCare (Carrie Liddel); CHR (James Morro, Donna Wertz); CMHA (Anna Vitale, Chris Porcher, Amanda Stango); CMHC (Nancy Watsky, Karsten Olsen); CRMHC (Kristen Russell, Judith Moran Lounsbury, Pam Hebert); RVS (Elsa Arce); Rushford (Kimberly Whipple, Debra Royce); SWCMHS (Vicky Hoey, Karolina Dudzik, Maggie Simonsen); United Services (Holly Fish); WCMHN (Rose Fogelman, Ellen Severn); ABH (Amy Miller, Erin Wills); Beacon (Jennifer Goodwin); DMHAS (Alyse Chin, Kathy Willis, Lauren Staiger, Kate Parr)

On the Phone: Bridges (Dawn Silver); Sound (Jaimi Vann, Lillian Centeno); SMHA (Monique Allgood)

1. DMHAS, ASO, and Provider Updates

a. Project Notify-PNP's gave updates:

- i. CHR – using for all CHR clients, not just BHH, and getting 15-20 notifications daily. Receiving notifications for children. BHH team handling notifications and sending along to appropriate teams. Using spreadsheet to track. CHR will forward spreadsheet to Kate.
- ii. BHcare – had technical kick-off on Monday. Putting together roster and expect to go live within 2 weeks.
- iii. United-need to schedule technical meeting date.
- iv. Sound-had technical meeting, but are having issues with internal emails with Carelogic so they can't set up emails for PN notifications yet.
- v. Bridges-completing transition of new EHR. Expecting will be ready in March/April.
- vi. Other live agencies-CMHA went live in October and Rushford in November.

b. Project Notify-SO Update:

- i. Continuing to work on at OOC. Signing Medicaid addendum, planning to use original BHH ROI, and discussing creation of posters and script for use at the agencies.

c. Project Notify Reminders from Kate:

- i. Next working group will be at the next IS on February 15th.
- ii. Minakshi needs letters from agencies who want Medicare data to be included. She cannot pursue getting Medicare data without letters from providers.

d. ASO Updates:

- i. April IS date changed to Friday, April 12th from April 19th due to Good Friday holiday.
- ii. Amy logged onto DMHAS Learning Management System (LMS) and reviewed online and in-person training options available, many of which address needs identified in the needs assessment. LMS available at <https://ctlms-dmhas.ct.gov/>.

Will send winter DCF training catalog, which has offerings for community providers. Group encouraged to share positive or negative ratings of training that will help others.

- iii. Updates being made to the enrollee handbook. Discussed how agencies currently use the handbook. ABH will send providers a link to the handbook and ask for feedback on content and best way to capture enrollee feedback.
 - iv. February Health Observance Packets handed out. Packets will be mailed to agencies not in attendance.
- e. DMHAS Program Updates – Kathy is almost finished with the agency visits and will be working on a review of each agency. Kathy highlighted three important themes were identified in the visits and in the Training Needs Assessment: engaging and serving clients already enrolled in BHH, a desire to share challenges and successes with other providers, and training needs in clinical areas (treatment planning, running groups, and taking vitals).

To address these needs:

- i. Kathy requested each agency submit a work plan identifying at least one action step or intervention to address each of the themes below:
 - 1. increase utilization of services among those who are enrolled and
 - 2. improve billed services.

The work plan should be emailed to Kathy by 2/8/19. Kathy will send an email to reiterate this information and provide her contact information.

- ii. Adding an additional meeting each month for SOs or PNPs to meet on their own. Group decided it best to meet before the regularly scheduled IS. SOs will start in February and meet in State Suite from 12:30pm-1:20pm. Will reassess after 6 months.
- f. Lauren and Kathy reviewed gaps between total enrolled BHH clients, served BHH clients and billed BHH services. In the last 10 months, there were about 1,000 services a month that were provided but were not able to be billed. Services are unable to be billed for a number of reasons and can include services under 8 minutes, wrong location, invalid Medicaid ID, service billed in a non-billable program, or waiver services not billed as psycho-ed at the agency.
- i. Everyone is doing a great job and providing these services and providers were asked to use the Missing Data report in the EDW to obtain agency specific information on what may be hindering services provided from being billed. Some are not fixable, but will help agency identify trends.
 - ii. Make sure DDaP errors are fixed. These are separate from billing errors. DDaP errors prevent services from getting to DMHAS.
- g. Review suggestions offered by Kathy on engaging clients and providing services, based on visits with agencies:
- 1. focus on health promotion (smoking cessation, other health and wellness goals),

2. use the health assessment as a tool to engage clients in services,
 3. offer free things/provide incentives for participation, food is always a draw,
 4. look at the integration of BHH within the agency (variation and frequency of meetings where behavioral health and primary care staff are both at the table, include clinical OP staff in BHH meeting or vice versa, warm hand-offs between programs), and
 5. how can integrate the peer or case manager role into outpatient groups and individual appointments? Can staff meet with client before and after outpatient services? CMHA shared they assign a case manager to a clinician, and that case manager is integrated into the outpatient clinical care.
- h. Plan to review each provider's work plan during monthly check-in calls. The working groups will be driven by providers and what they want to focus on.

2. **Upcoming Meetings**

- a. February 6th - Webex on ED Visits Outcome Measure Review
- b. February 15th - SO Working Group at Beacon 12:30P-1:20P
- c. February 15th - Implementation Session/Project Notify Working Group at Beacon 1:30P-3P
- d. March 15th – Learning Collaborative 1030A-1230P, PNP Working Group 12:30P-1:20P and Implementation Session, 1:30P-3P at Beacon