

BHH Designated Provider Agency Implementation Session

March 15, 2019



Beacon Health Options – 3rd floor, Hartford Room 500 Enterprise Drive, Rocky Hill

Attendees: BHcare (Carrie Liddel); Bridges (Trish Kramer, Valerie Mallard, Dawn Silver De-Angelis); CHR (Donna Wertz, James Morro); CMHA (Lisa Daley, Chris Porcher, Anna Vitale); CMHC (Nancy Watsky, Karsten Olsen, Tamar Saunders); CRMHC (Kristen Russell, Judith Moran-Lounsbury); Intercommunity (Colleen Mastroianni, Jenn Eldridge, Alicia Reed); RVS (Elsa Arce); Rushford (Deb Royce); SMHA (Monique Allgood); Sound (Jason Hyatt, Lillian Centeno, Marissa Hodges, Alix O'Neil, Jaimi Vann); SWCMS (Victoria Hoey, Maggie Simonsen, Juliet Owusu-Mensah); United Services (Holly Fish, Lori Behling); WCMHN (Rose Fogelman, Ellen Severn); ABH (Amy Miller, Erin Wills); DMHAS (Alyse Chin, Kathy Willis, Lauren Staiger, Kate Parr)

1. DMHAS and ASO Updates

o Billing:

- Lauren reviewed the billing location concerns for waiver clients and discussed service locations that may be causing services to be not billable. Location must be in the office for psycho-education services to be billable for waiver clients.
- Discussed challenge providers face with not being able to count health assessments as a billable service for waiver clients (it's not psychoeducation) and that WISE clients need help with transportation and assistance with medical appointments that are provided as part of CSP, but don't count towards BHH.
- Discussion about billable tobacco cessation codes. Most PNPs are billing under BHH and not Medicaid. While DMHAS does not bill Medicaid for SO tobacco cessation services, a state operated provider wondering if the service codes are in the drop-down in WITS. Lauren to follow-up. Post meeting update while the Medicaid billable TC codes are in WITS, DMHAS does not bill these services. Tobacco cessation services provided to BHH clients should be documented using appropriate psycho-ed services (groups) or other appropriate codes depending on the service provided.

o Project Notify:

- United Services shared they went live with Project Notify on March 6th.
 Current workflow and processes:
 - BHH Director receives the notification and looks client up to get more information (EHR and EPIC). She then alerts the treatment team and gives them client's status.
 - Keeping a log to track which programs they are in at United, reasons for hospital visits, how many visits, etc.

- Sample of completed DMHAS ROI for Project Notify is in review internally at DMHAS.
- Work Plans Kathy shared that she received the work plans requested last month and has reached out to any agency if she had questions. Will be discussing the work plans monthly during check-in calls and adjusts will be made, if needed.
- o Consumer Satisfaction Surveys:
 - Kate passed out the consumer satisfaction survey sample size for each agency. Several agencies reported they have started the surveys. Kate reminded the group that surveys are being entered in DDaP this year.
 - A provider asked if there is a way they can see how many BHH surveys they have submitted. Kate to inquire with Karin Haberlin at DMHAS.

2. Initiation and Engagement (IET) Outcome Measure Review

 Jen gave PPT presentation for the IET measure, including definitions, codes, and rates for CY2017. Discussed data challenges including SOs only entering primary diagnoses (no SA diagnoses) and DMHAS not sending some enrollment and services data for substance abuse programs.

3. Other

CY2017 CMS outcome and utilization measures will be posted to Tableau.
 Providers will be able to see their own rates compared to the overall BHH rates, but will not see other providers at this time.

4. Upcoming Meetings

0	April 3, 2019	1pm-2pm	Webex
0	April 12, 2019	12:30pm-1:20pm	SO Working Group
		1:30pm-3:00pm	Implementation Session