



BHH Designated Provider Agency

BHH Learning Collaborative

July 17th, 2020 1:00am-2:00pm

Telemeeting



DMHAS, ASO, BILLING UPDATES

I. Billing Updates – Lauren Staiger

- i. Providers were reminded of the July 31st deadline to submit signed PC trackers. Trackers have to be signed by BHH Director, PCP Consultant, and CEO/Executive Director. If an agency has more than one consultant, an individual tracker has to be submitted for each one.

II. DMHAS Updates – Katharine Willis

- i. **Consumer Satisfaction Survey** – Kathy shared the sample sizes and the number of consumer satisfaction surveys collected to-date. She also reminded attendees they have until the end of September to complete surveys
 1. There is an option in Ddap and Wits that will allow providers to notate if a client refuses to participate in the survey. So far, there are not a high number of refusals.
 2. Agencies can conduct the survey over the phone. The results will remain confidential as DMHAS only reviews aggregate data, not individual responses.
 3. Intercommunity – BHH was able to meet the requirements by hosting weekly team meetings reminding staff of the importance of the consumer satisfaction survey. Staff collected information over the phone and brought results to the BHH admin to enter into Ddap. Staff also found that collecting response via telephone does not hinder a client's ability to provide an honest response.
- ii. **Health Literacy Committee** – Kathy asked attendees if anyone would be interested in joining the health literacy committee.
 1. Vicki Hoey (SWCMHS) and Jocelyne Karam (WCMHN) offered to join
 2. People can also email Denise Perez (dperez@abhct.com) if they are interested.
- iii. Dawn (Bridges) asked when the next BHH roster was scheduled to be released.
 1. The next roster is going out in August. This lists will include clients that were eligible in the 3rd quarter as the list will include everyone that became eligible through April 2020.
- iv. Report cards as scheduled to go out next week.

III. ASO Updates – Denise Perez and Jeannie Wigglesworth

- i. **Provider Needs Assessment Survey** – the survey closed on 07/15/2020. Overall, 34 people participated in the survey. Denise will create a report and information gathered will be used to create the 2021 training schedule.
- ii. **BHH Eligibility Lists** – If staff are not able to reach Denise by calling the toll-free number, they can also call her cellphone or office number to check eligibility. For clients that have previously been checked, providers should utilize their quarterly roster to verify eligibility.
- iii. **Data Updates** – Beacon is working on the 2020 CMS measures and finishing up the provider summary dashboard.
 - Ellen (CRMHC) stated there is an error with the CHN reports. It does not appear the data has been updated since March. Jeannie will meet with Ellen offline to discuss.

2. HEALTH PROMOTION AND HEALTH EDUCATION

- i. The ASO gave a presentation that focused on differentiating between Health Education and Health Promotion. Going forward, if providers want to bill for Health Promotion under the Psycho-Education billable code, the service has to be accompanied with a curriculum or presentation. For more information and details, providers can refer to the presentation titled “Health Promotion and Health Education” available at www.ctintegratedcare.com
- ii. **Comments**
 - I. Some providers are concerned with how they will be able to provide a curriculum or presentation-based health promotion service to waiver clients.
 - II. Kathy (DMHAS) stressed the importance of the curriculum/presentation. This is the way to ensure those working with the clients are not just making things up.
 - III. The suggestion was made to create curriculum/presentation templates that can be used across all BHHs. Attendees agreed this responsibility should be housed with the health literacy committee.
 - IV. If providers want to use data to develop health promotion services, Jeannie mentioned the enrollee level service report – available in Tableau – can provide client-specific information on wellness checks and medications that may raise A1c
 - V. If providers are using the CHN: Gaps in Care – Wellness Visit report, they must keep in mind that some visits may not appear in the dashboard if the pcp used a code not included in the report logic.

3. UPCOMING MEETINGS

- i. Working Group – August 21, 2020 at 1pm
Topic: Health Education/Health Promotion and Public Health
Presenter: Fred Morton, DMHAS