



BHH Designated Provider Agency Work Group

March 26, 2021

1:00pm – 3:00pm

Virtual Meeting

Attendees: ASO (Jeannie Wigglesworth, Jennifer Gagnon, Denise Perez, Erica Clough); BHCare (Debra Psanis, Jessica Kolinsky); Bridges (Trish Kramer, Dawn Silver, Shirley Dolce, Valerie Mallard, Jaya Daptardar); CHR (Donna Wertz, Dr. Coleen Dobo); CMHA (Chris Porcher, Rebecca Zadlo, Ann Lavoie, Anjay Cardona, Lisa Daley); CMHC (Karolina Dudzik, Velvet Yusko); CRMHC (Ellen Severn, Mary Germano, Lisa Preble); DMHAS (Lauren Staiger, Fred Morton; Katharine Willis, Kate Parr); InterCommunity (Colleen Mastroianni); Rushford (Kim Whipple); RVS (Anne Ntate); SMHA (Lillian Centeno); Sound (Marcia Beebe, Alixander O'Neil, Marissa Hodges, Katie Fogg); SWCMHS (Victoria Hoey, Diane Sheehan, Paula Zwally); United Services (Holly Fish, Kim Solomakos); WCMHN (Alexandra LaBarca, Jocelyne Karam); Patty Bennett; Meliza Skurulas

Agenda

1. Billing Updates

Presenter: Lauren Staiger

- The next report card will reflect data through January 2021.
 - Providers are asked to review their data to make sure everything looks accurate.
 - Reach out to Lauren Staiger for billing or data questions/concerns
- The audio and visual psychoeducation codes for waiver clients are not yet billable. The interface will be updated in the next two months.
 - Any services provided to waiver client through audio and visual platforms will show up as an error until the interface is updated.

2. Consumer Satisfaction Survey

Presenter: Kathy Willis

- EQMI working to get the online survey up and running. The paper survey is still an option.
- The online surveys can be accessed using a QR code. EQMI has created cards with the QR codes. The cards include a space for providers to write in the program in which the client is enrolled as this is a question on the survey.
- The BHH specific questions appear at the end of the survey and only populate if the client answers yes to the question of being enrolled in BHH. We want to make sure the BHH portion of the survey is completed. Providers can write on the QR card if a client is a BHH enrollee as well as verbally explain the process to them.
- Karin Haberlin will attend the April Work Group to walk through the 2021 survey and answer questions.
- DMHAS is planning to extend the deadline to complete the survey to September 30th. Once the decision is finalized, Kathy Willis will update the providers.



3. Health Promotion Resource Guide

Presenter: Denise Perez

- The BHH Health Promotion Resource Guide was sent to BHH providers two weeks ago. Beacon will add the guide to the BHH website.
- If providers have suggestions to improve the guide, they can email Denise Perez.

4. Health Literacy Conference

Presenter: Denise Perez

- The Institute of Healthcare Advancement is hosting its 20th annual Health Literacy Virtual Conference. The focus of the conference is: The Role of Health Literacy through Perilous Times.
- Registration is waived, but attendees are encouraged to make a donation to one of several listed organizations.
- You must be a member of the Health Literacy Solutions Center in order to register: <https://hlc.iha4health.org/home>

5. 2020 BHH Chart Review Results

Presenters: Erica Clough

- Erica presented the 2020 chart review result summaries.
 - Overall there was an improvement from the 2019 chart reviews
 - Overall, BHH providers scored lower on progress notes than any other category. However, there was still an improvement across the board.
 - Overall, BHH providers scored higher on the comprehensive assessment section than any other section
- For more information, please review the 2020 BHH Chart Review presentation.

6. 2020 Staff Focus Group Summary

Presenter: Kate Parr

- Kate presented the 2020 staff focus group results
 - Overall, staff felt integration was important and an accepted concept at their agency.
 - Staff also felt there was a need to educate community providers around how to work with those living with a behavioral health diagnosis.
 - The staff focus groups also revealed staff have peers, but there is room to revamp how peers are used at BHH agencies.
- For more information, please review the 2020 Staff Focus Group presentation.