



## BHH Designated Provider Agency Work Group

February 17, 2022

1:00pm – 3:00pm

Virtual Meeting

### 2021 BHH Site Visits

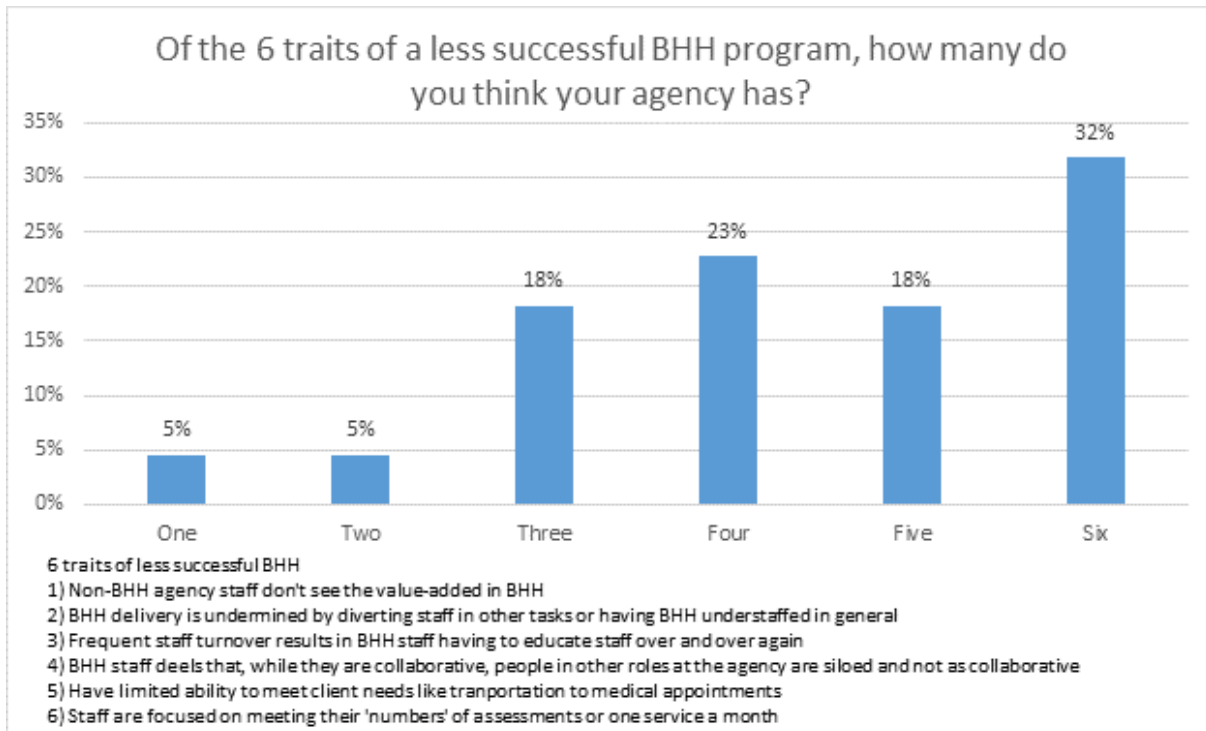
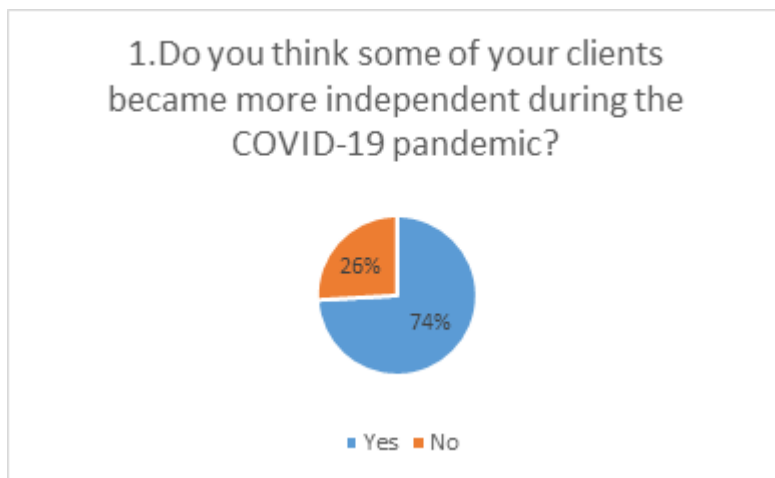
**Attendees: A full list of participants can be found on page 5**

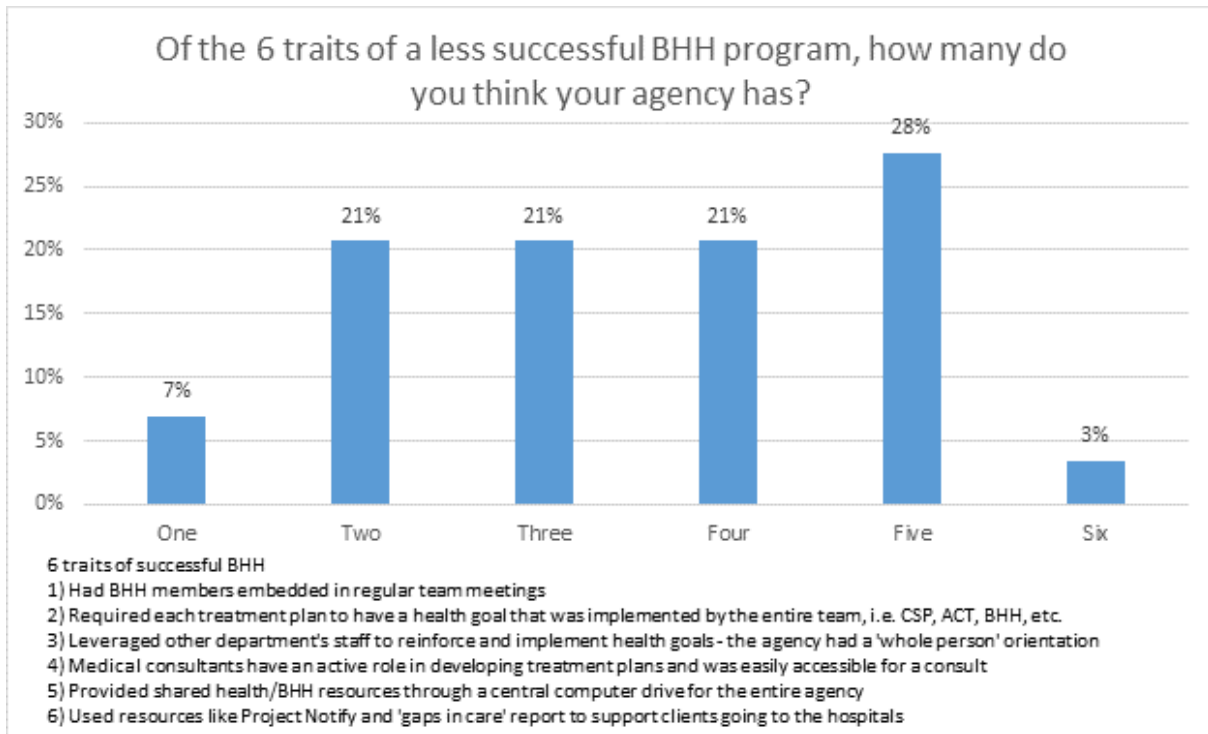
1. 2021 Chart Review (Erica Clough, Beacon)
  - a. Erica began with an expression of gratitude for everyone's work and patience through the challenges of the pandemic.
  - b. Purpose of site visits were to gain an understanding of the BHH providers after 5 years of implementation and to assess areas of strengths and opportunities for growth.
  - c. Explanation of the review process:
    - A random sample of BHH enrollees was selected for review; some reviews were conducted remotely and some were conducted on site; providers submitted a key for the record review that identified the location of information in the record
    - The review tool was modified in 2020, which included a change in language to a few measures. The tool categories did not change to allow for easy comparison.
  - d. For a summary of the 2021 chart reviews, please refer to the attached presentation titled *2021 BHH Chart Reviews Presentation FINAL*
  - e. Treatment Planning Resources
    - Janis Tondora's Person-Centered Treatment Planning training:  
<https://media.beaconhealthoptions.com/VIDEO/ctintegratedcare/Tondora-PCRP-Documentation-Webinar-for-DMHAS-BHH-11-20-20.mp4>
      1. Very helpful training with many examples of person-centered goals, tips & examples of objectives and interventions.
    - Next Step for Chart Reviews
      1. If your agency scored below 80% on any of the categories, you received a summary in addition to your score letter.



2. Focus Groups Summary (Kate Parr, DMHAS)

- a. Kate began her presentation with a thank you and a recognition that it has not been an easy time for anyone, staff or clients
- b. Focus groups were held in person this year.
- c. Focus groups were analyzed for common themes, individual agency reports are forthcoming
- d. For a summary of the findings of the 2021 focus groups, please refer to the attached presentation titled *BHH Focus Groups 2021*
- e. Focus Group Presentation Poll Results





### 3. 2022 Site Visits Update (Kathy Willis, DMHAS)

- a. The 2022 site visits are cancelled
- b. Site visits will resume in the Spring of 2023

### 4. 2022 Consumer Satisfaction Survey (Kathy Willis, DMHAS)

- a. Link will be sent out
- b. There are no changes in BHH questions
- c. The deadline to upload the consumer satisfaction surveys is Thursday, June 30.

### 5. Billing Updates (Lauren Staiger, DMHAS)

- a. CHES
  - Cannot bill under BHH if they are enrolled in CHES
  - There are currently not a lot of individuals who are in both BHH and CHES

### 6. Health Literacy Committee Updates (Alexandra LaBarca, WCMHN)

- a. Committee is tasked with updating/creating health literate materials
  - The current project is updating the BHH enrollee manual
- b. We are seeking feedback from both staff and clients
- c. Next meeting is April 18<sup>th</sup>, 2022



Participant List	
Name	Agency
Denise Perez	Advanced Behavioral health, Inc.
Virginia Conland-Murdoch	Advanced Behavioral health, Inc.
Paul Zakarian	Advanced Behavioral health, Inc.
Erica Clough	Beacon Health Options
Jeannie Wigglesworth	Beacon Health Options
Debbie Psanis	Bhcare
Natashia Plaza	Bhcare
Nancy Patrick	BHcare
Tony Lawson	BHcare
Jessica Kolinsky	Bhcare
Roberta Cook	BHcare
Dawn Silver	Bridges
Jaya Daptardar	Bridges
Valerie Mallard	Bridges
Jason Boucher	CHR
Rebecca Zadlo	CMHA
Ed Ford	CMHA
Susan Swonson-Liso	CMHC
Guinell Stanley	CMHC
Karolina Dudzik	CMHC
Velvet Yusko	CMHC
Molly Malone	CMHC
Nadine Lewis	CMHC
Mary Germano	CRMHC
Judy Moran-Lounsbury	CRMHC
Kate Parr	DMHAS
Katharine Willis	DMHAS
Lauren Staiger	DMHAS
Ryan Grealis	DMHAS
Colleen Mastroianni	InterCommunity
Elizabeth DeConto	Rushford
Kimberly Whipple	Rushford
Anne Ntate	RVS
Lillian Centeno	SMHA
Jesus Silva	SMHA
Marcia Beebe	Sound Community Services
Natalie Crino	Sound Community Services
Alix O'Neil	Sound Community Services



Donna Blake	SWCMHS
Joe Trzaska	SWCMHS
Victoria Hoey	SWCMHS
Migdalia Guzman	SWCMHS
Angela Richards	SWCMHS
Holly Fish	United Services
Melissa Abrams	United Services
Kimberly Solomakos	United Services
Virgandalis Cruz	United Services
Edwardsali	Unknown
Man-Ching Yeh	WCMHN
Marnie Mowrey	WCMHN
Debra Deptula	WCMHN
Liza Roberts	WCMHN
Alexandra LaBarca	WCMHN