



## BHH Designated Provider Agency

### Working Group Session

February 21, 2020 1pm—3pm

Beacon Health Options - Hartford Room – 500 Enterprise Drive



**Attendees:** CMHA (Anjay Cardona, Anna Vitale, Chris Porcher); CMHC (Karsten Olson, Velvet Yusko, Nancy Watsky, Dasha Arsenault); SWCMHS (Margaret Simonsen, Karolina Dudzik, Victoria Hoey); United Services (Holly Fish); DMHAS (Lauren Staiger, Katharine Willis, Fred Morton, Kate Parr); ABH (Amy Miller, Paul Zakarian); CRMHC (Ellen Severn, Mary Germano); CHR (Donna Wertz, James Morro,); Rushford (Kim Whipple); SMHA (Jesus Silva); Beacon (Jeannie Wigglesworth, Beth Garrigan); BHcare (Jessica Kolinsky); RVS (Elsa Arce); WCMHN(Rose Fogelman); Bridges (Dawn Silver, Trish Kramer, Valerie Mallard)

**Call-in:** Intercommunity (Jennifer Eldridge); Sound (Jaimi Vann); WCMHN (Jocelyne Karam)

#### 1. DMHAS, ASO, and Provider Updates

##### a. Billing Updates- Lauren Staiger

i. Medicaid Provider Re-Enrollment- Lauren asked about the status of these applications for Rushford and CMHA.

##### ii. Waiver Report

- Discussed experiences with report, if staff are making changes, whether or not changes are sticking, and if there have been any discrepancies.
- Things seem to be going well with making necessary changes.
- Providers reminded to report and issues or discrepancies to Lauren and Jeannie.

#### 2. Other DMHAS Updates-Kate Parr

- a. Reminder that the consumer satisfaction survey process is beginning again.
- b. Completed surveys are due back by June 30<sup>th</sup>.
- c. Sample sizes for each agency handed out.

#### 3. ASO Updates

- a. Staffing Updates – Amy Miller, ABH is leaving her position as the BHH Director at ABH. Her last day is February 27<sup>th</sup>. Paul Zakarian was in attendance at the meeting and will be helping with the transition until a new BHH Program Manager is hired. Jeannie, Jennifer, and Shaundolyn are available to provide any assistance needed by providers.
- b. Beth Garrigan from Beacon Health Options checked in with everyone regarding the MyStrength app.
  - i. Only a couple of providers confirmed discussing it with colleagues.
  - ii. Reviewed what the app has to offer and how it can help case managers and clinicians in their work, and how it can help clients achieve their goals.
  - iii. Several asked to get the registration information sent again.
  - iv. Amy to send out after meeting.

c. **Tableau Updates**

- i. Reviewed ne design of Tableau pages. Not many differences.
- ii. Discussed the required multi-factor authentication process and any issues staff might be having. A few challenges were shared. Some issues resolved after emailing the Beacon support contact from the email.
- iii. If anyone has any issues setting it up, advised to email the Beacon support team (contact info in email sent).

**4. 2018 CMS BHH Outcome Measures**

- a. Jeannie from Beacon Health Options reviewed the 2018 CMS outcome rates for BHH providers, as well as comparisons to 2017 rates.
  - i. There were many improvements.
  - ii. Looked at summary data and discussed that a detailed analysis of each measure, including codes, requirements, exclusion, etc. will be completed through online zoom meetings.
  - iii. Several requests and observations made:
    - Request to send CDF exclusion codes to group
    - Send results in slides or post to Tableau
    - COPD row for Bridges was missing from the PQI92 measure slide

**5. Upcoming Meetings**

- a. Reminder of the March Writing Treatment Plans meeting. RSVPs should be sent to Kathy
- b. Schedule of planned 2020 meeting handed out

**6. Other**

- a. Discussion about in-kind staff attending training. Ideas shared to put training on LMS either as an online training or simply to register online to make them more official.