



**BHH Designated Provider Agency
Implementation Session**

November 15, 2019 1:30pm-3:00pm



Beacon Health Options-3rd Floor Hartford Room, Rocky Hill,

CT

Attendees: BHcare (Jessica Kolinsky); CMHA (Amanda Stango, Lisa Daley, Anna Vitale, Anjay Cardona); CMHC (Nancy Watsky, Eartha Henry, Velvet Yusko) Intercommunity (Colleen Mastroianni,); RVS (Elsa Arce); SWCMHS (Maggie Simonsen, Karolina Dudzik, Victoria Hoey); United Services (Holly Fish); WCMHS (Ellen Severn); DMHAS (Lauren Staiger, Frederic Morton, Kate Parr); Beacon (Jeannie Wigglesworth, Jennifer Gagnon, Beth Garrigan); ABH (Amy Miller, Shaundolyn Ortiz); CRMHC (Judith Moran Lounsbury, Mary Germano); Bridges (Valerie Mallard, Trish Kramer, Dawn Silver, Jen Fiorillo); CHR (Donna Wertz); Rushford (Kim Whipple) **Call-in:** Sound (Lillian Centeno); WCMHN (Rose, Jocelyne)

1. DMHAS, ASO, and Provider Updates

- a. Billing Updates- Lauren Staiger
 - i. BHcare and Bridges confirmed receiving their letters. Each agency confirmed the letters and required paperwork to be completed has been given to the designated persons within each agency. Sound had no response during proposed call in during this meeting.
- b. Other DMHAS Updates- Kathy Willis
 - i. Colleen Harrington coming back to DMHAS as Managed Services' Division Director again. She started on 10.25.19 and may attend the November IS.
 - ii. Mary Kay O'Sullivan to implement a training on documentation. Providers may need to RSVP due to smaller space being utilized at CRMHC. Implementation session may be switched to earlier start due to Mary Kay's availability for afternoon only. Holiday party scheduled to take place same day/and location.
- c. ASO Updates-Amy Miller
 - i. Credentialing applications have been sent out to BHH Directors and CEO's and are due 12.6.19. Providers with multiple locations only require completion of one staff roster. Please submit to Shaundolyn Ortiz, Provider Relations Representative of ABH.
 - ii. Review of last Implementation Session topics covered. Agenda today is a continuation of the site visit results.

2. Staff Interview Results- Kate Parr

- a. Kate reviewed summary of staff interviews at site visits:
 - i. Looked at who participated and what the questions were
 - ii. Tips and Barriers for:
 - Engaging Clients
 - How to Be Successful with Groups
 - How to Help with Doctor's Visits
 - iii. Best Practices for:
 - Agency Coordination
 - Community Coordination
 - Electronic Resources

- b. Discussed whether a BHH training module for new staff would be helpful. There are currently PPTs and orientation checklists agencies could use.

3. Customer Satisfaction Data-Kate Parr

- a. There were 2206 surveys collected this year which was much higher than last year!!
- b. Reviewed client satisfaction by provider in the following areas:
 - i. Accessibility
 - ii. Quality & Appropriateness
 - iii. Outcomes
 - iv. Recovery
 - v. Participation in Treatment
 - vi. Respect
 - vii. Overall Satisfaction
- c. Comparison of SFY18 and SFY19 showed improvements in all areas!!
- d. Reviewed health outcomes by provider and had limited time to review NCQA Indicators
- e. PPT made available for additional details

4. Mystrength Application-Beth Garrigan, LPC-Beacon Health Options

Elizabeth.Garrigan@beaconhealthoptions.com

- a. Overview/Demonstration of My Strength app
 - i. Beth presented the interactive wellness, spiritual, social, and community tool available
 - ii. App offers CBT, Mindfulness, Motivational Interviewing, and other proven methods for behavioral change
 - iii. Please see PPT for more detail
- b. Implementation/Sign-up Options
 - i. Client can download app upon agency referral
 - ii. Client whose Medicaid is inactive can still register for My Strength
 - iii. My Strength asks for Medicaid # to track licenses
 - iv. Clients without cell phone service can register on a laptop, tablet, or desktop
 - v. My Strength is only available to clinical staff, but can be made available to small groups of other staff to refer clients
- c. Will schedule an online Zoom meeting in the near future for clinical staff who would like to learn more

5. Other

- a. Bridges expressed some concerns with what seems like a new Chronic Care Management model similar to BHH.
 - i. FQHC is reaching out to BHH clients, or the same demographic of clients, who are chronically ill to work with them in similar ways as BHH.
 - ii. Bridges concerned if this creates double dipping due to similarity of services. CCM is aware that clients are engaging in BHH services. CCM utilizes a 99490 service code.
 - iii. CCM may get roster from recently hospitalized clients. Not sure if it's through Medicare. If it's for dually (Medicaid and Medicare clients) clients who are QMB and have chronic conditions would be good candidates for CCM.
 - iv. Dawn would like Lauren to connect with her to further discuss CCM.

6. Upcoming Meetings/Events

December 13, 2019

Learning Collaborative, Implementation Session, Holiday Party

10am-3pm at **Capitol Region Mental Health Center-500 Vine Street Hartford, CT**

Final schedule and times to be determined.