



**BHH Designated Provider Agency
Implementation Session**
November 18th, 2016 • 1:30pm to 3:00pm
RVS at CVH
Portland View Room



Attendance: DMHAS (Jessica DeFlumer-Trapp, Lauren Staiger); BHcare (Alex Kosakowski); Bridges (Dawn Silver-DeAngelis, Valerie Mallard, Trish Kramer); CHR (Donna Wertz); CMHA (Chris Porcher, Rosibel Sola, Lisa Daley); CRMHC (Judy Lounsbury-Moran, Kristen Russell); Rushford (Jennifer Williams, Monika Gunning); Sound (Enrique Juncadella, Diana Ryan); United Services (Jennifer Rossi); WCMHN (Ellen Severn); ASO (Bonni Hopkins, Amy Miller, Denise Roberts)

Call-In: CMHC (Nancy Watsky); InterCommunity (Alice Figueroa); Rushford (Valerie Walton); WCMHN (Jocelyne Karam); SMHA

1. Introductions

2. Provider Spotlight

a. PNP Field Trip to CHR

- i.** Common denominators/themes among the PNPs
- ii.** Providers would like to track things that they have in common and perhaps develop ways to address shared challenges
- iii.** Question: Is the data person at some of the agencies a BHH-specific position or an agency-wide position?
 - 1.** After implementing BHH, some agencies have found it to be beneficial to have one point person for all BHH data concerns and processes.
- iv.** Overall, field trip was a success and the agencies will try to meet on a regular schedule, maybe every other month.
- v.** CHR facility is an all-inclusive BHH resort – fitness center, primary care available, etc

3. BHH Round Table Discussion

a. Provider Meeting Planning

- i.** DMHAS and ASO looking into providing quarterly breakout sessions for PNPs and state-operated to meet and discuss successes and challenges
- ii.** **States of the State date changed to 01/27/16:** This event will be a chance for high-level people from DMHAS, DSS, DCF and all 14 Designated Provider Agencies to come together and discuss successes of BHH. This will be a kick-off event for the upcoming year
- iii.** 12/16 Learning Collaborative will be focused on strategic planning meeting. Providers will have an opportunity to review proposed goals for BHH projects and share how it might affect their agencies.
- iv.** 12/16 Implementation Session will also be the BHH Holiday Party. More information will be available at a later date.

b. Report Cards

- i.** New report templates reviewed. Updated reports cards include data that providers have asked to see. Page one of the report card will be updated on a

monthly basis; page two of the report card will be released on a quarterly basis.

ii. Changes

1. Report cards will reflect enrollment and service benchmarks that align with current contracts. Instead of the targets being equal to the new enrollment capacities (which is the upper range number), the enrollment benchmark is 90% of capacity and the service benchmark is 85% of the enrollment benchmark.
2. Agencies will be able to see how many clients at each level of care are receiving at least one service each month
3. Billing errors and billable service types will be included on the new report cards
4. Information and the completion of health assessments and depression screenings will also be included
5. Progress towards PCs meeting the one hour/per client/year requirement will also be tracked
6. Resources about where to go to solve errors or monitor progresses will be included on page two

4. Discussion and Updates

- a. Upcoming call with Dr. Miller – DMHAS and ASO will speak with Dr. Miller to synthesize lessons learned and develop best practices focused on day-to-day operations
 - i. CT BHH is blazing the trail for behavioral health homes. Will work with Dr. Miller and others to develop a guide and recommendations for providers and other states interested in implementing similar processes
 - ii. Provider feedback-best practices related to documentation and coordination around SIM model/other payor sources.
- b. Practice Guidelines – a practice guideline is being created around PC tracker. There will also be a revision for the Insurance Guidelines for Enrollment practice guideline
- c. Random Moment in Time Study – New BHH Staff will have to be included. There will be training available for this. Information on dates can be found in the “Upcoming Meetings” section of these notes
- d. Calendar with important dates handed out, which includes the dates for the four photo/video clip locations. The information can be found in the “Upcoming Meetings” section of these notes
- e. Beacon Scrub Report – the DSS columns on the scrub report will be removed from all future scrubs for quality assurance.

5. Upcoming Meetings/Important Dates

- a) **Implementation Session** – December 2, 2016 1:30pm-3:00pm @ RVS, Middletown
 - a. *Bridges Peers will be attending to discuss Peer Services*
- b) **Photo/Video Shoots**
 - a. 11/28/16 @ 9:00am-12:00pm – SMHA, Sound & United Services at SMHA, Norwich, CT

- b. 11/29/16 @ 11:00am-1:00pm – Intercommunity, CRMHC, & CHR at Intercommunity, East Hartford, CT
 - c. 12/05/16 @ 9:00am-12:00pm – RVS, Rushford, & CMHA at RVS, Middletown, CT
 - d. PROPOSED DATE: 12/01/16 @ 9:00am-12:00pm – BHcare, Bridges, CMHC and SWCMHS at CMHC, New Haven, CT
- c) **RMETS/TCM Training/BHH Training**
- a. 12/12/16 @ 9:00am-12:00pm
 - b. 12/14/16 @ 9am-12:00pm
- d) **Learning Collaborative and Implementation Session** – December 16, 2016, LC @ 10:30am-12:30pm; IS @ 1:30pm-3:00pm
- a. *Provider Spotlight – CMHA Transition Care Coordination*
 - b. *BHH Holiday Party will take place during the Implementation Session*