



**BHH Designated Provider Agency  
Implementation Session  
March 24, 2017 • 1:30pm – 3:00pm  
Beacon Health Options, Crandall Room, 4<sup>th</sup> Floor**



**Attendees:** DMHAS (Jessica DeFlumer-Trapp, Lauren Staiger); BHcare (Pat Curley, Alex Kosakowski, Crystal Cochrane); Bridges (Trish Kramer, Valerie Mallard); CHR (Courtney Sheehan); CMHA (Chris Porcher, Deb Dutkiewicz); CMHC (Nancy Watsky, Martha Staeheli); CRMHC (Kristen Russell, Judy Moran-Lounsbury); InterCommunity (Colleen Harrington, Ryan McDonough); Rushford (Jennifer Williams); RVS (Anne Kiwanuka); Sound (Diana Ryan, Enrique Juncadella, Bryan Trapp); SWCMHS (Dorothy Washington, Anthony Cretella); United Services (Lori Behling, Jennifer Rossi); WCMHN (Ellen Severn); ASO (Bonni Hopkins, Erica Clough, Lynne Ringer, Amy Miller, Denise Roberts)

**Call-In:** Bridges (Dawn Silver-DeAngelis); Rushford (Matthew Wall); SMHA (Karen Butterworth-Erban); WCMHN (Deb Comer)

**1. Introductions**

**2. General Updates**

- a. Billing – 1000 claims were tested and there was only a 13% denial rate for legitimate reasons. This is lower than what was expected because of providers' efforts to clean data. An 80% acceptance rate for BHH is well above expectations.

**3. Provider Integration Overview Sheet**

- a. Participants received a sheet documenting the integration levels and PCP consultant licensing for the 14 BHH agencies. If there is anything providers would like to add to the sheet or change, they should email Denise at [droberts@abhct.com](mailto:droberts@abhct.com). The finalized documents will be sent to providers on Friday, March 31, 2017.

**4. BHH Proposed Policy and Procedure Areas Sheet**

- a. Participants received a sheet highlighting the focus areas for the development of BHH policies and procedures. Information includes resources, requirements and/or practice guidelines as well as how the focus areas tie into one of the five BHH services. A finalized document is expected to be sent to providers on Friday, March 31, 2017. If there are any questions providers are encouraged to call the BHH toll-free line: 1-844-551-2736

**5. Chart Reviews and Auditing**

- a. Lynne Ringer and Erica Clough provided a summary of the BHH audits. There were many successes and challenges seen across the board. For a more detailed summary, providers should refer to the, "Behavioral Health Home Implementation Workgroup" PowerPoint presentation.
- b. Providers will receive an email post-implementation with agency-specific audit results
- c. Between now and the 04.21.17 learning collaborative, providers should gather information on BHH-related policies and procedures. They are encouraged to bring these documents to the learning collaborative in order to share with groups.
- d. The next round of audits will take place near the end of 2017

**6. Upcoming Meetings**

- a. April 7<sup>th</sup> Beacon Health Options – 4<sup>th</sup> Floor, Crandall Room – 500 Enterprise Drive
- b. April 21<sup>st</sup> IS & LC-BHH Policies and Procedures – CRMHC – 500 Vine Street, Htfd

**BRING YOUR POLICIES & POLICIES THINK TANK**