



**BHH Designated Provider Agency
Implementation Session
November 17, 2017 • 1:30pm – 3:00pm
Beacon Health Options, Rocky Hill, CT**



Attendees: DMHAS (Alyse Chin, Lauren Staiger); Bhcare (Carrie Ann Liddel, Crystal Cochrane); Bridges (Trish Kramer, Valerie Mallard); CHR (James Morro, Donna Wertz); CMHA (Deb Dutkiewicz); CMHC (Nancy Watsky, Martha Staeheli); CRMHC (Kristen Russell); InterCommunity (Colleen Mastroianni); Rushford (Jennifer Williams); SMHA (John Connor, Monique Allgood); SWCMHS (Victoria Hoey, Anthony Cretella); United Services (Lori Behling, Holly Fish); WCMHN (Ellen Severn); ASO (Bonni Hopkin, Qiyao Zhang, Jeannie Wigglesworth, Amy Miller, Denise Roberts)

Call-In: Rushford (Valerie Walton); RVS (Anne Kiwanuka); Sound (Bryan Trapp); WCMHN (Arlene Young, Jocelyne Karam-Martin)

1. Introductions

1. Holiday Party Sign-up-Denise will email the completed list

2. DMHAS, ASO, and Provider Updates

1. MSW Field Placements – BH Workforce Education and Training Program

Guest Speakers: Catherine K. Medina, Ph.D., M. Phil., LCSW, Associate Professor and Edna Comer, Associate Dean, University of Connecticut, School of Social Work

- i. UCONN received a four-year training grant from HRSA to recruit, train, place and provide stipends for 20 second year MSW students each year, beginning Sept 2018
 - ii. Students have to be placed in an integrated care setting
 - iii. Students must complete 594 hours in a year. This can either be done with a 15 or 20 hours per week schedule.
 - iv. UCONN would like students to have access to both macro-level (policies, etc) and clinical experience
 - v. Supervisors who have completed the Seminar in Field Instruction (SIFI) do not have to attend this training again. Those who have not will have to complete the course.
 1. There will be additional behavioral health training available through webinars and seminars will the potential for CEUs.
 2. Supervisors must have a MSW. If no-one at the agency is able to fill that role, UCONN will work collaboratively with the agency to ensure this requirement is met.
 3. While the primary supervisor has to have a MSW, students can also have a task supervisor who coordinates/manages their day-to-day activities
 4. **Interested providers should contact Cathy at: Catherine.medina@uconn.edu or 959-200-3672.**
2. BHH and PRCH Grant Application – Two BHHs
 - i. Email was sent to PNPs in regards to this grant application. State-operated agencies did not receive the email because they are ineligible for the grant. The two agencies selected are Bhcare and CMHA. A 3rd agency, SCSI may receive some training and support.
 3. Social Media Efforts
 - i. Providers are encouraged to tweet about BHH and mention #imawholeperson @CTDMHAS and #CTBHH @CTDMHAS. Would like to increase social media visibility.
 - ii. Providers are also encouraged to speak with clients about BHH tweets as well
 - iii. Bonni Hopkins, Beacon, will send tweets to highlight BHH related events

- iv. Anyone tweeting about BHH should follow and retweet organizations that align with the mission of BHH. This will also increase visibility.
- 4. Population Health File Updates
 - i. The 2016 population health file has been created and should be available to providers in the near future. The 2015 population health will remain active.
- 5. Other Dashboard Updates
 - i. The Employment and Living Dashboard has been completed. Employment information will include employment status for everyone, not just clients enrolled in an employment program. Dashboard should be available soon.
 - ii. Beacon working to put the reports currently available through the FTP sites on Tableau. This includes the Inpatient Psych Report, the Lapse in Medicaid Report, and the Scrub Report.
- 6. Health Observances – list for next year and December Packets
 - i. December 2017 health observance is National Impaired Driving Prevention Month. Packets were given to attendees. Agencies unable to attend will receive their packet in the mail.
 - ii. A list of the 2018 health observance topics was given to participants. Topics were chosen based on the results of the 2018 Health Observance Topics Survey.
- 7. Billing Updates
 - i. Billing numbers have been stagnant and below expectations
 - ii. DMHAS is interested in knowing if the same clients are the ones not receiving services; and to develop a plan on what to do with clients enrolled in BHH, but are not actively being served
 - iii. DMHAS would like to receive feedback from providers on why services aren't being provided or why services might not be extracted to DMHAS
 - 1. Providers should look at reports to examine services provided vs. billed
 - a. Missing data report – provides reasons why some services are not billable
 - b. Client summary report – shows which clients and services have been extracted to, and received by, DMHAS
 - iv. As a reminder, the CM code T1016 cannot be used for clients under 21. Agencies can however use TCM, Psycho-ed and other CM codes.
- 8. Provider Updates
 - i. WCMHN has met their enrollment target – Congratulations!
- 9. Other
 - i. BHH payor Discussion:
 - 1. Two practice guidelines have been created to assist providers in managing BHH payors. These documents can be found at: <http://www.ctintegratedcare.com/providers/prv-materials.html>
 - 2. QMB – BHH-eligible clients who are QMB at the time of checking BHH eligibility should not be enrolled. However, a BHH client who becomes QMB after enrollment can remain open in BHH for up to six months.
 - 3. Spend-down-there is no limit on how long a client can be on spend-down. Those clients do not need to be un-enrolled.
 - ii. DSS – Providers have been having a difficult time connecting with DSS to reactivate a client's Medicaid status. Providers driving clients to a DSS office in order to process paperwork. Discussed options:
 - 1. Providers can try to utilize the online DSS portal to monitor client's Medicaid status
 - 2. Alyse will try to coordinate a meeting with a DSS representative for BHH providers

3. As a reminder, the CTDSmap website is a great place to go to check a client's most current Medicaid status. Billing departments may have access to the site and can provide access to BHH staff so they can look up clients.
- iii. Medicaid Provider re-enrollment for BHH/TCM providers – the re-enrollment process for BHH/TCM providers will take place May/June. PNPs will need to complete the re-enrollment paperwork. State-operated agency re-enrollment is completed by DMHAS. If a state-operated agency receives the re-enrollment paper, they should forward it to Lauren Staiger at lauren.staiger@ct.gov or Sue Hamel at susan.hamel@ct.gov.
- iv. While Denise is out January through April, we may pause scheduled monthly check-in calls. Providers can still reach out to Amy and/or call the BHH customer service line as needed.

3. SPA Requirements and Monitoring and Reporting Efforts

1. Provider Audits
 - i. Policies and procedures for the BHH Audits are due Monday, December 4th. Providers can send Audits to Erica Clough at Erica.clough@beaconhealthoptions.com any time between now and the deadline
 - ii. The December Learning Collaborative is designated to review policies and procedures and offer any guidance. We will leave the agenda open however, just in case we do not need to spend that much time on this topic.
2. November Webex Feedback
 - i. John Connor, SMHA, felt the webinar was informative as a new BHH staff person. It also shed light on positions that need to be filled as well as FTE requirements.
3. Credentialing
 - i. Credentialing applications will be going out on Monday, November 20, 2017. Providers are asked to complete them by Monday, December 18th. If there are any questions providers should call ABH at 1-844-551-2736.
4. ProviderConnect and HA Data Entry
 - i. Beacon is currently working to get health assessment data back to providers via Tableau. When this information does become available, enrollees' health assessment information will update daily. However, new clients and enrollment only updates monthly when Beacon receives the data.
 - ii. Since there will be a delay with when that data is available, providers requested the health assessment and depression screening charts be removed from the report cards until there is current data to report.
5. 2017 CMS Specifications for Outcome Reporting were released. The Care Transition Record measure was eliminated and no new measures were added. The reporting team is working on updates to the Beacon specifications, but CMS has not released an official deadline for the 2016 reports.

4. Upcoming Meetings

12.15.17 Implementation Session and Learning Collaborative @ CRMHC
Holiday Party, Policies and Procedures Review, Problem Areas, Model P&Ps