



**BHH Designated Provider Agency  
Implementation Session  
July 14, 2017 • 1:30pm – 3:00pm  
Beacon Health Options, Huntington Room, 4<sup>th</sup> Floor**



**Attendance:** DMHAS (Lauren Staiger, Alyse Chin); ABH (Amy Miller); Beacon (Jeannie Wigglesworth, Qiyao Zhang); Bridges (Trish Kramer, Dawn Silver-DeAngelis); CRMHC (Judith Moran-Lounsbury); BHcare (Pat Curley); CMHA (Deborah Dutkiewicz); CMHC (Nancy Watsky); United Services (Lori Behling); Rushford (Jennifer Williams); Sound (Enrique Juncadella); Intercommunity (Colleen Mastroianni); SWCMS (Anthony Cretella); SMHA (Monique Allgood)

**Call-In:** Beacon (Bonni Hopkins); WCMHN (Ellen Severn); Sound (Diana Joeston, Bryan Trapp); SMHA (Karen Butterworth-Erban); Rushford (Valerie Walton); CMHC (Martha Staeheli); BHcare (Crystal Cochrane)

## **1. Updates**

### **a. DMHAS Updates-Billing – PCP Tracker and Service Volume**

- Reminder final, year-end physician consultant trackers are due to DMHAS by July 31<sup>st</sup>. Lauren has received three. Overall, statewide PC hours are very low which will impact CT's reimbursement rate.
- CRMHC shared a process they went through to improve PC under reporting. Reviewed with PC, all of the services occurring that should be counted.
- Group reviewed some examples of services that should be counted, including: leadership meetings, psych team meetings, case presentations, development of medical trainings, and conversations with staff on the go.
- Reviewed statewide enrollment and billed services chart. State average has not been hitting billed services target. Discussed the importance and impact of this considering CT only has the enhanced match until September 30<sup>th</sup>.

### **b. ASO Updates**

- Staffing-Qiyao Zhang introduced as Beacon's new Director of Data and Analytics for BHH.
- Data/Reports-Provided an update on the plan to move the health assessment to ProviderConnect. Programming will begin and once there is an estimated time of completion, will review a transition plan for old HA data for state operateds, and a time frame for PNPs to begin entering into the new interface. Staff who currently enter HA data will need to have access to ProviderConnect. Several providers requested forms again. Amy to forward accordingly.
- Audits-Beacon in receipt of outlines. Feedback will be provided in the near future and the next phase is submission of full P&Ps. If extensive changes or additions

need to occur, providers will be notified of an updated timeline in order to pull together the needed P&Ps.

c. **Provider Updates**

- Discussed PC tracker experiences and reviewed several questions related to services billed. DMHAS not aggregating or pulling together different services for clients for monthly billing. They are billing 1 service/month that has to be at least 8 minutes long. Providers may combine services on their end if they are for the same client, for the same day, and the same service code. The programmatic requirements are to serve the client for 1 hour/month, but current reports cards only report the billed services (8-minute min). If there are more questions, providers can contact Amy, Denise, or Lauren.

**2. Citrix/Tableau**

a. Activations, deactivations, and reactivations

- New users can be activated by submitting a completed Beacon guest user agreement form. Those forms should also include the staff member's phone number. Forms should be returned to Denise (not faxed to the number on the form) as they need to be signed before being sent for processing.
- Users should be deactivated if they leave your agency. Please notify Denise if this occurs.
- Users who fail to log into their Citrix accounts for 30 days will need to be reactivated. To get reactivated, contact Denise.

**3. New Provider Schedule**

- a. Review draft schedule-meetings will be once a month starting in September. The BHH ASO team will also offer a webex once a month to offer time to review dashboards or other reports for questions, technical assistance, etc. Amy to send full schedule after dates and locations are finalized.
- b. Upcoming Learning Collaborative-planned topic is "Prescription Drug and Heroin Use, Prevention and Treatment Resources".
- c. SurveyMonkey-An online training and technical assistance needs assessment survey will be sent to all providers within the next month. Feedback will help inform future meeting content and structure.

4. **August Training** – Kim Karanda from DMHAS statewide Services called in for a few minutes to answer questions related to the Planned Parenthood Training on August 25<sup>th</sup>. Providers who are not implementing One Key Question can attend. Information will help staff have more tools for coordinated services and making referral for clients.

5. **Health Observance Packets**-August packets will be mailed to providers.

6. **Upcoming Meetings**

a. August 9<sup>th</sup> Webex – Open Forum for Q&A on Tableau Dashboards

b. August 25<sup>th</sup> Full Day Planned Parenthood Training-CT Hospital Association  
"Human Sexuality, Sexual Health, Optimal Birth Spacing, and  
Effective Contraceptive Counseling for Community Partners  
Implementing One Key Question."

Anyone can attend, even if they are not implementing OKQ. Please register here: [https://www.surveymonkey.com/r/August25\\_17](https://www.surveymonkey.com/r/August25_17)

c. September 9<sup>th</sup> Picnic at CVH Pavilion - 12pm-2pm