



**BHH Designated Provider Agency
Implementation Session**
March 23, 2018 • 1:30pm to 3:00pm
Capitol Region Mental Health Center
500 Vine Street, Hartford



Attendees: DMHAS (Alyse Chin, Lauren Staiger, Kate Parr); BHcare (Carrie Liddel); Bridges (Trish Kramer, Valerie Mallard); CHR (Donna Wertz); CMHA (Deb Dutkiewicz, Anna Vitale); CMHC (Nancy Watsky, Martha Staeheli); CRMHC (Kristen Russell); InterCommunity (Colleen Mastroianni, Kakii Ward); Rushford (Valerie Walton, Kimberly Whipple); SWCMHS (Misty Noll, Anthony Cretella, Victoria Hoey); SMHA (John Connor); Sound (Jaimi Vann); United Services (Lori Behling, Holly Fish); WCMHN (Ellen Severn, Arlene Arias); ASO (Bonni Hopkins, Amy Miller, Denise Roberts)

1. Medical Condition Management

a. Tableau Dashboards

i. Health Assessment Dashboard

1. Dashboard is updated daily with HA data entered. However, enrollment information is only updated monthly. Therefore, for clients recently enrolled their health assessment data may not appear for 30 days.
2. Users can click specific bars to see lists of clients who fall into that category. For example, click the “no” bar for tobacco cessation to see a list of clients who smoke and were not offered tobacco cessation.
3. To download list of clients, click download → crosstab/data → download in popup window.
4. Since we are three months into 2018, the expectation is that approximately 25% of health assessments should have been completed. Providers are asked to try to maintain a good rate of health assessment completion in order to ensure that by the end of the year all BHH clients will have their information collected.

ii. CHN Monthly Gaps in Care Reports

1. New dashboard was discussed during a previous webinar, which will include 10 gaps in care reports.
2. As a reminder, CHN is the medical administrative service organization for Medicaid.
3. This dashboard will allow providers to see whether or not BHH clients have had the recommended screenings and/or medical visits.
4. Dashboard should be available to providers within the upcoming week.

b. Reviewed HuskyHealthCT website- <http://www.huskyhealthct.org/providers.html#>

- i. Providers are encouraged to use the HuskyHealthCT website as a resource for helping clients manage medical conditions, including asthma, diabetes, and pain. To view these resources, visit the link above, hover over Condition Management Resources and choose the appropriate condition for toolkits and other resources.
- ii. The website also lists policies, procedures, and clinical guidelines. These documents provide details on the US Preventive Services Task Force recommendation for clinical preventive services. To view these resources, visit the link above then hover over Medical Management and choose “Policies, Procedures, and Guidelines”. The benefit grids for what services are covered under Medicaid are also available under the Medical Management section.

2. DMHAS, ASO, and Provider Updates

a. DMHAS/Billing updates

- i. PNPs (with the exception of United Services) should be receiving their re-enrollment letters for Medicaid. Lauren would like an update from providers at the next implementation session

because providers have six months from their individual deadline to complete the re-enrollment process.

b. ASO

i. Credentialing

1. ASO and DMHAS still working on credentialing applications – reviewing the staffing requirements

a. Want to ensure as many providers as possible are meeting staffing expectations. If providers are not meeting these requirements, they can only be provisionally credentialed and placed on a corrective action plan.

b. Providers can continue to send ABH staffing updates that confirm they are meeting staffing requirements.

c. Information can be sent to Amy Miller at amiller@abhct.com or Denise Roberts at droboterts@abhct.com.

ii. Provider Satisfaction

1. ASO is in the process of creating the Provider Satisfaction report. Information will be shared with providers at the next implementation session.

iii. NATCON18

1. If possible, providers should let Bonni Hopkins know if any staff is attending this year's NATCON Conference.

2. A survey will be sent out to providers asking about special/unique programs (ex. Farmers' market) that take place at their agency. This information will be included in the NATCON18 poster.

c. Provider Updates

i. Bridges – Annual wellness fair on May 31st

ii. WCMHN – INShape celebration coming up

iii. CMHA – Deb Dutkiewicz is resigning as BHH Director. Moving to Utah!

iv. Rushford – are other agencies including jail diversion staff on the BHH roster as in-kind staff for the program?

1. If a BHH staff person is serving BHH clients in a billable program, they can be considered in-kind staff. For example, some agencies include the jail diversion staff because they have jail diversion a billable program under BHH.

3. Q&As

a. Site Visits – Erica Clough has started sending emails out to schedule the upcoming site visits. Any questions in regards to the visits can be directed to Erica Clough at Erica.clough@beaconhealthoptions or Amy Miller at amiller@abhct.com.

b. Consumer Satisfaction

i. Providers should continue to use SurveyMonkey to upload the satisfaction survey for BHH clients.

ii. Surveys are due June 30th.

iii. Four BHH agencies have submitted surveys so far.

iv. Providers should make sure QI staff is aware that there is a special survey for BHH clients.

v. Spanish survey will be available soon.

4. Upcoming Meetings

a. Webex – April 4th 1pm-2pm

i. Topics of interest: qualifications for different Medicaid/Medicare statuses

1. Nancy Watsky, CMHC, will reach out to the DSS contact at her agency.

b. Implementation Session – April 27th Beacon Health Options