



**BHH Designated Provider Agency
Implementation Session**

February 15, 2019 1:30pm to 3:00pm
Beacon Health Options – 3rd floor, Hartford Room
500 Enterprise Drive, Rocky Hill



Attendees: BHCare (Crystal Cochrane, Ronnie Reardon); CHR (Donna Wertz, James Morro) CMHA (Chris Porcher, Anjay Cardon, Anna Vitale); CMHC (Nancy Watsky); CRMHC (Kristen Russell); Intercommunity (Jenn Eldridge); RVS (Anne Ntate); Rushford (Kim Whipple, Ciara Perez); SWCMHS (Karolina Dudzik, Maggie Simonsen); United Services (Holly Fish); WCMHN (Rose Fogelman); Beacon (Jeannie Wigglesworth, Jennifer Goodwin); DMHAS (Kate Parr, Lauren Staiger, Kathy Willis); ABH (Amy Miller, Erin Wills)
Phone: Bridges (Dawn Silver-DeAngelis)

1. Project Notify Working Group

- a. Agencies gave updates on their Project Notify status. No additional agencies have gone live since last month's meeting. Kate provided letter requirements and contact information for providers requesting Medicare data.

CHR and Rushford shared their workflows and discussed lessons learned.

CHR workflow:

- Getting notifications for all Medicaid clients, not just BHH (get a total of 5-15 notification a day)
- Notifications go to EHR and the BHH Director manages incoming notifications who then:
 - Checks to make sure they are still active at agency
 - Sends notice to case manager, supervisor, clinician, and APRN
 - For BHH, they do consistent follow-up, but for the others just notifying others and some clinicians have been responding and following up
 - Attaches notification to client's record
 - Deletes notification from bucket

Rushford workflow:

- Get notification for BHH clients (about 3 a day)
- Notifications come through secure email
- 5 staff have access to the emails, but Hospital Transition Coordinator handles them:
 - Reviews in EPIC to see if any additional information is available for care coordination

- If the client is in the ED, notifies case manager and supervisor who then set a follow-up appointment with the client
 - If the client is in IP, notifies entire team and Hospital Transition Coordinator goes to see client, works with hospital on discharge plans
 - Maintain spreadsheet to track all details of visits
 - Review at weekly clinical oversight committee – clinical reassess and med review within 7 days
- b. Breakout groups held for groups to identify best Project Notify workflows in more detail, including how they get notifications (direct message vs link to EHR), who gets notifications (individual vs group), how information is shared and with whom, staff follow-up (with client at hospital vs with hospital staff by phone), and ongoing monitoring.

2. DMHAS, ASO, and Provider Updates

- a. Lauren reviewed the concerns with low billing numbers for December and shared the top 3 reasons services provided are not being billed (service less than 8 min, wrong service code and/or location for waiver clients, and client in a non-billable BHH program)
- b. Kate reminded everyone about the 2018/19 Consumer Satisfaction Survey and informed providers they can enter the data into DDaP this year and do not need to enter them into SurveyMonkey.
- c. Kathy went over the details she is looking for in the work plans requested from each agency. Kathy will reach out directly for any follow up needed.
- d. Jennifer shared details of upcoming Predictive Modeling Project and asked for feedback on topics of interest. Jennifer asked for SMART (specific, measurable, achievable, relevant/realistic, and timely) ideas for topics. Eventually, the predictive model will allow providers to predict who is most at risk for a given outcome and intervene before problems occur. Ideas shared were: ED visits, opioid overdoses, metabolic syndrome, disengagement, and non-continuity of Medicaid coverage. If any agency thinks of additional ideas, they can reach out to Jennifer or Amy.

3. Upcoming Meetings

- a. March 15th – Learning Collaborative at Beacon (10:30am-12:30pm)
- b. March 15th – PNP Working Lunch Group at Beacon (12:30pm-1:20pm) – SOs have lunch on their own
- c. March 15th - Implementation Session at Beacon (1:30pm-3:00pm)