



**BHH Designated Provider Agency
Implementation Session**



September 20, 2019 10:30am-12:00pm

Beacon Health Options-3rd Floor, Hartford Room

500 Enterprise Drive, Rocky Hill

Attendees: BHcare (Jessica Kolinsky); Bridges (Valerie Mallard, Trish Kramer, Dawn Silver); CMHA (Anna Vitale, Lisa Daley); Intercommunity (Colleen Mastroianni); Rushford (Kim Whipple, Deb Royce); RVS (Elsa Arce); Sound (Marcia Beebe, Jaimi Vann); SWCMHS (Maggie Simonsen, Karolina Dudzik, Victoria Hoey); United Services (Holly Fish); WCMHS (Rose Fogelman, Meagan Maguire); DMHAS (Kathy Willis, Lauren Staiger, Frederic Morton, Kate Parr); Beacon (Jeannie Wigglesworth, Jennifer Gagnon); ABH (Amy Miller, Shaundolyn Ortiz)

Call-in: CMHC (Nancy Watsky); CRMHC (Judith Moran-Lounsbury); WCMHN (Jocelyn Karam), CMHA (Chris Porcher)

1. DMHAS, ASO, and Provider Updates

a. Billing Updates

- i. Some BHH services were pulled for review by the State Auditors in September. CMHA, SWCMHS, Sound, and Intercommunity were pulled. An email was sent requesting services and/or treatment plans that are due by 9/30.
- ii. T1016 Under 21 – for phone and collateral
 - After additional research, there will be no changes to current BHH billing. DMHAS will not bill for these services and they will remain on the BHH Missing Data report.
- iii. Waiver Reconciliation List and Process
 - Lauren will be sending agencies clients who have a BHH insurance payor that does not match DSS. These will include ones where the agency has BHH Medicaid, but DSS has the client on a waiver, or where the agency has BHH Medicaid Waiver, but DSS does not have the client on a waiver.
 - The type of waiver will not be shared.
 - The email will include the date providers should end/start payors.
 - For these mismatches, providers should 1) end date the incorrect payor, and 2) add the correct payor with a start date that is either the same day as the end date or the day after. These changes should be made in the EHR and in DDaP or WITS; being sure to end date all incorrect BHH payors in DDaP/WITS if there are multiple listed.
 - In the future, providers will get this report in Tableau, after the 15th of the month.

b. Consumer Satisfaction Surveys

- i. BHH surveys discussed and which providers used the BHH survey for all clients.
 - SWCMHS, WCMHN, and CMHA used for all clients. For those providers, if BHH box isn't checked the survey won't be included in the BHH survey results.
 - For the other providers who used BHH surveys only for BHH clients, all surveys will be used in BHH survey results.
- ii. CMHA asked if they can get the raw data from BHH surveys. Kate can provide.
- iii. EDW was updated with a frequency report that allows providers to see total surveys done by their agency, and will specify if BHH survey

- c. MyStrength App
 - i. Beacon purchased licenses for client use
 - ii. Plan to have someone visit at upcoming provider meeting to review the app and all of the potential uses. App very interactive and offers support in numerous categories.
 - iii. Plan to implement with BHH in the late Fall.
 - iv. Providers will see aggregate data related to clients' use of the app, but not specific client information.
 - v. Beacon interested to know if providers are using any other apps with clients.
 - Rushford using Tricycle app for journaling
 - No other providers are using similar apps
- d. Site Visit Reports
 - vi. Discussed provider feedback on site visit reports that went out and suggestions for upcoming presentation at October meeting.
 - Feedback – appreciated positive language of report
 - Suggestions for October presentation – things that would be helpful:
 - Definitions of audit tool sections-where Erica looks for things and/or where things should go
 - Discussion about how Peers are used – what if TCM/CM services are provided by Peers, but are not necessarily a “peer service,” how would Erica know?
 - Separate and summarize results (trends, areas of improvements, etc.) by SO and PNPs like last year
 - Which questions had wider variability in scores
 - Get provider feedback on focus group questions
 - Resource utilization – look at needs across the board and identify how others are doing it; or match up needs with which agency has figured out how to meet those needs.
- e. Project Notify
 - vii. Watched promotional video shown starring: SMHA, Rushford, and Kathy Willis

2. Upcoming Meetings/Events

October 2, 2019 - **WebEx Webinar** 1pm-2:00pm

October 11, 2019 – **CT Valley Hospital (CVH)-Page Hall, Room 217-Middletown**

12:30pm-1:20pm PNP Working Group

1:30pm-3:00pm Implementation Session