

## IV. Roles and Responsibilities



### State Agencies:

The Department of Social Services (DSS) and the Department of Children and Families (DCF) will partner with the Department of Mental Health and Addiction Services (DMHAS), the lead agency, to assist in the oversight of the Behavioral Health Home Initiative (hereafter referred to as BHH). The roles and responsibilities of each agency will be unique, but carried out collaboratively.

DMHAS and its contractors or subcontractors agree to perform the following activities related to the BHH Initiative, in conjunction with the other Departments:

- Establish policies and procedures pertaining to:
  - ◊ Programmatic and administrative management of the BHH Initiative;
  - ◊ The need for provision of services that are recovery-oriented, sensitive, trauma-informed and responsive to the cultural and linguistic preferences and environmental needs of recipients and;
  - ◊ Managing and monitoring the quality of, and access to, behavioral health services for adults;
- Develop statewide training programs on the provision of BHH services by designated providers;
- Participate in the State Plan Amendment design and update process;
- Define the duties of DMHAS-contracted and DMHAS-funded providers in delivering and clinically managing behavioral health home services to recipients;
- Determine the types of data and reports that are necessary to support the ongoing operations of the BHH Initiative;
- Perform other functions as necessary for the proper administration of the BHH Initiative;
- Administer the contract with the BHH ASO in conjunction with DSS and DCF; and
- Bill for services rendered under BHH consistent with DSS Memorandum of Understanding (MOU).

DSS and its contractors or subcontractors agree to perform the following activities related to the BHH:

- Enroll Medicaid providers and maintain provider agreement with billing providers and performing providers;
- Administer federal reporting and claiming for Medicaid;
- Propose and obtain, in conjunction with DMHAS and DCF and as necessary, amendments to the Medicaid State Plan;
- Manage and coordinate, as necessary, the interactions among the BHH ASO, other ASO's managed by the Division of Integrated Health Services, and designated BHH providers;
- Manage data to support Medicaid eligibility, budget and federal claiming and provide such data to DMHAS and DCF as necessary to support management of its service systems;
- In conjunction with the BHH ASO and the Departments, manage and monitor quality, cost and access as it related to the provision of Medicaid-covered services under the health home system;
- Provide at least two DMHAS and two DCF staff members with access to claims-level detail and recipient-identifying information through the DSS data warehouse and interChange system;
- Provide the ASO with routine access and updates to eligibility and provider enrollment files;
- Enact any necessary changes to its claims processing vendor contract and system;
- Facilitate required transmission of the Core Set of Health Care Quality Measures for Medicaid Health Home Programs reports via a CMS-established system;
- Perform other functions as necessary for the proper management of the BHH as those functions pertain to the Medicaid program; and
- Assist in the administration and oversight of the contract with the BHH ASO.

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### State Agencies (continued):

DCF and its contractors or subcontractors agree to perform the following activities related to the BHH Initiative in conjunction with the other Departments:

- Establish policies and procedures pertaining to:
  - ◊ The need for the provision of services that are sensitive and responsive to cultural preferences and environmental needs of children and families; and
  - ◊ Managing and monitoring the quality of, and access to, behavioral health home services for children and families.
- Provide expertise to DSS, DMHAS, and the BHH ASO and assist with identifying and defining child-specific Behavioral Health Home services;
- In conjunction with DMHAS, define the duties of DCF contracted and funded BHH providers in delivering and clinically managing child-specific behavioral health home services;
- In conjunction with DMHAS, determine the types of data and reports that are necessary to support the ongoing operations of the BHH as pertains to children;
- Establish procedures for the BHH ASO to facilitate the coordination of behavioral health home services to BHH-eligible children;
- Establish methodology to assure provider transmission of data for the purposes of reporting on required services and outcomes;
- Assist in the administration and oversight of the contract with the ASO.

### Administrative Services Organization-CT Partners for Integrated Care:

The primary responsibilities of the ASO include: (a) building an information technology system to collect and disperse data to the health home network; (b) overseeing BHH Designated Provider Agency credentialing; (c) training and technical assistance including developing quality and outcome standards to ensure BHH Designated Provider Agencies maintain their credentialing status; (d) completing data analyses and reporting; and (e) chart reviews of BHH clients to ensure program and service requirements are being met.

Beacon Health Options (Beacon) and Advanced Behavioral Health (ABH) are working together as the CT Partners for Integrated Care and serve as the Administrative Services Organization (ASO). Each agency will have specific roles and responsibilities as follows:

#### Provider Relations:

- Credentialing-ABH
- Training, Technical Assistance and Customer Service-Beacon and ABH

#### Enrollee Relations:

- Customer service and enrollee liaison activities-ABH

#### Quality Management:

- Data and Tracking-Beacon and ABH
- Outcome Reporting-Beacon
- Site Visits and Chart Reviews-Beacon

#### Enrollee and BHH Designated Provider Agency Resources:

- BHH Website-Beacon
- Online BHH Designated Provider Agency Directory-Beacon and ABH
- Online Health and Wellness Directory of Resources-Beacon
- BHH Monthly Health & Wellness Observances-ABH

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### **BHH Designated Provider Agencies:**

Connecticut Local Mental Health Authorities (LMHA) and designated LMHA affiliates will serve as Behavioral Health Home designated provider agencies, thereby building the existing statewide behavioral health infrastructure to implement BHH services. Affiliates are private-not-for-profit agencies that receive funding from DMHAS, and whose contracts are overseen by the state operated LMHA in their area.

As designated provider agencies of BHH services, LMHA's and the affiliates will identify Behavioral Health Home staff responsible for providing BHH services. At a minimum, each behavioral health home team will include a Director, Nurse Care Manager, Primary Care Physician Consultant, Administrative Systems Specialist, Care Transition Coordinator, Care Coordinator (Behavioral Health Home Specialist), and Peer Recovery Specialist. Consistent with Behavioral Health Home core services, Behavioral Health Home designated provider agencies will provide comprehensive care management, care coordination, comprehensive transitional care, health promotion, individual and family supports and referrals to address acute and long term care support services.

All BHH designated provider agencies will be required to meet state credentialing requirements, must have the demonstrated ability to provide the six core health home services, and must have a substantial percentage of individuals eligible for enrollment in behavioral health homes as determined by the state. BHH designated provider agencies will not be responsible for addressing acute and long term care services and supports. In addition to the standards and qualifications above, BHH designated provider agencies must comply with the items and performance measures described in their contract with DMHAS.

The overall roles and responsibilities of the BHH designated provider agencies can be summarized as follows:

#### Professional Standards:

- Services are recovery-oriented, person-centered, culturally competent, and linguistically capable
- Facilitate access to an array of inter-disciplinary behavioral health care, medical care, and community-based social services and supports for individuals with chronic conditions

#### Quality and Network Responsibilities:

- Meeting credentialing requirements
- Providing the six BHH services to eligible individuals, at a minimum of 1 hour per month
- Documenting services according to documentation guidelines provided in services and code trainings
- Collect and document outcomes data, when applicable
- Attending and actively participating at Implementation Sessions and Learning Collaboratives

#### Confidentiality:

- Adhere to all state and federal confidentiality laws and guidelines
- Collect appropriate consent forms, as needed

Detailed provider requirements are found throughout this provider manual and in the State Plan Amendment Overview document in Appendix A.

A list of data collection requirements can be found in Appendix F.

A list of Provider Tasks can be found in Appendix G.