



**BHH Designated Provider Agency
Implementation Session
October 20, 2017 • 1:30pm – 3:00pm
Beacon Health Options, Rocky Hill, CT**



Attendees: DMHAS (Alyse Chin, Lauren Staiger); Bridges (Trish Kramer, Valerie Mallard); BHcare (Sandy Lombardi, Carrie Ann Liddel); CMHA (Deb Dutkiewicz, Lisa Daley); CMHC (Nancy Watsky, Tamar Saunders); CRMHC (Kristen Russell); InterCommunity (Colleen Mastroianni); Rushford (Jennifer Williams); RVS (Anne Kiwanuka, Elsa Arce); SMHA (John Connor); Sound (Enrique Juncadella, Diana Joesten); SWCMHS (Anthony Cretella); United Services (Lori Behling, Holly Fish, Ann Metzger); WCMHN (Jocelyne Martin-Karam); ASO (Amy Miller, Jeannie Wigglesworth, Denise Roberts)

Call-In: CMHC (Martha Staheli); WCMHN (Arlene Young); ASO (Qiyao Zhang)

1. Introductions
2. DMHAS, ASO, and Provider Updates
 - a. Provider Updates
 - i. CMHA – Participated in a panel at the CT Psychological Association conference. Discussed BHH and their collaboration with CHC.
 - ii. Rushford – Held a Health and Wellness fair last week with 17 vendors and several hundred people attending. Resources for other BHHs include:
 1. Diabetes meal portion poster-available from Nasco for \$13/pad.
 2. SNAP-can provide free educational events for agencies, to cover different aspects of health and wellness. It is an interactive 13-week cycle.
Contact information: Teresa Martin Dotson, MS, RD, CD-N
University of Saint Joseph SNAP-ed Program Coordinator
USJ phone: (860)231-5623 or cell (860)930-3672
email: TMDotson@gmail.com
 3. Lincoln Technical Institute Dental Program – students are eager to gain experience and are willing to go to facilities for dental exams.
Contact information: Rebecca Barsch rbarsch@lincolncollegene.edu
 - iii. CRMHC – Health fair was recently held. Had a dental van and scheduled mammogram bus for next year. Will send vendor list out to other BHHs.
 - iv. Sound – New case manager has been able to target several hard-to-reach clients.
- b. Provider Audits-timeline and expectations
 - i. Deadline for submission of Policies and Procedures – December 4th
 - ii. Existing policies do not need to be created. BHH is only required to create new policies/procedures around requirements for which agency-wide policies and procedures do not currently exist.
- c. October and November Provider Check-ins
 - i. Check-ins with Alyse, Lauren, and ASO team will provide DMHAS with an assessment of how things are working, what needs improvement, and where agencies see their BHHs going.

- ii. Staff who normally do not participate in the check-ins are welcomed to join these calls if they want to join the conversation.
3. Health and Wellness
- a. Large Group Discussion
 - i. Health Assessment/ProviderConnect Q&As
 - 1. Everything seems to be going well with entering the health assessments.
 - 2. Question: Can an agency enter positive depression screenings into ProviderConnect?
 - a. Yes, an agency can enter positive depression screenings into ProviderConnect, but they will still have to enter the information into DDaP or WITS if the service is not billable somewhere else and can be billed through BHH. There is a surprisingly high number of clients whose only service in a month was the depression screening. Not entering this information into DDaP or WITS might result in a significant decrease in services.
 - ii. PC Consultant Hours
 - 1. Lauren Staiger shared information related to SFY2017 PCP Consultant Hours. Statewide, BHH met 52% of its targeted PCP Consultant hours.
 - 2. Discussion on ideas for increasing/improving PC Consultant compliance:
 - a. Review work being done by PC Consultant to ensure services are being captured. Clinical staff meetings where cases and/or conditions are discussed can be counted.
 - b. Collateral contacts-emails can be counted. Some examples:
 - i. A PC Consultant is emailing another medical provider and a response is received. This can be included on the PC tracker log.
 - ii. A staff person emails the PC Consultant and the consultant provides consultation through email. This can be included on the log.
 - c. Amy asked to see if there would be any interest in having PC Consultants provide training on medical topics through an implementation session or learning collaborative. It would allow the PC Consultants to receive 2.5 hours for their trackers, as well as providing staff with training on medical conditions that's needed. We will work to see which agencies might be interested in this arrangement.
 - d. Would be helpful to have another training or meeting with PC Consultants. Webex on 11/1 would be helpful for PC Consultants if they have questions about role or responsibilities.
 - 3. As a reminder, direct work with clients cannot be included in PC tracker log.

4. Question about whether the PC Consultants hours can be used towards consulting for children and the answer is definitely “yes”.
 5. If a provider feels they missed documenting work/hours for a PC Consultant during FY17, they can resubmit the tracker to Lauren within the next month.
- b. State Operated Group and PNP Break Out
 - i. PNPs and SOs split into two groups to discuss successes and challenges with collecting HA data, entering data, keeping assessments updated, and roles and responsibilities.
 - ii. Handout provided for online resource for health and wellness topics and Medicaid covered health and wellness services.
4. Upcoming Meetings
 - a. 11.01.17 Webex Webinar – 1:00pm-2:00pm
 - b. 11.17.17 Implementation Session – 1:30pm-3:00pm