



**BHH Designated Provider Agency
Implementation Session**
February 23, 2018 1:30pm to 3:00pm
Beacon Health Options



4th floor-Crandall Room at 500 Enterprise Drive, Rocky Hill

Attendees: DMHAS (Alyse Chin, Lauren Staiger, Kate Parr, Karin Haberlin); BHcare (Carol Hennessey, Crystal Cochrane); Bridges (Trish Kramer, Valerie Mallard); CHR (Donna Wertz); CMHA (Deb Dutkiewicz, Chris Porcher, Anna Vitale); CMHC (Nancy Watsky, Martha Staeheli, Karsten Olsen); CRMHC (Kristen Russell); RVS (Elsa Arce); SWCMHS (Misty Noll, Anthony Cretella); United Services (Lori Behling, Holly Fish); Rushford (Valerie Walton, Kimberly Whipple); SMHA (Jesus Silva, John Connor); ASO (Qiyao Zhang, Amy Miller)

Call-In: InterCommunity (Colleen Mastroianni); RVS (Anne Kiwanuka); SMHA (Monique Allgood); WCMHN (Ellen Severn, Jocelyne Karam-Martin); Sound (Bryan Trapp)

1. DMHAS and Provider Updates

- a. Billing Specific Updates-reminder about Medicaid letters and communicating with Lauren Staiger regarding BHH provider enrollment.
- b. ASO Updates
 - i. Health Observances – March Packet made available for providers to take. Providers not in attendance will receive theirs in the mail.
 - ii. Provider Satisfaction Survey-the SurveyMonkey® will be coming out next week. ABH will need at least 1 response back per agency. Encourage as many to complete to ensure we get a good representation among different staff at the BHH providers.
 - iii. Reviewed handout given to each provider which shows the total number of BHH FTEs each agency has and the number of FTEs needed to be in compliance with each of the following:
 1. Contracted number of BHH capacity
 2. Enrollment Target (90% of contract capacity)
 3. Service Target (85% of enrollment target/76.5% of contract capacity)
 4. Average number of clients billed each month in FY18

2. Consumer Satisfaction Survey

- a. The survey results, from the provider survey administered to collect feedback on the proposed consumer satisfaction survey changes, were positive.
- b. Reminder that the most important aspect for ensuring we get consumer satisfaction data back for CMS reporting is to identify BHH clients so they get this updated survey.

- c. Karin and Kate from DMHAS reviewed the finalized survey and FAQ document, and discussed changes to the process. Confirmed:
 - i. For this year only, the BHH surveys will need to be entered into SurveyMonkey®
 - ii. Surveys only need to be entered into SurveyMonkey®. They do NOT also have to be entered into DDaP.
 - iii. Clients active in multiple programs only need to answer the consumer satisfaction survey once and the BHH survey meets the requirements for the regular survey
 - iv. Provider explained how they have used Peers in the past, but identifying which clients are BHH, to get this survey, makes it challenging.
 - v. The updated survey and the FAQ document will be available on the website next week
 - vi. An email with the forms will also go out from DMHAS EQMI.
 - vii. Karin discussed possibly providing a list of programs to the providers to help with data entry for that field
 - viii. Surveys should be entered into SurveyMonkey® by June 30th
- d. Suggestions from providers:
 - i. Providers will need a Spanish version of the survey
 - ii. Suggest adding an arrow at the bottom of the page to indicate there are more questions on the back
 - iii. Would be helpful to get a memo/alert from EQMI with the other documents

3. Reports/Dashboards (15 minutes)

- a. Health Assessment Dashboard should be available on Tableau by the end of next week. In the meantime, will be putting something on the reports cards going out to show completion rates.
- b. Reviewed 2017 and 2018 completion rates of each HA component and overall HA completion rates. Each provider received a copy of their own charts to review. Group decided it would be okay to just include the 2018 completion rates of each component on the report cards for now.
- c. Community Health Network (CHN) Data-monthly gaps in medical care reports to be released soon.
- d. FTP Accounts-the daily inpatient psych report was posted to Tableau this week and is the last of the three reports being transitioned from the FTP sites to Tableau. Beacon

will plan to discontinue posting reports to the FTP sites by the end of May. This should give providers ample time to get any remaining staff members who need these reports, to get access to Tableau.

4. Upcoming Meetings

- a. 3.23.18 – Learning Collaborative and IS
 - i. Discussed preference for location for these meetings.
 - ii. Amy will reach out to Judy at CRMHC to see if CRMHC is available on that day. If not, may discuss having it at SMHA.
 - iii. Typical schedule is 10:30am-12:30pm for the Learning Collaborative and 1:30pm to 3:00pm for the IS, but waiting to hear back regarding availability of someone from DSS to come speak. Will finalize schedule and location.