



**BHH Designated Provider Agency  
Implementation Session**

June 21, 2019 1:30pm to 3:00pm  
Beacon Health Options – 3rd floor, **Hartford Room**  
500 Enterprise Drive, Rocky Hill



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**Attendees:** BHcare (Jessica Kolinsky); Bridges (Valerie Mallard, Trish Kramer); CMHA (Amanda Stango, Lisa Daley); CMHC (Velvet Yusko, Nancy Watsky); CRMHC (Kristen Russell); Intercommunity (Colleen Mastroianni); Rushford (Kim Whipple, Deb Royce); RVS (Ann Ntate); SHMA (Monique Allgood); Sound (Jaimi Vann, Fiona Barrett, Alix O’Neil, Marissa Hodges, Lillian Centeno); SWCMHS (Vicky Hoey, Maggie Simonsen, Karolina Dudzik); United Services (Holly Fish, Lori Behling); WCMHS (Rose Fogelman); DMHAS (Kate Parr, Kathy Willis, Lauren Staiger); Beacon (Jeannie Wigglesworth); ABH (Amy Miller)

## 1. DMHAS, ASO, and Provider Updates

- Staffing Updates
  - Beacon – Jennifer Goodwin, BHH Director of Data and Analytics has left and Beacon will be looking to fill that position.
  - ABH – Provider Relations Representative will be starting on July 16<sup>th</sup>. In the interim, a temporary staff person will be assisting with eligibility checks.
- Billing Updates
  - Email with FY20 tracker went out on Monday.
    - These should be used starting July 1<sup>st</sup>.
    - Tracker now auto-calculates the amount of time a consultant is spending providing consultative time by month and by quarter (previous trackers only auto-calculated by quarter).
    - No direct care time can be accounted for in these trackers.
  - FY19 PC Consultant Trackers
    - Need to be signed off on the bottom of the summary tab by July 31<sup>st</sup> –by PC Consultant, the BHH Director, and the agency CEO.
    - Signatures can be electronic, the agency can type their name in.
    - Should be emailed to Ryan Grealis and Lauren Staiger.
    - Total hours for FY19 will show up on the August report cards.
  - DMHAS Client Summary Report (EDW)
    - Enhancements being made to add service location and remove health assessment completed.

- Discussed whether or not a field could be added to show total minutes of service for a client (across all programs) so providers can easily see those not served at all.
- Consumer Satisfaction Surveys
  - Updates given on the number of client satisfaction survey received by each agency and their % of completion.
  - There was a huge increase in the number of surveys submitted this year. 2025 total surveys collected and 8 agencies have met or exceeded their goals.
- SFY20 Meeting Schedule
  - Some changes and updates were made to previous draft schedule handed out. A new final schedule will be sent once a day/time is finalized for the picnic.

## 2. Project Notify Working Group

- Rushford and CMHA presented on the data they have been collecting from the Project Notify notifications they have been receiving and what they plan to do with it.
- Kate Parr presented slides on ambulatory care sensitive conditions, causes for ED/IP visits, and strategies to avert ED/IP visits.
- Additional suggestions for preventing ambulatory care sensitive hospital visits included: Encouraging natural supports to attend appointments, motivational interviewing to connect with PCP, trainings with medical providers re: serving BH clients, ask clients when they last saw their PCP and call together, having a medical doctor onsite clients can see, BHH nurses calling medical doctor to explain history and get earlier appointments, and having standing available appointment with CHC.
- PPT and blank templates for tracking PN data to be sent to attendees.

## 3. Upcoming Meetings

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|----------------------|------------------------|--------------------------------|
| <b>July 19, 2019</b> | <b>CVH-Middletown</b>  | <b>Page Hall, Room 212/213</b> |
| 12:30pm – 1:20pm     | PNP Working Group      |                                |
| 1:30pm – 3:00pm      | Implementation Session |                                |
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|-----------------------|---|--|
| <b>August 7, 2019</b> | <b>WebEx Meeting</b>  |  |
| 1pm-2pm               | <a href="https://beaconhealthoptions.webex.com/join/jwiggle">https://beaconhealthoptions.webex.com/join/jwiggle</a> |  |