

## 1. DMHAS, ASO, and Provider Updates

### a. **Audio and Visual Billable Codes**

- i. Codes should be used only when the audio and video capabilities of a videoconferencing application is used.
  1. For example: Zoom, Microsoft Teams, OfficeSuite
  2. If only the audio function is used in the application, bill as a phone contact
- ii. The service location for using the audio and visual codes may be audio and visual, telemedicine, or telehealth depending on agency's EHR.
- iii. These codes are different than the audio-only code that exist for other DMHAS programs
- iv. The case management and psycho-education audio and visual codes are now billable
  1. Case management codes are not billable for clients under 21
  2. Psycho-ed audio and visual codes are not billable for waiver clients

### b. **Project Notify/Connie**

- i. State-Operated Facilities: Steve Dipietro is signing one parent agreement on behalf of all facilities.
- ii. Private Nonprofits:
  1. List of contacts for Rushford, Sound, United Services, BHCare, and CMHA were sent to the Connie team on December 1st. Van Ly sent the DocuSign agreement to providers on December 8th.
  2. Fully executed contracts were received by the Connie team for BHCare, Bridges, CMHA, and United Services

### c. **2020 Virtual Site Visits**

#### i. *Chart Reviews*

1. Overall improvement from last year's chart review
2. Noteworthy improvement in progress notes
  - a. We are expecting to see an even greater improvement in next year's review due to increase training and more time to develop notetaking process

#### ii. *Client Interviews*

1. Met with 51 out of 84 clients or 60% of target.
2. On average, interviewed about 3 clients per provider
3. Achievements
  - a. Most clients shared positive information and insight
  - b. First year we were approved to record clients
  - c. First year we were able to collect health literacy information

iii. *Staff Focus Groups*

1. Met with all 14 providers, including in-kind staff
2. Most agencies had at least 4 staff members participate
3. Achievements
  - a. Staff members strongly believed in health integration
  - b. First year we asked questions around the health literacy of our population

d. **2020 Health Assessments**

- i. Screening for depression and offering tobacco cessation remained a priority for BHH
- ii. Providers were creative and innovative in collecting vitals
  1. Collaborating with visiting nurses
  2. Going out into the community

e. **2019 CMS Measures**

- i. Jeannie Wigglesworth, Beacon, shared some of the findings from the 2019 CMS measures
- ii. Please refer to the presentation for more information

f. **2020 Provider Needs Assessment Results**

- i. Denise Perez, ABH, shared the results of the provider needs assessment survey. Please refer to the presentation for more information.
- ii. Based on the results of the survey, and the 2020 site visit results, the following have been identified as BHH training priorities for 2021:
  1. Ongoing basic BHH Training
  2. Support for child-serving agencies
  3. Continued education on person-centered treatment plans, encounter notes, and health literacy
  4. Discussions around engaging clients in long-term care or programs that already provide care coordination services
  5. Training around topics that can improve our relationship/service delivery for our clients

2. **2020 Provider Achievements**

- a. Each of the 14 BHH providers shared an achievement with attendees. Stories shared ranged from client success stories to policy/process improvements. For a full list of the 2020 achievements, please review the attached presentation.