

**Behavioral Health Rehabilitative Services (BHRS)  
Partner's in Quality Workgroup  
05/09/11 Minutes  
LC Government Center Room 123  
From 1:00 pm to 2:30 pm**

**Participants:** Paulette Hunter, parent; Tim Boyer, Administrator MH/ID/D&A/EI; Corinna Bealer, CMHU; Dawn Conner, BHRS Coordinator; Emily Leayman, ARCH Elwyn; Ellen Hunt, parent/ARCH; Jan Creedon, Director of Human Services; Lisa Sportelli, parent; Suzanne McFadden, Access; Tee Decker, IU 21; Diane Sedgwick, IU 21 & Kay Achenbach, Health Choices

***I. INTRODUCTION***

➤ **Discussion:**

- Corinna contacted Pat Theodore who confirmed that a mission statement was never created at prior meetings.

➤ **Action Plan:**

- The team will create a mission statement at the next scheduled meeting.

***II. BHRS TRAININGS:*** *(The goal is to develop a comprehensive/quality assurance training curriculum for BHRS staff/providers that are servicing children with Autism)*

➤ **Discussion:**

- Tim Boyer had no additional information regarding funding from DDC for trainings.
- Corinna is pending a call back Dr. Todd Harris at Devereux Cares regarding a consultation fee for Access, IU 21, Elwyn and Redco who expressed interest in an autism training curriculum. Again LC is looking at a train the trainer curriculum and providers at this time would be responsible for cost.
- The team strongly stated that they would like Lehigh County to mandate all BHRS providers to participate in a standardized autism training curriculum as Chester County has done.
- The team requested and expressed the value in Magellan participating at future meetings.

➤ **Action Plan:**

- Corinna is pending a call back from Dr. Harris regarding a consultation fee and will also ask if there are any evidence based outcomes for the training curriculum he provides.
- Kay Achenbach will add to the Magellan Operations agenda a discussion regarding mandating providers to participate in standardized autism training.
- Kay Achenbach will add to the Magellan Operations agenda a discussion regarding their attendance for the work group.

**III. MAGELLAN BHRS PILOT PROGRAM UPDATE:** *(The goal is to develop innovative approaches to deliver services, develop outcome measurements, make recommendations for best practices, and increase family involvement and participation in services through support groups and intensive parent education)*

➤ **Discussion:**

- The team discussed targeting member's and families who opted out of BHRS services, for whatever reason, and who are no longer receiving BHRS services, to be allowed a second opportunity for services and be tracked as a control group in the pilot program rather than having Holcomb receive new referrals as the control group.
- The team had discussion on all members, including HIPP, to have an exit interview or a questionnaire/survey to complete upon being discharged from BHRS services. There was discussion regarding Recovery Partnership gathering the information and the team developing the survey.
- Emily stated that ARCH has a consumer discharge summary they provide to Magellan, so there is an assumption that Magellan is doing some type of follow up with members and families post discharge from BHRS services.

➤ **Action Plan:**

- Kay Achenbach will add to the Magellan Operations agenda to discussion regarding is a current exit survey or questionnaire that is being used at this time. If there is such a survey Lehigh County will request a copy to use as a draft for the team to discuss.

**IV. MAGELLAN COMPLETION REPORT:** *(The goal of this report is to look at what prescribed hours are being delivered to families and consumers receiving BHRS so delivery issues and barriers could be addressed)*

➤ **Discussion:**

- Kay Achenbach provided the 10/01/10 through 12/31/10 completion report and the team discussed the accuracy of the report since it is based on claims paid and not capturing outstanding claims.
- The team had a discussion regarding sharing this report with all BHRS providers to verify accuracy.
- Kay informed the group that there are 180 days before all claims are submitted, not accounting for any in an appeals process, that are reflected on this report.
- The team had a discussion on whether or not selected providers with the lowest completion percentage could be looked at or piloted once accurate information is collected to ensure better service delivery.
- Kay stated that Magellan could run a statistical sample when providers are selected.

➤ **Action Plan:**

- Kay Achenbach will have Magellan run the 10/01/10 through 12/31/10 completion report again in June so the team can look at more accurate data. She will also have Magellan run a report for 2009.

**V. *MAGELLAN PROVIDER ACCESS REPORT:*** *(The goal of this report is to capture consumer access issues to BHRS services, look at trends and barriers to accessing services and assist consumers in navigating the network and securing services in a timely fashion)*

➤ **Discussion:**

- The team reviewed the current flyer that is provided to consumers regarding accessing services and revisions were decided upon.
- The team requested that Magellan track, contact and assist consumers who are calling BHRS providers and are not able to access services. The team feels Magellan should be more proactive in assisting families with service delivery.
- Corinna informed the team that the Children's Mental Health Unit (CMHU) has assisted 22 members and families in securing mental health providers. The tracking system is currently broke down by children with an Autism diagnosis as well as by treatment service. The team discussed also breaking this down by HIPP members assisted as well.
- The team had a discussion regarding providers not providing evaluations for members if they do not have staff to provide the hours being recommended.
- Corinna had a discussion with the team regarding the delivery process the county had in place prior to Health Choices. There was an independent evaluator who made treatment recommendations, the CMHU then obtained the recommendations and with the parents/consumers consent met with the BHRS providers weekly to discuss cases and "broker" them out eliminating a waiting list. Tim discussed how this impacts choice; however families were provided choice before the county met with the providers.

➤ **Action Plan:**

- Corinna will make revisions to the current flyer and repost the information on the county website once final.
- Kay Achenbach will add to the Magellan Operations agenda a discussion regarding their current process in assisting families in accessing services.
- Corinna will update the tracking system in the CMHU to include HIPP members that are being assisted in finding providers. Bi-monthly reports will be shared with the team.

**Our next scheduled meeting is Monday June 13<sup>th</sup> at 1:00 pm in conference room 201 at the LC Government Center.**