

**Behavioral Health Rehabilitative Services (BHRS)
Partner's in Quality Workgroup
08/08/11 Minutes
LC Government Center Room 524
From 1:00 pm to 2:30 pm**

Attendees: Corinna Bealer, CMHU; Natalie Bojko, VYH; Dawn Connor, Holcomb; Kay Achenbach, Health Choices; Tee Decker, IU 21; Paulette Hunter, parent; Ellen Hunt, Elwyn/parent; Diane Sedgwick, IU 21, Tim Boyer, MH/ID/EI/D&A Administrator & Lisa Sportelli, parent

I. INTRODUCTION

➤ **Discussion:**

- The team approved the 06/13/11 minutes as being final.
- The team approved the mission statement suggested by Tim, "To improve the quality of and access to the BHRS system", which will be added to future agenda and minutes.

II. 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:**

- Paulette Hunter combined the Q&A from the state regarding the team's goals with Magellan's responses. This attached work sheet will be the team's future working document. The team began to work off of the BHRS Goals Spread Sheet that is attached.
- Corinna shared that the CMHU assisted 29 Health Choices consumers and one HIPPA consumer in accessing services since the last work group on 06/18/11. In the future the CMHU will be abiding by the protocol in place.
- The team had a discussion regarding provider's not completing evaluations and FBAs for members if they are not able to provide services. There was a discussion on how a psychiatric evaluation is good for 30 days and a psychological is good for 45 days which allows a window of time for members to find a provider. Lisa Sportelli stated that a provider should not assume they do not have hours available to offer a family when they have not completed an evaluation or FBA to determine needs. The team asked how Magellan is tracking this information and added this to the working spread sheet.
- Lisa Sportelli again strongly requested that Magellan be a participant in this work group.
- There was discussion from the providers they will call back families who contacted them for services once their agency is able to provide services and found that at least 80% of the consumers were already receiving BHRS.

➤ **Action Plan:**

- Kay Achenbach will share a copy of the 04/11 through 07/11 Access Report.
- Kay Achenbach will report the feedback from Magellan regarding creating a process or report that captures how they are assisting Health Choices members in securing mental health services. This will be broken down by the service recommended, i.e. BHRS, family based, MST, as well as give a tally of members who were under Act 62. This is included on the working spread sheet.
- Corinna will share with the team the number of HIPP members that the CMHU assisted in securing services.
- The team will continue to have discussion on the BHRS Goals Spread Sheet.

III. 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:**

- The team was provided a 2009 Completion Report to compare to the 03/31/11 through 06/30/11 Completion Report and found that there is still inaccurate information on the report. Providers will look at the report and report accuracy regarding their data at the next meeting.
- Magellan is now requesting reason codes from providers as to why prescribed hours are not being completed. Kay Achenbach shared the data which was collected thus far regarding the reason codes. The report is attached to the minutes and will be shared in upcoming meetings.
- The parents stated that they are uncertain whether or not providers are informing families about what the reason codes are on the encounter forms that they sign. Providers are expected to be sharing this information with the members, and this information should also be in the member's manual from Magellan.
- The team had a discussion on how HIPP members are being authorized for services for up to one year and not having Interagency Team Meetings in the interim. The team discussed the pros and cons to this practice.

➤ **Action Plan:**

- Providers will provide feedback regarding the accuracy of the Completion Report as it pertains to their agency.
- Kay Achenbach will share with the team the data that was collected by Magellan regarding reason codes as to why services were not delivered.

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

➤ **Discussion:**

- Corinna provided the team with information regarding the BHRS providers meeting with Dr. Todd Harris on 06/16/11 regarding a "Train the Trainer" course. There were seven providers initially interested in the training; however only two of them committed to sending staff. There needs to be a minimum of five identified staff at \$900 pp for the training. Elwyn committed to one staff and Access committed to sending two staff. Other providers stated that they would

however consider sending TSS staff to the trainings if the providers who have the trainers are willing to open the training up to them.

- The team requested that Magellan assist providers in the funding for the “Train the Trainer” course. If assistance in funding was provided the hope is for at least five providers to be identified to attend the training.
- Providers suggested that Magellan should do a pilot or give a pay incentive to providers that are willing to go through the training with Dr. Todd Harris.

➤ **Action Plan:**

- Kay Achenbach will have a discussion with Magellan regarding sharing some cost with the providers to the training with Dr. Todd Harris.
- Paulette Hunter wanted to reflect in the minutes that she would like the county to mandate Magellan to provide funding for Devereux Cares training for providers who work with children with Autism.

V. *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:**

- There was no updated provided at today’s meeting.

Our next scheduled meeting is Monday 10/10/11 at 1:00 pm in conference room 201 at the LC Government Center.