

**Behavioral Health Rehabilitative Services (BHRS)
Partner's in Quality Workgroup
12/12/11 Minutes
LC Government Center Room 123
From 1:00 pm to 2:30 pm**

Mission Statement: "To Improve the Quality Of and Access To the BHRS System"

Attendees: Corinna Bealer, LC CMHU, Claire Geby Larosa, Kidspeace; Dawn Conner, Holcomb; Sandra Molnar, VYH; Ann Hogan, VYH; Kay Achenbach, LC Health Choices; Paulette Hunter, parent; Diane Sedgwick, IU 21; Emily, ARCH; Lynn Hammer, Magellan; Patty Stralo, Magellan; Tim Boyer, LC MH/ID/D&A/EI; and Ellen Hunt, parent/Elwyn

➤ The team finalized the 10/10/11 minutes.

I. *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:**

- Kay Achenbach shared the access report which is attached.
- Corinna told the team that there were zero new referrals or HIPP members who needed access to or began receiving BHRS.
- Paulette Hunter asked if there can be discussion at the next meeting regarding Vitalistic stating they are providing BHRS services to children now rather than partial hospitalization services.
- Paulette suggested that the county consider sending a RFP to find a provider other than Recovery Partnership to complete surveys. She felt that Magellan provided a better survey with the results from the "Experience of Care Survey".

➤ **Action Plan:**

- Kay Achenbach will share the current access report
- Corinna Bealer will report access updates or if there are any new HIPP referrals for BHRS.
- Kay Achenbach or Magellan will provide an update on Vitalistic providing BHRS at this time.

II. *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 asked Linda Hammer, Magellan data analysis, if she felt it was valuable to look at the 2009 completed Completion Report and compare it to current reports to see if there are less issues regarding delivery of services. Linda

felt that the team should be focusing on quarterly reports to measure performance to ensure that they are going up to %100. She said yearly reports actually encompass prior authorizations from the year before and open authorizations may not have been closed out so there will not inaccuracies in a final report.

- Linda Hammer from Magellan provider the team with an overview of the Completion Report which now has accurate data due to Magellan working with providers to identify members who did not have discharge summaries or closing authorizations. She stated that the report accurately reports the data that is collected by providers; however if providers are not closing authorizations or there are pending authorizations the numbers will be skewed.
- It was said that providers have an explanation grid that they should be updating and completing to ensure that there are no discrepancies in claims and denials.
- It was stated that provider's fiscal/billing departments should be checking weekly for inaccuracies and discrepancies on the Completion Report through provider.com. There should be an internal mechanism in place with provider agencies in which they discuss and look at claims to ensure they are reporting accurate data for the report.
- Magellan offered to visit sites and consult with providers regarding billing and reporting.
- Kay Achenbach was not able to provide the Reason Code Report because providers did not need to get this information to Magellan until 12/09/11. The information is being collected and will be shared at the next meeting.
- The team worked on the BHRS goals and action plan. We did rule out two questions as not being applicable to needing outstanding tasks under this goal.

➤ **Action Plan:**

- Paulette Hunter requested that the team still look at the 2009 Completion Report to compare it to the current completion report to see if there is noticeable progress in reaching delivery goals.
- Kay Achenbach will provide an updated Reason Code Report.
- The team will continue to work on the BHRS Goals and Action Plan.

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

➤ **Discussion:**

- The county stated that there was Paid for Performance money which was split between children and adult mental health. Also at this time the county would want buy in from the providers to attend the Devereux Cares training.
- The team discussed that Chester County never followed through on collecting data to substantiate that the Devereux Cares training had positive outcomes and that it was reported that within two months of the training the TSS staff in Chester County implemented old practice due to lack of follow through.

IV. 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 were no updates to provide.

Our next scheduled meeting is Monday 02/13/12 at 1:00 pm in conference room 225 at the LC Government Center.