

Behavioral Health Rehabilitative Services (BHRS)
Partner's in Quality Workgroup
06/10/13 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; Kay Achenbach, HealthChoices; Ellen Hunt, Elwyn; Clare Gebey, Kidspeace; Paulette Hunter, parent; Pam Babnis, Redco & Suzanne McFadden, Access

- The team finalized the 04/08/13 minutes. Please note an addition was added on Goal II and italicized.

- 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 informed the group that Magellan is willing to do quarterly BHRS Provider meetings and all topics for discussion or concerns should be emailed to Rebecca Procopio at Magellan for agenda items. Magellan will then coordinate another meeting.
 - Kay stated that she will see whether or not she can share a copy of the BHRS Redesign proposal that was sent to the state with the team. She did reiterate that the provider's input from the 10/12 meeting was included in the proposal. There are no updates or approval from the state on the proposal at this time.
 - The team stated that the Access Report does not include member's names on it so providers are not able to follow up with any deficiencies. Kay stated that the providers can contact Matt Bauder in HealthChoices directly and he will be able to provide them with this information. Providers also reported that they have not been reminded by Magellan to complete the Access Report; therefore Kay suggested that they include this on the agenda for the provider meeting with Magellan.

- **Action Plan:**
 - Kay will provide the team with a copy of the BHRS Redesign proposal if applicable.

- 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 provided the team with the 2009 through 2012 Completion Reports and across the board all percentages showed improvement, particularly in the delivery of Mobile Therapy services.
- Kidspace reported that they are still working with Magellan to rectify the inaccuracies on this report.
- Sherri from Holcomb was not at today's meeting to handout their internal questionnaire and outcomes measures that they use with their families; therefore this request will go on the agenda for the next meeting.

➤ **Action Plan:**

- In August 2014 the team will request the 2012 and 2013 Completion Report to compare.
- Sherri from Holcomb if able will share with the team their family questionnaire and outcomes measures.

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:**

- Providers had a discussion on how the BSC licensing was extended to 01/14 and that they have not had any major issues with the trainings. In addition their employees who have a Masters in Education are being grandfathered into this licensing as well depending on their experience.
- Paige Keeter will be providing FBA training to providers via Kidspace in July.
- Kay explained to the team that children diagnosed with Autism will be exempt from the needing the CANS completed and that once the BHRS Redesign plan is approved from the state we will have more clarification on expectations of services.
- Suzanne McFadden from Access reported that her staff has been having a difficult time accessing the CANS training on the Magellan website so Kay told her to contact Rebecca Procopio at Magellan for assistance.

➤ **Action Plan:**

- The providers will provide any updates on trainings.

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:**

- Kay provided an update on the BHRS pilot program. This program serviced 29 children, 11 from Northampton County (NC) and 18 from Lehigh County (LC). Five children have been discharged from this program, two of which were NC and the other three from LC. Only two of these children went to a higher level of care, i.e. RTF and CRR Host Home, one was discharged against medical advice

and the others were discharged to a clinic level of care. 80% of TSS, 70% of MT and 82% of BSC hours prescribed were delivered in the completion report and there was all positive feedback from the Magellan parent survey. All of this information and outcomes was shared in the BHRS Redesign proposal to the state.

➤ **Action Plan:**

- Kay will provide any additional updates on the BHRS Pilot Program.

V. BHRS SPREADSHEET

➤ **Discussion:**

- The team was provided the state PS& R document as well as Paulette's email and feedback. Paulette requested that we hold off on discussing the spreadsheet until she gathers more information and feedback from the state committee she participates in.
- Paulette told the team that all state bulletins will eventually be posted on the Recovery website.
- Paulette provided the team with an update on concerns that were discussed at the state BHRS workgroup. The biggest concern discussed was the BHRS and the Summer Therapeutic Activities Program (STAP) program and how they can overlap. The team proposed that there be clear guidelines on this.
- Corinna reviewed some of the comments and recommendations that were provided by Magellan to the state regarding the BHRS bulletin:
 - ✓ Make clear what is billable vs. non-billable time, i.e. Psychosocial Rehabilitative activities
 - ✓ Provide some examples of appropriate use of BHRS vs. inappropriate, i.e. Habilitation Services, STAP, Recreation, prompting and cueing as an intervention and how MCO's can monitor this if nothing is captured in progress notes
 - ✓ Define the role and expectations of a parent or natural supports as well as family engagement

➤ **Action Plan:**

- The team will work on the spreadsheet once the PS&R are reviewed.

Our next scheduled meeting is Monday 08/12/13 at 1:00 pm in conference room 123 at the LC Government Center.