

**Behavioral Health Rehabilitative Services (BHRS)
Partner's in Quality Workgroup
02/13/12 Minutes
LC Government Center Room 225
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; Paulette Hunter, parent; Lisa Sportelli, parent; Pam Bubnis, Redco; Dawn Conner, Holcomb; Emily Leayman, Elwyn/ARCH; Kay Achenbach, LC Health Choices; Tim Boyer, MH Administrator; Jan Creedon, Human Services; Suzanne McFadden, Access & Diane Sedgwick, IU 21.

➤ The team finalized the 02/13/12 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 distributed the current Access Report which is attached.
- Since the team last met the Children's Mental Health unit did not need to assist any members in securing a BHRS provider; however we were invited to an initial intake for a HIPP member who accessed services on their own. At this time there are 42 HIPP members receiving BHRS services.
- Kay reported that she was not aware of any Health Choices members who contacted Magellan regarding access issues.
- Kay provided the team with an update on Vitalistic Charter School and how they have been using Redco for BHRS in their school; however members still have choice of providers and Magellan can authorize other providers in the school pending medical criteria. The Redco representative reported that services in the school have been going well and reiterated that they are a separate entity from the school. Kay also gave an overview of the Magellan audit process when there are concerns regarding providers and quality assurance issues.

➤ **Action Plan:**

- Kay will provide the team with a current Access Report.
- Corinna will provide the team with an update on HIPP members who were assisted by the county in finding a treatment provider, as well if there are any new members receiving services.
- Kay will provide the team with information regarding whether or not Magellan assisted any Health Choices members in accessing services.

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 11/11 to 12/11 Completion Report.
- The team requested the 2009 and 2010 Completion Report for the next meeting to see if there have been any documented improvements.
- Kay provided the team with the 07/11 through 09/11 Reason Codes Report.
- Providers expressed concerns and issues they have been having with Magellan not processing claims and stating that they are not receiving funding packets although there is confirmation showing otherwise.

➤ **Action Plan:**

- Kay will bring the 01/12 to 02/12 Completion Report as well as the 2009 and 2010 completed Completion Report for the team to discuss.
- Kay will look into this issue with Magellan since this is a QCC issue. Providers are encouraged to contact Health Choices at the county when they have issues that are not being resolved with Magellan.

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:**

- Tim Boyer at this time reported that there are no funding streams for training at this time.

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 stated that there are no updates at this time; however in about nine months there will be a report that can be shared regarding outcomes. She will also see if there are any updates to provide at the next meeting.

V. BHRS SPREADSHEET

➤ **Discussion:**

- The team reviewed the spread sheet and removed two areas from goal number two feeling there were no tasks to address. The first was regarding the issue of services and hours being delivered as stated on the treatment plan and/or evaluation. The team stated that providers abide by prescribed hours and can be flexible with hours scheduled within the week as long as they do not go over the prescribed hours. We also discussed how TSS hours need to be prescribed and provided weekly; whereas BSC and MT hours can be prescribed monthly allowing them more flexibility in scheduling throughout the month.
- The second response the team eliminated from the spread sheet was when there is a discrepancy between the provider agency and the family/member regarding the

date that the services were requested. The team stated that on their initial sign in form this is documented; however some providers said they thought this area was when they received the initial call and were not documenting when the family contacted providers for the first time. The providers had discussion on how this is very difficult to do since families/members may not even now when they first tried seeking services. Also the providers brought up the concern if they would be penalized for accepting the case post the 50 days of the family/member making the request. Kay reassured them this would not be an issue, but the team agreed this issue should be included on the spread sheet under the area of once a prior authorization has been approved services should be initiated no later than 60 days.

Our next scheduled meeting is Monday 04/09/12 at 1:00 pm in conference room 123 at the LC Government Center.