

**Behavioral Health Rehabilitative Services (BHRS)
Partner's in Quality Workgroup
04/09/12 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; Paulette Hunter, parent; Ellen Hunt, ARCH & parent; Rachel Crouse, Holcomb; Sheri Herman, Holcomb; Barbara Brown, VYH; Kay Achenbach, Health Choices & Tim Boyer, MH/ID/EI/D&A

➤ 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 will provide the Access report to the team with the attached minutes since they were not available for today's meeting.
- Corinna reported that there are currently 42 HIPP members receiving BHRS. The CMHU did not need to assist members since our last meeting in securing a provider; however the CMHU received a call from one provider that they will be doing an intake this month with a new member. None of the members were hospitalized during this time period and all prescribed hours are being provided with the exception of one child who is waiting for a new TSS to be trained.
- Kay explained how Magellan receives a report from their Centralized office which acts as a tracker system to capture how many members are being assisted by Magellan in securing services. However the report does not have fields to capture specific programs such as BHRS and how many members are attempting to access services.

➤ **Action Plan:**

- Kay will speak with Magellan to see if they have an internal way of capturing the number of member's they are assisting in securing BHRS services specifically.
- Paulette requested that Kay find out from Magellan whether or not providers are tracking the 50 days access to services (via Kirk T.) from the time the member makes the initial call seeking services or if they are tracking the 50 days when the provider actually picks up the case. According to the bulletin we are to begin tracking the time when the initial call is made and providers at the last meeting were unaware of this.

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:**

- The team reviewed the 2009 through 2011 Completion Report and compared it to the current 10/11 through 12/11 report and seen that overall there was some improvement. The team would like to see the completion percentage at 70%.
- The team reviewed the attached Reason Code Report.

➤ **Action Plan:**

- Kay will provide the 01/12 through 03/12 Completion Report.
- Kay will provide the 01/12 through 03/12 Reason Code Report.

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:**

- There was no additional information to provide regarding funding for trainings available at this time.

➤ **Action Plan:**

- Tim will provide the team with any information regarding funding for additional 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:**

- There was no updated information provided at this time; however Paulette requested information regarding the end date for the pilots and when to expect to see some data regarding outcomes.

➤ **Action Plan:**

- Kay will provide the team with updated information as well as the projected end date for this pilot and when to expect to see collected and shared data.

V. BHRS SPREADSHEET

➤ **Discussion:**

- The team removed the Goal 2 question and response on page five regarding if a supervisor is ill or on vacation that another qualified supervisor is available for required supervision. The team had a discussion with providers who participated at today's meeting and the providers reassured the team that when a supervisor is out of the office there is another supervisor who provides adequate coverage for staff and the families. Some of the providers will even follow up with

satisfaction surveys to ensure that the process was effective and families/members were satisfied. The team agreed that there is no way a MCO or DPW would be able to monitor that this is occurring other than through the Reason Code Reports or complaints and grievance from families/members.

- The team agreed to remove the Magellan QIA findings from 2003 through 2008 on page six since it does not pertain to an action plan and others have been completed.
- The team agreed to combine the questions and responses under Goal 3 and remove the question and response regarding Discrete Trial Intervention (DTI) trainings. There was a discussion on how some providers do on-site DTI training with new staff whereas other providers provide the training from their facility. The team also discussed the families' openness to allow such training to occur with their child and in their home. There was also discussion on targeting staff that are interested and invested in learning DTI training in order for it to be effective.
- The team agreed to keep Goal 4 regarding the BHRS pilot program on the action plan until outcomes are shared after the pilot is over.

➤ **Action Plan:**

- The team will review the spread sheet and begin having discussion on outstanding tasks and how issues can be resolved. Brainstorming and problem solving is the next step.

Our next scheduled meeting is Monday August 13, 2012 at 1:00 pm in conference room 123 at the LC Government Center.