

**Behavioral Health Rehabilitative Services (BHRS)
Partner's in Quality Workgroup
10/08/12 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; Barbara Vaupel, VYH; Kay Achenbach, LC Health Choices; Tim Boyer, LC MH/ID; Diane Sedgwick, IU 21; Ellen Hunt, Arch; Sheri Herman, Holcomb; Paulette Hunter, parent & Val Lang, Access.

➤ The team finalized the 08/13/12 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 provided the team with a letter from DPW to the MCO's regarding tracking access to BHRS from the time the initial evaluation was completed to services delivered within 50 days. Magellan shares this information to the state on their Exception Report.
- Kay stated that Magellan does track and provide the state the Exception Report information regarding accessing services. This information is provided to Magellan via the providers Access Report information. Providers reported that if they are not able to do an initial evaluation they will seek another provider to do the evaluation for the consumer; or they tell the consumer to contact Magellan for assistance. The providers today reported that this is occurring.
- Kay reported that there is a Stake Holders meeting on 10/24/12 for families and BHRS providers at the Bechtel Building in Northampton. And on 11/14/12 there will be a BHRS Provider meeting to discuss any BHRS changes or expectations. Paulette Hunter suggested that Magellan host this event within the Lehigh County area as well because of transportation issues. She also suggested that evening hours should be available to families who work.
- Kay provided the team with the 08/12 Access Report. The team noticed a lot of providers did not get their information into Magellan.

➤ **Action Plan:**

- Kay, if able, will provide the team with the Magellan Exception Report that is sent to the state by Magellan regarding the 50 day tracking information. This request was made by Paulette Hunter.
- Paulette Hunter will look to see if there is a state protocol or time frame that is supposed to be documented from the county on the time a consumer contacts a BHRS provider for an evaluation and from the time the evaluation is completed to determine if BHRS is medically necessary. She believes there is a total 60 days for this to occur including to the day the service is delivered.

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 04/12 through 07/12 Completion / Reason Code Report. The team at this time requested to no longer receive these reports until 04/13 which at that time we would like to see the completed 2011 and 2012 report to compare.
- Kay stated that Matt Bauder from LC Health Choices is willing to assist providers with their Completion / Reason Code reports if they are still having issues in completing it.

➤ **Action Plan:**

- In 04/13 Kay will provide the team with the 2011 and 2012 Completion Report to compare.

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 reported that he is still not aware of any training monies available from the state at this time.
- Ellen Hunt from Arch reported that the Bureau of Autism does not have monies available for trainings and that they have yet to list any free training opportunities as they stated they would. Ellen did provide the attachments regarding the FBA Trainer Procedures for certification as well as the Notification Form.
- Diane from the IU 21 stated that they currently have two BSC staff certified for FBA training who will be providing a free training on 11/05, 11/08, and 11/15 at the IU 21 in Schnecksville free of charge.
- Sheri from Holcomb stated that they have one BSC FBA trained and certified staff that will be training an additional six BSC in their agency. Eventually they may be able to provide trainings to other providers as well.

➤ **Action Plan:**

- Tim Boyer will provide the team with any updates regarding funding for trainings.
- Providers will provide information sharing on upcoming 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 stated that Magellan is still gathering outcomes and information from the pilot programs and will compile a list of outcomes and suggestions to other providers.
- Sheri from Holcomb and Barbara from VYH stated that they were providers in the pilot program who just completed their information and outcomes for Magellan and that there were positive outcomes for hiring a full time MT worker. They provider 2 to 6 MT hours a week for nine months with a 24 hour on-call to their families and had monthly meetings which included the prescribing doctor. They felt this was very successful in the outcomes that were provided to Magellan regarding quality of care.

➤ **Action Plan:**

- Kay will provide the team with any updates regarding additional pilot program outcomes.

V. BHRS SPREADSHEET

➤ **Discussion:**

- The team decided to hold off on discussing the spread sheet until after the BHRS Provider and Stakeholder meetings.

ADDITIONAL DISCUSSION:

- The team had a discussion on the **BSC licensing** that is supposed to occur by 05/26/13 and how this can impact BHRS providers and families. Corinna attached the Act 62 and FAQ regarding this.
 - Kay stated that Magellan sent surveys out to providers that were due back on 09/21/12 regarding information on how many BSC staff needed to be trained and licensed.
 - Diane from the IU 21 stated that East Stroudsburg University is looking to do a six week, 90 hour training for \$1,200 pp for BSC licensing; however she is uncertain if this has yet to be approved by the state for credentialing.
 - Sheri from Holcomb reported that the University of Illinois through their Autism Spectrum Institute has on line trainings with 40 contact hours for licensing; however she is uncertain if this is a list of trainings that are approved through PA. Nevertheless she reported there is good training information for staff to look at.
- Kay told the team that it may take up to six weeks for Magellan to get back to providers with their audit results.
- Kay informed the providers that if they have any issues with Magellan, including not getting things in writing as they request, to contact her or Matt Bauder in Health Choices.
- Kay stated that Magellan hosted their last BHRS Provider meeting on 06/07/11 and did not feel that they needed to continue having these forums since providers are experienced and there have been no change in the BHRS process or expectations. It was said that providers are not actively engaged in these forums and tend to contact Magellan directly

- with questions or issues they may be having. Magellan does communicate with their providers via email blasts and has scheduled another provider meeting for 11/14/12.
- Kay stated that there are some MCO's who have bi-monthly BHRS Provider Meetings which also include some training. LC again does not feel this needs to be done through Magellan since Providers are experienced and since Magellan is abiding by the Program Standards and Requirements (PSNR). In addition Magellan does have upcoming trainings listed on their website and will provide on site clinical trainings at a providers request.

Action Plan:

- Paulette Hunter will look to see if there are any expectations from the state on MCO's to have quarterly BHRS Provider meetings.

Our next scheduled meeting is 12/10/12 at 1:00 pm in conference room 123 at the LC Government Center.