

**Behavioral Health Rehabilitative Services (BHRS)
Partner's in Quality Workgroup
04/08/13 Minutes
LC Government Center Room 524
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; Emily Lehman, Elwyn; Sheri Herman, Holcomb; Barbara Vaupel, VYH & Diane Sedgwick, IU 21

➤ The team finalized the 02/11/13 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:**

- Paulette Hunter provided the team with the OMHSAS's Appendix H Program Standards & Requirements (PS&R) regarding the member's rights and service access. The team will use this as a tool for the BHRS Spreadsheet.
- The team stated that Magellan is doing a better job at communicating through emails and webinars but feels it would still be beneficial to have quarterly provider meetings.
- The team had a discussion on how parents as well as some providers are privy to the Magellan "BHRS Redesign" initiative and proposal that was sent to the state pending approval. Paulette requested this written proposal to be shared with the group and expressed her concerns on how stake holders, i.e. parents and providers were not a part of the discussion before the proposal was sent to the state. Providers stated that they and the families had discussion with Magellan regarding the criteria for tiers; however this was done after the proposal was submitted to the state.
- Kay provided the team with the current Access Report. The providers stated that the reports are still not capturing accurate information and that if they had the names of the consumers Magellan was capturing the data on that the reports may be more accurate.
- Paulette questioned provider's interest in providing after school program since currently there are only two providers of choice. The providers stated barriers such as space, financial sustainability and how they work with children who have all mental health diagnosis not just Autism. The providers clarified that their members can continue with BHRS and not have services disrupted while attending an after school program and have been doing this for years; however they are not able to staff hours while the children are in the after school program.
- Paulette stated that she heard from parents that the after school providers do not communicate effectively with them; however neither providers nor Corinna who oversees the HIPP children receiving after school services have heard such complaints.

➤ **Action Plan:**

- All team members should read the PS&R document and highlight anything that they feel is pertinent or worth discussing towards the team's action plan. As you read this document you can email Corinna who will highlight your areas of concerns. Once this task is completed by all members we will use this tool for the Action Plan.
- Kay was not able to participate in today's meeting but was asked at the 02/11/13 meeting to speak with Magellan about the team's request for quarterly BHRS provider meetings; therefore Kay will provide the team with feedback regarding this request at the next meeting.
- Paulette requested that Kay provide the team with a copy of the "BHRS Redesign" proposal that was sent to the state and as well as provide an overview of what is being requested for approval.
- The team wants to have a discussion with Kay regarding Magellan providing the providers with the member's names on the Access Reports.

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 10/12 through 12/12 Completion Report; however the team requested the 2011 and 2012 Completion Reports so they could compare the annual data.
- Providers had a discussion on how they are internally capturing family's participation in treatment. The providers stated that they make clear expectations to the family regarding active involvement and what the roles of each therapist is. Paulette suggested that the family have this all in writing.
- Holcomb stated that they are now tracking outcomes on families pertaining to active participation. Holcomb believes a visual and charts for the families will be beneficial and rewarding or able to show areas for needed improvement. Paulette was not completely in favor of this practice and asked for Holcomb to share the questionnaire or tracking system that is used on the families. *In addition she made a comment that providers should allow families to complete some type of quality assurance surveys on their TSS workers.*
- The team had discussion on how Magellan requested action plans from BHRS providers on how they will provide BSC services to member's with Autism who are still not licensed.

➤ **Action Plan:**

- Kay will provide the 2011 and 2012 Completion Reports for the team to compare the data and outcomes.
- Sheri will look into whether or not administration will allow the team to see their internal questionnaire and outcome measures regarding family involvement and participation.

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 team reported that Magellan is beginning to provide more webinars and trainings to them. Last month Magellan provided training on billing and this month on the 17th there will be a webinar on BSC licensing.
- Sheri from Holcomb stated that she is certified as a FBA trainer; however she is still waiting on the Bureau of Autism to send her current materials so she can begin to train others.
- The IU 21 will be providing FBA training in the fall; however providers stated that they are not aware of any other FBA trainings and that they have staff who need this as soon as possible.
- The providers stated that they are in the process of training on the Children and Adolescent Needs and Strengths (CANS) process; however this outcomes measurement is not effective for children with Autism. The providers also stated that the training is time consuming, difficult to complete and that staff are failing it; therefore not able to work with children on the spectrum. The providers stated that this is a Magellan initiative, not OMHSAS, and that Magellan recognizes it is not effective for children with Autism and may be revising this process for this population. The team also expressed concerns that once the staff fails this test three times they need to do a face to face training but no such training is available.

➤ **Action Plan:**

- Providers will provide information and updates on trainings.
- The team will question Kay if she knows where providers can send staff for the face to face training on CANS if they have failed the on-line course more than three times.

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)*

➤ **Action Plan:**

- Kay will provide the team with the updates or outcomes on the BHRS Pilot Program.

V. BHRS SPREADSHEET

➤ **Action Plan:**

- The team will work on the action plan once the PS&R's are read.

Our next scheduled meeting is Monday 06/10/13 at 1:00 pm in conference room 123 at the LC Government Center.