

## CARE COORDINATION SERVICES

### CBC HH & HHSC PROVIDER MEETING



CBC HH Provider Network, representing both Adult and Children CMAs

On June 27<sup>th</sup>, CBC Health Home hosted its 2<sup>nd</sup> Quarterly HH Network Provider meeting at The Jewish Board headquarters. In attendance were 50 attendees across 32 CMAs, from both the HHSC and HH program. In addition to providing an overview of trends and updates of our programs, CBC offered a spotlight to introduce our newest Network Provider: [SCO Family of Services](#), slated to begin care management work through our HH program in Q3 2019.



Network Spotlight featuring SCO Family of Services, presented by Lori Hannibal, Regional Director, Care Management Programs and Christine Rigg, Director, Health Care Integration

### HCBS INFRASTRUCTURE PROJECT

The HCBS Infrastructure Project began working on the contracts with Healthfirst, EmblemHealth, and Empire BC/BS HARP members as of May 1<sup>st</sup>. The eight subcontracted CMA/RCA agencies have received their initial HCBS Infrastructure funds from the Plans during the

implementation period to allow for hiring and planning. The Network started off strong with 36 completed HARP Eligibility Assessments in May and adding an additional 46 completed Assessments in June. A resource list of HCBS Providers was created to assist with the quick turnaround for members to begin receiving HCBS services.

CBC IPA, with the support of NYU MCTAC, conducted a HARP HCBS Infrastructure Overview Training: 101 on June 25<sup>th</sup>, for the HCBS Infrastructure Network providers and the staff working on this project. The Network has met several times to discuss strategies for success as we approach a Go Live date of August 1<sup>st</sup>. We look forward to continuing to see the growing results month to month as an increased number of HARP members gain connectivity to HCBS.

### CONSENTS

HHSC and HH CMAs continue to make progress with completing and uploading the new consent versions of the DOH 5055 and DOH 5201. As of June 30<sup>th</sup>, the HHSC achieved 98% consent completion and Adult CMAs have attained 71% completion. CBC will continue to monitor uploaded consents through the monthly documentation reports. As a reminder, an updated DOH 5055 is due by the next Comprehensive Assessment Due Date. Since the Comprehensive Assessment is due annually, updates for both consents and assessments must be completed by July 31, 2019.

### ASSERTIVE COMMUNITY PROGRAM (ACT) AND HEALTH HOMES

As of July 31<sup>st</sup>, ACT will no longer operate as a care management entity under HH and therefore ACT members will no longer be enrolled under the HH program. ACT CMAs are asked to follow-up with collecting and uploading to GSI, a DOH 5058 HH Patient Information Sharing Withdrawal of Consent for each member to be disenrolled from the HH program. All HMLs for ACT members will need to be completed no later than Monday, July 29<sup>th</sup>. CBC and SDOH will handle the administrative disenrollment from GSI and MAPP.

Please contact [Melissa Martinez](#), Director, Health Homes, for any questions.

### HHSC – MANDATORY HCS ACCESS & SECURE FILE TRANSFER

All HHSC Care Managers must have Health Commerce System (HCS) accounts as well as access to Secure File Transfer. HCS Secure File Transfer provides a platform for the exchange of PHI in a secure format. All member-level communication between the office of NYS DOH Capacity Management and HHCM the HHSC Care Manager is required through HCS Secure File Transfer.

For more information please refer to the [Secure File Transfer 2.0 FAQ](#) and [Secure File Transfer 2.0 Quick Reference Guide](#).

## CHILDREN'S HCBS LEVEL OF CARE (LOC) ELIGIBILITY DETERMINATION UPDATE

Assessors are asked to NOT continue using the "linking CANS-NY" option due to an unforeseen technical issue. To complete the HCBS LOC determinations all users will need to complete the assessment by:

1. Selecting a new HCBS LOC determination in the HCS UAS
2. Select the target population
3. Answer the risk questions
4. Completing the Functional criteria (as appropriate for the Target Population)
5. Attesting to the having a signed LPHA form (if applicable)
6. Signing and finalizing the assessment

For assistance please call 518-473-5569.

## BTQ

BTQ, on behalf of the CBC HH, has escalated the following MCO billing issues to NYSDOH:

- Healthfirst is currently incapable of processing voided claims, has processed zero to-date, creating a significant backlog. Billing errors include paying a large volume of Outreach claims at the older rate, which is no longer valid.
- Affinity, Fidelis and United Healthcare have a lag in processing voided claims and are currently backlogged.
- Affinity and Emblem have not yet paid any HCBS assessment claims.
- Healthfirst is processing HCBS assessment claims, but a large volume of older HCBS claims were erroneously denied.

## CBC HH VALUE-ADD TRAININGS

CBC hosted two WebEx trainings for the Health Home Network for a total of 61 participants across 23 CMAs in attendance.

### Understanding Complex Trauma Across Child and Adolescent Development

Thursday July 18<sup>th</sup> | 12:30 – 4PM

Maximum of 2 staff per CMA

In-Person @ CBC

Registration required by [e-mail](#).

Please note: this training is open to HHSC CMA's.

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## TRAINING INSTITUTE

### CBC AND CUCS TRAINING PARTNERSHIP

It's not too late to [register](#) for the [CUCS Institute at the Center for Urban Community Services](#), with CEU credits to CMA staff.

### From Incarceration to the Community

SESSION 1: Tuesday, July 16<sup>th</sup>

9:30AM – 12:00PM

SESSION 2: Wednesday, July 17<sup>th</sup>

9:30AM – 12:00PM

### Foundations of Motivational Interviewing (MI)

SESSION 1: Tuesday, July 16<sup>th</sup>

2:00 – 4:30PM

SESSION 2: Wednesday, July 17<sup>th</sup>

2:00 – 4:30PM

## QUALITY PERFORMANCE MANAGEMENT & COMPLIANCE

### UPCOMING QMT/CQMT MEETING

In lieu of an in-person meeting, the next Quality Management Team (QMT)/CQMT will be a WebEx on July 25<sup>th</sup> from 9:30 – 11AM. Check your email for more details on agenda items, which will include review of the newly released CBC HH CMA Performance Reports.

### CBC HH CMA PERFORMANCE REPORTS

For the past year, CBC in collaboration with the QMT and CQMT have worked jointly to create the CBC HH CMA Performance Report, providing CMA's a quarterly snapshot on key process metrics required by the DOH.

The initial CBC HH CMA Quarterly Performance Reports for Q4 2018 and Q1 2019 were distributed to CMAs in the last week of June as a baseline benchmarking exercise. Based on feedback gathered, the goal is to expand the report to include outcome/gaps in care measures and utilize it to inform CBC performance improvement activities, learning collaboratives, technical assistance and trainings.

Thank you to all who provided preliminary feedback on this CBC HH CMA Performance Report. These CMA Quarterly Performance Reports will be distributed no more than six weeks after

the end of the quarter. CBC will provide further opportunity to review the report and provide feedback.

## HARP IMPROVEMENT PLANS

The HARP Improvement Plan process is winding down for HH that set the goal of attaining CBC's 45% benchmark for completed Eligibility Assessments and Plans of Care by June 30, 2019. CMAs received an individualized HARP report that cross-walked HARP information in GSI with that of MAPP with the expectation that any discrepancies between the two be investigated and GSI updated to reflect accurate HARP status and documentation. This will impact benchmark scoring, as well as assist CMAs in targeting the right members to outreach to complete the HCBS workflow.

Beginning July 1<sup>st</sup>, any CMA below the 45% benchmark will continue to receive targeted technical support from the QPM Team. Overall as a network, CBC network is currently at a 49% completion rate for Eligibility Assessments and a 48% completion rate for POCs. CBC will continue to assess individual and overall completion rates and increase the target benchmark over time until we meet the DOH completion rate of 75%.

## IPA CLINICAL AND QUALITY MEETING

The IPA Clinical and Quality Meeting met on June 6<sup>th</sup> and discussed the methodology to move through CBC's IPA HEDIS measures to identify:

1. Specific data elements that feed into the Data Analytics Business Intelligence (DABI) platform from EHRs to support network monitoring and performance;
2. Process measures that demonstrate improved outcomes;
3. Dashboard prototypes to measure outcomes across the network; and
4. Implementing target tracks to enhance our ability to be clinically integrated.

This approach is in preparation for the implementation of the DABI, to help us explore real data that is currently being recorded in EHR systems. This will help our network identify data gaps and ultimately help organizations coordinate around process measures before DABI go-live.

Thank you to [CCNS](#), [Project Hospitality](#) and [ACMH](#) who volunteered to be a part of this first data pull project for the measure - Follow Up after Mental Health Hospitalization 7 and 30 days. The next meeting is scheduled for July 18<sup>th</sup> where we will review the results from the first individual agency data pulls and social determinants of health.

## iCHOOSE EVENT: THE CONSUMERS' CHOICE

On June 19<sup>th</sup>, CBC, in partnership with [Samaritan Daytop Village](#) and [The Jewish Board](#), with funding from the [Bronx Partners for Healthy Communities](#) (BPHC), hosted iChoose, an innovative event to ensure consumer choice in leveraging technologies that increase communication, access, engagement and empowerment within the patient care

arena. Four Technology Assisted Care (TAC) Apps: [Sobergrid](#), [Marigold](#), [Lifesprite](#) and [Sibly](#) showcased their technology apps directly to consumers to select the technology that best meets their needs.



iChoose Event:  
Swatee Surve,  
Founder & CEO,  
Litesprite;  
Winner

Clients voted for Litesprite to be piloted in their programs for 3-6 months as we look at replicability and scalability. You can read more about the event in the [press release](#) and [BPHC Newsletter](#).

## HEALTHIFY

CBC continues to promote Healthify, a Community-Based Referral Platform. [Project Hospitality](#) (PH) is actively using the resource tool which has enabled them to coordinate care in a more seamless fashion. Staff responded positively to the implementation – PH has completed 69 referrals in June! To implement Healthify, please contact [Elise Kohl – Grant](#), Director, IT Project Management.

## INNOVATIVE PROGRAMS

### CASE MANAGEMENT PRACTICE IMPROVEMENT AWARD

CBC's Pathway Home™ Program was awarded the 2019 Case Management Practice Improvement Award, an award sponsored by the CMSA Foundation. CBC Senior Director Barry Granek accepted the award on behalf of the

Pathway Home programs and gave the acceptance speech to approximately 2,000 conference attendees. To read more about this, please visit [here](#).



## PATHWAY HOME 2019 ANNUAL RETREAT

On June 26<sup>th</sup>, Pathway Home™ brought together team members from across NYC to share ideas and get to know one another at the annual program retreat. A retreat video can be viewed [here](#).



## PATHWAY HOME NEWSLETTER

CBC's Pathway Home publishes a monthly newsletter. It can be accessed [here](#).

## BRONX HOMELESS CTI OUTCOMES

CBC, in partnership with [Bronx Partners for Health Communities](#) (BPHC) and [Project Renewal](#) (PR), successfully completed the Year 2 of the Bronx Homeless CTI in April and met with the PPS in June as part of a learning collaborative to review the outcomes.

The CBC/PR Team's individual impact showed a:

- 79% reduction in overall hospital utilization;
- 35% decrease in ED visits; and
- 92% reduction in inpatient admissions.

These impressive outcomes show a significant impact on high cost service utilization which went well above the target goal of the program, which was to reduce overall hospital utilization by 25%.

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## IN THE NEWS...

### CRAINS INCLUDES LARAY BROWN IN MOST POWERFUL WOMEN 2019

LaRay Brown, CEO, [One Brooklyn Health System](#) and [Interfaith Medical Center](#), was named in Crain's 2019 list of Most Powerful Women.

Ms. Brown, using a grant from NYS, plans to build a network of clinics, with the aim to treat people before needing hospital care. She is quoted in the article, "One Brooklyn Health represents an unprecedented opportunity to really move the needle...That opportunity also comes with tremendous responsibility."

### BEHAVIORAL HEALTH BUNDLE WITH SAMARTIN DAYTOP VILLAGE AND HEALTHFIRST PARTNERSHIP

[Samaritan Daytop Village](#) and [Healthfirst](#) have engaged in a partnership to provide outpatient treatment, using Substance Use Therapy and Recovery Treatment (START) for Healthfirst members for care of mental illness, recovery, and addiction services.

The primary base of services is located in Jamaica, Queens, but can also be found at Samaritan's other locations in the Bronx, Brooklyn and Manhattan. Further information can be found [here](#).

### OASAS FORUMS

OASAS, in partnership with [Coordinated Care Center, Inc](#) (CCSI) and the [Center on Addiction](#) is providing a series, Developing a Capacity to serve Adolescents and Young Adults with Substance Use Disorders in a Community Based Setting:

[NYC](#) –July 31<sup>th</sup>, 10AM – 3:30PM

Center on Addiction, 633 Third Ave, Floor 19, New York, NY 10017

### TELEMENTAL HEALTH FINAL REGULATIONS

OMH released the telemental health service regulations, based on public comment from January. The regulations allow for more types of practitioners who can provide telemental health services as well as expansion of types of provider locations and recipients. PROS and ACT can now provide services via telemental health. Full regulations can be reviewed [here](#).

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## OPPORTUNITIES

### RFP: ACS PREVENTIVE SERVICES

The NYC ACS released an [RFP](#), due August 8<sup>th</sup>, to offer foster care prevention services including family support and therapeutic and treatment models. \$650M is available, annually.