

CARE COORDINATION SERVICES

HCBS INFRASTRUCTURE PROGRAM

The HCBS Infrastructure Program entered the 1st performance quarter of the 15-month contracts with Healthfirst, Empire BC/BS, and Emblem Health. Throughout August, CBC's data analytic team worked to develop a HCBS Infrastructure Dashboard to measure our network and individual provider performance.

The HCBS Provider Network received their second quarterly infrastructure fund payment from the Plans. With the distribution of BH-HCBS Infrastructure funds, the network has hired Peer Advocates and specialists, HARP Assessors, and a data consultant, to streamline the process and assist clients from getting from the assessment phase to actual services in an efficient manner.

CANS-NY RECERTIFICATION PROCESS

CANS-NY in-person training will be required for all CMs by April 2020; CANS-NY certification will be required within six months of hire.

If a CM participated in an in-person training already, they can skip the steps online and take the final exam to pass or to be re-certified. The in-person training is valid for 60 days. Re-certification exams must occur within that time frame or the process must start from the beginning.

HHSC HCBS POC UPDATES

In order to accommodate for the HCBS carve into Managed Care for the HHSC population by 10/01/19, CBC Health Home will take on the role of transmitting all POCs on behalf of CMAs to Managed Care and editing our Care Plan in GSI over the coming weeks. These

changes apply only to HHSC HCBS populations, however the Care Plan changes will be visible for all users.

- A new domain, **HHSC (HCBS)**, will be added to the Domain list under Issue Details in the Care Plan
- The Treatment/Rehabilitation/Intervention section will be renamed **Treatment/Rehabilitation Intervention (HHSC HCBS Frequency, Scope, Duration)**

Pre-populated text for the 12 possible HCBS services in the Issue/Needs Title field in the Care Plan will be added. When a Care Coordinator begins typing in the HCBS service, the full text will appear and can be selected. If you are a CMA providing HCBS services for HHSC, be sure to select the HHSC (HCBS) domain, input one of the possible HCBS services in the Issue/Needs Title, and indicate Frequency, Scope, and Duration in the Intervention section. For any questions, please email [Christopher Small](mailto:Christopher.Small) or [Melissa Martinez](mailto:Melissa.Martinez).

ENSURING HEALTH HOME MATCH IN UAS-NY AND MAPP

The NYS Department of Health issued a step-by-step guide, "[Ensuring Health Home Match in the UAS-NY and the MAPP HHTS Quick Reference Guide](#)." When the Health Home does not match in UAS-NY and the MAPP HHTS, or there are issues related to the segments in MAPP, the assessor cannot sign and finalize the CANS-NY assessment. Therefore, the assessor should reference the guide and make the changes in the UAS-NY or MAPP HHTS.

BTQ

As a reminder, please check the BTQ Portal Enrollment File report on a weekly basis to identify potential claims missing a full/detailed or partial/limited HML assessment. For assistance, please email

HHSupport@btqfinancial.com. Please continue to be aware of the MCO billing issues affecting CBC:

- Currently, Healthfirst is currently unable to process voided claims, has processed zero to date, and are backlogged.
- Affinity, Fidelis and United Healthcare are slowly processing voided claims, and are backlogged.
- At times, MCOs erroneously deny claims that should be paid to CBC. Emblem, MetroPlus, United Healthcare, and Amerigroup have the largest volume of erroneous denials.
- Healthfirst has paid a large volume of outreach claims at a higher, incorrect, and old rate.
- Affinity and Emblem have not yet paid any HCBS assessment claims. Although Healthfirst is paying HCBS assessment claims, they have not paid on a large volume of old claims that were erroneously denied.
- Fidelis and United Healthcare do not acknowledge receipt of BTQ's status requests regarding unpaid claims.

CBC HH VALUE-ADD TRAININGS

In collaboration with [JCCA](#), CBC is launching a series of trainings about child sexual abuse, exploitation, as well as healthy sexual development. Each training will be facilitated by Jessie Boye-Doe, LCSW, Director, Center for Healing, at JCCA. Trainings will be held at UJA Federation. These trainings are geared toward care managers and supervisors. Please RSVP to [CBCHealthHome](#) and include name, job title, CMA, and email address.

Child Sexual Abuse: Breaking the Uncomfortable Silence

Tuesday, September 24th 9:30-11:30am
| Register by: Friday, September 20th

This foundational two – hour training focuses on how to prevent, recognize, and react appropriately to child sexual abuse and sets the stage for future trainings, which will provide additional information on topics presented in this session. This is recommended for new professionals in all fields and more seasoned professionals who are looking to expand their knowledge on this subject matter.

Commercial Sexual Exploitation of Children (CSEC 101)

Wednesday, October 23rd 9:30am-12:30pm | Register by: Friday, September 27th

This three-hour interactive and informative training provides foundational knowledge on identifying and working with children who are victims of CSEC or are at high risk for being trafficked. Attendees will learn about state and federal laws surrounding the sexual exploitation of children, red flags to help identify trafficked and at-risk youth. Attendees will engage in interactive activities to practice what they learn.

2 Sessions: Healthy Sexual Development in Children and Adolescents: When Should You Worry/Wonder?

Tuesday, October 29th 9:30am-12:30pm | Register by Friday, September 27th

Thursday, November 21st 9:30am-12:30pm | Register by Friday, November 1st

Many care providers have limited understanding of healthy sexual development in children and adolescents, which can lead to false assumptions about child sexual abuse trauma. This two – hour training explores the various developmental stages to identify what is normal and what should be concerning.

CBC Webinar Value-Add August Presentation: Medicated Assisted Treatment (MAT)

On August 23rd, CBC HH offered a Value-Add on Medicated Assisted Treatment (MAT) through the support of Empire Health. 36 participants across 12 CMAs participated in the Webinar.

VIRTUAL OFFICE HOURS

CBC, in collaboration with GSIHealth and BTQ Financial, has offered a 3-part September series focusing on Technical Assistance, Clinical Content, and Billing components of a Plan of Care (POC), in preparation for the new Adult HH and HHSC SDOH billing requirement, taking effect October 1st, where there must be a POC to bill. Upon completion of this series, CMAs will be able to: navigate GSIHealth to complete and report on the POC and HARP POC; apply NYS DOH and CBC guidance on content development of the POC, and understand billing requirements and the role your agency has in completing, reviewing and updating the consent and POC prior to CBC submission to Managed Care.

The first in the series covered POC Technical Assistance (GSIHealth), and the second POC Clinical Content (CBC QPM). The third in the series, occurring September 20th, will cover POC Billing Implications (BTQ Financial). Please email [Ingrid Davis-Austin](mailto:Ingrid.Davis-Austin).

TRAINING INSTITUTE

CBC's Pathway Home™ Training Institute welcomes Emily Grossman, MA, CPRP as its new Training Manager. Ms. Grossman has worked in mental health for the last decade, beginning on the “front lines” as a Peer Specialist in community mental health in NJ. After several years, she transitioned to mental health provider training and systems change work at large organizations including The Jewish Board, Columbia's Center for Practice Innovations, and the New York Association of Psychiatric Rehabilitation Services (NYAPRS). In 2018, she was the winner of the National Council for Behavioral Health's “Peer Specialist of the Year” Award. Emily frequently speaks nationally on topics such as peer support and mental health recovery. She holds a Master's in Education from Columbia University.

QUALITY PERFORMANCE MANAGEMENT & COMPLIANCE

QMT/CQMT MEETING

The next QMT/CQMT is scheduled for September 24th at [Community Access](#). Zoom conference information has been e-mailed for those unable to attend.

Agenda items include:

- New MCO POC workflow
- Q2 2019 Performance Report findings and network trends
- Review of new Case Record Review template.

HEALTH HOME POLICY & PROCEDURE MANUAL

The HH Policy and Procedure (P&P) Manual v1.11 and Appendices were released on August 29th, along with a CBC P&P Attestation Form. Thank you to all

that completed the attestation. If you have yet to send the attestation, please submit it as soon as possible. The manual and appendices can also be accessed in the GSI Resource Center.

REQUIREMENT TO SHARE PLANS OF CARE WITH MEDICAID MANAGED CARE PLANS (MMCP)

On October 1, 2019 the exemption from mandatory enrollment in a MMCP for participants of the 1915(c) Children's Waiver will be removed. Unless the child has another exemption/exclusion they will be required to enroll in a MMCP. Children's Waiver Home and Community Based Services (HCBS) will become a MMCP benefit. Care managers must share the POC's of all children participating in the 1915(c) Children's Waiver with the MMCP's selected by the participant. Further information is available on the DOH [website](#).

TECHNOLOGY

DATA ANALYTICS BUSINESS INTELLIGENCE (DABI) IMPLEMENTATION DISCOVERY MEETING

Direct engagement with our IPA network stakeholders is a critical step in the ongoing rollout of the DABI platform. CBC Data Analytic and Quality staff recently visited [ACMH](#), a housing and care management agency within the CBC Network, in the first of several "discovery meetings". The meeting allowed CBC staff to gain an understanding of the agency's general operations, workflows, reporting processes, data and analytic needs, and pain-points. CBC will keep these findings in mind as DABI is configured to best connect IPA providers to the platform and serve their unique needs. DABI will

ultimately allow IPA providers to access business intelligence tools such as analytic dashboards and risk scores, as well as a database of member level data that can be pooled into customized reports. The CBC team will schedule discovery meetings with every agency being on-boarded to DABI. The next discovery meetings are with [Fountain House](#) and [The Bridge](#).

NETWORK PROGRAM SERVICES SURVEY (NPSS)

CBC has developed a taxonomy to represent the unique BH services offered across the CBC network. CBC is launching a Network Program Services Survey (NPSS) to capture more granular data on agency's programs, services, specialties, location, etc., in order to make this available across our network. CBC is using an online tool that enables agencies to upload existing documents (PDF, Excel) listing each agency's individual programs and services. Upon completion, CBC staff will complete the manual task of reformatting data to fit the taxonomy and work with each agency to validate.

WHITE PAPER: BEHAVIORAL HEALTH AND EMERGING TECHNOLOGIES

CBC released its 1st White Paper, [Behavioral Health and Emerging Technologies](#), reviewing the ever-increasing role of technology assisted care (TAC) and applications the behavioral healthcare sector. The White Paper was [highlighted](#) in [eHealthcare Innovation](#), a blog dedicated to technology innovations in healthcare.

TECH THURSDAYS BREAKFAST SERIES

CBC's Innovations Hub is focused on emerging best practices and technologies, and their ability to improve practice and care for vulnerable populations in New York. As a follow-up

to the White Paper, CBC is hosting "Tech Thursdays" Breakfast Series starting this fall; connecting health care technology vendors with CBC provider agencies. We will bring together a small group of technology entrepreneurs, thought leaders, and senior leadership from CBC's provider agencies to discuss some of the pressing issues facing our behavioral health community today and the adoption of these emerging TAC solutions.

HEALTHIFY

CBC continues to promote Healthify, a Community-Based Referral Platform. August saw 550 searches from the CBC Network. Special recognition to [Project Hospitality](#) and [SUS](#) for being leaders in using Coordinate, our closed loop referral tool, to coordinate care for individuals across programs.

Please contact [Elise Kohl – Grant](#) to implement Healthify.

INNOVATIVE PROGRAMS

PATHWAY HOME™ NEWSLETTER

Check out the CBC's Pathway Home™ monthly [newsletter](#).

IN THE NEWS...

FOUNTAIN HOUSE WELCOMES NEW PRESIDENT & CEO

Ashwin Vasani, MD, PhD has been appointed the new President & CEO of [Fountain House](#), effective September 9th. Dr. Vasani will take the helm of Fountain House following 28 years under the leadership of Kenn Dudek. CBC extends its congratulations to Dr. Vasani as the new leader and to Mr. Dudek as he transitions into a new role.

MEDICAID EXPANSION TO INMATES

NYS DOH continues to seek approval to expand Medicaid to justice involved individuals. The waiver, Medicaid Redesign 1115 Demonstration Amendment Application: Continuity of Coverage for Justice-involved Populations, focuses on those with substance abuse, mental health, and chronic diseases diagnoses. The waiver can be reviewed [here](#) and is open for comment.

UHF RELEASES HEALTH INSURANCE BRIEF

A brief published by UHF, [Mile Marker or High – Water Mark? Tracking New York’s Progress in Covering the Uninsured](#), discusses the effect of the Trump Administration on insurance guidelines and the 2020 open enrollment period.

CHILDREN’S PAYMENT REFORM

[Reforming Payment for Children's Long-Term Health](#), published by UHF and The Commonwealth Fund, reviews VBP methods, particularly in states where there is a federal Integrated Care for Kids demonstration project.

OVERDOSE DATA ISSUE BRIEF

DOHMH released 2018 overdose data in an [issue brief](#). There were 1,444 overdose deaths in NYC; 38 fewer than 2017. Fentanyl was the most common substance identified in overdose deaths. The press release can be reviewed [here](#).

SAMHSA PRACTICIONER WAIVER TO PRESCRIBE BUPRENORPHINE

Under the Substance Use Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities (SUPPORT) Act, practitioners are granted more flexibility in prescribing buprenorphine. This applies to Clinical Nurse Specialists,

Certified Registered Nurse Anesthetists, and Certified Nurse Midwives (CNSs, CRNSs, and CNMs) through October 1, 2023. For further information, please visit [here](#).

SUICIDE PREVENTION AWARENESS MONTH

World Suicide Prevention Day was September 10th. Pathway Home™ is uniquely equipped to improve the identification and treatment of individuals at risk for suicide. Our Call Me First campaign is one way we are increasing access to interventions. Here are small steps we can take by watching, reading, and sharing resources.

- Watch: ASFP National: [Have a Real Convo](#)
- Read: [ASFP Telling Your Story Is Important](#)
- Resources: [ASFP Resources](#)

CUOMO SIGNALS A MEDICAID CRUNCH

The [quarterly budget update](#) released August 13th, shows Medicaid spending “continues to exceed projections,” and officials are developing a plan to reduce Medicaid spending that could include “across-the-board rate reductions to health care providers and plans.” The Division of the Budget and the Department of Health are working to develop options to reduce spending within the Global Cap and/or continue to manage the timing of payments. The FY2020 budget approved by the Legislature in March does not include a plan for addressing the Medicaid overage.

FUNDING OPPORTUNITIES

PROPOSAL FOR NYS OMH

OMH announced a [funding opportunity](#) due September 25th, for \$30M for permanent supportive housing for the development of 1200 new units for persons identified as homeless with special needs, conditions, or other life challenges.

PROPOSAL FOR NYC DEPARTMENT OF AGING

NYC DFTA announced a [funding opportunity](#) for Fall 2019 of \$6.9M over three years (with possible three-year extension) beginning July 2020. The [THRIVE NYC](#) funded opportunity calls for up to six providers to offer mental health services and interventions to older adults at senior centers throughout NYC. The DFTA August 2019 Concept Paper can be reviewed [here](#).

PROPOSAL FOR NYC DOHMH

DOHMH announced a [funding opportunity](#) for Fall 2019, for \$2.4M over six years, beginning July 2020. The opportunity calls for an organization to offer comprehensive primary care, sexual and reproductive health, and behavioral health services to uninsured LGBTQ-identifying individuals in NYC. The DOHMH August 2019 Concept Paper can be reviewed [here](#).

NYSHEALTH LAUNCHES 2020 SPECIAL PROJECTS FUND

The [New York State Health Foundation \(NYSHealth\) 2020 Special Projects Fund Request for Proposals \(RFP\)](#) with two funding cycles for the available. Deadlines for the online inquiry form are October 3rd and March 4, 2020. Further information is available [here](#).