

CARE COORDINATION SERVICES

HEALTH HOME (HH) NETWORK PROVIDER MEETING

On January 28th, CBC HH hosted its Q4 2019 HH Network Provider Meeting at [Community Access](#). Over 40 staff from 27 different care management agencies (CMAs) were in attendance from both HH Serving Adults and HH Serving Children programs. CBC HH looks forward to its next in-person meeting, slated for late April.

CHILDREN'S TRANSFORMATION TIMELINE UPDATE

As part of New York State (NYS) Office of Mental Health's (OMH) continuing Medicaid Redesign efforts, two new Children and Family Treatment and Support Services (CFTSS) are billable as of January 1st—Youth Peer Support and Training (YPST) and Crisis Intervention (CI). Rate schedules for YPST and Family Peer Support and Services (FPSS) have been updated to reflect rate enhancements for a limited time to encourage increased provider capacity for these services.

The Voluntary Foster Care Agency (VFCA) Medicaid Managed Care transition date has been moved to July 1, 2020 to ensure a smooth and effective transition. Further information can be found [here](#).

HCBS INFRASTRUCTURE PROGRAM

CBC IPA was delighted to attend Samaritan Daytop Village's (SDV) second Health Fair for current and prospective HCBS Infrastructure members in January. The Health Fair brought together SDV's HARP-enrolled members and provided a relaxing atmosphere for socializing and provider engagement over lunch. A total of 41 guests attended the Health Fair, seven of whom enrolled in care coordination services at the event, while five were connected to HCBS services. Members also had the opportunity to indulge their creative side with SDV's Art Therapist (see artwork, below).



As the HCBS Infrastructure initiative nears the end of its 3rd Quarter, CBC IPA recognizes the dedicated staff working diligently to connect clients to HCBS services. Thanks to these providers, the HCBS Infrastructure Network has completed 1,086 Eligibility Assessments and 649 Plans of Care for their HARP clients since May of last year.

CBC would like to highlight the following Care Managers and/or HARP Assessors Infrastructure Provider for their

extraordinary teamwork to strengthen the network through combined involvement with HARP clients:

- Michelle Smith, [ACMH](#)
- David Orama, [The Jewish Board](#)
- Kea Young, [New Horizon Counseling Center](#)
- Osumane Sanogo, [The Bridge](#), Brooklyn & Queens
- Antoinette Wilson, [The Bridge](#), Bronx & Manhattan
- Carol Lee, [Samaritan Daytop Village](#)
- Lytisha Myers, [New Horizon Counseling Center](#)
- Mildred Hamilton, [Catholic Charities](#)
- Latonya Terry, [Postgraduate Center for Mental Health](#)
- Elizabeth Forson, [Services for the UnderServed](#)

QUALITY PERFORMANCE MANAGEMENT (QPM) & COMPLIANCE

JANUARY 2020 QUALITY MANAGEMENT TEAM (QMT) / CHILDREN'S QMT (CQMT)

[JCCA](#) graciously hosted January's QMT / CQMT meeting, in which CMA participants discussed leveraging the QMT/CQMT committee's data expertise to track key performance outcomes (such as post-hospitalization follow-up and outpatient/community referrals made and attended) and identify areas that require improvement.

Selected outcomes will become part of a Learning Collaborative that utilizes a rapid cycle improvement model. The critical incident discussion recommended expanded trainings for CMAs reporting incidents to CBC and participants suggested an incident or difficult case “peer review” Learning Collaborative to share good practice ideas for high acuity members across the network. At the next meeting on April 9th, participants will select at least two outcomes that will be included on the QMT/CQMT 2020 workplan.

Please contact CBCQPM@cbcare.org with subject line QMT/CQMT if your agency can host the April 9th meeting from 9:30-11:30AM.

2019 ANNUAL INCIDENT REVIEW COMMITTEE

CBC’s QPM Department hosted the 2019 Annual Incident Review Committee (IRC) on January 31st. Findings from the 2019 review showed 201 incident reports were submitted to DOH, inclusive of Adult Health Home, Adult Home Plus and Health Home Serving Children; the majority of incidents reported were the Adult Home Plus Specific Incident Types.

As an outcome of the IRC, CBC created and implemented an Adult Home Plus Follow-Up Form to help streamline communication between DOH, CBC and the Adult Home Plus CMAs. This form was operational for more than six months before feedback was gathered from CMAs as to its effectiveness. CBC will hold a focus group in February to further discuss

the network’s input on the follow-up process. CMAs interested in attending the next IRC meeting on April 30th should contact CBCQPM@cbcare.org with subject line Incident Review Committee (IRC).

JANUARY 2020 IPA QO/CIC MEETING

The Quality Oversight/Clinical Integration Committee (QO/CIC) kicked off the new year by building on 2019’s foundational work to establish the Network Provider Services Geo-Map (NPSG), “target track” workflows that operationalize and monitor 18 IPA high-priority measures and a comprehensive program taxonomy.

The NPSG asks agencies to review/provide program locations, resources and service offerings at each location to accurately reflect these on the CBC IPA Geo-Map. 15 agencies are currently involved in this process and CBC will showcase the developing geo-map at the CBC Innovations Conference on March 11th.

QO/CIC recently added Anti-Depressant Medication Monitoring (AMM) to its portfolio of developed target tracks. These clinical workflows optimize the likelihood of meeting a particular outcome and AMM’s addition brings the total completed to ten out of 18 high-priority measures. However, some current high-priority measures are HEDIS measures that were retired for 2020. These measures will be replaced with more relevant and actionable measures to the network agencies and payors. The next meeting will focus on

developing target tracks for children and adolescent high-priority measures.

NYS DEPARTMENT OF HEALTH AIDS INSTITUTE TRAINING

On January 9th, CBC attended [NYS DOH AIDS Institute’s The Role of HH in Improving Health Outcomes for People Living with or at Risk for HIV](#) training. This program is designed to help care managers develop effective strategies to engage, assess and develop plans of care for at-risk members. The training underlined the importance of HIV testing access so HIV status can be accounted for in comprehensive assessments that identify medical, behavioral and social service needs of members. Pharmacological advances to regulate viral loads and reduce transmission was also reviewed.

TECHNOLOGY

OFFICE OF THE NATIONAL COORDINATOR (ONC)

CBC attended the ONC for Health Information Technology’s annual conference in Washington, D.C. from January 27th-28th. The theme—[Connecting Policy & Technology: Bringing the EHR to the Patient](#)—enabled rich discussions specific to privacy and security in the health information sector, while break-out sessions touched on topics ranging from social determinants of health to interoperability standards. Panels of providers outlined the difficulties in helping patients manage their care while using multiple systems and being bound by strict consent laws. The lack of interoperability

and complex data sharing laws present significant barriers for patients and providers access to full clinical documentation. Special emphasis was placed on enhanced education of basic digital practice and privacy protections for providers and patients. ONC is encouraging vendors to use open APIs and leverage standards such as Fast Healthcare Interoperability Resource (FHIR), and recently launched an Health IT [strategic plan](#) that is now available for comment.

iCHOOSE SHOWCASED IN BRONX PARTNERS FOR HEALTHY COMMUNITIES (BPHC) ARTICLE

iCHOOSE was featured in a magazine article courtesy of SBH Medicine that highlights [Bronx Partners for Healthy Communities](#) efforts explore and test Technology Assisted Care (TAC. [“Using Mobile Apps to Improve Patient Engagement,”](#) emphasizes the strides CBC has taken to effectively deliver these products to consumers.

CBC TECH THURSDAYS BREAKFAST SERIES

The CBC Tech Thursday breakfast series was launched in tandem with the release of CBC’s [Behavioral Health and Emerging Technologies](#) White Paper, with the goal of stimulating thoughtful discussions about technology solutions to improve behavioral health care for vulnerable New Yorkers.

Leaders from [Wellth](#), [Genoa Healthcare](#) and [Allazo Health](#) joined December’s Care Management panel, moderated by Erin Palmer of [Services for the UnderServed](#).

January’s session—moderated by Joseph McArdle of [Catholic Charities](#)—assembled leaders from [Ride Health](#), [Healthify](#) and [Open City Labs](#) to discuss provider-facing platforms.

CBC PRESENTS iCHOOSE AT SOCIETY FOR SOCIAL WORK & RESEARCH



(Above, Elise Kohl-Grant and Juliana Steen present CBC’s iChoose concept and event to an SSWR conference attendee)

CBC presented at the [Society for Social Work and Research’s](#) (SSWR) annual conference in Washington, D.C., where over 2000 attendees shared ideas on [“Reducing Racial and Economic Inequality.”](#) CBC was selected to present a poster on its 2019 iCHOOSE event. The presentation garnered significant interest not only for its subject matter but also for its independence from academia. For iCHOOSE, CBC partnered with [Bronx Partners for Healthy Communities](#), [Samaritan Daytop Village](#) and [The Jewish Board](#) to offer consumers an opportunity to vote on their favorite mobile health technology app.

The winner—[Litesprite](#)—developed a gaming platform from which consumers can practice evidence-based mindfulness activities to help manage chronic

behavioral health conditions. Conference-goers were excited to hear about CBC’s process and successful engagement of consumers’ active participation in their care.

PRACTICE MINDFULNESS & OTHER THERAPEUTIC BEHAVIORS WITH iCHOOSE WINNER LITESPRITE

- Download the game to your phone by searching for “Sinaspriite” wherever you get your apps.
- Once downloaded, open Sinaspriite and tap “Sign Up.”
- Use your personal email address and select your provider to complete enrollment (if your specific provider isn’t an available menu item, just select “Litesprite”).
- You’re on your way to helping Socks the Fox become a Zen Master!



IN THE NEWS...

CONGRATULATIONS!

Joan Sass, Clinical Director at Catholic Charities and Team Leader for [CCNS'](#) Pathway Home™ team, was selected as a finalist for *Social Work Today's* 10 Dedicated and Deserving Social Workers! For more on Joan and her inspiring story, visit [SW Today](#).

FY2021 EXECUTIVE BUDGET

Governor Andrew Cuomo delivered his Executive Budget address for SFY 2021, which begins April 1, 2020. For the current fiscal year, 2020, the savings plan proposes to close the \$1.8 billion gap without any substantial additional cuts to the Medicaid program. To address the FY 2021 Medicaid shortfall, the Governor intends to reconstitute the Medicaid Redesign Team (MRT II), which will reconvene stakeholders to identify cost-containment measures and achieve at least \$2.5 billion in recurring annual savings. For more information, please review the [full executive budget](#), the [policy briefing book](#), or view the [webcast](#).

On February 4th, Governor Cuomo announced that NYS Medicaid Director Donna Frescatore will serve as MRT II's Executive Director, and Division of Budget Director Robert Mujica will serve as a non-voting member. CBC extends its congratulations to the members, in particular, Donna Colonna, CEO, [Services for the UnderServed](#) and CBC Board Chair; LaRay Brown, CEO, [One Brooklyn Health](#), Dr. Ann Sullivan, Commissioner, [OMH](#); and Arlene González-Sánchez,

Commissioner, [OASAS](#). The full press release can be found [here](#).

1% PROPOSED MEDICAID CUT

NYS DOH has announced a [proposed amendment](#) to the Medicaid State Plan to enact a 1% payment reduction for Medicaid services effective January 1st. The estimated decrease in gross Medicaid expenditures due to this cut is \$124M for the remaining 2019-20 State Fiscal Year (SFY), and approximately \$500M annually for subsequent SFYs. Exemptions are proposed to payments for which cuts are prohibited by federal law, payments funded exclusively with federal and/or local funds and payments which would result in a lower Federal Medical Assistance Percentage (FMAP) if reduced.

Exemptions based on federal law prohibitions include, but are not limited to:

- Federally Qualified Health Center services;
- Medicare Supplemental Medical Insurance – Part A and Part B;
- State Contribution for Prescription Drug Benefit (Medicare Part D payments);
- Any local share cap payment required by the FMAP increase legislation;
- Required payments related to the School Supportive Health Services Program and Preschool Supportive Health Services Program;
- Payments pursuant to the mental hygiene law; and
- Hospice Services.

Exemptions based on exclusively federal and/or local funding include, but are not limited to:

- Upper Payment Limit payments to non-state owned or operated governmental providers certified under Article 28 of the NYS Public Health Law;
- Certified public expenditure payments to the NYC Health and Hospital Corporation;
- Certain disproportionate share payments to non-state operated or owned governmental hospitals; and
- Certain managed care payments pursuant to section 3-d of Part B of Chapter 58 of the Laws of 2010.

Questions and comments can be e-mailed to: spa_inquiries@health.ny.gov.

SUBSTANCE USE DISORDER (SUD) POLICIES IN EFFECT JANUARY 2020

On December 20th, the [New York State Department of Financial Services](#) (DFS) issued letters to health insurance plans with notice of amended State policies related to coverage of mental health (MH) and SUD treatment. One letter outlined new provisions for [coverage for MH conditions and SUD treatment services](#), while the other addressed [coverage for peer support services for SUD](#). These policies apply to all Article 42 accident and health insurers, Article 43 corporations, Article 44 health maintenance organizations, student health plans and municipal cooperative benefit plans. Send any questions to [Thomas Fusco](#).

EXPANSION OF TELEHEALTH FOR NY MEDICAID SUBSTANCE ABUSE SERVICES

OASAS [adopted](#) the finalized rule to [amend Part 830](#) of Title 14 New York Codes, Rules & Regulations (NYCRR), governing telepractice for OASAS certified providers, effective December 18th. The change allows OASAS services to be delivered via telepractice in the patient's residence, permits the provision of counseling services via telepractice and ensures guidance aligns with recently updated NYS [Medicaid](#) guidelines on telehealth and OMH telemental health service [regulations](#).

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC) DEMONSTRATION EXTENDED THROUGH MAY

As part of the Fiscal Year 2020 funding package, the CCBHC demonstration program currently operating in eight states has been extended through May 22nd, 2020. The bill also provides a \$50 million increase to Substance Abuse & Mental Health Services Administration's (SAMHSA) CCBHC expansion grants. Read more [here](#).

CBC FEATURED IN BEHAVIORAL HEALTH NEWS

Dr. Jorge Petit and Mr. Mark Sasavary were published in *Behavioral Health News*, "CBHS IPA and CBC IPA: Joint Initiatives to Increase Medication-Assisted Treatment (MAT)." The article addresses the growing national opioid crisis and how it's affected NYS, particularly the lower-Hudson valley, and NYC. Read more [here](#).

NEW YORK HEALTH ACT

On January 30th, the [National Alliance on Mental Illness \(NAMI\) of New York City](#) and the [Campaign for New York Health](#) held a panel that addressed the New York Health Act's current status in Albany and how it could affect mental health care across the state. The Act – which proposes universal coverage for medical and behavioral health needs under a single-payer system—was endorsed by panelists for passage by the NYS House and Senate.

Peter Steinglass, M.D. of [Physicians for a National Health Program](#) presented the successes and limitations of the Affordable Care Act, including the expense of commercial carriers' high overhead (20-25%) and how it contrasts with Medicare's (3.1%). Panelists' research suggests that a majority of physicians now support a federal single-payer system, led by mental health, pediatric and emergency medical professionals. The cost of the New York Health Act could be met by a combination of progressive, graduated payroll and unearned income contributions and federal Medicaid and Medicare funds.

MENTAL HEALTH WELLNESS MONTH

January was Mental Health Wellness month and the [School Mental Health Resource & Training Center](#) accordingly provided substantial resources. In addition to its array of [trainings](#) for students, parents, educators and other individuals in students' lives, the Center offered [suggestions](#) for wellness to school personnel and shared "[A Step-By-Step Guide To Wellness](#)" from SAMHSA.

IMAGE: NYC

IMAGE: NYC is an open-source map of NYC's current and projected population of residents aged 65 and older. The visual tool displays over 150 socio-demographic characteristics with overlays of available resources, services and amenities by neighborhood. IMAGE: NYC will inform funding, legislation, planning, advocacy and direct services for older adults now and in the future. Further information available at [The New York Academy of Medicine](#).

CITY HEALTH INFORMATION (CHI)

NYC DOHMH issued its CHI guide for January, which focused on [Providing Comprehensive Care to Older Adults](#), ranging from physical health to mental health. These free clinical bulletins provide evidence-based information for health care providers in NYC.

NYC DOHMH BUPRENORPHINE WAIVER TRAINING

DOHMH continues to sponsor free Half-and-Half Buprenorphine Waiver Training. Physicians are required to complete an 8-hour training; nurse practitioners and physician assistants must take 24 hours of training to apply. This format includes 4 hours of online training, due **prior** to 4 hours of in-person training. To register, please visit [here](#). To receive information about future trainings, please email: buprenorphine@health.nyc.gov.

Friday, March 13, 1 – 5:30pm
Mount Sinai Icahn Medical Institute
1425 Madison Avenue, 1st Floor
Register by Friday, March 6, 2020

FUNDING OPPORTUNITIES

CBC recently sent a Funding Opportunities e-mail. It can be found [here](#). Further opportunities are detailed below.

FY2021 CAPITAL FUNDING FOR NON-CITY ORGANIZATIONS

Non-city organizations applying for Fiscal Year 2021 capital funding may now apply through the [CapGrants portal](#). Applications requesting funds from Borough Presidents are due Friday, February 28th, at 5:00pm—this includes groups that are also requesting funds from City Council or the Department of Cultural Affairs. However, applications only requesting funds from City Council and/or the Department of Cultural Affairs are due Tuesday, March 24th at 5:00pm. Further guidelines can be reviewed [here](#).

EXTENSION: CRISIS RESIDENTIAL CAPITAL APPLICATIONS

The Office of Mental Health (OMH) has extended the Request For Proposals deadline for its [Capital Awards for Crisis Residential Programs for Children and Adults](#) until Wednesday March 4th. Funding is available for the acquisition of new property, construction of new facilities and/or the rehabilitation of existing buildings for purposes of developing licensed Residential Crisis Support, Intensive Crisis Residence and/or Children's Crisis Residence programs in accordance with 14 NYCRR Part 589.

CBC INNOVATIONS CONFERENCE 2020



The [2020 Innovations Conference](#) keynote address will be delivered by Lisa Dixon, M.D., MPH. Dr. Dixon is the Edna L. Edison Professor of

Psychiatry at the Columbia University Vagelos College of Physicians and Surgeons and New York-Presbyterian where she directs the Division of Behavioral Health Services and Policy Research and the Center for Practice Innovations (CPI) at the New York State Psychiatric Institute.

The 2020 conference will have a particular focus on innovative programs for vulnerable populations such as transition age youth, those aging in place, first onset of mental illness and/or opioid users.



To view last year's conference posters, visit [2019 Innovations Conference](#).

TRAINING

CBC's Training Institute has trained 528 providers and care-givers across 26 trainings, and published its first [Training Calendar](#) in response to increased demand and glowing feedback from participants. The calendar shows available trainings each quarter.

The Training Institute's January offerings included **Person-Centered Care/Crisis De-escalation** and **Coping Skills to Empower Your Participants' Recoveries** trainings for multiple groups. The next scheduled training will cover **Self-Care**.

The Training Institute is also set to integrate the [Project ECHO](#) model to its array of trainings, courtesy of funding from OASAS' State Opioid Response (SOR) grant for BHCCs. The University of New Mexico developed this innovative approach, in which an expert in a medical practice or method connects with learners through video conferencing to share expertise on a wider scale, via a didactic learning session, which supplements a broader discussion of relevant patient cases among participants. The Training Institute will adopt this platform to ensure mental health providers understand and pursue Medication-Assisted Treatment (MAT) for Opioid Use Disorder (OUD). Innovative Programs' Member-At-Risk Committee meetings will also adhere to Project ECHO's collaborative learning format.

HH TRAININGS

Safety in the Community (2 hours)

Session: Friday, March 13th | 10am – 12pm

Register by: Friday, March 6th

Target Audience: Care Managers and Supervisors

Visiting program participants “in the field” is very rewarding, but also requires an acute awareness of one’s own safety. This interactive training will help individuals manage the risks associated with community visits. Through a variety of role plays, interactive activities and videos, participants will learn how to prepare for situations that might arise during community visits. While this training is geared toward newer staff, all providers can benefit from a refresher.

Facilitator: Emily Grossman, MA, CPRP, CBC Training Manager

Location: Center for Innovation in Mental Health (CIMH) at CUNY School of Public Health: 55 W 125th Street, 7th floor

To register, please e-mail CBCHealthHome@cbcacare.org with participant’s full name, job title, CMA and e-mail address. LMSW and LCSW CEU evaluations and certifications will be offered. When registering, please note your eligibility for this certification.

Space is limited and HHSC providers may be prioritized. However, the training is open to those serving children and adults. Registration is first come, first served, and **all registration requests will be confirmed** by Ingrid Davis-Austin

CBC AGENCY SPOTLIGHT: LIGHTHOUSE GUILD

Lighthouse Guild is the leading organization dedicated to addressing and preventing vision loss. Lighthouse Guild provides coordinated care for eye health, vision rehabilitation and behavioral health as well as related services aimed at prevention, early detection and intervention of vision disorders.

Lighthouse Guild has an online self-study course that provides two contact hours to social workers, case managers, occupational therapists, nurses, optometrists and optometry residents. The course is available for free, with no contact hours. Other free resources are available on the website, for anyone interested in low vision or blindness.

“Understanding and Addressing Vision Loss” is especially useful to clinicians working with older people, as eye conditions such as diabetic retinopathy, glaucoma, macular degeneration and cataracts affect more people as they age. Via Lighthouse Guild’s online programs and educational materials, providers and consumers can expand broaden their knowledge of:

- Low vision assessments
- The impact of vision loss on quality of life, daily activities and emotional health
- Incidence/prevalence in older adults
- Vision rehabilitation and referrals
- Integration of low vision care into clinical practice

To access courses, visit [Lighthouse Guild eLearning](#).



Lighthouse Guild