

## COVID-19 UPDATES

### CBC ISSUES TELEMENTAL HEALTH POSITION PAPER

In partnership with its network of community-based behavioral health provider agencies, CBC published its Telemental Health Position Paper—[\*The Future Of Telemental Health Is Now\*](#)—on September 9<sup>th</sup>.

The paper was developed during the COVID-19 pandemic and based on a data analysis that included appointment and billing information derived from CBC IPA network agencies, the CBC Medicaid Health Home and CBC's intensive care transition program, [\*Pathway Home\*](#)<sup>™</sup>.

The analysis compared pre-pandemic service utilization activity to activity following the COVID-19 public health emergency declaration in March to better understand the effects of telemental health during the pandemic.

In the paper, CBC makes the following **four recommendations** to support the use of telehealth beyond the COVID-19 public health emergency:

1. **Permanent Regulatory Relief for Telemental Health**
2. **Administrative Flexibilities for Telemental Health**
3. **Enhanced Workforce Capacities**
4. **Equitable Payment/Rates**

Read the paper in its entirety [here](#), also available in [executive summary](#) and [one-pager](#) formats.

### SAMHSA COVID-19 EMERGENCY AWARD PROGRAMMING UNDERWAY

The [Substance Abuse and Mental Health Services Administration](#) (SAMHSA) COVID-19 Emergency Grant awarded to CBC and [Community Behavioral Health Services](#) (CBHS) is now actively funding services provision to five behavioral health agency providers—one in each borough—in the CBC network. [Association to Benefit Children](#) (Manhattan), [Catholic Charities Neighborhood Services](#) (Queens), [Interborough Developmental & Consultation Center](#) (Brooklyn), [The Jewish Board](#) (Bronx) and [Project Hospitality](#) (Staten Island) are now providing behavioral health services and treatment-adjacent supports for clients who are uninsured and would otherwise not be able to receive needed mental health care services. Thirteen CBHS agencies are delivering similar services in the Lower Hudson Valley. The program will operate through August 2021.

### ROBIN HOOD FOUNDATION GRANT

CBC's [Robin Hood Foundation](#) COVID-19 Relief Grant earmarks funds to promote COVID-19 screening and testing and to address clients' COVID-19-related needs. CBC partnered with [Association to Benefit Children](#) and [Project Hospitality](#) on the grant, and both agencies are now

working with CBC to implement a text messaging survey via their electronic health record (EHR) system and through in-person engagement at clinics. Following the survey, clients will participate in one or two interactions—a light engagement that addresses social determinant factors impacting COVID-19 outcomes and/or assistance accessing COVID-19 test sites and support post-testing. The program begins in September and will operate through January 2021. The grant provides an opportunity to merge light-touch interventions with a coordinated effort to understand pandemic-specific needs.

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## FUNDING OPPORTUNITIES

### NYS HOUSING RFPs

CBC's colleagues at [Sachs Policy Group](#) have highlighted two Requests for Proposals (RFPs) from New York State (NYS) to create or enhance housing units for individuals in need.

1. On August 16<sup>th</sup>, NYS released an RFP for the fifth round of funding for supportive housing units under the [Empire State Supportive Housing Initiative](#) (ESSHI). As part of Governor Cuomo's five-year plan to ensure that New Yorkers have access to affordable and safe housing, this RFP contributes to the goal of developing at least 6,000 supportive housing units for individuals identified as homeless with special needs, conditions or other life challenges. This RFP will provide up to \$30 million

in service and operating funding for at least 1,200 units of permanent supportive housing. Support services that accompany the housing units may include, but are not limited to, employment/training opportunities, parenting education, primary and mental health care and childcare. The full RFP is available [here](#). Applications are due on October 19<sup>th</sup>.

2. On September 1<sup>st</sup>, the [Homeless Housing and Assistance Corporation](#) (HHAC) within [NYS Office of Temporary and Disability Assistance](#) (OTDA) released an RFP for organizations to apply for funding under the [Housing and Assistance Program](#) (HHAP). This program, for which up to \$128 million in project funding was appropriated in the State Fiscal Year 2020-21 Budget, provides funding under HHAP for projects to acquire, construct or rehabilitate housing for low-income individuals or families who are homeless or at risk of homelessness. The full RFP is available [here](#). This is an open-ended RFP and applications will be accepted on a continuous basis from October 9<sup>th</sup>.

## IN THE NEWS...

### MONTEFIORE PUBLISHES NEW INTEGRATION FRAMEWORK

On August 26<sup>th</sup>, [CMO Montefiore Care Management](#) published a new continuum-based framework for behavioral health integration in collaboration with the [National Council for Behavioral Health](#)

and [New York Community Trust](#). [Advancing Integration of General Health in Behavioral Health Settings](#) was developed to enable behavioral health clinics to plan and implement integration to improve patient outcomes. The framework describes a series of concrete implementation steps that behavioral health organizations can employ to advance evidence-based integration practices. CBC President & CEO Jorge Petit is credited as a key informant to the brief's publication. Plans to further evaluate the framework are slated for this fall. Primary authors Dr. Henry Chung and Katy Smali have invited feedback and questions from readers.

### ROSA GIL FEATURED IN CRAINS' NOTABLE IN HEALTHCARE 2020

[Comunilife](#) Founder, President and CEO Dr. Rosa Gil was among this year's recipients of [Crain's New York Business Notable in Health Care](#) award. [Crain's](#) highlighted Dr. Gil's commitment to helping the City weather the COVID-19 pandemic by providing "the last leg of recuperation" for the city's homeless COVID-19 clients. [Comunilife](#) worked with [New York-Presbyterian](#) and [Mount Sinai](#) hospitals to expand its medical respite program by establishing the 84-bed Seafarers Residence in Manhattan to provide short-term housing and a safe place to quarantine for COVID-19 clients following discharge from hospitals. Dr. Gil has long been committed to developing programs that reduce health disparities affecting the City's communities of color.

Congratulations to Dr. Gil and fellow award winners for the work they do on behalf of all New Yorkers.

### CHANGES REGARDING CHILDRENS SERVICES RATES

[NYS Department of Health](#) (DOH) released a [notice](#) that clarifies recent changes to Medicaid rates for various children/youth services, including:

- Children and Family Treatment and Support Services (CFTSS);
- Children's Home and Community Based Services (HCBS); and
- Health Homes Serving Children (HHSC).

Although the New York State FY 2021 Enacted Budget implemented an across-the-board (ATB) Medicaid service cut of 1.5%, these services are partially or fully exempt, as follows:

- CFTSS and Children's HCBS are fully exempt. In addition, the Budget extended the temporary 11% rate increase for CFTSS fee-for-service and managed care payments from April 1, 2020 through March 31, 2022.
- HHSC fee-for-service payments were subject to the 1% reduction for dates of service between January 1, 2020 through March 31, 2020. For an April 1, 2020 date of service, they were subject to the full 1.5% reduction. However, effective April 2, 2020, HHSC fee-for-service payments are exempt from the Medicaid payment reductions.

Medicaid Managed Care (MMC) Plans are mandated to pay State rates for these services and should refer to DOH’s May 27, 2020 notice “Reminder: State Mandated Provider Rates vs. MMC ATB.” These rates are considered draft rates until approved by the Division of Budget and/or the [Centers for Medicare and Medicaid Services \(CMS\)](#). Questions should be submitted to [BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov).

## FREE BUPRENORPHINE WAIVER TRAINING VIA DOHMH

The NYC Department of Health and Mental Hygiene (DOHMH) is sponsoring a free [American Society of Addiction Medicine \(ASAM\)](#) online course for clinicians serving clients with Opioid Use Disorder (OUD). The [Greater New York Hospital Association Buprenorphine Waiver Training](#) takes place Tuesday, September 22<sup>nd</sup>, from 2pm-6:30pm.

This training is open to New York City physicians, nurse practitioners, physician assistants, certified nurse midwives, certified registered nurse anesthetists and clinical nurse specialists who wish to obtain a waiver to prescribe buprenorphine in an office-based setting for OUD.

The course covers all medications and treatments for OUD and provides eight (8) hours of required education needed to obtain the waiver to prescribe buprenorphine in an office-based setting. All participants must complete a four (4) hour online course prior to attending the live session. The link to course content will

be in a confirmation email received after registration.

## CARE COORDINATION SERVICES

### HEALTH HOME NETWORK PROVIDER MEETING

CBC Health Home (HH) assembled its Q2 network provider meeting on August 14<sup>th</sup>, with nearly 70 participants from 24 CMAs in attendance. The quarterly meeting reviewed HH updates based on NYS DOH policy, IT enhancements and population health data—including COVID-19 trend analyses and data collected from the HH Network Survey (included in this CBC Monthly Bulletin, below). The Q3 meeting will take place on Friday, December 11<sup>th</sup> at 9:30am via [Zoom](#).

### HEALTH HOME NETWORK SURVEY RESULTS

CBC invited CMAs to complete a survey outlining current agency specialties, language proficiencies and desired trainings. 80% of HH CMAs (n=36 CMAs, of which 25 serve adults only and 11 serve children only or both adults and children) completed the survey, providing relevant detail for each borough served.

#### CMA Specialties

The chart below shows CMA specialties most frequently identified by survey respondents.

CMA Specialty	% of Respondents Offering Specialty					% Any Borough
	Bronx	Bkin	Man	Qns	SI	
CFSS (Children and Family Treatment and Support Services)	14	31	17	22	8	31
Criminal Justice	22	28	22	25	3	31
Geriatrics	19	31	19	25	6	36
HH+	22	31	14	28	14	36
HHSC	31	50	28	33	14	56
HIV/AIDS	17	31	14	19	11	33
Housing	25	42	22	33	14	47
Medically Fragile	28	39	22	25	6	42
Mental Health/SMI	44	69	36	50	19	75
Non-Medicaid	25	44	19	33	19	58
Shelter/Homeless Services	17	28	17	25	6	36
Substance Use	36	56	33	39	17	61
Trauma-Informed Care	33	44	31	31	11	50

Within CBC’s HH, there is a robust distribution of specialties offered in all boroughs, with Brooklyn providing the most comprehensive array of specialties among survey respondents.

#### Service Languages

The language proficiency data in the chart below enables CBC HH to make in-network referrals and transfers to CMAs that provide services in a member’s native language when requested.

CMA Language	% of Respondents Offering Language					% Any Borough
	Bronx	Bkin	Man	Qns	SI	
African language	11	14	3	11	6	17
ASL	6	3	3	3	3	6
Arabic	0	0	0	0	6	3
Bengali	6	6	0	8	0	11
Cantonese	0	6	3	0	8	11
Creole	8	39	8	17	6	42
French	3	22	6	8	8	25
Hebrew	0	3	0	0	0	3
Hindi	0	3	0	6	0	6
Mandarin	3	6	3	3	0	8
Russian	3	11	3	8	0	14
Spanish	44	58	36	44	19	78
Urdu	0	3	0	3	0	3
Yiddish	0	3	0	0	0	3

Except for American Sign Language (ASL), Brooklyn has the most diverse array of non-English options among survey respondents. In New York City as a whole, 78% of participating CMAs offer services in Spanish in at least one borough, while Creole is the second most common alternative language option.

## Training

CBC HH offers a variety of trainings and presentations on topics of interest to CMA staff. CMA frontline staff has previously acted as co-hosts to these professional development opportunities, offering direct expertise that informs best practices to the network. CBC HH continues to encourage CMAs to share the process by which they achieved success serving their members.

CMAs most requested training for care managers were:

- Diversity & Inclusion
- Gaps in Care Practices
- Documentation Management
- Member Engagement Best Practices
- Transition into Community

CMAs most requested training for executives and managers were:

- Billing
- Conducting Case Conferences
- Managing Staff Online

## HCBS INFRASTRUCTURE

## NETWORK MANAGEMENT ACTIVITIES

CBC IPA has been awarded a no-cost extension to utilize across all three managed care organization (MCO) contracts, until October 31<sup>st</sup>. The additional quarter presents an opportunity to continue to augment the work already underway in support of Health and Recovery Plan (HARP) members. Additionally, CBC IPA has implemented

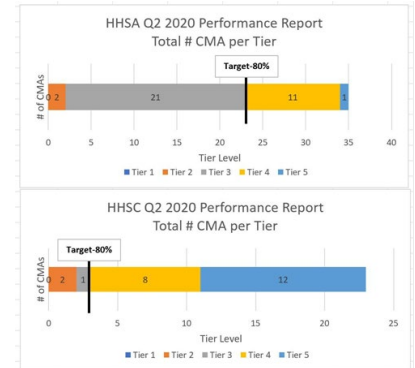
an incentive program for providers that exceed original contractual metric activities. CBC continues to work closely with the Plans and [NYS Office of Mental Health](#) (OMH) regarding proposed changes to the HCBS workflow.

## QUALITY PERFORMANCE MANAGEMENT (QPM)

### Q2 2020 HH PERFORMANCE REPORT

In August, CBC's QPM department distributed via [Box](#) the Q2 Health Home (HH) Performance Report to care management agencies (CMAs). The analysis shows overall performance by the CBC network per [NYS Department of Health](#) (DOH)-required process metrics and other metrics that may lead to enhanced engagement and quality of care for enrolled members.

Q2 data shows more CMAs are now meeting the 80% target benchmark (as shown in graphs below). Note that Q2 measures were adjusted to accommodate DOH's interim guidance implemented during the state of emergency; however overall performance does demonstrate the successful engagement and care coordination activities that continued to occur with members despite the shift from a largely face-to-face model of care to remote/virtual platforms. A more detailed analysis of this report will be reviewed at the next QMT/CQMT meeting.



### QMT/CQMT MEETING

CBC's QPM department will host its next HH Quality Management Team (QMT) / Children's QMT meeting on Wednesday, September 23<sup>rd</sup> from 10:30am-12pm via Zoom. Discussion topics will include the Q2 2020 Performance Report, recent and upcoming plans of care/care plan policy changes, and findings from the Incident Review Committee.

### PLANS OF CARE UPDATES

On July 1<sup>st</sup>, DOH began requiring all HH members have an initial plan of care date entered in the [Medicaid Analytics Performance Portal](#) (MAPP) in order to bill for services. There is an extended grace period of 120 days from DOH effective either from July 1<sup>st</sup> or the date of member enrollment (whichever comes later), to complete any missing plans of care. Once CMAs complete a plan of care in [Relevant](#), CBC will automatically assist in transferring the completion date to MAPP. There is no further action required from CMAs. After the grace period expires, billing will be denied for members that still do not have a plan of care date designated in MAPP. CBC's QPM

department will host a training on Friday, September 25<sup>th</sup> to review these important billing and documentation updates and revisit the fundamentals of a comprehensive and person-centered plan of care. This training is open to all HH CMA staff and information on registration is included in [CBC Training Institute's September Training Calendar](#).

## CBC VERBAL CONSENT REPORT

As part of interim guidance for COVID-19, DOH has allowed CMAs to enroll new members into care coordination services by documenting verbal consent, if written consent is not possible. [Centers for Medicare and Medicaid Services](#) (CMS) have set the expectation that once the state of emergency is lifted, verbal consent will no longer be enough to enable HH enrollment and coordination of care.

In anticipation of the eventual change and to ensure members continue to receive necessary HH services, CBC proactively issued the first version of a monthly "Verbal Consent Report" created to help identify which members were enrolled into the HH with verbal consent and therefore need an updated "wet" signature to continue HH services once current guidance is lifted. Overall, a total of 368 members across 17 CMAs obtained verbal consent for HH enrollment. The first iteration of this report covers the *period of 3/15/2020 to 8/13/2020* and has been uploaded to each agency's respective folder in Box. For any concerns or inquiries regarding this report, please email [CBC's QPM department](#).

## COMPLIANCE

### HEALTHIX ALERTS

As per [Healthix guidance](#), alerts are available to providers through [Relevant](#) or [GSIHealth](#), regardless of consent status or whether verbal or written consent was obtained. However, for agencies to directly access member-level data in the Healthix portal, Healthix consent and guidance must be utilized. If written consent cannot be obtained, verbal consent guidance is still in effect and can be located [here](#).

### OMIG DRAFT AUDIT REPORTS

Please be advised that [NYS Office of the Medicaid Inspector General](#) (OMIG) is conducting an audit and sending out draft audit reports that identify instances where HH services were billed for the same month as [NYS Office for People With Developmental Disabilities](#) (OPWDD) Medicaid Service Coordination services. The audit includes claims from 9/1/2014 to 6/30/2018 and the expectation is that HH will repay claims for what is to be considered duplicative service provision. CBC understands that some providers may already be aware of this audit or participated in it with another Lead HH. Others may not receive a draft audit report at all. However, if you do receive or have received a draft audit report with CBC members identified and require additional assistance, please reach out to CBC's Senior Director of QPM, [Tracie Jones](#).

## TECHNOLOGY & DATA ANALYTICS

### DABI PLATFORM UPDATES

[Innovative Management Solutions New York](#) (IMSNY)—CBC's joint venture with IPA partners [Coordinated Behavioral Health Services](#) (CBHS)—hosted four Data Analytic Business Intelligence (DABI) implementation webinars in August for behavioral health agency providers in respective IPAs. The DABI platform will be a central location to host data from multiple network agencies, Regional Health Information Organizations (RHIOs) and other data sources. Given that such a large variety of data will be combined within this platform, it is important for the network to conduct data standardization activities according to mutually agreed priorities in quality improvement and contract negotiation. The DABI implementation webinars introduced the DABI Implementation Packet and provided a forum for agencies to ask questions and meet the core implementation team. For access to the webinar recordings, please contact CBC/IMSNY CIO [Elise Kohl-Grant](#).

IMSNY will host an additional webinar to review the next data connection in queue—837i billing files. This webinar will discuss implementation of an imminent second data connection in [Arcadia](#). IMSNY will use this webinar to discuss how the use of 837i billing files aligns with its overarching analytic strategy and will offer a guide to extracting and securely transmitting 837i



billing files, so they can be connected to IMSNY's data analytic platform.

IMSNY recommends this webinar is attended by the following agency staff:

- Billing point person or Office/Electronic Health Records (EHR) Manager (**high priority**)
- IT/Data point person
- Senior leadership

Please contact CBC/IMSNY CIO [Elise Kohl-Grant](#) for a registration link to one of the webinar's two offerings, on the dates below:

- **Tuesday, September 15<sup>th</sup>** (1pm-2pm)
- **Wednesday, September 16<sup>th</sup>** (1pm-2pm)



## EHR LEARNING COLLABORATIVES

IMSNY is launching electronic health records (EHR) learning collaboratives (LCs) across its two IPA networks. These EHR LCs present an opportunity to pool group knowledge and work through challenges using common EHRs.

Discussion topics include:

- EHR utilization trends
- RHIO costs, benefits and solutions
- Standard assessments & best data practices
- Overcoming EHR challenges
- Group purchasing & discount opportunities

IMSNY recommends these LCs are attended by the following agency staff:

- Office/EHR management
- Mid-level program operations & IT
- Miscellaneous staff who understand and work with agency EHR

Please contact CBC/IMSNY CIO [Elise Kohl-Grant](#) for a registration link for the appropriate EHR LC, on the recurring monthly schedules below:

- **Foothold LC** (2<sup>nd</sup> Monday of the month, 3:30pm-4:30pm)
- **Netsmart: myEvolv LC** (2<sup>nd</sup> Tuesday of the month, 3:30pm-4:30pm)
- **Netsmart: myAvatar LC** (2<sup>nd</sup> Friday of the month, 11am-12pm)



## INNOVATIVE PROGRAMS

### NEED FOR NEW PATHWAY HOME™ TEAM REINFORCED BY HEALTH & HOUSING CONSORTIUM REPORT

As CBC prepares to launch a novel [Pathway Home™](#) (PH) team this fall that serves the transient and homeless population living within the [Metropolitan Transportation Authority](#) (MTA) system by connecting participants to housing and other behavioral/social determinant of health services, [The Health & Housing Consortium](#) has released a timely report that further validates the potential reach and impact of such an initiative. The Consortium conducted a point-in-time survey in January that identified 226 unsheltered homeless people seeking treatment or shelter in 30 hospital emergency rooms. Volunteers surveyed this population and found that:

- 69% of respondents did not have a regular doctor outside of the emergency department,
- 76% of respondents reported visiting the emergency department ten or more times annually,
- 22% of respondents reported visiting the emergency department every day.

In partnership with [Community Access](#), the new PH team is poised to break this cycle by engaging this population in services and connecting them to stable housing.

## SI CARES SUNSETS

Following the March sunset of Delivery System Reform Incentive Payment (DSRIP) waivers and the onset of the COVID-19 pandemic, CBC decided to self-fund its [Staten Island Community At-Risk Engagement Services](#) (SI CARES) program, and respond to the immediate needs that community members faced during the pandemic. Now, after more than five years serving some of Staten Island's most vulnerable populations, SI CARES programming will come to an end on September 30<sup>th</sup>. SI CARES served almost 8,000 Staten Islanders, addressing their social determinants of health and enhancing access to mental health and primary care services. The program model—a preventive care management approach—enabled frontline staff to intervene and provide supports for community members, and in doing so, improved their health outcomes.

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## TRAINING INSTITUTE

### PROJECT ECHO FOR OPIOID USE DISORDERS

On August 24<sup>th</sup>, the CBC Training Institute held its monthly Medication-Assisted Treatment (MAT) community learning collaborative via [Project ECHO](#). 47 individuals from 11 behavioral health agencies attended CBC's fourth instalment in this ECHO series. This time, Dr. Bruce Trigg's didactic highlighted methadone treatment and efficacy in MAT for Opioid Use Disorders (OUD).



The next Project ECHO teleconference in this series will take place on September 18<sup>th</sup> and focus on naltrexone use and efficacy in MAT. Please contact CBC Training Institute Director [Emily Grossman](#) for a link to register.

### MEDICATION MANAGEMENT FOR CARE COORDINATION TRAINING

On August 28<sup>th</sup>, CBC's QPM department collaborated with two Pathway Home™ nurses to present a "Medication Management for Care Coordinators" training to the Health Home (HH) network. A previous recommendation from the quarterly Incident Review Committee meeting had identified medication non-compliance as a common contributing factor to reported incidents. The interactive training was attended by 161 individuals across 23 CMAs and provided a framework from which care coordinators can work collaboratively with members to assist medication management. The presentation addressed monitoring and reviewing medication regimens with members, understanding the role and boundaries of the care coordinator relating to medication management and education, identifying safety issues and common barriers to medication compliance and interventions to address those barriers.

## SEPTEMBER CALENDAR

## TRAINING

### [CBC Training Institute's September 2020](#)

[Calendar](#) once again offers valuable training opportunities to support the IPA's workforce. New and upcoming trainings include:

- "Strategies for the Supervision and Retention of Staff in Behavioral Health" (September 16<sup>th</sup>, 2pm-3pm),
- "Suicide Prevention" (September 25<sup>th</sup>, 2pm-3pm)
- "HIPAA and Patient Privacy in Healthcare When Working From Home" (September 29<sup>th</sup>, 10-11am)

For questions about training content, please contact CBC's Training Institute Director, [Emily Grossman](#).