

CBC INNOVATIONS CONFERENCE 2020

“TELEMENTAL HEALTH: A PANDEMIC’S SILVER LINING?”



On December 9th, CBC held the second virtual event in its Innovations Conference web series: “**Telemental Health: A Pandemic’s Silver Lining?**”

From its recent [Telemental Health Position Paper](#) to CBC President & CEO Dr. Jorge Petit’s [November appearance](#) on the [Behavioral Health Today](#) podcast, CBC has taken a keen interest in telemental health’s role as the field continues to adapt to the COVID-19 pandemic’s effect on behavioral healthcare delivery. Since March, interactions between providers and clients have necessarily shifted from predominantly in-person to telephonic/audio-visual means of engagement and service delivery. While temporary regulatory changes enacted at the federal and state level have enabled this transition to new modalities of virtual care, whether they will be sustained post-pandemic remains uncertain. CBC used this session as an opportunity to refine its understanding of the issues by inviting stakeholders to share their impressions.

Brett Friedman, [NYS Department of Health](#) (DOH) Director of Strategic Initiatives, delivered a keynote address that delineated the State’s current thinking on these matters. The subsequent panel discussion, moderated by Dr. Petit, featured a diverse panel including MCO, Agency and Program representatives—**Edward ODowd** (Peer Specialist, Community Access), **Donna Taylor** (HARP Behavioral Health Clinical Director, [Healthfirst](#)) and **Manisha Vijayaraghavan** (CMHS Programs Director, [Visiting Nurse Service of NY](#)). Together, they assessed the successes of this accelerated paradigm shift and its staying power post-pandemic.

The session is available to stream [here](#). A third session is anticipated in the new year. Please contact [Alex Wolff](#) for inclusion on CBC’s Innovations Conference mailing list.

COVID-19 UPDATES

SAMHSA COVID-19
EMERGENCY AWARD
SERVICES UPDATE

CBC’s [Substance Abuse and Mental Health Services Administration](#) (SAMHSA) COVID-19 Emergency Grant programming has been fully operational since the fall, and the five selected CBC IPA network agencies have served close to 500 unique individuals in COVID-19 hotspot neighborhoods. Functioning as a resource of last resort for individuals with unmet behavioral health needs but no means by which to pay for services, the grant has funded over \$200,000 worth of services to date, averaging nearly three encounters per person served.

One-quarter of individuals served are children under the age of 18, while another 25% are adults between ages 36 and 50. The grant targets those diagnosed with a serious mental illness (SMI) or substance use disorder (SUD), representing 60% of clients served, as well as those with less acute diagnoses or who are newly engaging in services.

The SAMHSA grant also provided funding for trainings and workshops geared to the behavioral health workforce impacted by COVID-19. CBC will launch the first of these trainings in January 2021 and they will be available free of charge to the behavioral healthcare workforce. See the [“Training Institute”](#) section of this CBC Bulletin for more information.

ROBIN HOOD FOUNDATION GRANT PROGRAMMING UNDERWAY

CBC's [Robin Hood Foundation](#) COVID-19 Relief Grant has enabled COVID-19 screening for over 400 unique and at-risk individuals in Manhattan and on Staten Island since September. Nearly half of those surveyed have underlying health condition(s) that place them at increased risk and over 60% are successfully adhering to a medication regimen.

Every survey respondent receives follow-up from CBC IPA's network agency partners at [Association to Benefit Children](#) and [Project Hospitality](#). In over 30% of cases, follow-up has taken the form of COVID-19 education, and for nearly one-quarter of respondents it has expedited a COVID-19 viral test.

NYS OMH LAUNCHES WEEKLY PANDEMIC Q&A FOR PROVIDERS

The [NYS Office of Mental Health](#) (OMH) will host a weekly Question & Answer session every Wednesday from 1-2pm to present behavioral healthcare providers across the state an opportunity to ask questions and receive guidance about any COVID-19 related issues they are facing.

Providers who wish to participate in the next call on Wednesday, December 16th, can register [here](#). Participants can submit a question at registration, and these will be answered first during the call-in hour.

FUNDING OPPORTUNITIES

HCR MULTI-FAMILY HOUSING PROGRAM RFP

On November 17th, [NYS Homes and Community Renewal](#) (HCR) released a Request for Proposals (RFP) that consolidates the availability of funding for HCR's Multifamily Programs. These programs support affordable rental housing for low-to-moderate income individuals and families as part of Governor Cuomo's five-year plan to combat homelessness and advance the construction and preservation of affordable housing in New York State. Awards include 9% Low-Income Housing Tax Credits and subsidy financing to sponsors proposing affordable and supportive multifamily housing projects. Projects may include new construction, rehabilitation and/or adaptive reuse of site-specific projects that provide multifamily rental housing.

Applications are due on January 13, 2021. Questions may be submitted to 9%RFP@nyshcr.org. Answers to questions will be posted [here](#). The RFP is available in full [here](#).

2020 STATE FUNDED HOUSING PROGRAM RFA

On November 18th, the [NYS Office of Community Renewal](#) (OCR) released a Request for Applications (RFA) for 2020 State Funded Housing Programs. OCR will award up to \$9 million in State funding for the following programs:

- Access to Home;
- Access to Home for Heroes (veterans);
- Access to Home for Medicaid Recipients;
- Mobile & Manufactured Home Replacement;
- Residential Emergency Services to Offer (Home) Repairs to the Elderly (RESTORE).

Applications are due on January 15, 2021. The full RFP is available [here](#).

NYSPEP RFA

On December 8th, [NYS Parenting Education Partnership](#) (NYSPEP) released a RFA to develop and enhance the capacity of cross-systems parenting education and support services in communities.

NYSPEP is accepting applications from community coalitions that demonstrate leadership, commitment and determination to mobilize a broad movement that strengthens and supports all parents' skills, knowledge and talents. Up to four coalition sites will be selected to receive a 1-year award to receive training, technical assistance and a \$5,000 grant to support community identified objectives.

Applications are due on January 22, 2021. More information and the link to apply are available [here](#).

IN THE NEWS...

EXECUTIVE ORDER 202.79— EXTENSION OF PROVISIONS RELATED TO TELEHEALTH & BACKGROUND CHECKS

On December 2nd, Governor Cuomo issued [Executive Order 202.79](#), which extends telehealth regulatory flexibility for [NYS Office of Mental Health](#) (OMH)-licensed, funded, and designated programs, as detailed in [Executive Order 202.1](#), until January 1, 2021. The order also extends modifications to the background check process for OMH authorized programs, as detailed in [Executive Order 202.13](#), until January 1, 2021.

More information regarding OMH telehealth guidance during the COVID-19 emergency period is available [here](#). More information regarding OMH background check guidance during the COVID-19 emergency period is available [here](#).

BH ADULT REHABILITATION SERVICES TRANSITION

In June, the [NYS Department of Health](#) (DOH) issued a public notice in the State Register of its intention to transition the current Adult Behavioral Health Home & Community Based Services (BH HCBS) to a new service array called Behavioral Health Adult Rehabilitation Services.

DOH's goal was to simplify this service array by consolidating and eliminating certain services and to increase utilization

by removing administrative requirements that have resulted in lower-than-expected service utilization.

The [NYS Office of Mental Health](#) (OMH) and [NYS Office of Addiction Services and Supports](#) (OASAS) hosted a webinar (available [here](#)) with further information on the upcoming changes to Adult BH HCBS. A summary of currently available information on this transition is available [here](#).

NY 1115 WAIVER SUBMISSION

On November 18th, the [NYS DOH](#) hosted an informational webinar on the State's approach to the future extension of and amendments to the 1115 Medicaid Redesign Team (MRT) Waiver, which governs most of New York's Medicaid program, including its managed care authorities. Currently, the MRT Waiver is set to expire on March 31, 2021.

In November 2019, the State submitted a waiver renewal request (available [here](#)), which included a 4-year extension of the Delivery System Reform Incentive Payment (DSRIP) program, to the [Centers for Medicare and Medicaid Services](#) (CMS). This request was declined by CMS in February 2020. In May, the State submitted an emergency administrative extension request (available [here](#)) but CMS also denied this request, stating that New York will need to complete a formal renewal process.

As a result, the State is finalizing a proposal that will formally extend the core MRT Waiver authorities without proposing major new reform initiatives, other than certain initiatives proposed by the second Medicaid Redesign Team (MRT II). Specifically, the proposal includes:

- A three-year extension of the existing special terms and conditions and funding authorities under the current MRT 1115 Waiver, including Medicaid managed care (MMC), Managed Long Term Care (MLTC), Health and Recovery Plans (HARP), and Children's Home & Community Based Services (HCBS);
- The transition of the pharmacy benefit from MMC to fee-for-service (i.e., the "Pharmacy Carveout"); and
- The transition of the transportation benefit from MLTC plans to fee-for-service (i.e., the "Transportation Carveout").

Other programmatic changes will not be included in this submission. If/when this request is approved by CMS, the State will then submit future amendments that pursue further transformation goals requiring 1115 Waiver authority. These may include amendments focused on:

- Value-based payments;
- Global budget initiatives;
- Investments in telehealth following the impact of COVID-19;
- Workforce reinvestment;
- Criminal justice reform.

This strategy is consistent with the development of the DSRIP program and HARP, which were implemented as programmatic amendments after the underlying waiver was extended. Additionally, this submission will allow pending and anticipated 1115 Waiver amendments from the MRT II process, such as HCBS Behavioral Health Optimization and Duals Integration, to be reviewed and approved consistent with current implementation targets.

The State's presentation is available [here](#). The 1115 Waiver Extension Request will be posted on the 1115 Waiver information page [here](#). Public comment will be accepted for 30 days starting on December 16th. The State will host virtual public hearings on January 21, 2021 and January 27, 2021 from 1-4pm. The State's target submission of the proposal to CMS is March 2021. Questions may be submitted to 1115waivers@health.ny.gov.

NEW PSYCKES WEBINARS

PSYCKES users can now attend a series of upcoming training webinars, including two new webinars:

- Introduction to PSYCKES
- Where to Start: Getting Access to PSYCKES
- Using PSYCKES from Home
- Consent, Emergency, Quality Flag: PSYCKES Levels of Access
- Using the PSYCKES Clinical Summary
- Navigating PSYCKES Recipient Search for Population Health

- PSYCKES Mobile App for iPhones & iPads
- PSYCKES for Health Homes and Care Management Agencies **(New!)**
- PSYCKES for BHCCs and Other Networks **(New!)**

For more information, please visit [here](#). The webinars are open to any staff members who need training on these topics. Advance registration is recommended.

PSYCKES webinars are conducted using WebEx Event Center. If you have not yet used Event Center, please set up Event Manager in advance, so you can access the webinar. Upon registration, you will see a confirmation page with "Set up WebEx Event Manager" at the right of your screen. **The password for all webinars is [webex123](#).**

Webinar information and registration links will also be available soon on NYS OMH's website in the [live webinar](#) section. Recordings of past webinars and additional webinars are posted in the [recorded webinars](#) section. Please feel free to contact PSYCKES-Help@omh.ny.gov if you have any questions.

FOSTER CARE TRANSITION TO MANAGED CARE WEBINAR

In November, the [NYS DOH](#) and [NYS Office of Children and Family Services](#) (OCFS) hosted a Foster Care Services Stakeholder Workgroup webinar meeting for voluntary foster care agencies

(VFCAs). These regular workgroup meetings focus on implementing the transition of the foster care population to managed care. DOH is offering a phased approach to ease startup for agencies that choose to voluntarily participate (Phase 1) before mandatory implementation (Phase 2). The two phases will take place as follows, pending stakeholder feedback and/required approvals:

Phase One (February 1, 2021)

VFCAs that opt-in to Phase One:

- receive Article 29-I licensure;
- receive the new provider-specific VFCA rate/fee structure paid through Medicaid FFS;
- continue to pay for all community services (dental, vision, pharmacy services, etc.) currently covered under the Medicaid per diem;
- may take advantage of programmatic flexibilities outlined in the 29-I guidelines.

VFCAs that do not opt-in will not receive Article 29-I licensure until July 1, 2021 and will continue billing at the current per diem rate.

Phase Two (July 1, 2021)

- All agencies will receive Article 29-I licensure and the new provider-specific VFCA rates.

The State will release a revised draft of the transition policy paper in December and the presentation slides are available [here](#). The next workgroup meeting takes place

December 21st and will review the transition policy, enrollment process instructions and plan readiness reviews.

S.H.A.P.E. UP LEARNING COLLABORATIVE FOLLOW-UP

On December 1st, the [NYS OMH](#) hosted a [School Health Assessment & Performance Evaluation](#) (SHAPE) information session. SHAPE provides an opportunity to improve school mental health systems using a public-access, web-based platform that offers schools, districts and states/territories a workspace and targeted resources to support school mental health quality improvement.

The full SHAPE Information Session recording can be accessed [here](#) and corresponding slides are linked [here](#). View the application (due December 23rd) to the upcoming SHAPE Up NY Learning Collaborative [here](#).

FREE TEEN INTERVENE TRAINING

The [NYS OASAS](#) is offering free training around its Teen Intervene program on January 15th from 9am-4pm.

"Teen Intervene" is a tested, evidence-based program (EBP) for teenagers experiencing mild to moderate problems associated with alcohol or other drug use. The training will cover assessment tools for motivational enhancement and assessing teen drug/alcohol use and is a value-add for behavioral healthcare providers and the non-professional community.

All participants will receive six (6) credits and a certificate of completion from NYS OASAS. All interested in attending must register and email prevention@oasas.ny.gov by January 1st. Participants will receive materials and training webinar link following registration. The link to register is [here](#).

COMMUNITY PARTNER AWARD



On November 20th, CBC IPA network agency [Federation of Organizations](#) hosted its annual Community Partners Awards ceremony virtually, and CBC President & CEO Dr. Jorge Petit was honored to receive the Community Partner Award. The event was recorded—see Dr. Petit and other award winners' remarks [here](#).

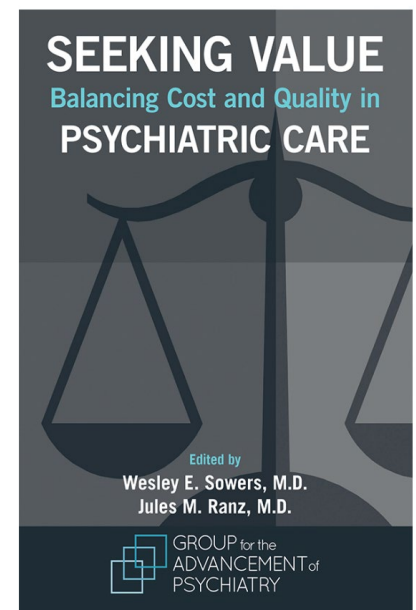
PROJECT HOSPITALITY AMONG NYDIS' 2019-2020 PARTNERSHIP AWARDS

CBC member agency [Project Hospitality](#) was honored by [Emergency Shelter Network](#) for the important and invaluable

work of their emergency respite bed shelters. Throughout the pandemic, Project Hospitality's emergency respite program has remained fully operational, offering hot meals and clean safe beds to Staten Island's street-homeless.

CBC AUTHORS BOOK CHAPTER ON SUCCESSFUL APPROACHES TO INCREASING VALUE

The Mental Health Services Committee of the [Group for the Advancement of Psychiatry](#) (GAP) invited Dr. Jorge Petit, a member of GAP's Committee on Administration and Leadership to participate in the writing of [Seeking Value: Balancing Cost and Quality in Psychiatric Care](#).



Dr. Petit and his CBC colleagues Amanda Semidey and Mark Graham worked closely over 18 months on the designated book chapter: *Successful Approaches to Increasing Value*.

Successful Approaches to Increasing Value

Jorge R. Petit, M.D.
Mark Graham, LCSW
Amanda Semidey, LCSW

Many evidence-based and innovative clinical practices have demonstrated improved outcomes and associated cost-effectiveness despite the low value delivered by the U.S. health care system overall. Unfortunately, community-based health and human services have not always had access to adequate funding for these effective practices beyond their pilot phases. As a result, they are not widely disseminated, broadly implemented, or consistently followed by practitioners, leaving a gap between the science and practice in the community (Gottman et al. 2003; Lohman et al. 2004; Melnyk et al. 2005; Wallis et al. 2010). This chapter focuses on these best practices and a growing movement toward generating practice-based evidence, which recognizes the importance of achieving an impact on real-world outcomes. The chapter also describes programs that organize care and respond to population needs in ways that enhance the quality of care and reduce the cost of delivering them, such as continuum of care coordination, health homes, and crisis services. The discussion here sets the stage for the consideration of how these practices can be implemented more broadly in Part II, "Where We Want to Go: Systems Interventions," and Part III, "Where We Want to Go: Professional Interventions."

The book was published in November by APA Publishing, edited by Wesley Sowers and Jules Ranz and will be of general interest to all behavioral health stakeholders. To purchase a copy of the book, please click [here](#).

[GAP](#) is a think tank of top psychiatric minds whose thoughtful analysis and recommendations serve to influence and advance modern psychiatric theory and practice.

CBC STAFF PUBLISHED IN INTERNATIONAL JOURNAL OF MENTAL HEALTH

In November, CBC Quality Improvement Specialist Dr. Benjamin Tiongsan helped author recent findings on the impact of COVID-19 on patients diagnosed with mental illness in collaboration with [Interfaith Medical Center](#).

Research Article
Clinical characteristics, hospital course, and outcomes among COVID-19 positive patients with mental illness in a community hospital in New York City
Olusola Jegede, ■ ■ ■, Abdurrahman Ahmad Saman, Benjamin Tiongsan, Pavani Reddy Gargapati, Jean Henrichberger & Vijay Gayam ■
Published online: 19 Nov 2020

Their cohort of service recipients with psychiatric conditions hospitalized with severe COVID-19 infection reinforced preliminary data that show an overrepresented COVID-19 burden on the Black community. The study was published in the [International Journal of Mental Health](#). Read the entire article [here](#).

CBC STAFF PUBLISHED BY BRITISH STAMMERING ASSOCIATION

On November 25th, CBC Fiscal Grant Manager Michelle Paradies authored an article for the British Stammering Association, providing an American perspective on Joe Biden's recent election victory and what it means not only for the United States, but for the wider stammering community. Read the article in full [here](#).



CBC's Michelle Paradies (and the President-elect).

CARE COORDINATION SERVICES

HHSA: LOW ACUITY STEP-DOWN/GRADUATION

Care management agencies (CMAs) serving members over 21 years old should continue to review HH eligibility and fit for any members billed at the 1873 billing rate code (low acuity) who may be ready for step-down/graduation. The [NYS Department of Health's Appropriateness Criteria Guidance Notification](#) outlines considerations to evaluate enrolled adult members eligible for step-down from the HH program. For more information, please contact CBC's HH Director, [Melissa Martinez](#).

HHSC: K-CODES & HCBS CLAIMS REMINDER

All eligible children receiving Home & Community-Based Services (HCBS) should have K-codes added in the Electronic Provider-Assisted Claim Entry System (ePACES). If K-codes are missing, any submitted HCBS claims will be pended for billing by the managed care plans. Please ensure that your HCBS providers are not submitting claims for members that are missing K-codes and notify capacity management for K-code addition(s).

HHSC: HCBS WORKFLOW IMPROVEMENT

Effective December 1st, the [Centers for Medicare and Medicaid Services](#) (CMS) approved the Licensed Practitioner of the

Healing Arts (LPHA) attestation form as part of the HCBS/Level of Care (LOC) Eligibility Determination revisions based on stakeholder feedback.

1. There are now separate forms for each target population—Serious Emotional Disturbance (SED), Medically Fragile (MF), and Developmental Disability who are Medically Fragile (DD/MF).
2. The list of allowable LPHA practitioners who may complete the attestation form has been expanded.
3. The LPHA attestation form is only needed during the initial HCBS/LOC assessment.

Additional changes to the LPHA form sections and fields are found in the [LPHA Guide to Edits document](#). The updated LPHA forms ([SED](#), [ME](#), [DD/MF](#)) and [instructions](#) can be found here or on NYS DOH's website under *Eligibility Forms* subsection.

HHSC: CFTSS EXTENDED RATES

In accordance with the FY21 Enacted Budget, rate amendments for Children and Family Treatment and Support Services (CFTSS) have been approved by NYS. These rate changes implement a Medicaid Redesign Team (MRT) II initiative extending transitional rates for CFTSS for two years. This [guidance memo](#) outlines the changes to rates for each service and timeframes for those changes.

HCBS INFRASTRUCTURE

ADULT BH HCBS TRANSITION

In the past month, CBC IPA has conducted individual meetings with the participating Home & Community-Based Services (HCBS) Infrastructure providers to review overall performance and expenditure funds during the 18-month contract.

CBC will continue to monitor closely the anticipated changes in 2021 to the HCBS workflow as it transitions to CORE (Community Oriented Recovery and Empowerment) services for the HARP population.

QUALITY PERFORMANCE MANAGEMENT (QPM)

VERBAL CONSENT GUIDANCE UPDATES

On November 25th, the [NYS Department of Health](#) (DOH) released updated guidance (available [here](#)) for Health Homes (HHs) regarding the phase-out of temporary verbal consents. This guidance applies to all Health Homes. In October 26th guidance (available [here](#)), DOH had directed all HHs to begin obtaining wet or electronic signatures for all members with only verbal consents in place or disenroll them within 45 days. DOH is amending the previous guidance as follows:

- The compliance window for obtaining signed HH consent (wet or electronic signature) for members with only

verbal consent on file has been extended from 45 to 60 days (or no later than Thursday, December 24th) to allow HH care managers additional time to notify and work with members to obtain signed consent. All attempts to obtain wet or electronic signatures must be documented in the case record (e.g. electronic, through mail, face-to-face, etc.).

- If a signed consent cannot be obtained within 60 days, the care manager must document the reason. Members who are engaged and receiving care management services should not be disenrolled and the care manager should continue to have conversations with the member that includes the importance of having signed consent on file in order to provide services.
- Members no longer engaged in HH care management services nor receiving appropriate and necessary core services should be disenrolled.

CBC continues to support network providers in tracking and obtaining necessary signatures via trainings, resource guides and reports, as outlined below.

On November 13th, CBC QPM and CBC HH collaborated to present [Value Add Training: Verbal Consent - *New* Patient Flag in Relevant & CBC Resource Guides](#) for Health Home Serving Adults (HHSa) and Children (HHSC). The session was attended by 148 participants across 29 care management agency (CMA) network providers. The presentation included a showcase of the new patient flag entitled

“Verbal Consent on File” (VCF) on [Relevant](#)’s platform that allows care managers to track and review member consent status and update as needed per DOH guidelines, best practices for obtaining wet/electronic signatures and a review of the NYS DOH FAQs released on October 26th.

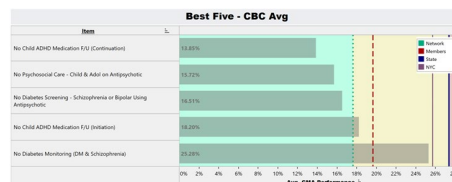
CBC’s Verbal Consent Workflow and COVID-19 Resource Guide have been updated to reflect this latest guidance and provide step-by-step instructions with screenshots related to the VCF patient flag. These are available via Box (CBC’s Secure File Transfer Protocol (SFTP)).

A total of 687 members across 35 CMAs have provided verbal consent to HH enrollment to date. For network providers seeking wet/electronic signature from these members, please use both CBC’s “Verbal Consent Report”—available as a tab in the HH Monthly Documentation Report—and the VCF patient flags in Relevant to update member records to appropriately reflect consents obtained by type. For any concerns or inquiries regarding this report, please email CBCQPM@cbc.org.

IPA QO/CIC MEETING

On November 6th, the CBC IPA Quality Oversight/Clinical Integration Committee (QO/CIC) met to discuss the Data Analytic Business Intelligence (DABI™) platform implementation progress and Quarterly High Priority Measures Report.

As CBC approaches clinical integration, it will also start to develop the first iteration of its Quarterly Performance Dashboard Report, highlighting individual network provider performance across High Priority Measures relative to CBC network, NYC and NYS averages. An example of this is reflected in the graph below, showing the CBC network’s five best performing High Priority Measures.



The first report will be available to review at the next QO/CIC meeting on January 7th. As more data are made available via DABI™, CBC/IMSNY will glean further insights into the overall individual and aggregate performance of network providers and the members they serve.

CBC IPA CONSUMER ADVISORY BOARD

On November 10th, the IPA Consumer Advisory Board (CAB) re-launched, as six peer specialists met with CBC to advise and advocate on behalf of behavioral health consumers by sharing their informed perspectives on issues that impact the recovery, resilience and rights of persons with mental illness or substance use disorders as they navigate the health care industry.

The CAB initiated a review of Relevant’s Comprehensive Assessment for the

HHSA program in order to ensure a more consumer-oriented approach. Peer specialists disclosed their perspective of the benefits and barriers of the Comprehensive Assessment to their work.

Interested peer specialists from the CBC network should contact CBC Quality Improvement Specialist [Ally Oswald](#).

Q3 2020 PERFORMANCE REPORT

In November, the QPM department distributed individual Q3 HH Performance Reports to all CMAs via Box. These reports track individual CMA performance along key metrics that reflect quality of care. A supplemental Performance Report Analysis available via Box showcases CBC HH’s overall performance. Calculations for measures that were impacted by DOH COVID-19 interim guidance have been appropriately adjusted to reflect current requirements, which reveal an overall improvement in CMA performance relative to previous quarters. CBC’s HHSA averaged an overall performance of 84%, while the HHSC averaged 74%.

COMPLIANCE

COMPLIANCE & ETHICS WEEK

In November, CBC participated in national Corporate Compliance & Ethics Week. Established to shine a light on the importance of compliance and ethics within an organization, the week provided a bevy of interactive events and materials

that foster the awareness that helps reinforce a culture of compliance. It also presented an opportunity to complete any remaining annual training requirements outlined in an agency's Compliance Plan before the end of the year.

Topics covered ranged from a review of CBC's Compliance Program, Ethics and You, Security/Data Privacy and the annual Fraud, Waste & Abuse Training. Additional information about the week, its purpose and innovative activities that can be utilized to meet Compliance Plan requirements while engaging employees is available [here](#).

CHANGES TO THE ANNUAL OMIG COMPLIANCE CERTIFICATIONS

Effective immediately, the annual Deficit Reduction Act (DRA) and Social Services Law (SSL) Certifications are no longer required. Instead, a provider adopting and maintaining an effective compliance program will attest as much as part of their "Certification Statement for Provider Billing Medicaid." This certification is required to be completed on the anniversary of the provider's enrollment in Medicaid. For additional information, please visit the NYS [Office of Medicaid Inspector General](#) (OMIG)'s website.

ANNUAL NOTICE OF PRIVACY PRACTICES

CBC QPM has recently distributed the annual 2020-2021 Notice of Privacy Practices (NPP) documents to the HH

CMAs. Sent via email, the documents include:

- HIPAA Joint Privacy Notice 2020-2021—Provider Acknowledgement of Receipt Form;
- CBC Notice of Privacy Practices (NPP) (English and Spanish versions);
- HIPAA Joint Privacy Notice 2020-2021—Member Acknowledgement Form (English and Spanish versions); and
- HHS Your Health Information, Your Rights (Infographic).

The Provider Acknowledgement of Receipt Form must be completed by December 18th and returned via email to CBCQPM@cbc.org.

TRAINING INSTITUTE

SAMHSA COVID-19 EMERGENCY GRANT SELF-CARE TRAINING SERIES

CBC's [Substance Abuse and Mental Health Services Administration](#) COVID-19 Emergency Grant provided CBC/CBHS with \$2M funding to help address the immense unmet mental health needs in NYS (see the "[COVID-19 Updates](#)" section of this CBC Bulletin for more information on corresponding programming). SAMHSA recognized that frontline staff—especially behavioral healthcare service providers—need support to address their personal and professional experiences with COVID-19.

Accordingly, CBC has developed its COVID-19 Training Series in collaboration with [The Bridge](#), [Center for Urban Community Services](#), [OHEL](#), [WellLife Network](#) and the [Kripalu Center](#). The trainings aim to deliver and refine professional self-care for frontline staff, as attendees will have the opportunity to master self-care skills, share experiences and collectively process and heal the traumas of this year.

Between January and August of 2021, behavioral health staff will have the opportunity to select from a large menu of training options to support their wellbeing. The first month of trainings are listed [here](#).

DECEMBER INCIDENT REPORTING TRAINING

CBC's Quality Performance Management Department will conduct its annual Incident Reporting and Management training on December 17th at 1pm. Discussion topics will include a review of the [NYS Department of Health](#) (DOH) and CBC incident reporting policies, guidance for completing and submitting reports and best practices for each reportable incident type for members enrolled in Health Home Serving Adults (HHSa), Health Home Serving Children (HHSC) and Adult Home Plus (AH+) programs. A registration link is included in [this month's CBC Training Institute Calendar](#).

DECEMBER TRAINING INSTITUTE CALENDAR

CBC Training Institute continues to expand its reach within the CBC network, having drawn 215 attendees from 24 different community-based provider agencies this past month.

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

- "Helping Your Clients Go After Their Dreams" (December 16th, 10-11:30am),

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

TECHNOLOGY & DATA ANALYTICS



IMSNY
INNOVATIVE
MANAGEMENT SOLUTIONS
NEW YORK

DABI™ CONNECTION UPDATE

[Innovative Management Solutions New York](#) (IMSNY) continues to develop the Data Analytic Business Intelligence (DABI™) platform powered by Arcadia. Having successfully launched a connection with Health Information Exchange (HIE) [HealtheConnections](#) into DABI™ in October, DABI™ is collecting and consolidating ADT feeds, 837i files and

electronic health record (EHR) data, and funneling into a "Master Patient Index" that enables the network to track member's network-wide utilization by matching service recipients across different settings and sources. Over 25 agencies' data have already been processed into DABI™ and IMSNY will soon begin data validation and user testing.

If you have not submitted your agency's files, it's not too late! Please contact IMSNY Director of Data Solutions, [Khushi Shah](#) for more information.

EHR LEARNING COLLABORATIVES

Since October, IMSNY has been hosting monthly EHR Learning Collaboratives (LCs) across CBC and CBHS IPAs. These are virtual meetings for network provider agencies to share best practices and build proficiencies with common/shared EHRs.

IMSNY has hosted one [Netsmart MyAvatar](#) LC, and three [Foothold](#) and [Netsmart MyEvolv](#) LCs so far. Topics have ranged from customer service to new system enhancements and billing system processes. IMSNY has looked into collaborating with agencies to obtain a group-pricing system that offsets EHR price increases. Furthermore, these LCs enable IMSNY to coordinate the implementation of data into the DABI™ platform. Because of the popularity of these meetings, IMSNY will be continuing them in the new year, and agencies will receive invitations to upcoming sessions in

January 2021. Please email IMSNY Director of Data Solutions, [Khushi Shah](#) for more information.

- [Foothold LC](#) (2nd Monday of the month, 3:30pm-4:30pm)
- [Netsmart: myEvolv LC](#) (2nd Tuesday of the month, 3:30pm-4:30pm)
- [Netsmart: myAvatar LC](#) (2nd Friday of the month, 11am-12pm—TBD based on participation commitment)

DISCOUNTED ZOOM LICENSES VIA IMSNY

IMSNY is proud to have helped over 15 behavioral health provider agencies gain affordable access to telehealth technologies by offering discounted Zoom licenses to members of the CBC and CBHS IPAs. These HIPAA compliant licenses include Zoom's webinar features and are available at 25% off Zoom's listed price. Each license purchased through IMSNY is \$15 per user. However, due to the high demand for Zoom licenses, IMSNY has a limited supply left for December. Please contact IMSNY Chief Operations Officer [Mathew Smith](#) to get your licenses before the end of the year.

AGENCY SPOTLIGHT: GOODWILL NYNJ



Goodwill® Industries of Greater New York and Northern New Jersey, Inc. (Goodwill NYNJ) is a 501(c)(3) nonprofit organization that provides services for residents of the 38 eastern counties of New York, including New York City, Long Island, the Hudson Valley and the capital region, and the ten northern counties of New Jersey. Its vision is to create a world with no barriers to employment and opportunities for all and achieves this by empowering people with disabilities and other barriers to employment to gain independence through the power of work.

Behavioral health services include:

- Two clubhouses in Bronx and Long Island City
- Peer-to-peer services (Peer Advocacy Leadership Program) in Bronx and Queens
- 2 PROS programs in Astoria and Brooklyn
- ACE Program (Assisted Competitive Employment)
- Opioid overdose prevention program

Program Highlight – Citiview Connections Clubhouse

What: Morning & Afternoon Zoom Meetings (Wellness Self-Management for COVID-19, Whole Health Action Management, Women's Wellness Group, Wellness Recovery Action (WRAP) Planning, Tours & Orientation for Potential New Members, Meal Planning at Home, Employment Assistance & Updates, Smoking Cessation, Intake Committee Meetings, Drama Therapy NYU Intern Group, Cultural Presentations, Meditation, Chair Yoga, Community Building & Planning Activities)

When: 10:00 AM and 2:00 PM Monday - Friday

Where: Our Virtual Clubhouse Space Over Zoom - Average Attendance Per Day is 17 Members

Who: Members and Staff of Citiview Connections Clubhouse

Why: To support and take care of each other by maintaining our focus on the needs of the community.

Other Citiview activities:

- Thanksgiving: provided grab and go Thanksgiving Dinners to 34 members
- Private Facebook group helps colleagues stay engaged while at home.
- Colleagues produce monthly newsletter and activities calendar.
- [2016 Collaboration with Village Playback Theatre](#)