

COVID-19 UPDATES

SAMHSA COVID-19 EMERGENCY AWARD SERVICES UPDATE

CBC's [Substance Abuse and Mental Health Services Administration](#) (SAMHSA) COVID-19 Emergency Grant is fully operational. To date, five NYC behavioral healthcare provider agencies in CBC's IPA network have provided over \$100,000 worth of behavioral health services to 350 community members affected by COVID-19.

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 health workforce.

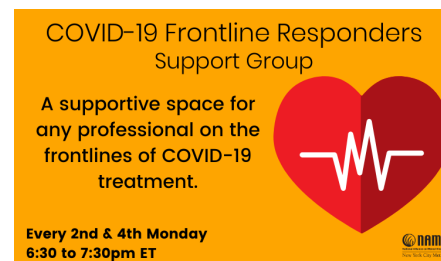
ROBIN HOOD FOUNDATION GRANT PROGRAMMING UNDERWAY

CBC's [Robin Hood Foundation](#) COVID-19 Relief Grant has enabled the screening and testing of New Yorkers in Manhattan and on Staten Island to better understand and address pandemic-related needs. CBC partnered with [Association to Benefit Children](#) and [Project Hospitality](#) on the grant, and both agencies have implemented a text messaging survey via their electronic health record (EHR) system and through in-person engagement at clinics.

Implementation began in September and to date, over 600 surveys have been sent to community members and nearly one-quarter of recipients have responded.

COVID-19 FRONTLINE RESPONDERS SUPPORT GROUP

The [National Alliance on Mental Illness](#) (NAMI)'s New York City chapter has launched a support group for professionals on the frontline of the COVID-19 pandemic. The group meets twice a month for one-hour sessions over Zoom.



More information and links to join the group are available [here](#).

TECHNICAL ASSISTANCE FOR BEHAVIORAL HEALTH PROVIDERS AFFECTED BY COVID-19

Through the support of local foundations, [Primary Care Development Corporation](#) (PCDC), provides no-cost, time-limited technical assistance (TA) to bolster community-based primary care and behavioral health practices' return to pre-COVID-19 capacity, operations and financial position. These services are available to small-to-medium practices

across NYC, Long Island and Westchester. Engagement scopes can vary in size and focus, but example engagements include:

- TA for billing/coding virtual encounters
- Coaching staff on communication skills for virtual engagement
- Enhancing access for high-risk populations
- Designing workflows for efficient in-person and virtual visits
- Adopting remote monitoring technology use

Email [Isaac Kastenbaum](#) to learn more about this valuable resource.

FUNDING OPPORTUNITIES

ADOLESCENT MENTAL HEALTH SERVICES GRANTS VIA THE UPSWING FUND

[The Upswing Fund](#) began accepting applications for two grant opportunities to support adolescent mental health services. [The Upswing Fund for Adolescent Mental Health](#) will focus on the mental health and well-being of adolescents (ages 10-18) of color and/or LGBTQ+ in the United States. The fund is currently accepting applications for two one-year, non-renewable grants. Application reviews and funding decisions are made on a rolling basis, but applicants may apply to one type of grant only:

- **Systems Enabler** (up to \$500,000, **APPLICATION DUE NOVEMBER 16th**): Provide resources to organizations to promote

innovative approaches for more resilient and accessible adolescent mental health services.

- **Surge Capacity** (\$10,000 to \$100,000, application due **December 4th**): Provide immediate resources to direct-service organizations that provide mental healthcare to adolescents who are of color and/or LGBTQ+.

IN THE NEWS...

NYS OMH UPDATES INFECTION CONTROL GUIDANCE FOR PUBLIC MENTAL HEALTH SYSTEM

The [NYS Office of Mental Health](#) (OMH) has updated the Infection Control Guidance for the Public Mental Health System document and converted it into a manual. Linked here are both the [manual](#) and a [memorandum listing the updates since the previous version](#) issued on June 25, 2020. NYS's mental health programs should use this manual to update their Programs' Policies and Procedures.

NYS OMH RELEASES FAQ DOCUMENTS REGARDING REGULATORY RELIEF FOR PART 599 CLINICS

Throughout 2020, NYS OMH has worked with clinic stakeholders to identify acceptable revisions to the OMH licensed clinic regulations—Part 599 of Mental Hygiene Law. The regulatory relief announced in August included revisions to

guidance, Standards of Care, treatment plan timelines, rapid access and engagement, assessment/ admissions, pre-admission service delivery and physician authorization/ reauthorization. After holding regional in-person presentations and a webinar on the proposed regulatory changes, OMH has developed two documents with FAQs.

Document 1 is available [HERE](#)

Document 2 is available [HERE](#).

NYS OMH S.H.A.P.E. PANEL

NYS OMH is hosting a [School Health Assessment & Performance Evaluation](#) (SHAPE) information session and Q&A on Tuesday, December 1st from 2-3pm.

This is 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.

Attendees will learn about SHAPE, its utility in improving school mental health systems, the process of getting involved and the associated resources and support offered through OMH. They will also learn about the role of the SHAPE Quality Assessment in school mental health strategic action planning from individuals with first-hand experience utilizing the tool.

Register for the event [here](#) and email shape@omh.ny.gov with any questions.

NATIONAL SUICIDE HOTLINE SIGNED INTO LAW

On October 17th, the [National Suicide Hotline Designation Act](#) was signed into law. This legislation will create a new 9-8-8 dialing code for suicide prevention, helping Americans who are seeking services for mental health emergencies. The launch of 9-8-8 comes at a critical time for behavioral health services, as COVID-19 has contributed to increased isolation and unemployment, among other difficulties. Implementation of 9-8-8 now moves to the [Federal Communications Commission](#) (FCC), which recently set a deadline of July 2022 for the full, national implementation of the hotline.

Suicide has ranked as the tenth leading cause of death in the U.S. since 2008 and a recent report from the CDC shows the COVID-19 pandemic has led to a substantial increase in mental health challenges, including thoughts of suicide, which were highest among young people aged 18-24, racial minority groups, caregivers, and essential workers. Establishing a memorable three-digit telephone number, similar to 911, will make it easier for Americans in crisis to connect with mental health professionals and access the services they need. During the transition to 988, those who need mental health help should continue to contact the National Suicide Prevention Lifeline by calling 1-800-273-8255.

COMMUNITY ACCESS'S \$126M BRONX SUPPORTIVE HOUSING DEVELOPMENT IS UNDERWAY

Having already opened a 215-unit Hunts Point residence this year, [Community Access](#) broke ground on a further \$126 million affordable housing development on November 4th. The start of construction at 1159 River Ave. in the Concourse neighborhood of the Bronx was announced by NYS Governor Andrew Cuomo.

The building will consist of 245 apartments, including 148 reserved for individuals and families who previously have been homeless and/or are recovering from mental illness. Of the units set aside, 128 households will have access to on-site services and rental assistance funded through the governor's [Empire State Supportive Housing Initiative](#), administered by [NYS OMH](#).

Community Access will provide supportive services that range from linking residents to and coordinating services with other community resources, such as primary and mental health care. They'll also consist of assistance in areas such as self-advocacy, education and employment, nutrition, harm reduction and social supports.

The project is expected to be completed in late 2022. Community Access also has three additional buildings with more than 400 units currently in development.

CARE COORDINATION SERVICES

HEALTH HOME ELIGIBILITY & APPROPRIATENESS GUIDANCE

On October 6th, CBC shared with its Health Home (HH) care management agencies (CMAs) a patient index file containing adult (age 21+) low-acuity members billed at the Billing Rate code of 1873. CMAs are requested to review the [NYS Department of Health](#) (DOH) Appropriateness Criteria Guidance Notification which outlines considerations to evaluate enrolled adult members eligible for step-down from the Health Home Program. CMAs are asked to reconcile their 1873 data file for any discrepancies and make clinically appropriate determinations to address potential step-down/graduation for members. For more information, please contact CBC's HH Director, [Melissa Martinez](#).

HHSC HCBS LEVEL OF CARE ELIGIBILITY OUTCOMES

Children's Waiver Home and Community Based Services (HCBS) Level of Care (LOC) Eligibility Determination Outcomes remain unsigned and unfinalized in the Uniform Assessment System (UAS).

When the HCBS/LOC Eligibility Determination Outcomes section is not signed and finalized—specifically for children/youth who are found HCBS-eligible—then the proper Recipient Restriction & Exception (RR/E) "K"-code

cannot be placed upon the member's Medicaid file. This makes it impossible for HCBS providers to bill and receive payment for rendered services and warps the child's one eligible year of HCBS via the Waiver.

Health Home Serving Children (HHSC) supervisors must pull UAS aggregate reports for their members on a bi-weekly basis to ensure there are no outstanding unsigned LOC outcomes. CBC HH asks all HHSC supervisors with HCBS-eligible children become familiar with running and downloading aggregate reports in the UAS. For more information, please contact CBC's HH Director, [Melissa Martinez](#).

HEALTHFIRST PEDIATRIC PANEL

On October 27th, [Healthfirst](#) hosted a Health Homes panel that centered on serving medically complex children. CBC HH and its CMA partner [JCCA](#) headlined the discussion, in which pediatric providers shared care coordination insights for this population. The event drew close to 115 participants. The panel also included a Q&A session about the varying role of managed care organizations (MCOs), CMAs and HH Leads and how best to streamline closed-loop referrals.

The slide deck presented at the panel discussion is available for review [here](#).

HH Q3 NETWORK PROVIDER MEETING

CBC will host its quarterly HH Network Provider meeting on Friday, December 11th from 9:30-11:00am. The meeting agenda will include updates on HH enrollment, quality performance and a review of recent NYS DOH guidance and policy. Register [here](#).

HCBS INFRASTRUCTURE

NETWORK MANAGEMENT ACTIVITIES

October 31st marked the end of CBC IPA's Behavioral Health Home & Community-Based Services (BH HCBS) Infrastructure contracts with [Healthfirst](#), [Empire BlueCross BlueShield](#), and [EmblemHealth](#) and the associated 18-month initiative. The network of HCBS Infrastructure providers has worked diligently to increase the number of Health and Recovery Plan (HARP) members connected to HCBS.

Over the 18 months, a network of eight care management agencies (CMAs) and recovery coordination agencies (RCAs) has accomplished a great deal for the HARP population, having completed 1870 HARP Eligibility Assessments, 1070 HARP Plans of Care and connected 370 members to HCBS. These are significant increases from years past for CBC HH HARP members.

CBC IPA will continue to provide necessary workflow adjustments, ongoing

technical assistance and training, as well as tracking and support to the larger network to continue to improve access to services for its HARP population.

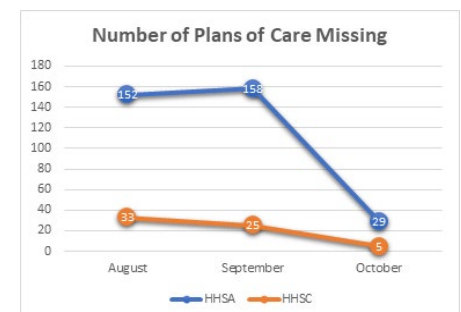
Furthermore, CBC IPA has collaborated with two other NYS IPAs (CBHS IPA and EngageWell IPA) awarded similar HCBS Infrastructure contracts, to highlight major takeaways and lessons learned from respective network provider agencies. The [resultant paper](#) has been submitted to the State as recommendations for an anticipated transition from HCBS to a new subset of services for the HARP population. NYS previously announced they would be transitioning from HCBS to Community Oriented Recovery and Empowerment (CORE) services which will continue to provide recovery-focused services, while mitigating some current access barriers to care. These changes are awaiting approval from [Centers for Medicare & Medicaid Services](#) (CMS) and are slated to take place early next year.

QUALITY PERFORMANCE MANAGEMENT (QPM)

INITIAL PLAN OF CARE BILLING UPDATES

In recent months, CBC has supported Health Home (HH) care management agencies (CMAs) prepare for the new [NYS Department of Health](#) (DOH) requirement that all HH members have an initial Plan of Care (POC) date logged in the Medicaid Analytics Performance Portal (MAPP) in order to bill for services.

The grace period for completing an initial POC expired on November 1st for HH members enrolled prior to July 1st. CBC's QPM Department has supported agencies identify and complete missing initial POCs by providing monthly reports and sending out individualized communication to CMAs. The graph below indicates that CBC HH CMAs were missing 185 initial POCs in August. As of November 1st, all but 34 of these POCs have been completed. The QPM department encourages CMAs to promptly complete any outstanding POCs and to continue monitor POCs with upcoming due dates to ensure continued billing for all enrolled members.

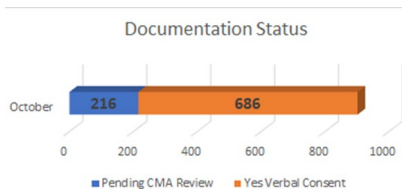


NEW CHANGES TO VERBAL CONSENT GUIDANCE

As part of its interim guidance during the COVID-19 pandemic, NYS DOH allowed CMAs to enroll new members in care coordination services by documenting verbal consent, when written consent is not possible. Per DOH guidance released October 26th, verbal consent is only sufficient to enroll new members in HH services and does not authorize the care manager to access or share Protected Health Information (PHI). **Within 45 days**

of obtaining verbal consent (or no later than Wednesday, December 9th if verbal consent was obtained prior to October 26th), a written consent with either wet or electronic signature must be obtained in order to continue the member's HH enrollment. If the signature cannot be obtained by this time, the expectation is that the member should be disenrolled.

Since August, CBC has been proactively tracking members who have utilized Verbal Consent for enrollment in anticipation of this guidance. As shown below, a total of 686 members across 24 CMAs obtained verbal consent for HH enrollment to date.



For your continued follow-up on obtaining wet/electronic signature for consents, please utilize CBC's "Verbal Consent Report" found as a tab in the HH documentation sent out monthly to the network. The last report was sent out on November 6th. For any concerns or inquiries regarding this report, please email CBCQPM@cbcare.org.

Lastly, several CMAs shared tips for obtaining wet or electronic signatures during the pandemic. Should a CMA wish to share their tips with the network, please email cbchealthhome@cbcare.org.

HH Q3 INCIDENT REVIEW COMMITTEE MEETING

CBC's QPM Department hosted its Q3 2020 Incident Review Committee (IRC) meeting in October. Findings from the Q3 2020 review indicated a total of 52 reportable incidents that were submitted to DOH.

Based on IRC recommendations, CBC QPM was able to launch trainings for each month of the quarter, that covered Safety Planning: Good Practice with AWOL Youth, Medication Education for Care Coordination and Managing Bereavement and Grief During COVID-19. The next IRC meeting is scheduled for January and will assess 2020 incident data trends in addition to outcomes for the current quarter. CMAs are welcome to attend these meetings—please email CBCQPM@cbcare.org if interested.

CBC IPA CONSUMER ADVISORY BOARD

CBC is pleased to announce the relaunch of its Consumer Advisory Board (CAB). The mission of CBC IPA's CAB is to provide feedback and an informed perspective on issues that impact the recovery, resilience and rights of persons with mental illness and/or substance use disorders as they navigate the health care industry. CBC would like to expand the committee and invites network providers to consider someone from their agency to join.

The CAB is open to all individuals in the CBC network who identify as a consumer of behavioral health services and is particularly interested in input from *Peers and Peer Specialists*. For information on attending or other queries, please email [Ally Oswald](mailto:Ally.Oswald@cbcare.org) and/or [Bob Potter](mailto:Bob.Potter@cbcare.org).

TRAINING INSTITUTE

PLAN OF CARE TRAINING RECAP

In October, CBC's Quality Performance Management (QPM) Department followed-up its September training regarding new guidance related to Plans of Care (POCs) with an expanded POC training that further delineated requirements and best practices for special populations (i.e. Adult Home Plus, Health Home Plus, and Health Home Serving Children (HHCS) Home and Community-Based Services (HCBS) Waiver populations). More than 160 individuals across 22 CMAs took part in this training. Both training recordings and slide decks are available to CBC Health Home (HH) care management agencies in Box.

PROJECT ECHO FOR OPIOID USE DISORDERS

On October 28th, the CBC Training Institute held its monthly medication-assisted treatment (MAT) community learning collaborative via [Project ECHO](#). 32 individuals from 11 behavioral health agencies attended CBC's sixth instalment in this ECHO series. This time, Dr. Bruce

Trigg's didactic highlighted MAT for alcohol use disorder(s).

The next Project ECHO teleconference in this series will take place in December. Please email [Alex Wolff](#) if you'd like to be added to the corresponding email distribution list.



NOVEMBER TRAINING CALENDAR

[CBC Training Institute's November 2020 Calendar](#) once again offers valuable training opportunities to support the IPA's workforce. New and upcoming trainings include:

- "Medication Management" (November 17th, 2:30-3:30pm),
- "Using Strengths-Based Language" (November 30th, 2:30-3:30pm)

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

TECHNOLOGY & DATA ANALYTICS

DABI CONNECTION UPDATE

[Innovative Management Solutions New York](#) (IMSNY) continues to ingest 837i billing files into its Data Analytics Business

Intelligence (DABI) platform to build a comprehensive dataset that will be the backbone for its analytic infrastructure. IMSNRY is especially grateful for the agencies that have submitted their historical billing files.



In December, IMSNRY will begin user acceptance testing across two datasets—837i billing files and regional health information organization (RHIO) admission, discharge and transfer (ADT) data—user acceptance testing will enable IMSNRY to configure end-user reports based on near-real-time data. These data sources will allow reporting on a considerable breadth of utilization and outcome data across the CBC/CBHS networks.

EHR LEARNING COLLABORATIVES

Last month, IMSNRY launched electronic health record (EHR) Learning Collaboratives (LCs) across CBC and CBHS IPAs. These are opportunities for network provider agencies to share best practices and build proficiencies with common/shared EHRs.

The second instance of these LCs are now underway and continue to include [Foothold](#) and [Netsmart MyEvolv](#). While these LCs assist IMSNRY's DABI efforts to standardize data across instances of the

same EHR, attendees derive additional value by sharing knowledge and resources to identify efficient workflows. Please contact IMSNRY CIO [Elise Kohl-Grant](#) for a registration link.

- [Foothold LC](#) (2nd Monday of the month, 3:30pm-4:30pm)
- [Netsmart: myEvolv LC](#) (2nd Tuesday of the month, 3:30pm-4:30pm)

DISCOUNTED ZOOM LICENSES VIA IMSNRY

IMSNRY continues to offer discounted Zoom licenses to member agencies 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 IMSNRY is \$15 per user with no limit to the number of licenses you can buy. Please contact IMSNRY CIO [Elise Kohl-Grant](#) to secure yours today.

CBC INNOVATIONS CONFERENCE 2020

"TELEMENTAL HEALTH—A PANDEMIC'S SILVER LINING?"



Having re-imagined its Innovations Conference 2020 as a series of digital web sessions, CBC has scheduled the second panel discussion in this series for Wednesday, December 9th at 9:30am.

The COVID-19 pandemic drastically changed the way behavioral healthcare is delivered—interactions between providers and clients have necessarily shifted from predominantly in-person to telephonic/audio-visual means of engagement and service delivery. The temporary regulatory changes enacted at the federal and state level enabled this transition to new modalities of virtual care but whether it will be sustained post pandemic remains uncertain.

Brett Friedman, JD, [NYS Department of Health](#) (DOH) Director of Strategic Initiatives, will deliver the keynote address, followed by a moderated panel discussion featuring an esteemed and diverse array of sector administrators and clinical care providers from [Healthfirst](#) and CBC's IPA network of community-based behavioral health agencies. Together, they will assess the successes of this accelerated paradigm shift and its staying power post-pandemic.

Register for the December 9th session [here](#). Revisit the series premiere from October [here](#).

AGENCY SPOTLIGHT: RYAN HEALTH

[Ryan Health](#)—a mission-driven network of community health centers in Manhattan and CBC IPA member—cut the ribbon on its seventh neighborhood-based primary care center in the city, bringing quality, affordable health care to residents in the Washington Heights and Inwood neighborhoods.

The center's design, finalized after the COVID-19 outbreak, includes infection control elements such as sliding exam room doors that eliminate the need to touch doorknobs, safety screen shields that complement the check-in desk, battery-operated automatic faucets, and a PPE station in the lobby.

Ryan Health | Wadsworth is expected to serve 3,500 patients, equaling over 14,000 visits. It will employ 18 staff when fully operational. Staff of the center will be bilingual, reflecting the population of Washington Heights—a community that has some of the highest unmet healthcare needs in Manhattan.



Above, Ryan Health executive staff and local elected officials cut the ribbon at the agency's new Wadsworth location.