



**BROOKLYN
HEALTH
HOME**

Brooklyn Health Home All Committee Meeting

March 21, 2023

Agenda

- **FCM Updates**
 - **Billing Updates**
- **Clinical & Business Operations Updates**
 - **Updates and Reminders**
 - **Secure Email Connection**
 - **Updated MCO Contract List**
 - **Unwinding of the PHE**
 - **Upcoming CUCS training**
 - **Committee Meeting Recaps**
 - **Quality Committee**
 - **CM Workflow**
 - **Supervisor Workgroup**
 - **Partner Resource Website**
 - **Executive Budget**
 - **DOH Proposal – update**
 - **Discussion**
 - **Financial modeling – HH+ members**

Next Meeting

Foothold Technology

FCM Care Plan Updates



- We will be adding Strengths/Barriers/Risk Factors to the Care Plan
- This will go live on **April 11th**
- They will be required for the future MAPP/POC Sync so we want to get these fields live so Care Managers can start getting data in there.

Category: All ▾ Status: Active only ▾ Show goals · Show all · Collapse all Add Need

Strengths

- Is open to meeting with CMs, easy to engage, continues attending appointments. Lives close to pharmacy, market, laundry.
- Patient maintains a good relationship with PCP. He advocates for this health. Patient is independent.

Barriers

This patient does not have any barriers.

Risk Factors

This patient does not have any risk factors.

Diagnoses

- Asthma

Need

Mental and physical health Medical

1 goal ▾ Add Goal

Goal

I want to do better with my mental illness

2 tasks ▾

Task

CC will assist client with monitoring and support to maintain her mental health. CC will maintain quarterly contact with treatment team, as well as on an as needed basis. 3 encounters Active

CARE MANAGER · Target 3/14/2023

Task

I will ask cc for help with medical needs as I need assistance with advocating for myself. 2 encounters Active

PATIENT · Target 3/14/2023

Add Task

- We will be removing the option to indicate if a Health Home Consent is **verbal** vs wet/electronic signature for consents for April 2023
- We will be updating tooltips and the FCM warning about not having a care plan date in MAPP from 120 days to 60 days
- Still awaiting guidance on the face to face requirements, but once we have that guidance from DOH, we will plan to update the encounter validations on the BSQs.

Foothold Technology

Billing Updates



BHH Claim Status (since 3/1/2022 DOS) with all payers*:

- 97% paid
- 0.3% outstanding
- 2.3% denied

*claims submitted 60+ days ago

Foothold Technology

Billing Updates



1% Rate Adjustment and 5.4% COLA Update by Payer

Payer	1% for new billing instances	1% retroactive to 4/1/22	5.4% for new billing instances	5.4% retroactive to 4/1/22
AmidaCare	yes	yes	yes	yes
Emblem	no	no	no	no
eMedNY	yes	yes	yes	no
Empire	yes	yes	yes	yes
Fidelis	yes	no	no	no
HealthFirst	yes	no	yes	no
Metroplus	yes	no	yes	no
Molina	yes	no	yes	no
United	yes	yes	yes	yes
VNS	no	no	no	no

Foothold Technology

Enrollment & Claims



	10/1/22	11/1/22	12/1/22	1/1/23	2/1/23	3/1/23
Enrolled*	5,947	5,916	5,893	5,878	5,846	5,682
Claims Submitted**	5,709	5,667	5,575	5,559	5,422	1,701
Billing Rate	96%	96%	95%	95%	93%	30%
Amount Paid	\$1,717,985	\$1,712,701	\$1,683,004	\$1,549,851	\$957,617	\$ 1,747
Potential (Charge Amount)	\$1,746,113	\$1,741,907	\$1,722,407	\$1,713,934	\$1,672,136	\$500,148

*Segment Type: Enrolled, Pended Due to Diligent Search

Includes only **Core Service claims for that DOS
(i.e. rate codes 7778, 9999, & 1861 are excluded)

Clinical & Business Operations

Secure Email Connection

- Ongoing issues with emails that are blocked or have difficulty opening
- BHH is working with Maimonides' IT team to set up a Transfer Layer Security (TLS) system that will allow us to send emails with PHI without additional encryption
- Please provide us with the contact information for your IT department or email administrator
- MMC IT will provide guidance to your email admins on appropriate settings and testing

Clinical & Business Operations

Updated MCO Contract List

- Effective Jan 1, 2023 Medicaid Advantage Plans (MAP) members now eligible for health home services
 - Carve-in allows individuals enrolled in a Mainstream, Health and Recovery Plan (HARP) or HIV Special Needs Plan (SNP) product eligible for Medicare and in need of long-term service to continue accessing behavioral health services without disruption when moving to a MAP product.
- Contracted and MLTC Plans with MAP product:
 - Empire
 - Fidelis Medicaid Advantage Plus
 - Hamaspik LLC MAP
 - Healthfirst CompleteCare
 - MetroPlusHealth UltraCare Plan
 - Village Care Max
 - Agewell NY LLC MAP
 - Centers Plan MAP
 - Elderplan Plus
 - Senior Health
 - VNS Health Total
- Joint care coordination similar to MLTC
- Claims billed to Medicaid (eMedNY) not to MAP product.

Clinical & Business Operations

Unwinding of the PHE

The COVID Public Health Emergency is set to end May 11th.

- **Medicaid Re-certification**– help your members renew their Medicaid coverage to avoid lapse in care. Review FCM, ePaces, MAPP for recert dates; encourage members to check their mail; assist them in recertifying their eligibility.

On April 1st, the following HH flexibilities will be modified as followed:

- **Health Home Consents– Verbal consent is no longer allowed.** Signatures much be provided on paper or electronically by the member/parent/guardian/legally authorized rep.
- **Comprehensive Assessment**– Must be completed within 60 calendar days of enrollment.
- **Care Plan** – Must be completed within 60 calendar days of enrollment. **Verbal approval is no longer allowed.** Care plans must be signed on paper or electronically by the member/parent/guardian/legally authorized rep.

Clinical & Business Operations

CUCS Training

CUCS Training Calendar

- Upcoming March Electives
- Enroll here:

<https://bhh.learnupon.com/>

- Each user gets a unique link for each training. Please no sharing the link.
- Next Training for CMs:
 - 3/22 (Tomorrow) -The Art of Documentation
 - 3/29 –Understanding Special Needs
 - 4/5 Decomensation and Relapse: A Proactive Lens
- Upcoming Supervisor Trainings:
 - 4/6- Creating Effective Performance Evaluations

03/22/23 ELECTIVE (WEBINAR) - Trauma Informed Care 2: Supporting Persons With Trauma Histories (Full Day Session Required)

03/28/23 ELECTIVE (In Person) - Using the Stages of Change to Help Persons with Smoking Cessation (Manhattan)

03/29/23 ELECTIVE (WEBINAR) - Impact of Mental Health on HIV

03/30/23 ELECTIVE (WEBINAR) - Becoming an Ally to the LGBTQ+ Community (Full Day Session Required)

04/04/23 ELECTIVES (WEBINAR) - Trauma & Its Aftermath 1: New Thinking About Trauma Informed Care (Full Day Session Required)

04/05/23 ELECTIVE (WEBINAR) - Introduction to Substance Use (Full Day Session Required)

04/06/23 ELECTIVE (In Person) - Introduction to Case Management (Manhattan)

04/11/23 ELECTIVE (In Person) - Understanding Compulsive Hoarding (Manhattan)

04/12/23 ELECTIVE (WEBINAR) - Housing First: An Evidence-Based Approach To Ending Homelessness (Full Day Session Required)

04/13/23 ELECTIVE (WEBINAR) - Motivational Interviewing for Supervisors (Full Day Session Required)

04/18/23 ELECTIVE (WEBINAR) - Stages of Change: Helping People Change Behavior (Full Day Session Required)

04/20/23 ELECTIVE (In Person) - Practical Counseling Skills (Manhattan)

04/26/23 ELECTIVE (WEBINAR) - Using the Stages of Change to Help Persons with Smoking Cessation (Full Day Session Required)

Clinical & Business Operations

Quality Committee Recap

Quality Review Session: Quarter 1 (3/15/2023)

- Enhanced Operations Reports and Performance Measures
 - Executive Summary Release – End of March 2023
 - Preliminary Performance Results Distributed 3/14/2023
- Updated Chart Review Process and Tool
 - Process Change: Bi-Annual to Quarterly
 - Chart Reviews for Q1, 2023 Due: 4/3/2023
- Review for Graduation / BHH Appropriateness Assessment
 - Completion Rate Added to Performance Measures
 - Assignment Group #1, Target Release – 1st Week of April
- Gap in Care Action Plan
 - End of 2022 GIC MCP Data: Pending
 - Continue Process into 2023

Clinical & Business Operations

Committee Recaps

- Care Manager Workflow: Tuesday, March, 7th
 - Information Session Presentation: HCBS/CORE Services
 - NADAP HCBS: Makayla Grant Thompson
 - ICL CORE: Ashley Turley
 - Reminder Topics: Documentation
 - Please remember to update the 5055 regularly and as needed
 - Gaps in Care: Please keep using the drop down options, and link features!
- Supervisor Workgroup: Wednesday, January 11th
 - Discussed Goals for Group
 - Forum for Ideas: A place to sharing tip or tricks & best practices
 - Develop and Update Tools to Support Work
 - Creation of Supervisor User Guide
 - Updating Care Manager User Guide
 - Managing and Recognizing Burnout

Clinical & Business Operations

Partner Resources Website

Reminder:
Partner Resources Page

<https://thebrooklynhealthhome.org/partner-resources/>

Password: Maimo123!

Partner Resources

Newsletters and Announcements

Welcome to the Brooklyn Health Home Partner Resources page.

Committee Materials

- Clinical, Business Operations & HIT Committee
 - January 2023
 - February 2023
 - March 2023
- Care Manager Workflow
 - June 2022
- Quality Subcommittee
 - Annual Planning, Quality Review Session (2023)
 - Quarter 1, 2023

Training Resources

- BHH Training: Plan of Care (2022)
- BHH Gap in Care (GiC) Action Plan Guide + Tool (2022)
- Foothold Care Management Support and Trainings
- CUCS Care Management and Supervisor Training Registration
- Diabetes Care Resources (provided by MetroPlus)

Helpful Sites

Clinical & Business Operations

DOH Proposal Summary

- NYS Executive Budget included \$100M cut to the Health Home program (\$30M in 2024 & \$70M in 2025)
- Assembly and Senate rejected the \$30M cut to HH and the recalibration of the HH program
- Still waiting for final enacted budget language (April 1st deadline)
 - Last push for advocacy
<https://nyscaremanagementcoalition.salsalabs.org/hhcmthankyoutoassemblyandsenate>
- Use this an opportunity to re-assess program implementation
 - Refocus on reviewing appropriateness for continued enrollment
 - Review how HH is presented at time of enrollment
 - Introduce idea of graduation at enrollment
 - Collaborate until goals are achieved, focus on becoming independent

Clinical & Business Operations

Discussion

- Targeting increased enrollment of High risk/High need and HH+ members
 - CMAs not currently designated to provide HH+ care management should strongly consider becoming designated
- What barriers are you facing in serving HH+ eligible members?
 - Members who are HH+ eligible being served as high risk/high need (1874) because of caseload management
 - “Not interested” in enrolling in HH+
- What model of caseload management are you currently using?
 - HH+ only, mixed, team approach?

Clinical & Business Operations

Discussion

- Feedback from group work discussions

Next Meeting

- Next Committee Meeting, In-person
 - April 18th, 3 – 4:30pm
- Care Management Workflow
 - April 4th, 3 – 4:30pm
 - Hospitalization follow-up in-service
- Quality Committee (Quarter 2)
 - June 21st, 3 – 4:45pm
 - Workgroup Sessions: 4/19, 5/17
- Supervisors Workgroup
 - April 26th, 3 – 4:30pm