



# Brooklyn Health Home All Committee Meeting

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April 18, 2024

# Agenda

- **FCM Updates**
  - Tracking IA, CEST, POC
  - MAPP Validation Codes
  - Enrollment & Claims
  - Billing Updates
- **Clinical & Business Operations Updates**
  - POC/IA Billing Block Update
  - CEST Follow-up
  - Designation Action Items
    - BHH Response to NYS DOH Health Home Designation Process
  - Enhanced BHH Operations Report
  - New MMC email
- **Upcoming Meetings**

# Foothold Technology

## Tracking IA, CEST, POC



- Initial Appropriateness can be tracked via the export from the main Patients screen
- CES Tool data is being added to the export on the Caseload Overview, which will include the date of the members' latest CEST along with the Outcome. This should be live on Tuesday, 4/23/24.
- POC errors are being added to the export on the Tracking/Billing Support screen. This should be live on Tuesday, 4/23/24.

# Foothold Technology

## MAPP Validation Codes



- We are surfacing validation codes that are available from MAPP on the Billing Support Download File.
- These can be seen as an orange exclamation point to differentiate them from the red exclamation point errors.
- These are different than BSQ errors in that they are not an indication that we tried reporting the BSQ to MAPP and they errored out, but rather a warning that the member may not be able to be billed for depending on the code.
- The codes related to the Adult HH:
  - Does not have Appropriateness Criteria submitted within 30 days of Consent to Enroll
  - Does not have Comprehensive Plan of Care submitted within 60 days of Consent to Enroll

# Foothold Technology

## MAPP Validation Codes



### Billing

#### Billing Support Questionnaires

Patient Name	Health Home	CMA	Date of Service	O/E Code	Core Service	Billing Support Status	
<a href="#">Abermathy (anonymized), Jeanna</a>	Big Apple	CMA 118	4/1/2024	E		Potential	 
<a href="#">Abermathy (anonymized), Jeanna</a>	Big Apple	CMA 118	3/1/2024	E			  <div data-bbox="1020 629 1476 719">Warning: most recent HCBS is over one year from potential BI service date</div>
<a href="#">Abermathy (anonymized), Jeanna</a>	Big Apple	CMA 118	2/1/2024	E	Yes	Added (synced)	

Big Apple	CMA 271	4/1/2024	E	Yes	Added (unsynced)	  <div data-bbox="1263 809 1657 891">Warning: most recent HCBS is over one year from potential BI service date</div>
Big Apple	CMA 366	4/1/2024	E	Yes	Added (unsynced)	 

# Foothold Technology

## Billing Updates



### **BHH Claim Status (since 4/1/2023 DOS) with all payers\*:**

- 98% paid
- 0.01% outstanding\*\*
- 1.13% denied

\*claims submitted 60+ days ago

\*\* Healthfirst is excluded due to remit delay

# Foothold Technology

## Billing Updates



### Remittance Delay Update

- Metroplus and Fidelis ERAs are flowing through now and we received from Metroplus a report with claim details from the backlog of remits. They have been posted for BHH.
- We started to receive Healthfirst ERAs on April 10th!
  - The backlog of remits has not been made available yet. Last remit received was 2/14
  - We are actively working with Healthfirst to identify ways in which we can access the backlog of remits as soon as possible.

# Foothold Technology

## Enrollment & Claims



	11/1/23	12/1/23	1/1/24	2/1/24	3/1/24	4/1/24
<b>Enrolled*</b>	5,731	5,716	5,816	5,791	5,889	5,787
<b>Claims Submitted**</b>	5,343	5,351	5,488	5,444	5,323	1032
<b>Billing Rate</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>	<b>90%</b>	<b>18%</b>
<b>Amount Paid</b>	\$1,633,096	\$1,636,450	\$1,552,440	\$1,383,266	\$1,005,023	\$386.83
<b>Potential (Charge Amount)</b>	\$1,644,570	\$1,648,165	\$1,682,328	\$1,671,201	\$1,628,401	\$303,516

\*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

## POC and Initial Appropriateness Billing Block Update

### Important Dates for Billing Blocks

- **IA** in MAPP – Billing block went into effect 02/01/24 delayed
- **IA** in MAPP New date – 05/25/2024
  
- **POC** in MAPP – Billing block goes into effect 04/01/24 delayed
- **POC** in MAPP New Date – 06/01/2024
- **CEST** billing block – 6/1/2024
  
- Despite the delay in the IA and POC billing block, please prioritize ensuring that all IA, CEST and POC are completed and entered into Foothold. This is crucial for submitting them to MAPP before any billing blocks are implemented.

# Clinical & Business Operations

## CEST Follow-Up

- **Continuing Eligibility Screening (CES) Report** (*Data as of 4/4/2024*)

CMA	CES Complete	# of Billing Block Group (Due 5/31/2024)	# of Billing Block Group (Missing CES)	%
Asian Community Care Management	6	2	2	100%
CAMBA	222	266	164	62%
Community Connect	0	0	0	0%
Family Services of New York	97	111	63	57%
HealthCare Choices	13	23	15	65%
Housing Works	238	274	156	57%
Institute for Community Living	94	133	100	75%
Interborough Developmental & Consultation Center	381	392	223	57%
Jewish Association for Services for the Aged	5	27	26	96%
Maimonides Medical Center	117	127	66	52%
National Association on Drug Abuse Problems	110	111	63	57%
NYU Langone Hospital- Brooklyn	79	237	202	85%
Ohel	57	63	21	33%
Puerto Rican Family Institute	2	165	165	100%
Services for the UnderServed	72	70	50	71%
VNSNY (Health Home CMA and Queens ACT)	9	10	5	50%
<b>Grand Total</b>	<b>1502</b>	<b>2011</b>	<b>1321</b>	<b>66%</b>

**Findings: 66%** of Enrolled Members who Meet Inclusion Criteria for 5/31/2024 Billing Block are **MISSING** a **CESTool**.

# Clinical & Business Operations

## CEST Follow-Up

- **Continuing Eligibility Screening (CES) Report** Developed by BHH
  - **Source:** FCM Data Extract
- **BHH CES Report:**
  - Member Demographics/Enrollment Details:** *Member Name, Medicaid ID, Enrolled CMA, Assigned CM, Segment Start Date*
  - Most Recent CES Tool Details:** *CES Completion Date, Outcome*
  - Calculated Due Dates:** *Next CES Due Date, Disenrollment Due Date*
  - Operations Report Indicators:** *CES Due this Month, Disenrollment Due this Month, CES Overdue, Disenrollment Overdue*
  - CES Implementation Indicators:** *Billing Block Cohort Member, Billing Block Cohort Member Missing CES*

Billing Block Cohort based upon **Connection Between CEST and Billing Instances in MAPP HHTS (XLSX)** -- Excel File: [XLSX](#)

**Source:** [Medicaid Analytics Performance Portal \(MAPP\), Health Home Tracking System](#)

# Clinical & Business Operations

## Designation Action Items

### BHH Response to NYS DOH Health Home Designation Process

- **Evaluation of Chart Review Findings and Initial Trends:**
  - **Current/Correct NYS DOH Health Home Form(s) & Workflows**
    - **DOH 5055: NEW BHH Version, Correct Provider Names, Initials, Dates**
    - **DOH 5234 NOD for Enrollment: Correct HH Name, Timeliness, Member Sharing**
    - **Disenrollment Documentation: DOH Forms, Discharge Planning**
- **Evaluation of Health Home Process and Outcome Measures (Domain 2)**
  - Review of Current BHH Operations Report Indicators
  - Review of NYS DOH Defined Process + Outcome Performance Measures

# Clinical & Business Operations

## Designation Action Items

### BHH Response to NYS DOH Health Home Designation Process cont.

#### **DOH Process Measures:**

- New Members with Plan of Care Signature within 1<sup>st</sup> 60 Days
- New Members with Comprehensive Assessment Completed within 1<sup>st</sup> 60 Days
- Members with a Comprehensive Assessment 379 Days Prior to the Most Recent Comprehensive Assessment
- Emergency Department Follow-up within (2) / (7) Days
- Inpatient Department Follow-up within (2) / (7) Days

#### **DOH Outcome Measures:**

- Member Gap in Care / HEDIS Measures
- Results based upon Retrospective Data
- Findings suggest significant discrepancies when compared to MCP Data Results

# Clinical & Business Operations

## Enhanced BHH Operations Report

### BHH Monthly Operations Report (Starting April 2024)

- **Strategically Developed Operational Indicators to Align with NYS DOH Performance Measures and Improve CMA Insight into:**
  - **Initial Enrollment Process Deliverables**
    - POC Signed in 1<sup>st</sup> 60 Days – Due at End of Report Month
    - Comprehensive Assessment in 1<sup>st</sup> 60 Days – Due at End of Report Month
  - **Continued Member Engagement**
    - Core Service Delivery – Timely CS Documentation
    - In-person Encounter Delivery – Attempts/Success
  - **Timeliness of Member Assessments**
    - Comprehensive Assessment Completion – Coming Due, Overdue, PENDING
    - Continuing Eligibility Screening (CES) Tools – Coming Due, Overdue, Billing Implications
    - Strength, Barrier and Risk Factor Documentation
  - **Timeliness of Care Planning Activities**
    - Plan of Care Updates, Member Signatures
    - Plan of Care and Encounter Linkages
    - Gap in Care CM Updates
  - **Timeliness of Clinical Event Notification Follow-up Activities**

# Clinical & Business Operations

## Enhanced BHH Operations Report

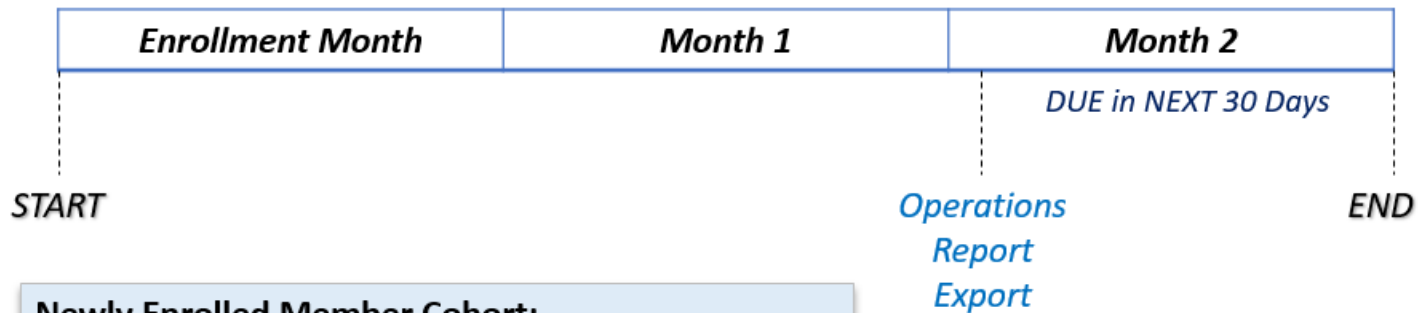
### Highlight: Initial Enrollment Process Deliverables

- POC Signed in 1<sup>st</sup> 60 Days – Due at End of Report Month
- Comprehensive Assessment in 1<sup>st</sup> 60 Days – Due at End of Report Month

### NEW Report Indicators (2024)

#### ☐ Newly Enrolled Member 60 DAY Deliverables:

- New Members w/ Comprehensive Assessment in 1<sup>st</sup> 60 Days
  - COMPLETED/LOCKED
- New Members w/ Plan of Care Signature in 1<sup>st</sup> 60 Days



#### Newly Enrolled Member Cohort:

Enrolled (2) Segment Months Prior to Report Month

# Clinical & Business Operations

## Enhanced BHH Operations Report

BHH Operations Report Summary Table

KPI	Cohort	Measure
Member Care Planning	<i>Newly Enrolled</i>	New Member w/ POC Signature MISSING
Member Assessments	<i>Newly Enrolled</i>	New Member w/ Comprehensive Assessment MISSING
Member Care Planning	<i>E 60+, Non-Pended</i>	Member Enrolled 60+ w/ NO POC Signature
Member Care Planning	<i>E 60+, Non-Pended</i>	Plan of Care NOT Updated within PAST 5 Mo
Member Assessments	<i>E 60+, Non-Pended</i>	Comprehensive Assessment NOT Completed within the PAST 11Mo
Member Assessments	<i>All E</i>	Comprehensive Assessment Marked Done, Completion PENDING
Member Engagement	<i>Current E, Non-Pended</i>	NO Core Service Documented in Prior Month
Member Engagement	<i>Current E, Non-Pended</i>	NO Inperson Encounter Attempts in the PAST 5 Mo
Member Engagement	<i>Current E, Non-Pended</i>	NO Inperson Encounter in the PAST 5 Mo
Member Care Planning	<i>All E</i>	Current E w/ NO POC and Encounter Linkage in PAST 2Mo
Member Care Planning	<i>All E</i>	Member w/ NO GIC CM Status Change
CEN Response	<i>All E</i>	No CEN F/U in Prior Mo (5 Day)
Member Assessments	<i>All E</i>	Member Missing Strength, Barrier or Risk Factor
Timely Billing	<i>Current E, Non-Pended</i>	Current E (Non-Pended) w/ NO Timely Billing in Prior Month
Timely Billing	<i>Current E, Non-Pended</i>	HHPlus, NOT Identified
Eligibility Screening	<i>All E</i>	CES DUE THIS MONTH
Eligibility Screening	<i>All E</i>	DISENROLLMENT DUE THIS MONTH
Eligibility Screening	<i>All E</i>	CES TOOL OVERDUE
Eligibility Screening	<i>All E</i>	DISENROLLMENT OVERDUE
Eligibility Screening	<i>All E</i>	BILLING BLOCK COHORT MISSING CES TOOL



# Clinical & Business Operations

## Enhanced BHH Operations Report

### BHH Response – PHASE 2

- Evaluation of Network Performance using Operations Report Data
  - Network Performance Measures based upon Report Indicators
- Review of Member Outcomes via Ops Data and External Data Sources:
  - Outcomes Among Defined Cohorts (Dx, Length of Enrollment)
  - Engagement/Encounter Trends
  - SDOH Impact
  - Timeliness/Volume of Emergency Department/Inpatient Discharge F/U
  - CES Tool Compliance, Timeliness of Assessments and Disenrollment
  - Gap in Care Closure Rates
- BHH Chart Review Tool Enhancements Based Upon NYS DOH Chart Review Findings and Recent Programmatic Changes

# Clinical & Business Operations

## MMC New Email

- Our email domain will transition from @maimonidesmed.org to @maimo.org.
  - For instance, Idacosta@maimonidesmed.org will now be Idacosta@maimo.org.
- During this transition period, you can still use our current email addresses ending in @maimonidesmed.org. However, please note that our old email domain, "maimonidesmed.org," will be redirected to the new domain "maimo.org" for a limited time. Please ensure to update our email address in your system accordingly.

# Next Meetings

- Joint Clinical, Business Operations, and HIT (In-Person)
  - May 16<sup>th</sup>, 2:30 – 4:30pm
  - June 20<sup>th</sup>, 2:30 – 4:30pm
  - July 18<sup>th</sup>, 2:30 – 4:30pm
  - August 15<sup>th</sup>, 2:30 – 4:30pm
  - September 19<sup>th</sup>, 2:30 – 4:30pm
- Quality Committee (In-Person)
  - July 9<sup>th</sup>, 2:30 – 4:30 pm
- Care Management Workflow
  - May 15<sup>th</sup>, 3:00 – 4:30pm
- Supervisor Workflow
  - June 12<sup>th</sup>, 3:00 – 4:30pm (In-Person)