Brooklyn Health Home
All Committee Meeting

March 21, 2024

Agenda

- **<u>FCM Updates</u>**
  - Billing Updates
- **<u>Clinical & Business Operations Updates</u>**
  - Billing Blocks
    - Initial Appropriateness
    - POC Update
    - CES Tool
  - Designation Action Items
    - POC – Person Centered Language
    - Forms – (DOH 5235)
    - Disenrollment
    - Advance Directives
    - Health Promotion
  - OMIG
    - Next steps
- **<u>Next Meetings</u>**

Foothold Technology
Billing Updates

BHH Claim Status (since 2/1/2023 DOS) with all payers*:

- 99% paid

- 0.01% outstanding

- 0.89% denied

*claims submitted 60+ days ago

Foothold Technology
Billing Updates

Remittance Delay

- Due to a CHANGE cybersecurity attack, we are seeing a delay in remittances from Metroplus, Healthfirst and Fidelis.

- While we do not submit claims directly through CHANGE Healthcare, the remittance delay from the payers is being impacted by CHANGE's cybersecurity issue. We are actively working with the payers to identify ways in which we can access remits as soon as possible.

BHH Note:

- We're actively monitoring claims, and although there are delays in fund flow, we'll keep you updated if we anticipate any notable delays.

Foothold Technology
Enrollment & Claims

	10/1/23	11/1/23	12/1/23	1/1/24	2/1/24	3/1/24
Enrolled*	5,723	5,732	5,717	5,816	5,787	5,685
Claims Submitted**	5,388	5,343	5,350	5,467	5,276	1263
Billing Rate	**94%**	**93%**	**94%**	**94%**	**91%**	**22%**
Amount Paid	$1,653,410	$1,628,995	$1,628,154	$1,370,360	$495,202	$773
Potential (Charge Amount)	$1,666,067	$1,644,570	$1,647,950	$1,675,412	$1,616,797	$369,359

*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
Billing Blocks

Important Dates for Billing Blocks

- **IA** in MAPP – Billing block went into effect 02/01/24
- **POC** in MAPP – Billing block goes into effect 04/01/24
- **CES Tool** – Billing block goes into effect 05/01/24
  - Data as of 3/15/2024, 2461 Members Projected to be included in 1st Billing Block.
  - Out of Implementation Cohort, 24% have CES Tool Complete
  - CES Tools need to be approved (*if completed by CM*) in order to be sent to MAPP.
  - Billing blocks will increase by +1 each month as illustrated below.
  - Future CES Due Dates (based upon outcome) will be used for billing block.

Segment Begin Date	Month of Segment Begin Date	Last Month to Bill w/o Initial CEST Outcome Submission	Cannot Bill for month ending w/ this date, or any subsequent months, until CEST submitted w CEST Start date that is equal to or prior to this date
11/1/Any Year "XXXX"	Nov	4/1/2024	5/31/2024
12/1/XXXX	Dec	4/1/2024	5/31/2024
1/1/XXXX	Jan	4/1/2024	5/31/2024
2/1/XXXX	Feb	4/1/2024	5/31/2024
3/1/XXXX	Mar	4/1/2024	5/31/2024
4/1/XXXX	Apr	4/1/2024	5/31/2024
5/1/XXXX	May	5/1/2024	6/30/2024
6/1/XXXX	Jun	6/1/2024	7/31/2024

It's crucial to carefully review the error emails sent by Latoya DaCosta and the files provided by Brian Timmermans to prevent any interruption in billing. If you have any inquiries or need clarification on anything, please don't hesitate to contact the BHH team.

Clinical & Business Operations
Designation Action Items

- Although BHH scored well in Domain 3 (chart reviews), most points were lost in the following domains
  - Plan of Care
  - Forms – DOH 5235
  - Disenrollment
  - Advance Directives
  - Health Promotion

Clinical & Business Operations
Designation Action Items

- Care plan
  - Missing person centered language – DOH gave credit for person centered language when "I" statements were present
    - CMs should update POC with person centered language when reviewing POC with member
  - Missing needs identified in the Comprehensive Assessment
    - If member is not interested in working on particular need, can identified in POC as deferred
- Forms
  - DOH 5235 completed incorrectly – CMA name in place of BHH
  - BHH 800 number/help line should be provided on DOH 5235

Clinical & Business Operations
Designation Action Items

- Disenrollment
  - Missing disenrollment letter on agency letterhead
  - DOH Forms
  - POC not updated with graduation goal/preparation - what needs to be updated.
  - Correct end reason code should match last encounter note (rationale for closing case)

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Clinical & Business Operations
Designation Action Items

- Advance Directives

  - Legal documents identifying who will for future health care decisions if you are unable to make such decisions for yourself

    - Health Care Proxy

    - Living Will

    - Do Not Resuscitate Order (DNR)
      * from: https://ag.ny.gov/sites/default/files/advancedirectives.pdf

- Advance Directives in Comprehensive Assessment/Legal

- Use the "Additional Notes" section and "Summary" of Comprehensive Assessment to provide detail of needs/clarify member's current readiness to address the need

- If need present, must be documented in POC

Clinical & Business Operations
Designation Action Items

- Health Promotion
  - Oral Hygiene
    - If a member doesn't have a dentist be sure to add as need to the POC (required field in Comp Assess if diabetes dx)
  - Eye Doctor/Podiatry
    - If the member has diabetes confirm engagement with these specialists. If not connected, must be added as need to POC
  - Smoking Cessation
    - If member is a tobacco user, smoking cessation must be offered and documented
    - If member reports no interest in stopping, be sure to document

Clinical & Business Operations
OMIG Update

- BHH completed submission of missing documents to OMIG

- OMIG will review and get back to BHH with findings or request additional documentation, if necessary

- BHH continues to work with the NYS Health Home Coalition on advocacy efforts regarding OMIG audit

Next Meetings

- Joint Clinical, Business Operations, and HIT (In-Person)
  - April 18th, 2:30 – 4:30pm
  - May 16th, 2:30 – 4:30pm
  - June 20th, 2:30 – 4:30pm
  - July 18th, 2:30 – 4:30pm
  - August 15th, 2:30 – 4:30
- Quality Committee (In-Person)
  - April 9th, 2:30 – 4:30pm
- Care Management Workflow
  - April 17th, 3:00 – 4:30pm
  - Agenda: Care plan completeness, CES tool
- Supervisor Workflow
  - June 12th, 3:00 – 4:30pm (In-Person)