



**BROOKLYN  
HEALTH  
HOME**

# **Brooklyn Health Home All Committee Meeting**

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**August 15, 2024**

# Agenda

- **FCM Updates**
  - CEST/Appropriateness Criteria Updates
  - MAPP Billing Block Remaining Issues
  - Billing Updates
  - Enrollment and Claims
- **Clinical & Business Operations Updates**
  - Billing Errors
  - MAPP updates
  - CM User Guide Updates
  - Trainings
  - OMIG Audit
  - UAS/HCS Identification requirement changes
  - Initial Appropriateness Updates
  - CEST Updates
- **Upcoming Meetings**

# Foothold Technology

## CEST/Appropriateness Criteria Updates



- DOH is making some updates to the language in some of the risk factors for both the CEST and Initial Appropriateness
- These changes will be available in FCM in September.

<u>Continued Eligibility for Services (CES) Tool</u>		
Risk Factor Category	Update Made	Update Specifications Language may be completely new or partially reused from earlier policies, as indicated by red text for new content and <del>crossed out</del> black text for removed content.
Significant Risk Factor	This risk factor has been removed from the list of Significant Risk Factors.	<del>SOCIAL DETERMINANTS RISK: Member has fewer than 2 people identified as a support by the member</del>
Significant Risk Factor	A time frame of (3) months has been added to this risk factor.	<del>SOCIAL DETERMINANTS RISK: Member has had a recent change in guardianship</del> SOCIAL DETERMINANTS RISK: Member has had a change in guardianship/caregiver within the last (3) months.
Significant Risk Factor	A time frame of (3) months and additional specification on the lack of an alternative support person have been added to this risk factor.	<del>SOCIAL DETERMINANTS RISK: Recent institutionalization or nursing home placement of member's primary support person</del> SOCIAL DETERMINANTS RISK: Recent institutionalization or nursing home placement, within the last three (3) months of member's primary support person and there is no other person to provide the same level of support.
Significant Risk Factor	This risk factor has been removed from the list of Significant Risk Factors.	<del>HEALTHCARE RISK: Member has not seen their provider (e.g., PCP, BH, etc.) in the last year</del>

# Foothold Technology

## MAPP Billing Block Remaining Issues



- There are some remaining issues with the MAPP billing block, much of which will be fixed in their 9/7/24 release and we will then need to do full billing support syncs up to MAPP once they have put the fixes in. [MAPP Guidance found here](#)
  - Pended members not being excluded from Billing Blocks. MAPP updating 9/7
  - CEST & POC not reporting for members with close segments. MAPP updating in December release
  - MAPP not looking at current billing instance for HH+ members for CEST. MAPP updating in December release
  - AOT CEST exclusion. MAPP updating in December release
  - Some POC grace periods too short. MAPP updating 9/7
- MAPP released a n IA/POCDue Date Calculator that you can access here under [Health](#)

Enter member's segment begin date and consent to enroll date into the blue cells and green cells will be updated if member's grace periods

Segment begin date:	5/1/23	Enter values in blue cells
Consent to enroll date:		
IA grace period start date		Green cells will update automatically when blue cells populated.  IA only applies to segment begin dates on or after 6/1/24.
IA grace period end date		
First DOS can bill without IA		
Last DOS can bill without IA		
First BI Blocked until IA submitted. If not Submitted by the last date of this month, can never bill for this month		
POC grace period start date	5/1/23	
POC grace period end date	6/26/23	
First DOS can bill without POC	6/1/29	
Last DOS can bill without POC	7/1/29	
First service date blocked unless POC submitted with POC Signature date <= the last day of this month	8/31/29	
If submitted POC signature date is not equal or prior to this date, provider will never be able to bill for this month	8/31/29	

# Foothold Technology

## Billing Updates



### **BHH Claim Status (since 8/1/2023 DOS) with all payers\*:**

- 99.6% paid
- 0.001% outstanding\*
- 0.3% denied

\*claims submitted 60+ days ago

# Foothold Technology

## Billing Updates



### HH+ Payer Updates

- Per the [Department of Health](#) charge amounts for Health Home Plus effective Dates of Service 4/1/23:
  - Upstate from \$790.50 to \$822.12
  - Downstate from \$843.20 to \$876.93
- Payers not paying the updated rates in red below. These payers are still waiting for Department of

Budget approval and are being configured to their system.

Payer	HH+ ( \$876.93 Downstate/ \$822.12 Upstate)
AmidaCare	Yes
Emblem	No
eMedNY	No
Empire	No
Fidelis	Yes
Healthfirst	No
Metroplus	No
Molina	No
United	Yes
VNS	Yes

# Foothold Technology

## Enrollment & Claims



	3/1/24	4/1/24	5/1/24	6/1/24	7/1/24	8/1/24
<b>Enrolled*</b>	5,876	5,931	6,071	6,112	6,143	5,978
<b>Claims Submitted**</b>	5,539	5,648	5,689	5,506	5,383	1,383
<b>Billing Rate</b>	<b>94%</b>	<b>95%</b>	<b>94%</b>	<b>90%</b>	<b>88%</b>	<b>23%</b>
<b>Amount Paid</b>	\$1,688,516	\$1,723,558	\$1,729,661	\$1,625,207	\$896,621	\$387
<b>Potential (Charge Amount)</b>	\$1,692,107	\$1,728,378	\$1,738,152	\$1,683,384	\$1,651,123	\$407,182

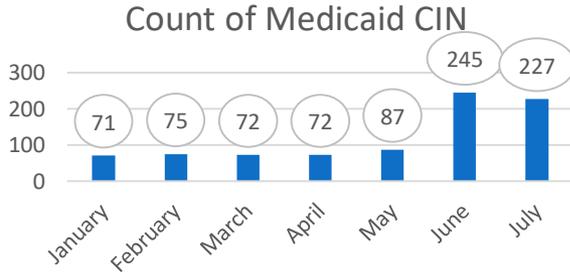
\*Segment Type: Enrolled, Pended Due to Diligent Search

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

# Clinical & Business Operations

## Billing Errors

Error count for Jan to July



**Top 5 Errors for the Month of June**

- Plan of Care Required
- Member is not Medicaid eligible
- CEST outcome required after the grace period
- Existing CEST outcome for the Member has
- Invalid Coverage Code on service date

**Count of Medicaid CIN**

- 131
- 70
- 29
- 4
- 3

**Grand Total**

**237**

**Top 5 Errors for the Month of July**

- Plan of Care Required
- Member is not Medicaid eligible
- CEST outcome required after the grace period
- Existing CEST outcome for the Member has
- 1 SQC/2 or more chronic conditions reqd

**Count of Medicaid CIN**

- 134
- 58
- 12
- 7
- 3

**Grand Total**

**214**

# Clinical & Business Operations

## MAPP Updates

- Several MAPP issues related to POC and CES Billing Blocks can impact billing. **Review and correct errors as sent monthly If unable to fix or error seems to re-occur, reach out to Latoya.**

### Most Notable MAPP Issues--

- Members in Pended Segment not being excluded from POC and IA billing blocks. i.e., if a member is in diligent search and their care plan has not yet been submitted, billing will be blocked until this MAPP issue is resolved 9/7/2024. CMAs generally should ensure care plans are started/submitted at or soon after enrollment to avoid issue.
- HH+ members should not be identified only at the time of the CEST. Please make sure that HH+ members are listed on the BSQs as soon as possible, rather than waiting until the CEST. If an HH+ member is only identified during the CEST, it will create a billing block because the member was not marked as HH+ eligible within the last 12 months.

[Link](#) – MAPP HHTS Release 4.6 – System Changes & Enhancements  
Effective September 7, 2024

# Clinical & Business Operations

## MAPP Updates

### Released User Support Tools

- **MAPP HHTS Billing Block Issues and Clarifications -**  
[mapp\\_hhts\\_issues.pdf \(ny.gov\)](#)
- ***IA & POC Due Date Calculator***
  - **Segments after 6/1/2024**

# Clinical & Business Operations

## Care Manager User Guide

- BHH CM User Guide updated based upon:
  - Health Home Designation Results
  - Internal/External Chart Audits
  - Health Home Policy Changes

### Enhancements

- Enrollment and Consents – i.e. DOH 5055, 5234, IA
- Assessments – i.e. CES, Assessment and POC Connections
- Care Planning – i.e. POC and Encounter Linkages, HCBS + CORE, HIV CM
- Core Services – i.e. BSQ, Documentation Requirements
- Case Conferencing
- Clinical Events – i.e. CEN Joining, Follow-up Checklists

# Clinical & Business Operations

## Trainings

- BHH CM User Guide Training
  - Care Manager Workflow – 8/21/2024 [3:00 PM-4:30 PM]
- Future Training Plan – 2025 and Beyond!
  - Recorded Trainings
  - Pre/Post Training Surveys
  - Completion Certificates

CMA Input, Recommendations Strongly Encouraged!

- BHH will be sending a survey

CUCS Fall 24 Cohort will begin September

- Emails on their way. If you have staff you want to be sure are registered, reach out to BHH ASAP, email Rebecca

# Clinical & Business Operations

## OMIG Audit

- OMIG Audit Wrap-up
  - BHH is providing policies that support existing documentation, previously shared documents
  - Collecting additional documentation where it exists including encounter notes
- BHH will be reaching out to Network CMAs when draft audit report is released
- **Key Takeaways:**
  - Always upload verification of eligibility documents
  - Timely completion of comprehensive assessments and care plan updates

# Clinical & Business Operations

## UAS/HCS Identification / Requirement Changes

- DMV letters were issued to non-NYS residents and access to State ID that has assisted the non-resident to access NYS electronic systems, such as the UAS and HCS
- Applies to New Users, Not Existing Users

As part of New York State Department of Motor Vehicle's (DMV's) compliance with the REAL ID Act, DMV will be joining the State-to-State verification program in September 2024.

Our records indicate that you currently hold a Non-Driver ID (CID#: [REDACTED]) issued by New York State DMV. The address associated with your ID indicates you are not a resident of New York State.

Most U.S. states and other jurisdictions only allow a person to be in possession of one credential (driver license, non-driver ID) at any given time. On September 3, 2024, other U.S. states will be made aware that you possess a Non-Driver ID in New York, which may cause a driving credential you hold in another state to be **cancelled**.

If you do not have a credential in another state, no action must be taken at this time.

If you do have a credential in another state, AVOID POTENTIAL CANCELLATION OF THAT CREDENTIAL BY:

- Contacting that state to determine how your existing credential will be impacted by possessing a New York State Non-Driver ID.

**If you decide to surrender your New York State Non-Driver ID, you must mail it along with a copy of this letter to the address listed below no later than August 9, 2024.** If you are not currently in possession of your NYS credential, you must mail a copy of the front and back of your out-of-state driving credential along with a copy of this letter to the address listed below.

# Clinical & Business Operations

## Initial Appropriateness (IA) Updates

### Initial Appropriateness

- DOH did take into account feedback from the workgroup and HH community and minimal changes were made to limit enrollment language
- The most significant change is members are no longer eligible based on having two or less supports
- Some expansion of appropriateness criteria, especially with HHSC
- Implementation is very fast – September 1

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

- On August 5<sup>th</sup>, DOH released a memorandum with updates to the HH Initial Appropriateness Criteria and CES tool
- Key takeaway: CMAs should assume 1 year of enrollment and develop the plan of care accordingly

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- Changes to be implemented September 2024
- Impact to the following sections:
  - Significant Risk Factors
  - General Risk Factors
  - Stability Risk Factors
  - More Skill-based Risk Factors

### Process Change

- Time parameter of 60 days changed to 56 days (8 weeks) for:
  - Information Needed
  - Recommend Disenrollment

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES) Response Review

#### Aim:

- ❑ Evaluate CES Tool Change Impact
- ❑ Identify Top CES Tool Selections per Review Section

BHH reviewed all Completed CES Tools

- **Data Export:** 8/5/2024
- **Total CES Tools:** 5285

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- Significant Risk Factors

<b>Fewer than two support people</b>
<input type="checkbox"/> <b>Removed</b>
<b>Recent change in guardianship</b>
<input type="checkbox"/> Member has had a change in guardianship/caregiver <b>[Added]: within the last (3) months</b>
<b>Recent institutionalization of primary support person</b>
<input type="checkbox"/> Recent institutionalization or nursing home placement, <b>[Added]: within the last three (3) months</b> of member's primary support person and there is no other person to provide the same level of support.
<b>Chronic condition without provider</b>
<input type="checkbox"/> Member does not have: <ul style="list-style-type: none"><li>▪ <b>[Removed]: a healthcare provider or specialist to treat a chronic health condition</b></li><li>▪ <b>[Added]:</b> at least one (1) of the following: Primary Care Provider, mental health provider, substance use provider, or provider to treat their Single Qualifying Condition (Complex Trauma, Sickle Cell Disease, Serious Emotional Disturbance/SMI, or HIV) or progressive neurologic condition.]</li></ul>
<b>Member has not seen provider in last year</b>
<input type="checkbox"/> <b>Removed</b>
<b>Unable to navigate healthcare system for chronic conditions</b>
<input type="checkbox"/> <b>Removed</b>
<b>Treatment non-adherence</b>
<input type="checkbox"/> Member/care team member report of treatment non-adherence <b>[Added]: within the last 3 months</b>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- Significant Risk Factors
  - Total Risk Factors: 5753, CES Tools: 3935

Significant Risk Factors	CES	%
TRUE	3935	74%
FALSE	900	17%
BLANK	450	9%
<b>Grand Total</b>	<b>5285</b>	<b>100%</b>

Significant Risk Factor	Total	%
Current Quality flag	1514	26.3%
<b>Fewer than two support people</b>	<b>1004</b>	<b>17.5%</b>
Current H-code	797	13.9%
Member does not have needed benefits	638	11.1%
<b>Unable to navigate healthcare system for chronic conditions</b>	<b>459</b>	<b>8.0%</b>
<b>Chronic condition without provider</b>	<b>368</b>	<b>6.4%</b>
Released from inpatient in last 90 days	207	3.6%
Cannot access food	204	3.5%
Currently homeless	167	2.9%
<b>Member has not seen provider in last year</b>	<b>156</b>	<b>2.7%</b>
<b>Treatment non-adherence</b>	<b>134</b>	<b>2.3%</b>
Current POP flag	49	0.9%
PSYCKES flag	22	0.4%
Current Intimate Partner Violence	17	0.3%
<b>Recent institutionalization of primary support person</b>	<b>10</b>	<b>0.2%</b>
Released from justice program in last 90 days	6	0.1%
<b>Recent change in guardianship</b>	<b>1</b>	<b>0.0%</b>
<b>Total</b>	<b>5753</b>	<b>100%</b>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- General Risk Factors

Preventable Hospitalizations
<ul style="list-style-type: none"><li><input type="checkbox"/> Member had preventable or unnecessary hospitalizations or ER visits<ul style="list-style-type: none"><li>▪ <b>[Added]: related to their chronic or qualifying condition_</b>over the last:<ul style="list-style-type: none"><li>▪ <b>[Removed]: six (6) six</b></li><li>▪ <b>[Added]: three (3) months</b></li></ul></li></ul></li></ul>
Safety Concerns
<ul style="list-style-type: none"><li><input type="checkbox"/> Member reported a safety concern in their environment or their community an<ul style="list-style-type: none"><li>▪ <b>[Removed]: has been unable to follow a Safety Plan over the last six (6) months</b></li><li>▪ <b>[Added]: does not have a safety plan in the last three (3) months.</b></li></ul></li></ul>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- General Risk Factors
  - Total Risk Factors: 168, CES Tools: 162

General Risk Factors	CES	%
Yes	162	3%
No	710	13%
Unclear	28	1%
BLANK	4385	83%
<b>Grand Total</b>	<b>5285</b>	<b>100%</b>

General Risk Factors	Total	%
<b>Preventable hospitalizations</b>	<b>105</b>	<b>62.5%</b>
Unsafe housing	54	32.1%
<b>Safety concerns</b>	<b>5</b>	<b>3.0%</b>
Danger to self or others in last six months	4	2.4%
<b>Total</b>	<b>168</b>	<b>100.0%</b>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

#### ○ Stability Risk Factors

<b>Increased MH symptoms or crisis mgmt response last 6 mo</b>
<input type="checkbox"/> Member has a mental health diagnosis and experienced an increase in symptoms or the need for crisis management responses within the last: <ul style="list-style-type: none"><li>▪ <b>[Removed]: six (6) months</b></li><li>▪ <b>[Added]: three 3 months</b></li></ul>
<input type="checkbox"/> (Crisis management could be provided through a formal crisis response team or <ul style="list-style-type: none"><li>▪ <b>[Removed]: informally</b> through their HHC.</li></ul>
<b>Lacked stable housing last 6 mo</b>
<input type="checkbox"/> Member has experienced housing instability during the last: <ul style="list-style-type: none"><li>▪ <b>[Removed]: six (6) months</b></li><li>▪ <b>[Added]: three 3 months</b></li></ul>
<b>Not Followed Intimate Partner Violence Safety Plan last 6 mo</b>
<input type="checkbox"/> Member is in a relationship with chronic Intimate Partner Violence <ul style="list-style-type: none"><li>▪ <b>[Removed]: and has not been able to follow a Safety Plan over the last six months</b></li><li>▪ <b>[Added]: and does not have a safety plan in place.</b></li></ul>
<b>Not following requirements of parole probation over last 6 mo</b>
<input type="checkbox"/> Member is involved in the Criminal Justice System and has not been following the requirements of their Parole/Probation over the last: <ul style="list-style-type: none"><li>▪ <b>[Removed]: six (6) months</b></li><li>▪ <b>[Added]: three 3 months</b></li></ul>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- Stability Risk Factors
- Total Risk Factors: 37, CES Tools: 37

Stability Risk Factors	CES	%
Yes	37	1%
No	665	13%
Unclear	8	0%
BLANK	4575	87%
<b>Grand Total</b>	<b>5285</b>	<b>100%</b>

Stability Risk Factors	Total	%
Lacked stable housing last 6 months	21	56.8%
Did not meet and maintain SUD goals last 6 months	10	27.0%
Increased MH symptoms or crisis mgmt. response last 6 months	5	13.5%
Not following requirements of parole probation over last 6 months	1	2.7%
Not Followed Intimate Partner Violence Safety Plan last 6 months	0	0.0%
<b>Total</b>	<b>37</b>	<b>100.0%</b>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

#### ○ Skill-based Risk Factors

##### Not keeping healthcare appointments

- Member or caregiver does not understand the frequency of outpatient follow up, they do not schedule and keep their healthcare appointments, or they do not have reliable transportation to get to their healthcare appointments without HHCM assistance.

##### Not maintaining medication without HHCM assistance

- Member or caregiver does not maintain the member's medication adherence without HHCM assistance.

##### Not recertifying benefits without HHCM assistance

- Member or caregiver is not aware of upcoming re-certifications for benefits or cannot successfully recertify without HHCM assistance. (Medicaid, SNAP, SSI, SSDI, Public Assistance, etc.)

##### Not managing finances without HHCM assistance

- Member or caregiver cannot manage the member's day-to-day finances without HHCM assistance. (This could include paying rent, bills, budgeting, etc.)

##### REMAINING

- Member or caregiver does not understand who is on their Care Team or when/why/how to contact them without HHCM assistance.
- Member or caregiver cannot manage the member's ADLs and IADLs
  - **[Removed]: without HHCM assistance**
  - **[Added]: with or without homecare/personal assistance/caregiver support.**

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- Skill-based Risk Factor
  - **Total Risk Factors: 271, CES Tools: 240**

Skill-Based Risk Factors	CES	%
Yes	240	5%
No	406	8%
Unclear	19	0%
BLANK	4620	87%
<b>Grand Total</b>	<b>5285</b>	<b>100%</b>

Skill-Based Risk Factors	Total	%
<b>Not keeping healthcare appointments</b>	<b>113</b>	<b>41.7%</b>
<b>Not recertifying benefits without HHCM assistance</b>	<b>101</b>	<b>37.3%</b>
<b>Not managing finances without HHCM assistance</b>	<b>17</b>	<b>6.3%</b>
Not managing ADLs and IADLs without HHCM assistance	17	6.3%
<b>Not maintaining medication without HHCM assistance</b>	<b>15</b>	<b>5.5%</b>
Not contacting care team without HHCM assistance	8	3.0%
<b>Total</b>	<b>271</b>	<b>100.0%</b>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- Engagement Questions Review

#### Does the member have non-maintenance goals left to accomplish on the POC?

- An active (non-maintenance) goal is one that requires actions by the HHCM to elicit progress towards completion of the goal. The members' goal(s) would not be achieved without concrete interventions and support of the HHCM.*
- Maintenance goals are goals that the member has met, and although ongoing, do not require any active assistance from the HHCM. Example: "Member will continue to fill their medication monthly".*

#### **Non-Maintenance Goals**

<b>Answer</b>	<b>CES</b>	<b>% (ALL CES)</b>	<b>% (Answered)</b>
Yes	4061	77%	<b>93%</b>
No	179	3%	<b>4%</b>
Unclear	134	3%	<b>3%</b>
BLANK	911	17%	--
<b>Grand Total</b>	<b>5285</b>	<b>100%</b>	<b>100%</b>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- Engagement Question Review

**Has the member been actively engaged and working with the CM on their HH POC Goals and Tasks in the last six months?**

- A member is not actively engaged if they are only in touch with the HHCM to say they are busy, or will call them back, or if regularly, Core Services being provided are only being provided through the Care Team because the member is unavailable.*
- A member is not working with the HHCM on their HH POC Goals and Tasks if during their contacts they are solely updating the HHCM on their life or persistently addressing something not on the POC.*

#### **Actively Engaged Last 6Mo**

<b>Answer</b>	<b>CES</b>	<b>% (ALL CES)</b>	<b>% (Answered)</b>
Yes	3931	74%	<b>97%</b>
No	84	2%	<b>2%</b>
Unclear	46	1%	<b>1%</b>
BLANK	1224	23%	--
<b>Grand Total</b>	<b>5285</b>	<b>100%</b>	<b>100%</b>

# Clinical & Business Operations

## Continuing Eligibility Screening (CES) Updates

### Continuing Eligibility Screening (CES)

- Engagement Questions Review

**Have the member and Care Manager been making progress on their HH POC Goals and Tasks in the last six months?**

- A member is and HHCM are not making progress on the HH POC Goals and Tasks if the same task is being attempted month after month and nothing changes or moves forward.*

#### **Progress Last 6Mo**

<b>Answer</b>	<b>CES</b>	<b>% (ALL CES)</b>	<b>% (Answered)</b>
Yes	3878	73%	<b>99%</b>
Unclear	39	1%	<b>1%</b>
No	14	0%	<b>0%</b>
BLANK	1354	26%	--
<b>Grand Total</b>	<b>5285</b>	<b>100%</b>	<b>100%</b>

# Upcoming Meetings

- Joint Clinical, Business Operations, and HIT (In-Person)
  - September 19<sup>th</sup>, 2:30 – 4:30pm
  - October 17<sup>th</sup>, 2:30 – 4:30pm
  - November 21<sup>th</sup>, 2:30 – 4:30pm
  - December 20<sup>th</sup>, 2:30 – 4:30pm
- Quality Committee (In-Person)
  - September 10<sup>th</sup>, 2:30 – 4:30pm
- Care Management Workflow (via WebEx)
  - August 21<sup>st</sup>, 3:00 – 4:30pm
- Supervisor Workgroup (In-Person)
  - September 11<sup>th</sup>, 3:00 - 4:30pm