**BROOKLYN
HEALTH
HOME**

Brooklyn Health Home
All Committee Meeting

September 19th, 2024

Agenda

- **<u>FCM Updates</u>**
  - Quick updates
  - Billing Updates
  - Enrollment and Claims

- **<u>Clinical & Business Operations Updates</u>**
  - CEST Updates
  - Update from Re-designation TA Call
  - EOP Action Plan Status
    - CM User Guide Updates
    - Trainings

- **<u>Upcoming Meetings</u>**

Foothold Technology
Quick Updates

- MAPP fixed some of the billing block glitches in their release on 9/7/24. FCM has re-submitted all BSQs that have errored out to MAPP. Please let us know if there are any remaining issues that you are seeing and we can escalate to MAPP.

- DOH made updates to some of the risk factors within the CEST and Initial Appropriateness, which have been updated in FCM starting 9/1. Last week DOH said that there were a few additional updates that they forgot about, so we will need to make those updates in FCM.

- We are working on adding a way for Users to see which members should be excluded from the CEST due to the HH+ exclusion. Working to get the exact algorithm that DOH is using so this can be a reliable way to know which members do not require the CEST.

Foothold Technology
Billing Updates

BHH Claim Status (since 9/1/2023 DOS) with all payers*:

- 99.6% paid

- 0.007% outstanding*

- 0.3% denied

*claims submitted 60+ days ago

Foothold Technology
Enrollment & Claims

	4/1/24	5/1/24	6/1/24	7/1/24	8/1/24	9/1/24
Enrolled*	5,932	6,072	6,116	6,179	6,228	6,120
Claims Submitted**	5,655	5,705	5,607	5,663	5,373	526
Billing Rate	**95%**	**94%**	**92%**	**92%**	**86%**	**9%**
Amount Paid	$1,717,419	$1,731,258	$1,687,539	$1,670,891	$1,190,805	$774
Potential (Charge Amount)	$1,730,571	$1,742,968	$1,709,576	$1,732,688	$1,638,637	$152,946

*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
Continuing Eligibility Screening (CES) Tool Updates

Continuing Eligibility Screening (CES)

- Changes 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 56 days changed back to 60 days for:
    - Information Needed
    - Recommend Disenrollment

BHH CES Disenrollment Rate

- Since most recent updates, have you noticed an impact on workflow or outcome?

Clinical & Business Operations
Provisional Redesignation Process - TA Call

- BHH has started Technical Assistance (TA) sessions with DOH as part of the "Provisional Resignation" process.
- TA sessions will continue throughout the Provisional Designation" period and will address Enhanced Oversight Plan (EOP)
  - EOP provides corrective actions, implementation, and quality monitoring plans to address deficiencies
- At the end of the Provision Designation period, BHH will undergo a new comprehensive review of Domain 2 and Domain 3 (chart reviews)

Clinical & Business Operations
Provisional Redesignation Process

Domain 2: Performance and Process Measures
1-Year Provisional: 2 Options

Inner-Domain Elements	Description

1. **Quality Measures**
 2. **Process Measures**
 3. **Previous Redesignation Score**
	• In the provisional review, HHs will be evaluated by 1 of 2 options. The option that results in the higher Domain 2 score will be used in the provisional review.
	
	 • For a Health Home in a **1-year provisional redesignation status**:
	    1. Option 1: <u>Previous</u> Redesignation Quality Measures & <u>Previous</u> Redesignation Process Measures
	    2. Option 2: <u>New</u> Quality Measures & <u>New</u> Process Measures
	
	 • The previous redesignation score from the prior redesignation round (2021-2022) will be included in Domain 2.

Clinical & Business Operations
Provisional Redesignation Process

Domain 3: Chart Review Analysis

Inner-Domain Elements	Description
1. Chart Review Measures	• At the conclusion of the provisional period, DOH will conduct chart reviews in the HH's electronic health record (EHR) system following a similar process to redesignation. Access to the HH's EHR system will be one calendar month.
	• The review period will extend back to the last day of the month the initial EOP was submitted by the HH to DOH (start of provisional period).
	• Sample size will be 50 members. In the spirit of recognizing the HHs quality improvement efforts, a greater emphasis will be placed on new enrollees in the sampling.
	• HHs will have an opportunity to submit Requests for Reconsideration (RFRs) prior to DOH finalizing the results.

Clinical & Business Operations

Designation – Enhanced Oversight Plan, Domains 2 and 3

Domain 2- Quality Measures			
Measure Name	BHH Action	Quality Monitoring	CMA Next Steps
Asthma Medication Ratio	Update Ops Report	BHH Gaps in Care rates Track training attendance	BHH to pull PSYCKES quality flags send to FCM to add related flags? GiC specific to measure
Follow Up After Emergency Department Visit (Alcohol and Drugs, Mental Health – 7, 30 day)	Update Ops Report Updated User Guide Golden Thread training	BHH Gaps in Care rates Track training attendance Monitoring PSYCKES Quality flags	Review discharge plan and confirm if providers are in place/appt has been scheduled Support mbr in attending appt
Follow Up After Hospitalization (Alcohol and Drugs, Mental Health – 7, 30 day)	Update Ops Report Updated User Guide Golden Thread training	BHH Gaps in Care rates Track training attendance Monitoring PSYCKES Quality flags	Review discharge plan and confirm if providers are in place/appt has been scheduled Support mbr in attending appt
SAA Adherence to Antipsychotic Medication for Individuals with Schizophrenia	Updated User Guide Golden Thread training	BHH Gaps in Care rates Track training attendance Monitoring PSYCKES Quality flags	BHH to pull PSYCKES quality flags send to FCM to add related flags? GiC specific to measure
Viral Load Suppression	Updated User Guide	Track training attendance Chart review tool	Encourage mbr with unknown HIV status to

Clinical & Business Operations

Designation – Enhanced Oversight Plan, Domains 2 and 3

Domain 2- Process Measures			
Measure Name	BHH Action	Quality Monitoring	CMA Next Steps
Care Management Follow Up After Emergency Dept Discharge (2, 7 days)	Update Ops Report Updated chart Review tool	Updated chart Review tool	
Care Management Follow Up After Inpatient Discharge (2 days)	Update Ops Report Updated chart Review tool	Updated chart Review tool	

Clinical & Business Operations

Designation – Enhanced Oversight Plan, Domains 2 and 3

Domain 3- Chart Review			
Measure Name	**BHH Action**	**Quality Monitoring**	**CMA Next Steps**
Care Coordination/Care Planning— HIV/AIDS Assessment, Care Plan, Encounters (Action)	Update Ops Report User Guide Golden Thread Training		
Care Plan— Evidence that the Care Team was involved in the development of the care plan	User Guide Golden Thread Training Updated Chart review tool		Linking case conference notes/convo with providers to care plan
Disenrollment— • Disenrollment codes • Disenrollment letter written on agency letterhead • Evidence of collaboration with the member's care team in the disenrollment process? • 5235 contains the health home name	User Guide Updated Chart review tool		

Clinical & Business Operations
EOP, Plan of Correction

- BHH Actions
  - Updates to the CM User Guide to address deficiencies
  - Updated Operations Report
  - Golden Thread training
  - Data pull from PSYCKES?
- What additional actions can be taken by the CMAs?
  - PSYCKES Quality flags
    - Asthma Medication Ratio
    - Follow Up After Emergency Department Visit (Alcohol and Drugs, Mental Health – 7, 30 day)
    - Follow Up After Hospitalization (Alcohol and Drugs, Mental Health – 7, 30 day)
    - SAA Adherence to Antipsychotic Medication for Individuals with Schizophrenia
- What additional support can BHH provide?

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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

Upcoming Meetings

- Joint Clinical, Business Operations, and HIT (In-Person)
    - October 17th, 2:30 – 4:30pm
    - November 21th, 2:30 – 4:30pm
    - December 20th, 2:30 – 4:30pm
- Quality Committee (In-Person)
    - November 12th, 2:30 – 4:30pm
- Care Management Workflow (via WebEx)
    - October 16th, 3:00 – 4:30pm
- Supervisor Workgroup (In-Person)
    - October 9th, 3:00 - 4:30pm