



Behavioral Health Partnership Oversight Council

Adult Quality, Access & Policy Committee

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Co-Chairs: Howard Drescher, Heather Gates, Alicia Woodsby

Meeting Summary

June 26, 2014

3:00 – 4:30 p.m.

2nd Floor CCPA

Rocky Hill, CT

***NOTE: Date Change: Next Meeting: Thursday, October 2, 2014
@ 3:00 PM at CCPA, Rocky Hill**

Attendees: Co-chair Howard Drescher, Co-chair Heather Gates, Co-chair Alicia Woodsby, James Archambeault, Jessica DeFlumer-Trapp, Marcia Dufore, Brunilda Ferraj, Daniela Giordano, Colleen Harrington, Kim Haugabook, Dr. Steven Moore, Kelly Phenix, Maureen Reault, Knute Rotto (CEO/VO), and, Cheryl Stockford

Opening Remarks and Introductions

Co-Chair Howard Drescher convened the meeting at 3:08 PM, welcomed everyone and asked members to introduce themselves. First order of business was an update on Behavioral Health Homes from Colleen Harrington of DMHAS.

Update on Behavioral Health Homes- CMS News- Colleen Harrington (DMHAS)

Colleen Harrington reported a number of points in progress on the Behavioral Health Homes (BHH) project leading to implementation:

- DMHAS is completing its list of eligible recipients for BHH services.

- Value Options and Associated Behavioral Health are to be the ASOs for the BHH program. Contracts are being drafted.
- Learning collaboratives are under way with the LMHAs to prepare them as service providers. The ASOs will evaluate readiness.
- An electronic learning community is being established to enable providers to share experiences and information.
- A public website is under construction.
- The agency is building contacts with ACT and other community service providers, as well as provider groups (PNPs).
- The agency is continuing to anticipate a 10/1 start date, assuming SPA approval.

Follow-up with DSS on the Discussion about Medicaid Eligibility- Maureen Reault (DSS)

Kelly Phenix recently waited one and a half (1.5) hours on the phone to wait to talk with someone on a question of eligibility. This does not meet an adequate level of service. Daniela Giordano said when this is pointed out to DSS, the reply is often, and “We’re working on it”. Co-chair Heather Gates asks DSS for a quarterly update on ConneCT and its’ current nearly 60% abandonment rate was not reported to the Adult Quality, Access & Policy committee at its last update on ConneCT at the last meeting. Daniela made a suggestion that DSS implement a Call-Back Service. This would be an overall improvement and alternative to having clients wait on the phone for hours. Kelly said that she has “faith” that Bill Halsey (DSS) can improve the wait time for eligibility re-determination system. Heather said if this is kept on the agenda long enough, it may improve the wait-time for clients, “The squeaky wheel gets the oil”. Keeping it on the agenda, may create greater visibility to the issue. Kelly Phenix would like to see DSS provide education to clients on the Medicaid Savings Program (MSP).

Follow-up on the Agencies’ Priority List for 2014-2015 as it Relates to the Committee’s Scope of Work. How Best to Assist?

How can the committee help the agencies on their priorities? Co-chair Heather Gates summarized her notes from when Bill Halsey (DSS) gave the presentation. It included; Super Users, Data Sets of ED usage for 2011-2012 and for the fall of 2013 Data. Steve Moore (VO) verified the presentations and gave a definition of the term Super Users: People who have frequent visits to the ED and people who have multiple usage of detox medical units within a six (6) month period of time. Performance targets are looked at and the percentage is reviewed, i.e. seven (7) or more ED visits within six (6) months with any BH diagnosis, primary or secondary, including behavioral and co-morbid

medical diagnosis. Co-chair Alicia Woodsby said the Priorities List for Quality Outcome Goals was not clear. She wants to know what measures are being looked at. She also said that she would like to have input into the process before measures are finalized.

Debriefing on the BHPOC May Public Forum on Access and Quality to Services in Connecticut

Due to lack of time, this discussion was postponed until the next meeting.

New Business and Announcements

Co-chair Alicia Woodsby informed the committee about the Reaching Home Campaign for the Homeless. It is a public/private partnership entity that deals with healthcare and housing issues to create integrated communities in CT. It involves the CT Hospital Association and CT Health Foundation partnerships. There is a community care team from Middlesex Hospital that meets weekly with advocates and providers to look at and help plan the (person's) housing and healthcare. Alicia will send information about it to David Kaplan, BHPOC Administrator for him to distribute to committee members. There is also a Power Point Presentation that Terri DiPietro (Middlesex Hospital) has that he can also publish and distribute. Co-Chair Heather Gates asked the committee if they wanted to meet as scheduled in July and August. Due to conflicts in vacations the committee agreed to re-convene in the fall. The September meeting date was postponed to October 2, 2014 due to a conflict with a holiday and the October meeting was pushed back a week and scheduled to October 30, 2014. After the discussion Heather adjourned the meeting at 4:31 PM.

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