



Behavioral Health Partnership Oversight Council

Child/Adolescent Quality, Access & Policy Committee

Legislative Office Building Room

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www.cga.ct.gov/ph/BHPOC

Co-Chairs: Sherry Perlstein, Hal Gibber, & Robert Franks

Meeting Summary

Friday, April 20, 2012

2:00 – 4:00 p.m.

Value Options

**500 Enterprise Drive, 3rd Floor Hartford Conference Room
Rocky Hill, CT**

**Next Meeting: Friday May 18, 2012 @ 2 PM at Value Options,
Rocky Hill**

Attendees: Co-Chair Sherry Perlstein, Chris Bory, Jacquelyn Farrell, Sara Frankel, Scott Greco, Colleen Kearney, Ann Phelan, Kathy Schiessl, Debra Struzinski, Hillary Teed, Laurie Van Der Heide, Brenda Wilcox, and Mike Williams

Opening Remarks and Introductions

Sherry Perlstein commenced the meeting by welcoming everyone and introductions were made. She noted that Dr. Karen Andersson had not been well but would be back to work next week and that the Committee looked forward to seeing her at the next meeting.

Value Options Presentation

Dr. Laurie Van Der Heide from BHP presented an overview of the 2011 Annual Provider Satisfaction Data (attached). She emphasized that Value Options did not design or conduct the survey. It is administered by Fact Finders, Inc., a private firm specializing in marketing and opinion research in Albany, New York. Questions were designed by DSS and other State Agencies with a focus on providing representative and reliable measurement of provider experiences, attitudes toward, and suggestions for CT BHP Value Options. A random sample of providers was surveyed. There were 130 private providers and representatives from 104 different facilities / clinics responded to the survey, which was conducted by telephone. VO only gets back the information in aggregate. Due to budget constraints, the survey was not conducted in 2010 and may not be done in 2012.



Microsoft PowerPoint
Presentation

Scope of the Provider Satisfaction Survey

- Overall satisfaction with CT BHP;
- Ratings of the authorization process;
- Interactions with CT BHP staff including
 - Provider Relations
 - Customer Service
 - Care Management and Medical Affairs
- Satisfaction with the denial , appeals and complaints processes;
- Suggestions for service modifications that could improve provider satisfaction with CT BHP

Discussion

Meeting participants questioned the reliability and value of the survey data based on the following specific concerns about the survey process:

- Though Laurie indicated that the survey company noted that the “Administrator” was the respondent for agencies / facilities, it does not seem likely that any one person would have reliable information about all aspects of the survey questions
- The experience of a multi-program agency or facility with CT BHP / VO, may vary widely based on the particular program
- Respondents may be confused between the role of VO and the role of HP, the company that processes and pays claims.
- While facilities and clinics provide a substantial volume of the services, survey respondents were well over 50% private providers.

Laurie emphasized, and the group agreed, that these surveys are tough and are prone to be subjective to the last bad thing that happened. Sherry suggested that when plans are developed for the next survey, it would be helpful if the issues noted could be taken into consideration. The data from the survey presented though somewhat informative, was not considered reliable enough for the committee to form any opinions or make recommendations to the Council for changes that might enhance provider satisfaction.

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Value Options Website Presentation

Scott Greco, a Provider Relations Specialist from Value Options provided the Committee with an overview to the VO Website: www.valueoptions.com . Scott said that in addition to what the website has now, VO is conducting Provider surveys and asking what are they looking for in workshops, i.e., Recovery and Resiliency programs, etc. These pages will be added to the VO Website for

2012-2013. Some highlights of the website include pages on Rapid Response Teams, Achieved Solutions, and Authorization Schedules. **Provider Satisfaction Survey** results for the **Website** include;

- In 2011, 84.1% of providers using the CT BHP website found it easy to use.
- Satisfaction with the following aspects of the website:
 - Downloading forms- 93.3%
 - Checking member eligibility- 93.4%
 - Registering outpatient care- 89.4%
 - Checking authorization status- 90.1%

The committee noted that the website is very user friendly and has an enormous amount of important and accessible information, Sherry also emphasized that Scott Greco is always helpful in providing clarification and answering questions, including linking providers to updates and bulletins that are issued by DSS.

New Business and Announcements

Co-Chair Sherry Perlstein talked very briefly about a meeting she, and Council co-chairs Jeff Walter and Hal Gibber held with Commissioner Katz and key DCF leaders, in follow-up to the discussion in this committee and at the Council, regarding how the Department will measure and report on the impact of the major changes implemented in the last year in congregate care, foster care, and the combining of Riverview Hospital and Children's Place into the Albert Solnit Psychiatric Center. The commissioner understands the Council's interest in looking at data about the impact of these changes on youth and families, for example what is happening to youth brought back into the State from out of state placements; where they go, what services do they use, etc. We also informed the commissioner of the recommendation from the Council to survey parents and youth about their experience of these changes. Nancy DiMauro from DCF will hopefully be ready to present some preliminary data to the Committee in May. We will provide our feedback and she will then discuss the data at the June Council Meeting.

Sherry then thanked Laurie and Scott for their presentations and upon hearing no comments or questions, she said there were no policy items at this time and adjourned the meeting at 3:53 PM.

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Rocky Hill**