



Report to the Operations  
Sub-Committee  
May 11, 2007

# Network Operations

# Provider Relations Phone Stats

**1st Quarter 2007**

**900 Incoming Calls**

Web Registration Inquiries

General Provider Inquiries

# Rapid Response Team

- Reviewed authorization related claims issues for 200 providers (11/2006-present)
- Provider outreach letters sent to providers to offer assistance in the authorization process
- EDS Provider Workshops being offered to new providers for billing/claims process
- National Provider Identifier/NPI month, May 2007.

# Provider Training Workshops

# CT BHP Provider Workshops

**Thursday, April 19<sup>th</sup>, 2007**

- Web Registration Overview & Navigation

**Thursday, May 17<sup>th</sup>, 2007**

- Medicaid Audit Overview

**Thursday, June 21<sup>st</sup>, 2007**

- CT BHP Appeals 101

# CT BHP Provider Workshops

**Thursday, July 19<sup>th</sup>, 2007**

- CT BHP Utilization Management

**Thursday, August 16<sup>th</sup>, 2007**

- DCF CANS Training & Residential Care

**Thursday, September 20<sup>th</sup>, 2007**

- Web Registration Overview & Navigation

# Training Workshop Evaluation

## April 19 – Web Registration

- Total Evaluations: 21
- Objectives stated and achieved: 20/21
- Length of session: about right: 21
- Effectiveness
  - Handouts: good to excellent: 20
  - Audio visual: good to excellent: 19
  - Lecture: 21
  - Discussion: 17



# CT BHP Provider Workshops

All workshops are scheduled from  
10:00 a.m. to 11:30 a.m. and are being held  
at the CT BHP ASO Office:

CT BHP

500 Enterprise Drive

Suite 4D

Rocky Hill, CT 06067

*For further information or questions, please  
contact Provider Relations at:*

*877-552-8247*

# Web Registration

# Web Registration

- Security Access/User ID Requests  
2,263 User Id's generated as of 4/27/2007
- Winfax – Non Web/Paper Registrations
  - 190 Providers currently using paper registration as of 4/27/07
  - Efforts continue to engage providers in the web process vs paper process
  - 289 Faxes Received - Nov 06
  - 379 Faxes Received - Dec 06
  - 250 Faxes Received - Jan 07
  - 249 Faxes Received - Feb 07
  - 214 Faxes Received - Mar 07

# Network Status

# Prescribing and Non-Prescribing Providers

## 1<sup>st</sup> Quarter 2007

<b>Beginning of Quarter</b>	<b>Beginning</b>	<b>Added</b>	<b>Deleted</b>	<b>Total</b>
Psychiatrists – 20/26	862	6	4	864
Psychiatric APRN – 23/26	210	5	0	215
Psychologist – 81/92	589	6	7	588
Social Workers – 81/9A	358	16	2	372
Marriage/Family Therapist – 81/9B	139	10	0	149
Alcohol/Drug Counselors – 81/9D	30	2	0	32

# Clinical Operations

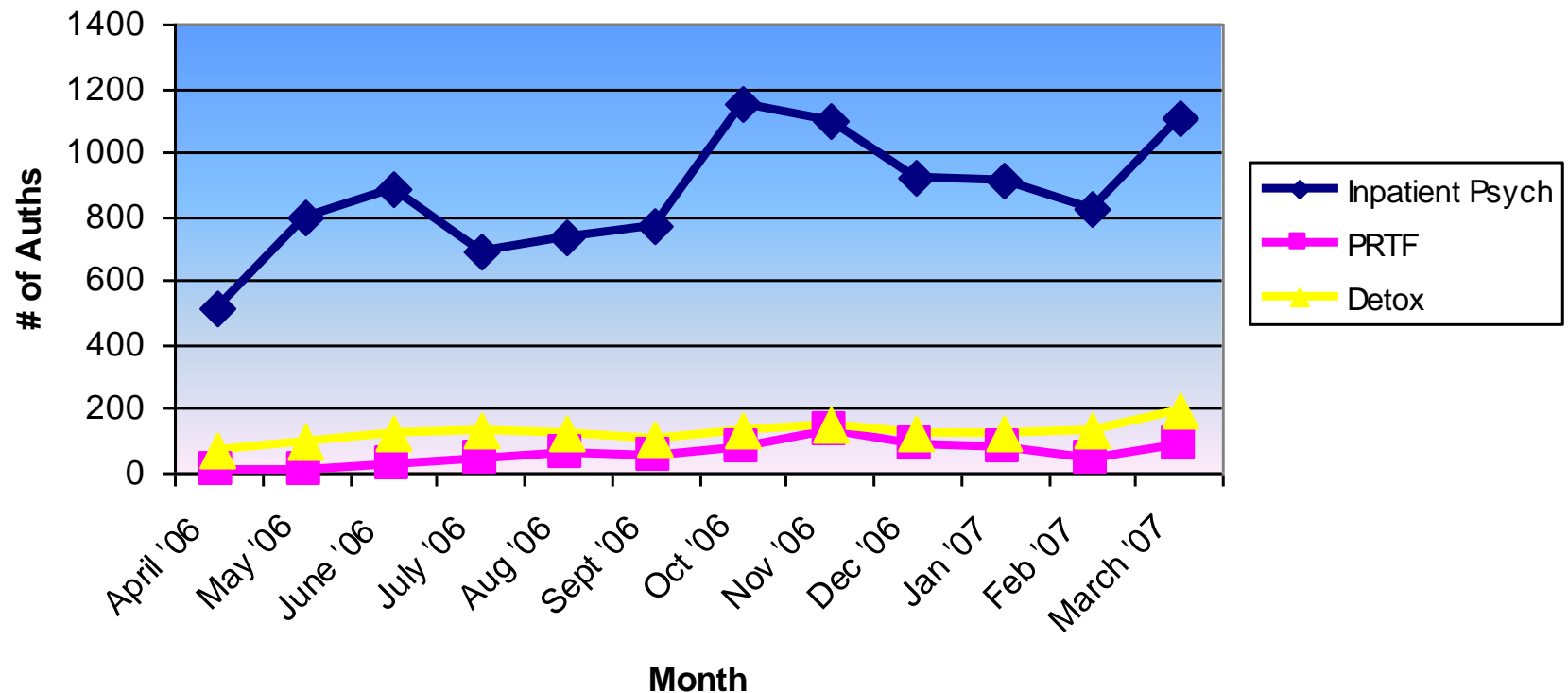
# Timeliness of Pre-cert and CCR Process

- April Analysis:
  - Pre certification average = 17 minutes  
(1 outlier at 56 minutes)
  - Concurrent review average = 8 -15 minutes  
(averaging a random sample from all four teams)
- New Technology Rolled out this Month:
  - Random recording to assure excellent customer service
  - Used for supervision tool
  - Technology available to better track agent activity

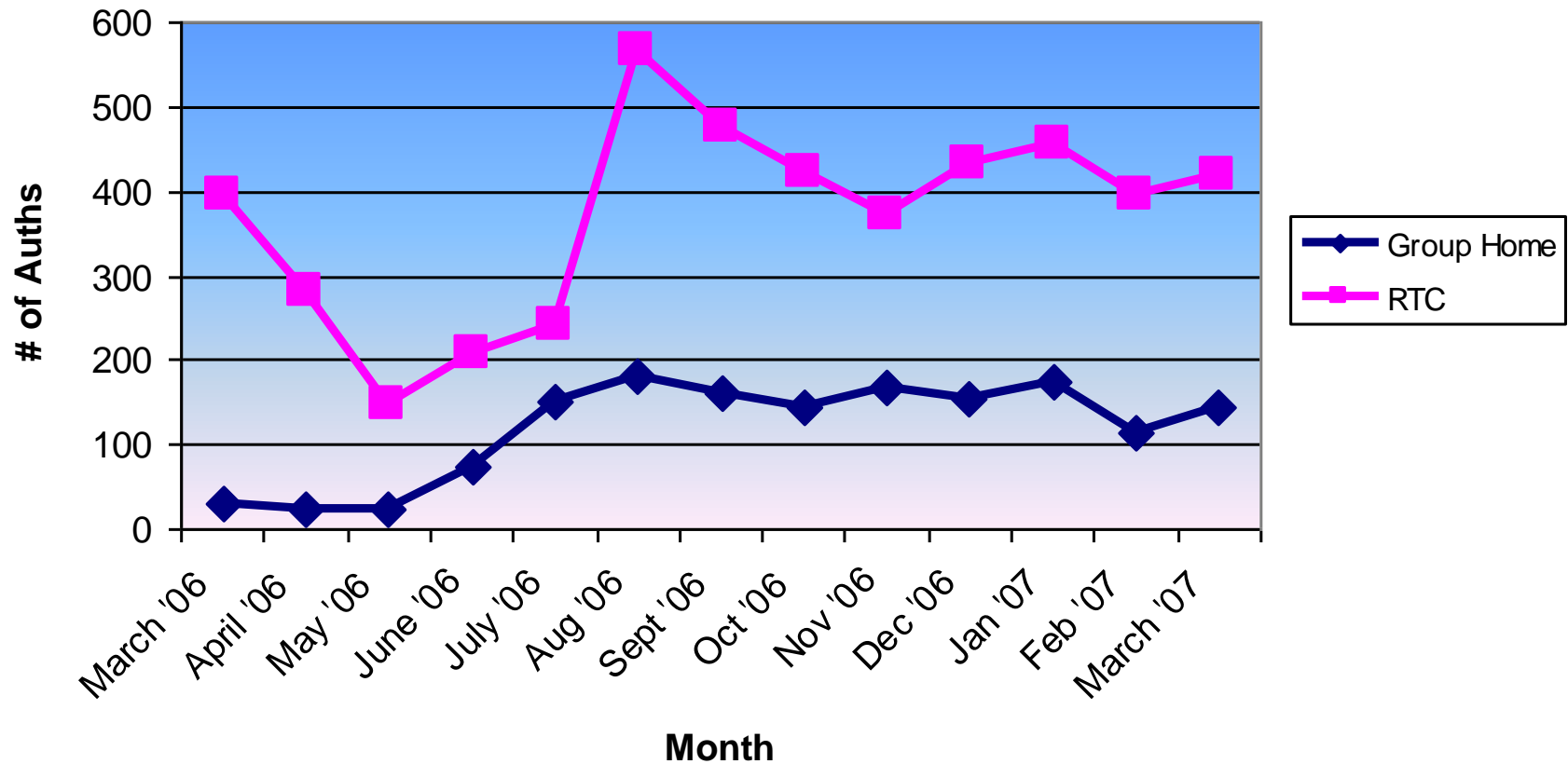
# Authorizations and Concurrent Review



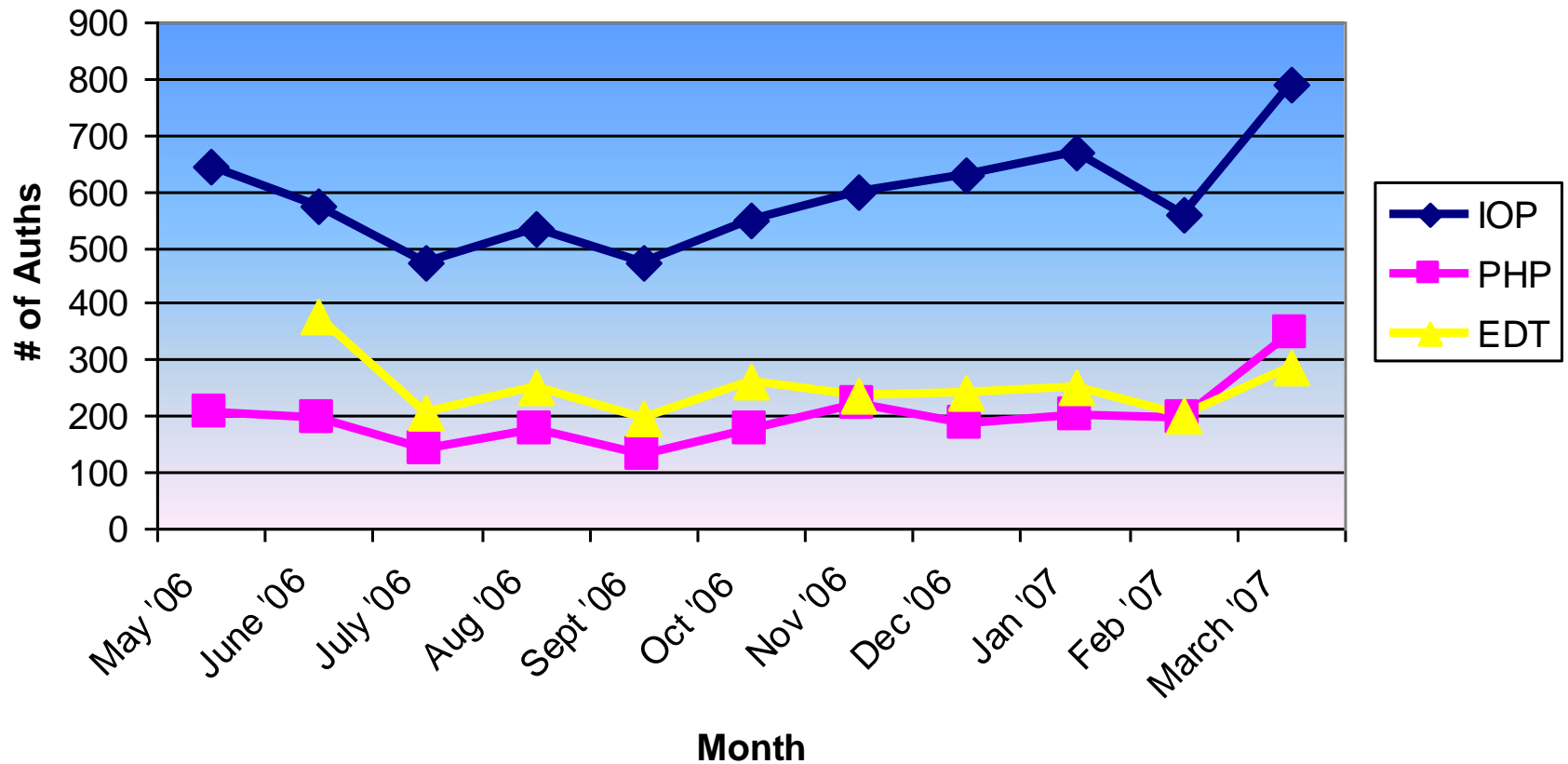
# Authorization Activity Inpatient Levels of Care



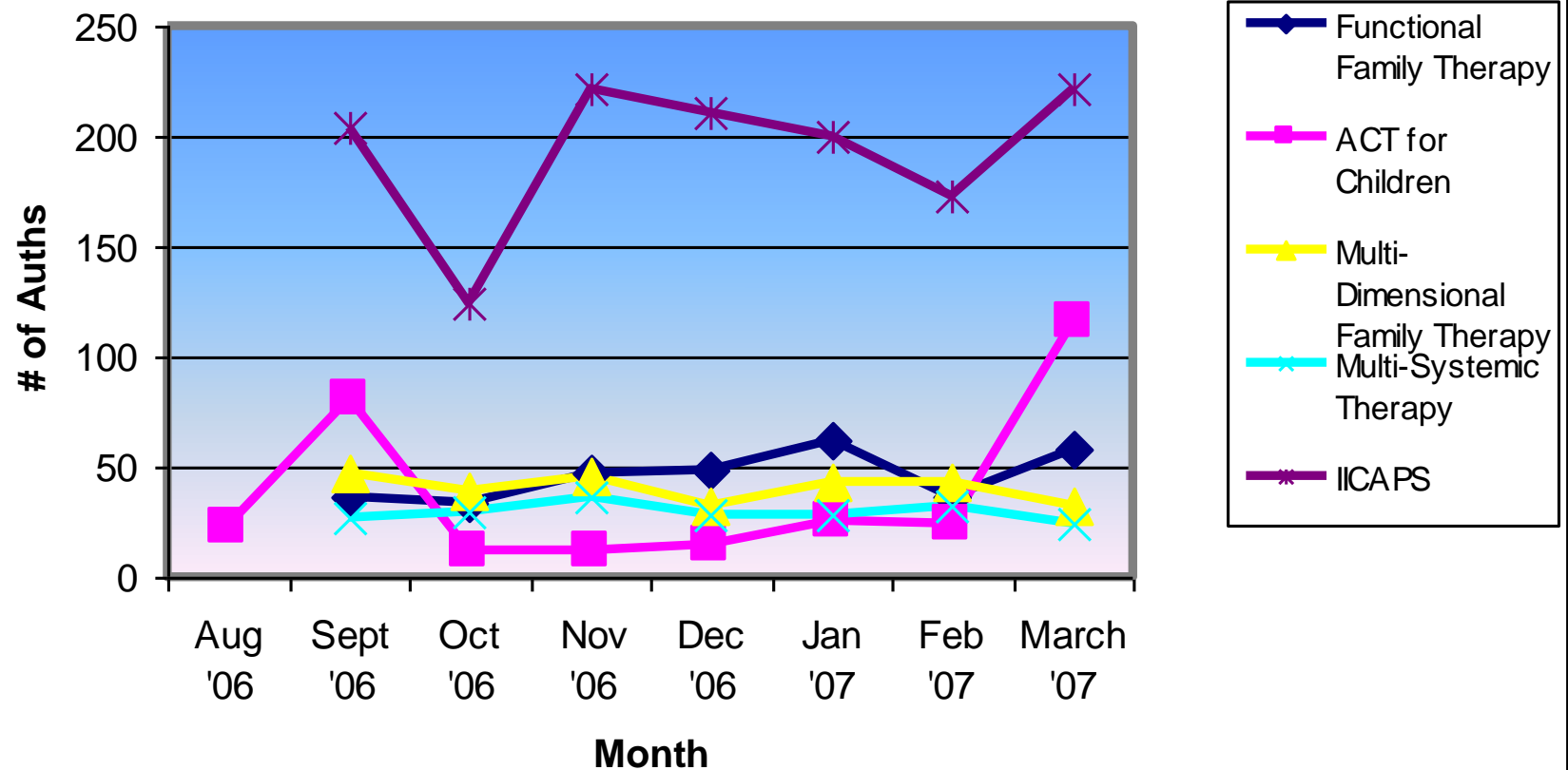
# Authorization Activity Group Home and RTC



# Authorization Activity Intermediate Levels of Care



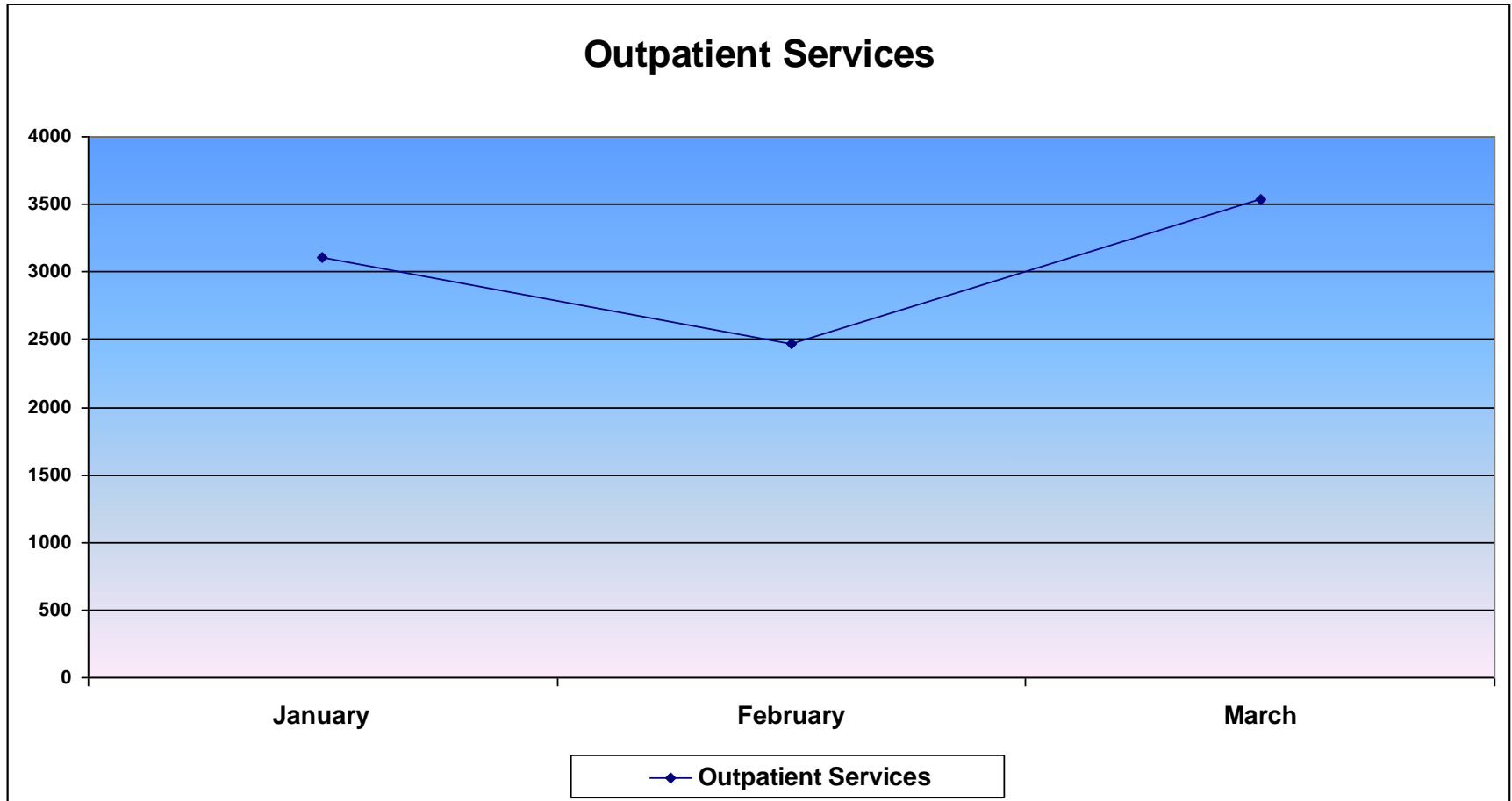
# Authorization Activity Home-Based Services



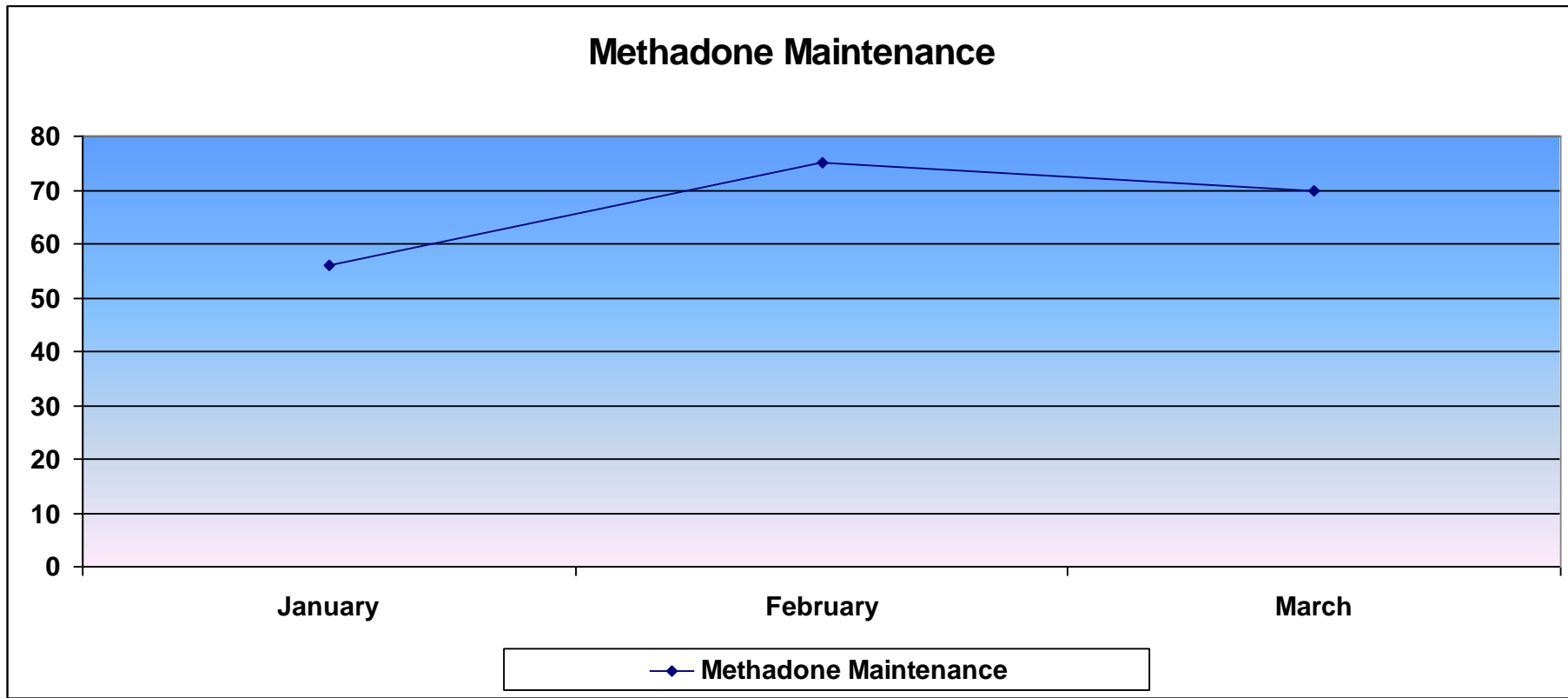
# Outpatient Registration

# Outpatient Services Registered

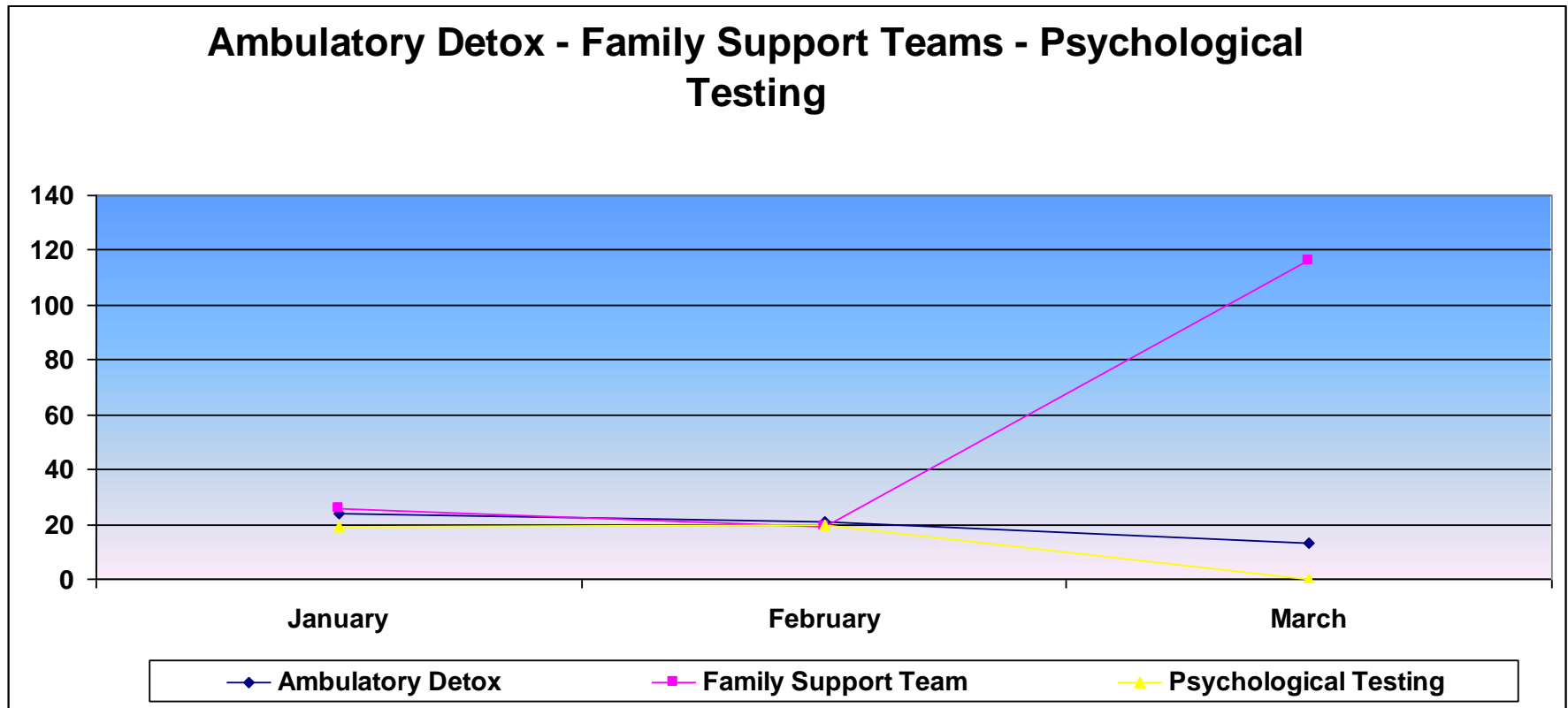
## 1<sup>st</sup> Quarter 2007



# Methadone Maintenance Services Registered 1<sup>st</sup> Quarter 2007



# Ambulatory Detox – FST – Psych Testing Registrations 1<sup>st</sup> Quarter 2007





# ICM Services

# ICM TRACKING REFFERAL SOURCE REPORT

## 1<sup>ST</sup> Quarter 2007

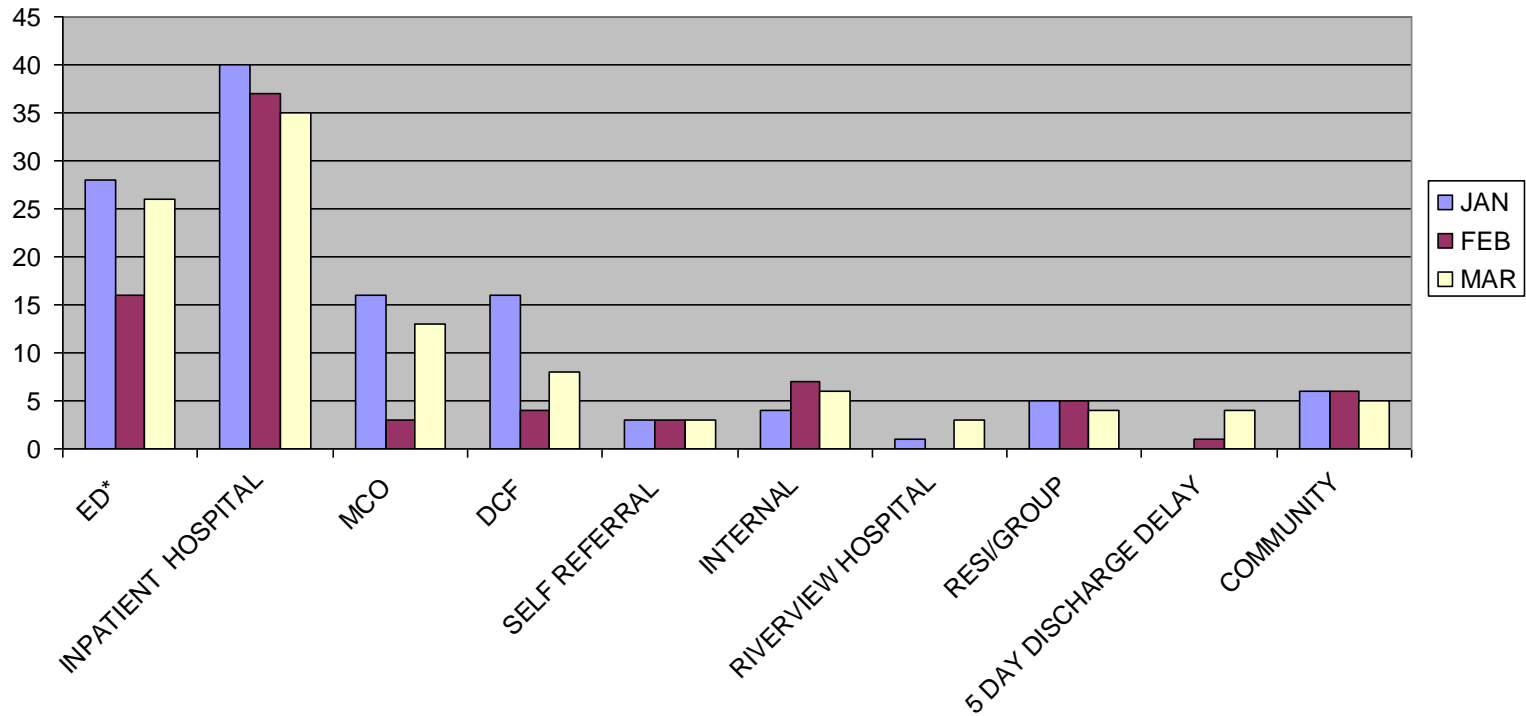
- ICM referral volume remains brisk in the 1<sup>st</sup> Q totaling 308
- 36% of the 1<sup>st</sup> Q referrals were identified as members in the Discharge Delay status at hospital level of care
- 23% of the ICM referrals were identified through the Emergency Departments in the state
- 10% of the referrals were made by the MCOs
- 9% of the ICM referrals were identified through the DCF area offices or through the MSS meetings.
- Others are coming in through Internal, RVH, Residentials, and the Community

# ICM TRACKING REFFERAL SOURCE REPORT

## 1<sup>ST</sup> Quarter 2007

- At the end of the 1<sup>st</sup> Q, the heightened use of the EDs have required a quick response. The focus of our Service Center and our ICMs has been the use of increased diversion planning for our members “stuck” in the EDs.
- ICMs have worked closely with the EDs over the 1<sup>st</sup> Q in order to develop and implement alternative planning to divert the In Patient Level of Care when this level of care is not medically necessary.
- Systems Managers and Peer Specialists have worked collaboratively with the providers from each area in order to assist in the identification of open resources necessary to support our members in the community.

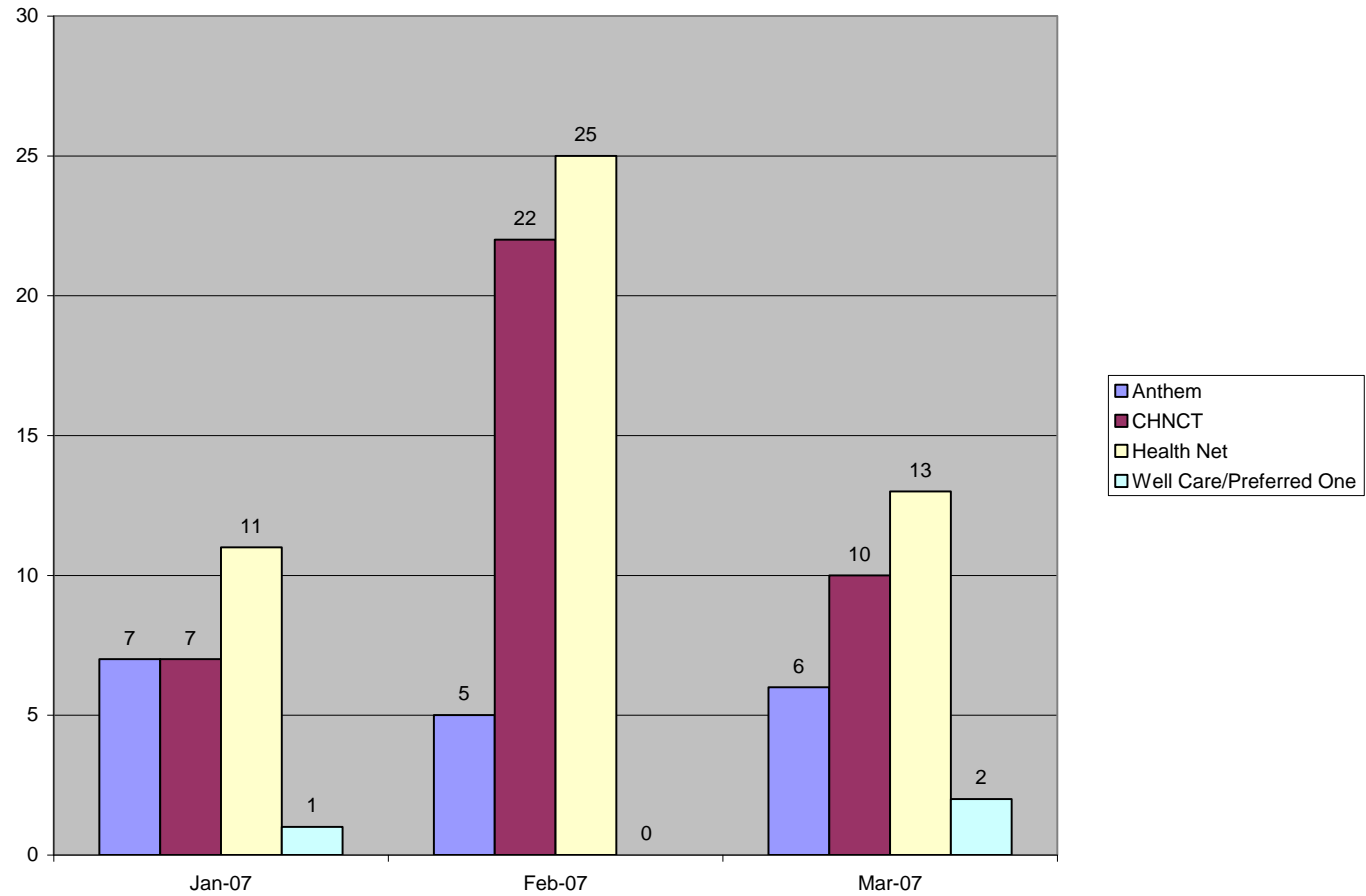
## 1st Quarter 2007 ICM Referral Source



# MCO REFERRALS 1<sup>ST</sup> Quarter 2007

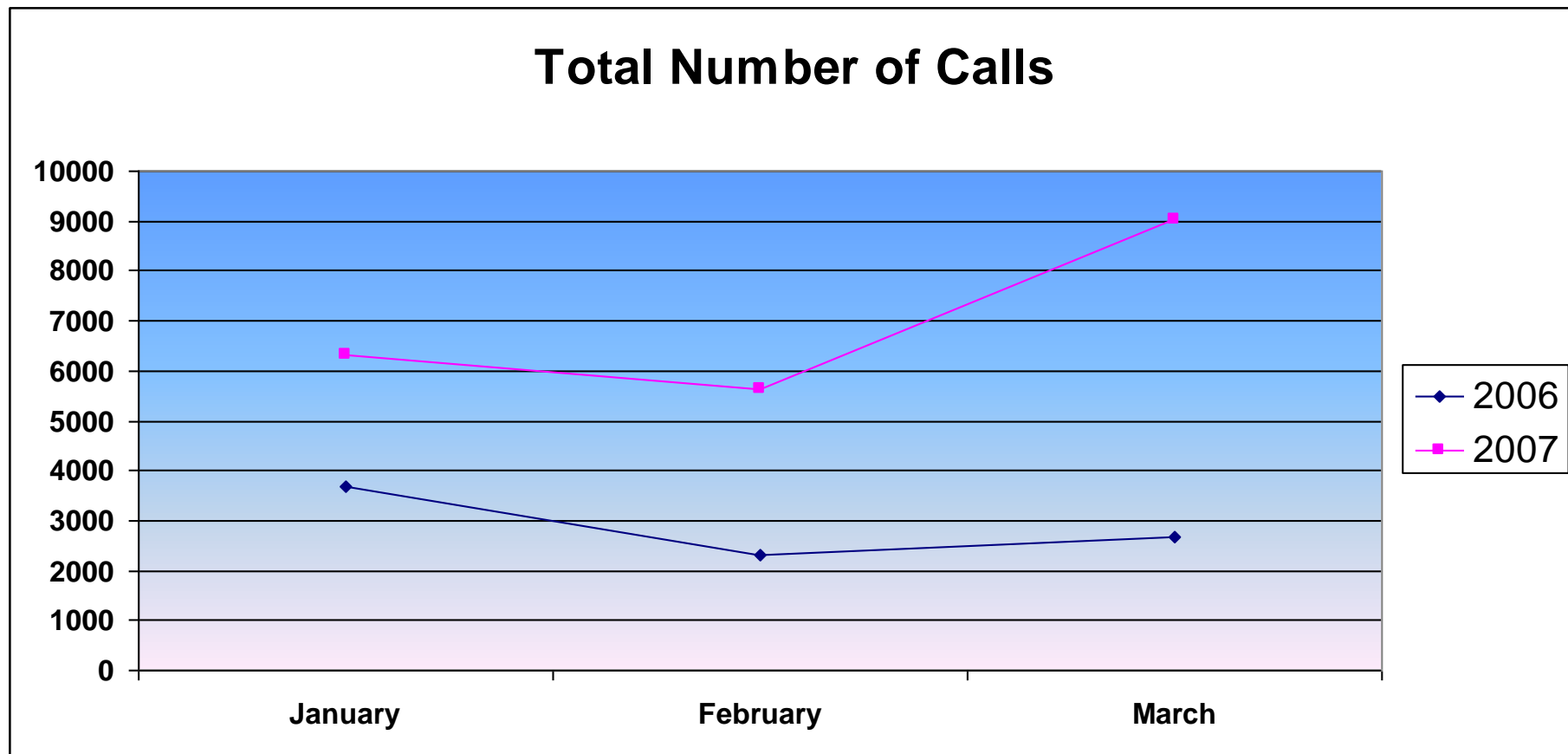
- MCO referrals peaked in the middle of the 1<sup>st</sup> Q.
- The drop from 2006 referrals from Wellcare may be attributed to the relocation of their base of operations to Florida.
- The highest number of referrals; 45% in the 1<sup>st</sup> Q are received from Health Net.
- The (4) MCOs continue to meet monthly with CT BHP to discuss the open cases.
- Training regarding triggers to the MCO referrals is being delivered to the CT BHP staff this month and we expect significantly higher numbers of referrals for the next Quarter.

# MCO REFERRALS 1<sup>ST</sup> QUARTER



# Customer Service/Call Center Activity

# 2006 and 2007 1<sup>st</sup> Quarter Call Volume



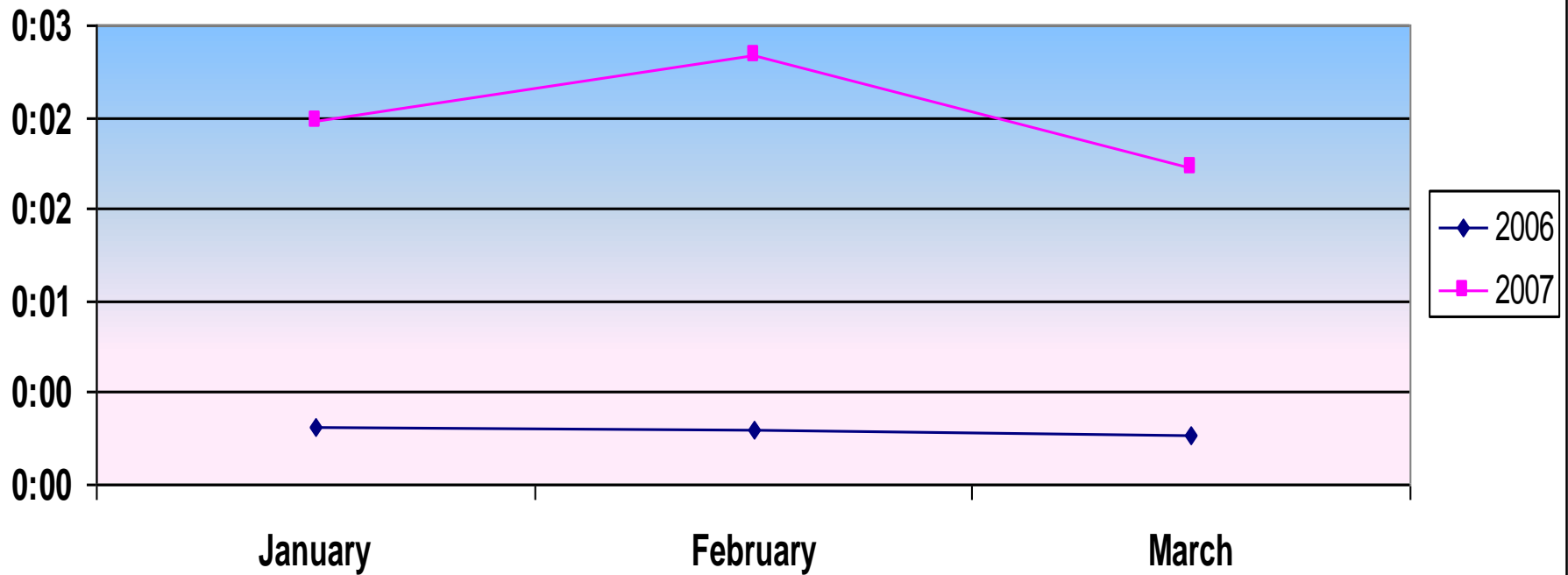


# 2006 and 2007

## 1<sup>st</sup> Quarter

### Calls answered in < 30 seconds YTD

#### Calls Answered in < 30 Seconds



# Types of Service Connect Inquiries

## 1<sup>st</sup> Quarter, 2007

**31% - Provider Referrals for Members**

**6% - Member Eligibility Verification**

**61% - Provider Related/Authorization/Enrollment/Billing**

**2% - General Information**

**33% = Member Inquiries**

# CT BHP CALL MANAGEMENT

## Incoming Calls Totals: 1<sup>st</sup> Quarter, 2007

<b>Member Calls:</b>	<b>6271</b>
<b>Provider Calls:</b>	<b>15291</b>
<b>Crisis Calls:</b>	<b><u>77</u></b>
<b>Total</b>	<b>21,639</b>

# System's Management

# Recent Network Interventions

- Service Capacity Analysis
- Provider Recruitment
- Community Education/Outreach
- Other

# Service Capacity Analysis

- Hartford
  - Capacity grid developed by LOC for services in the area – designee to be assigned to collect weekly updates and distribute to referral sources
- Waterbury
  - Collecting baseline data through a survey regarding child psychiatrist and APRN capacity and access

# Service Capacity Analysis, cont'd

- Northwest Corner, Waterbury
  - Collecting baseline data on specialized services available to treat children/youth with sexually reactive diagnoses, eating disorders, and aggressive, impulsive and out of control behaviors through development and distribution of a survey
- Middletown
  - Conducted survey to identify specific needs for PHP for children 6 to 12 yoa

# Provider Recruitment

- Waterbury, Norwich, Northwest Corner, Danbury, Meriden, Middletown
  - Reached out to individual and agency providers to join Partnership and discuss possibilities of developing new specialty service through individual contacts and meetings
- Norwich
  - Organized breakfast at Local DCF Office for non-contracted providers to encourage them to join the Partnership



# Provider Recruitment, cont'd

- Willimantic
  - Participating with Northeastern Health District to plan for tele-health network for County to provide MH service for children
- Willimantic, Manchester
  - Working with school based clinics to encourage them to join the network
- Waterbury, Norwich, Northwest Corner, Danbury, Meriden, Middletown, Bridgeport
  - Info to PR for follow up, resulting in new providers joining the network

# Community Education/Outreach

- Meriden, Middletown
  - Educating community on using EMPS as a diversion from ED utilization
- Bridgeport
  - Working with local resource center to establish trainings for nonprofit providers on writing grant applications in response to RFPs
- Middletown, Meriden, Bridgeport
  - Reviewing CT Procurement daily notices, identifying RFP/RFA contract opportunities for service provision and forwarding to catchment areas

# Community Education/Outreach, cont'd

- Hartford, Metro and Greater New Haven
  - Participating in hospital inpatient rounds to help problem solve around disposition and access issues related to timely discharge of children from the hospital
- Bridgeport
  - Planning a provider training on the credentialing process with EDS to ease the complexity of joining the network

# Other

- Bridgeport
  - Reaching out to non-traditional and faith based community providers to support their integration to the System of Care and building up their capacity
- Norwich
  - Reaching out to African American faith community toward goal of enhancing current services to be culturally appropriate and create new and culturally distinct services

# Community Interaction: Peer/Family Services

# Peer Support Unit

- Peer and Family Peer Specialists attended 70 community meetings, examples include:
  - Home Visits with Members
  - Child Specific Team Meeting
  - DCF Meetings with Members/Families
  - Discharge Planning or Treatment Team Meetings with Family and Providers
  - PPT Meetings
  - Team Meetings at Hospitals
  - Community Collaboratives, Area Advisory Councils, and MSS Meetings
  - Community Outreach Meetings
  - Trainings
- 226 Consultations in April 2007 (increase of 53 from March)

# Outreach Activities for Peer Unit

- Children's Behavioral Health Advisory Committee (CBHAC) Meeting
- Community Collaborative Assessment Advisory Committee Meeting
- Connecticut Disability Advocacy Collaborative Meeting
- Connecticut Youth Suicide Prevention Initiative (CYSPI) Meeting
- CT BHP Consumer and Family Advisory Sub-Committee Meeting
- DCF Citizen's Review Panel Meetings
- Department of Children and Families (DCF) Voluntary Services
- Department of Social Services (DSS)
- Enfield Suicide Prevention Town Meeting
- Grupos de Padres Support Group
- Help Me Grow Networking Breakfast
- Helping Hands Support Group
- Local Area Development Plan Workgroups
- Meeting with FAVOR
- Northwest Corner Collaborative Multicultural Event
- Special Education Training Presentation at Bristol Library Sponsored by the Bristol/Farmington Collaborative
- Together We Shine Support Group
- Youth Suicide Advisory Board (YSAB) Meeting

# Examples of Referrals Given by Peer Unit

- Access Agency
- Alcoholics Anonymous (AA)
- Autism Spectrum Resource Center (ASRC)
- Behavioral Management
- Bureau of Rehabilitation
- Care 4 Kids
- Celebrate Recovery
- CHADD
- Christian Recovery Academy
- Community Action Agency
- CT Family Support Network
- CT Job Bank
- CT Parent Advocacy Center
- CT Works
- Dee's Place
- Emergency Mobile Psychiatric Services (EMPS)
- Families United for Children's Mental Health
- FAVOR
- Helping Hands Support Group
- Interval House 24-Hour Hot Line
- Judah House
- Logisticare
- National Alliance for Mental Illness of CT (NAMI-CT)
- Narcotics Anonymous (NA)
- New London PDD Support Group
- North Star Support Group
- PEETA/AFCAMP Support Group
- Safe Harbor of New Haven 24-Hour Hot Line
- Spiritual Crossover
- State Education Resource Center (SERC)
- Systems of Care
- Tri-County Support Network for Families Raising Children with Bipolar –The Connecticut Group