



Report to the
Operations Sub-Committee
March 19, 2010

Rapid Response Team

Rapid Response Team

Recent Project Reconciliations

- Providers obtaining registration services utilizing incorrect Medicaid identification numbers
 - ⇒ Authorizations have been reconciled and reprocessed
- Hospital merges / service transitions
 - ⇒ Authorizations have been identified and applied to the appropriate NPI
- Admin denials / Timely filing
 - ⇒ Affected high volume hospital(s) have been re-educated on authorization guidelines and timely filing protocols

Rapid Response Team Claims / Billing Updates

High Volume Facilities

For inquiries involving multiple claims research, please submit your inquiry using the RRT Claims template in place of any written correspondence. Any of the RRT members can provide you with this template.

Rapid Response Team

Claims / Billing Updates *(Cont.)*

Quarterly HP Provider Newsletter can be accessed at www.ctdssmap.com

Newsletter provides information and training workshop schedules including:

- Web claims submissions
- New provider claims workshops
- Other insurance billing protocols

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HP Claims Workshops

- The HP Provider Relations team holds ongoing workshops with their provider communities at several locations throughout the State. Training announcements are mailed to all provider types involved in each workshop. If you do not regularly receive these types of mailings, the current class schedule is posted on the Web site at www.ctdssmap.com. To access the schedule, select Provider, Provider Services, scroll to the bottom of page, and click on the link under Provider Training. So check back regularly to see what training is available for you and your team.
https://www.ctdssmap.com/CTPortal/portals/0/StaticContent/Publications/Provider_Training.pdf

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HP Claims Workshops *(Cont.)*

- The HP team is also utilizing a new training option which uses an internet virtual classroom. This new option allows class participants to attend a live training class without leaving their office. Participants are provided a key to an internet classroom to view the workshop presentation. At the same time, participants will dial into a conference call and have an opportunity to ask questions. Providers that register for this type of training receive instructions on how to log in prior to the workshop.

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HP Claims Workshops (Cont.)

First Quarter 2010 Workshops held in January, February, March: All Providers

- Professional Claim Web Submission Workshop
- Medicare Cost Avoidance Claim Submission Requirements
- Be on the look out for our upcoming workshops

Exact dates to be announced:

- Hospital Refresher Workshop
- Professional Web Claim Submission Workshop
- New Provider Workshop

Rapid Response Team

Recent Provider Bulletins

- EDS PB 2010-11 – Clarification of Observation Service Guidelines for Hospital Providers
- PA 2010-03 (Feb) - CT BHP Bypass Program for CT BHP Adult Inpatient Psychiatric Providers
- PA 2010-04 (Feb) - CT BHP Bypass Program for CT BHP Child/Adolescent Inpatient Psychiatric Providers
- PA 2010-05 (Feb) – DCF Residential Program Specifications to All CT BHP Providers
- PA 2010-06 (Mar) – UPDATED DCF Residential Program Specifications to All CT BHP Providers
- PA 2010-07 (Mar) - CT BHP Bypass Program for CT BHP Adult Inpatient Psychiatric Providers

Rapid Response Team

2010 CT BHP Provider Training Workshops

Upcoming 2010 Provider Workshops

*All workshops are scheduled from 10:00 a.m. to 11:30 a.m.
& will be held at the CT BHP ASO office*

Thursday, March 25th - CT BHP Web Registration/Re-Registration:

This workshop will give CT BHP providers an overview of the CT BHP website, registration system installation, and a step-by-step tutorial of how to enter and complete registered services and re-registrations/concurrent reviews.

Tuesday, April 13th - GAIN-Short Screener (GAIN-SS) Train-the-Trainer:

This workshop is specifically designed for Enhanced Care Clinic provider staff as part of the co-occurring requirement. The goals of this workshop are: to provide an overview of the GAIN-SS tool, learn how to introduce, administer and score the GAIN-SS, and provide opportunities for practice using the tool. After completing this workshop attendees will be able to administer the GAIN-SS tool and train others at their agency.

Network Operations Provider Relations

Web Registration

- Security Access / User ID Requests
 - 4,681 User ID's generated as of 3/15/2010
 - 307 DCF / Parole Users for CANS registrations
 - 163 Probation Users for CANS registrations
 - 181 Residential Facility / DCF Users for MTPPR
- Winfax – Non Web / Paper Registrations
 - 200 Providers currently using paper registration as of 12/29/06
 - Increase of 86 since 11/2006
 - Efforts continue to engage providers in the web process vs. paper process

Web Registration *(Cont.)*

Total Web Registration Authorization / Review occurrences since 9/1/06:

| | |
|--|---------|
| Outpatient Services | 195,216 |
| Methadone Maintenance | 7,599 |
| Ambulatory Detoxification | 756 |
| Family Support Team (Home Based Service) | 1,651 |
| Psychological Testing | 1,018 |

Total of Home Based Service Authorization / Review occurrences since their transition to the web on 10/1/09:

| | |
|--------------|-------|
| IICAPS | 1,261 |
| MDFT | 161 |
| MST | 59 |
| FFT | 190 |

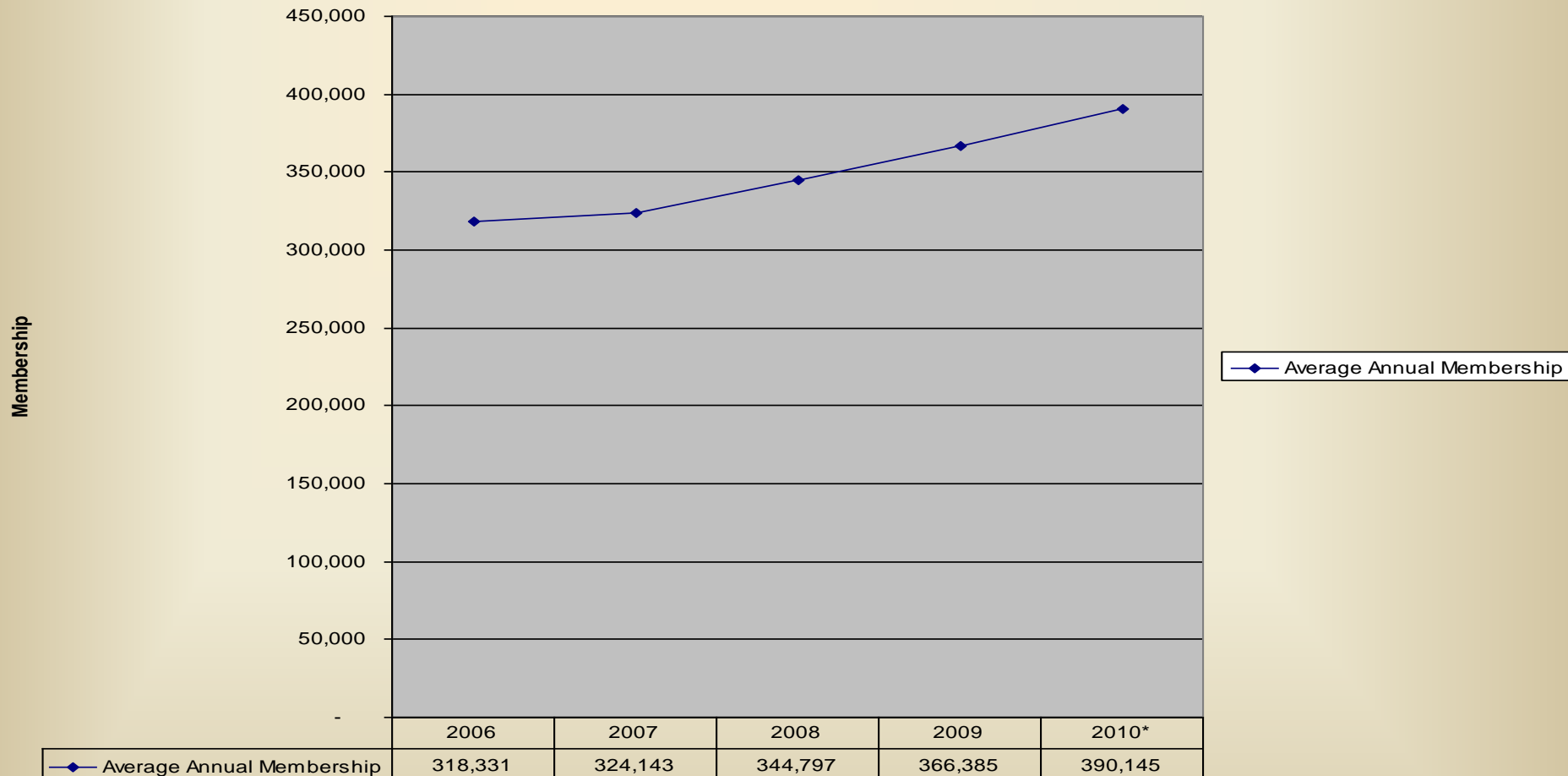
Clinical Operations

Clinical Operations Updates

- Child/Adolescent Inpatient Bypass Programs went live March 1st, 2010
- IOP Child/Adolescent/Adult/Substance abuse Bypass programs to go live April 5th, 2010

Clinical Operations

CT BHP Membership Trends



*2010= Membership projected at 2% above average Oct 09-Mar 10; 6.5% annual rate consistent with recent years

Cumulative % increase

Above initial year of 2006 -

2007 = 2%

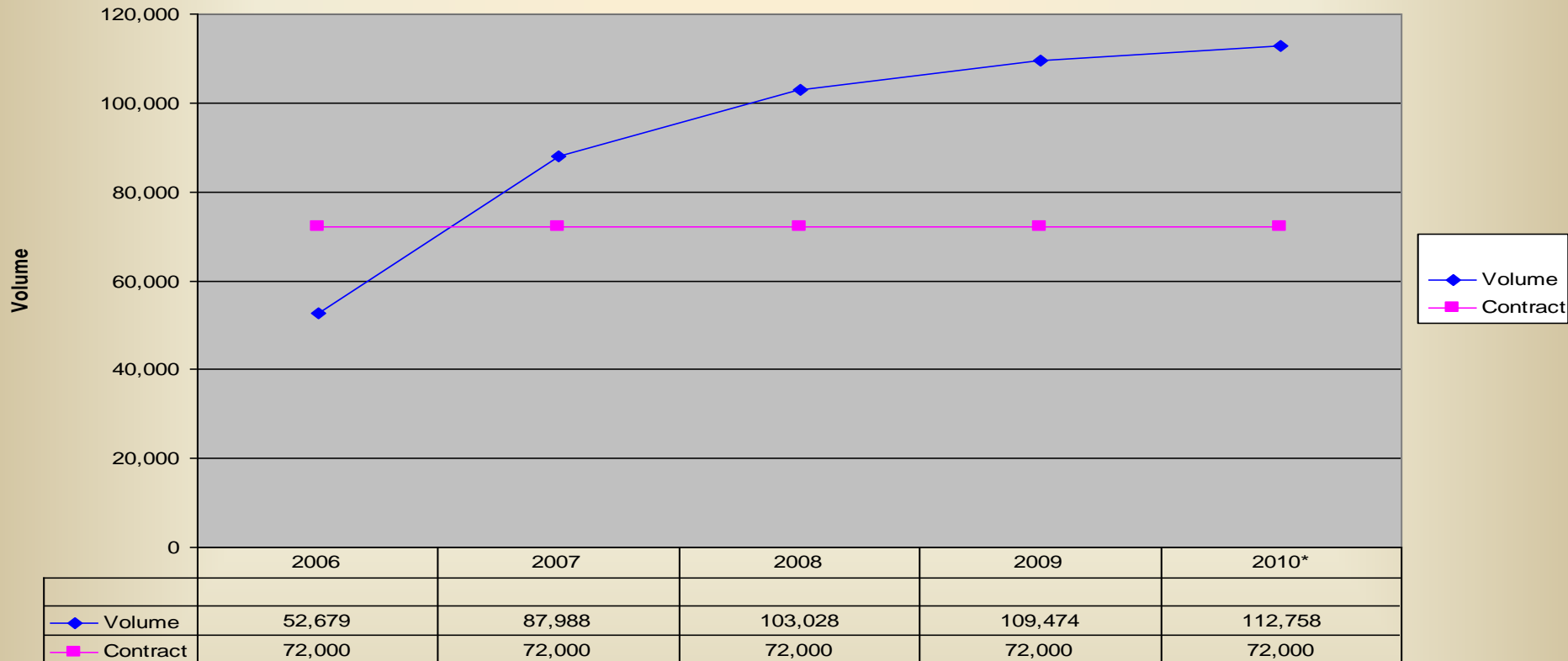
2008 = 8%

2009 = 15%

2010 = 23%

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CT BHP Call Volume



2010 = Call Volume projected at ½ of the 2009 increase or 3%

Cumulative % increase above
initial year 2006 –

2007 = 67%

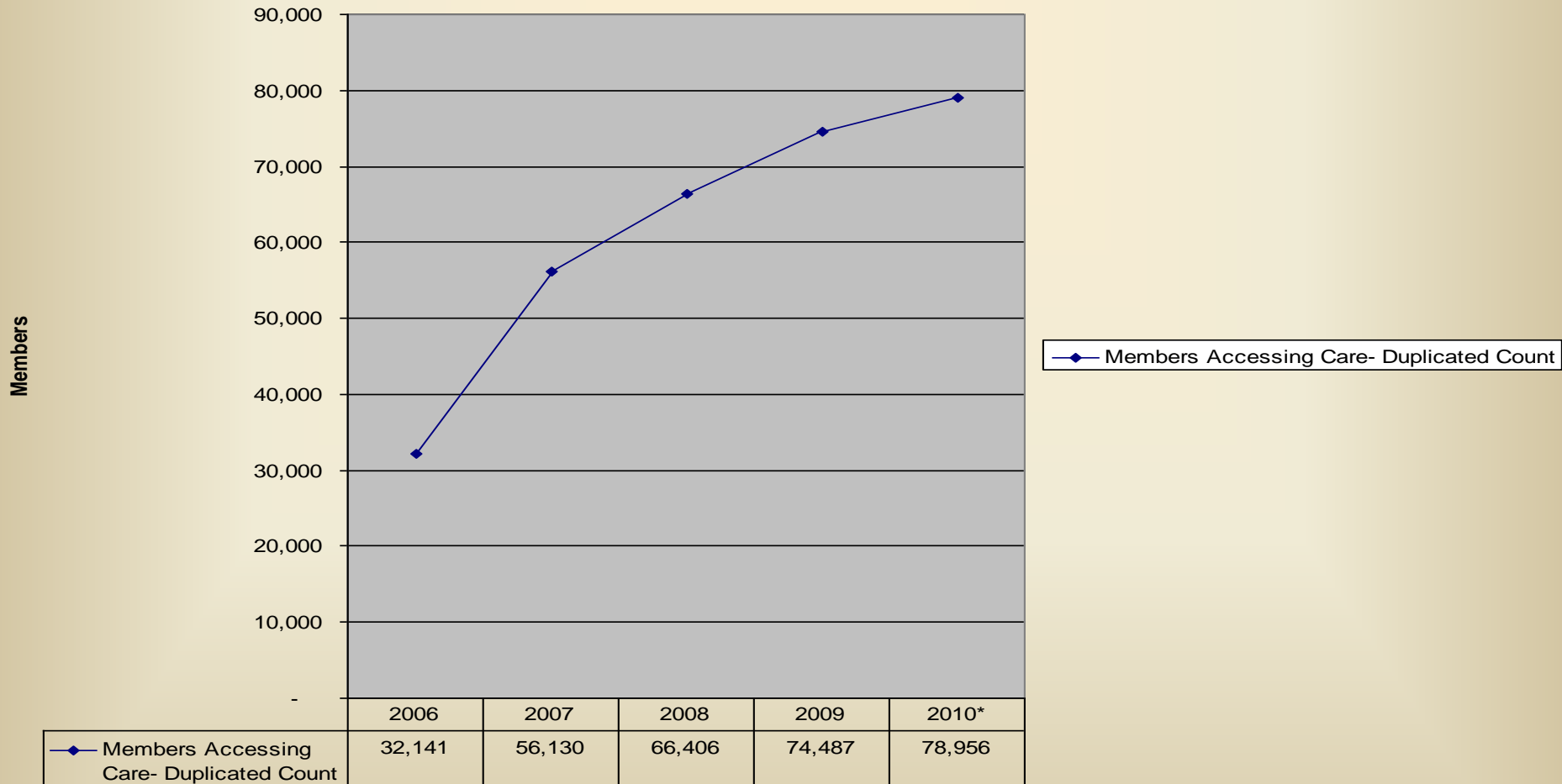
2008 = 96%

2009 = 108%

2010 = 114%

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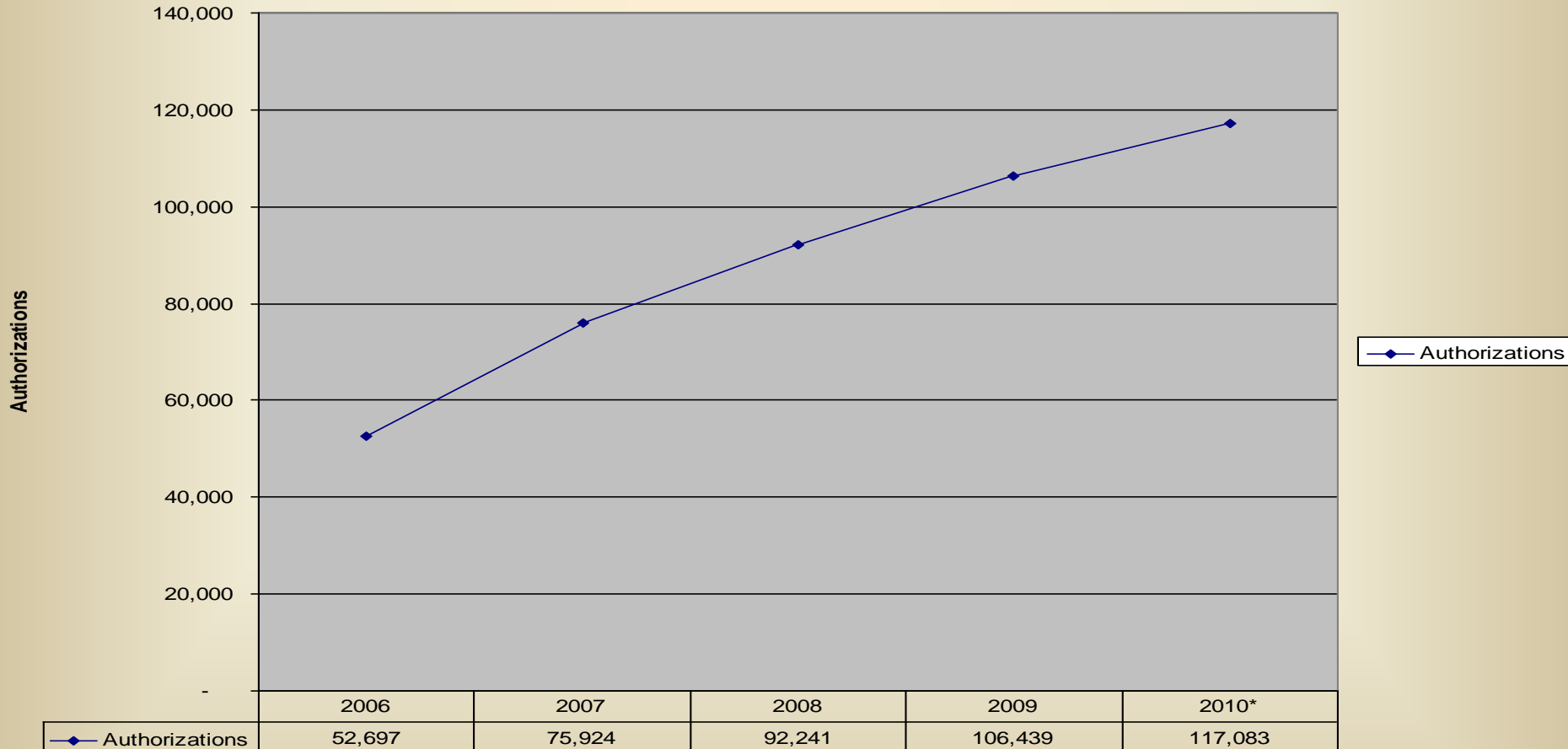
CT BHP Penetration Rates



*2010 = Penetration rate projection at ½ of the 2009 increase or 6%

Clinical Operations

CT BHP Authorizations / Registrations



*2010 = Authorizations/Registrations projected at 2/3 of the 2009 rate or 10%

Cumulative % increase above
initial year 2006 –

2007 = 44%

2008 = 75%

2009 = 102%

2010 = 122%

Intensive Case Management

*Partnering with providers for timely
access to behavioral health care*

Intensive Case Management Services - 2009

- 1,486 HUSKY members served through Intensive Case Management Services for CY '09
- Top referral sources – IPF facilities, (specifically for members identified as discharge delayed) DCF area offices, MCO, hospital emergency departments and CARES

Intensive Case Management Activities

- Outreaches to hospital emergency departments to assist with disposition planning, access to care and to address any case management needs
- Attends DCF Area Office MSS Meetings to facilitate case conferences, determine LOC, and address any barriers to care
- Coordinates with Peer / Family Peer Specialists to ensure that the member's clinical needs are being treated in the least restrictive treatment setting
- Works closely with IPF, RTC, PRTF and Outpatient, in-home service providers to ensure timely access to care

Quality Management

CT BHP Denials & Appeals

| DENIALS | Administrative | Medical Necessity |
|--------------|----------------|-------------------|
| 2006 | 116 | 10 |
| 2007 | 403 | 48 |
| 2008 | 518 | 162 |
| 2009 | 578 | 125 |
| TOTAL | 1615 | 345 |

| APPEALS | Administrative | Medical Necessity |
|--------------|----------------|-------------------|
| 2006 | 19 | 0 |
| 2007 | 194 | 23 |
| 2008 | 248 | 51 |
| 2009 | 290 | 46 |
| TOTAL | 751 | 120 |

Regional Network Management

Provider Analysis and Reporting

- SFY 2009 PRTF P4P initiative finalized
- Q4 2009 Pediatric Inpatient data being shared
- SFY 2010 Pediatric Inpatient goals underway
- SFY 2010 ED and EMPS P4P initiatives underway
- ECC Mystery Shopper: to date 20 ECCs have been randomly shopped

Community Interaction: Peer / Family Services

Peer / Family Peer Specialist Activities - 2009

- Peers outreached to 1,424 Families from January 2009 – December 2009
- Peer and Family Peer Specialists activities:
 - ⇒ 395 Home Visits and Member Meetings
 - ⇒ 89 Community Outreach Meetings
 - ⇒ 165 Community Collaborative Meetings and Subcommittees
 - ⇒ 88 Trainings and Workshops
 - ⇒ 57 PPT Meetings
 - ⇒ 67 ED Visits
 - ⇒ 10 MSS Meetings
 - ⇒ 38 Discharge Planning Meetings
 - ⇒ 28 Court procedures to support members
 - ⇒ Provided members with 2,522 community-based referrals

Community Support and Involvement

- Peers attended training sponsored through DMHAS and Advocacy Unlimited and obtained certification as Recovery Support Specialists
- Family Peer Specialist attended training and is a NAMI group facilitator
- Facilitation of the Consumer and Family Subcommittee of the CT BHP
- Peers assist members by connecting them with community-based resources such as CCAR, telephone recovery support, sober housing, Favor family advocacy group and parent support groups
- Peers are trained in Wraparound team process and support the efforts of DCF, Family groups and providers in promoting this practice