



Report to the Behavioral Health
Oversight Council
January 18, 2006

Implementation and Transition issues

➤ Readiness Review

- Offsite Desk Review Nov 9 & Follow up items
- Clinical Operations Demo & Interviews Dec 14
- Information Systems Review pending
- Clinical On-Site Review pending

➤ MIS Set-Up and Development

- Provider File in Production
- Eligibility File in Production
- Authorization Export and Import, Model Office testing continues
 - Model Office Phase of Set-up including Full System Cycles for 2 Providers
- Website (www.CTBHP.com), Live
- Web-Based Registration Under Development for 5/1

Implementation and Transition issues

- **Hiring Update**

- **Management Team**

- (Medical Director, QM Director)

- **Systems Managers**

- (Full team to be presented to DCF/DSS by months end)

- **Peer Specialists**

- (3 staff hired, 2 offered, w/ other viable candidates)

- **Clinicians**

- (11 on staff, 4 in process)

Proposed Authorization Schedule

4 Phases Based on Level of Care

1. Inpatient/Acute Levels of Care (23 hour observation, inpatient, resi detox) and Residential and Group Home Treatment {February}
2. Intermediate Levels of Care (Partial Hospital, Intensive Outpatient, Extended Day Treatment) {March}
3. Home-Based Services (IICAPS, FFT, MST, MDFT) {April}
4. Outpatient Services (including Home Health) {May}

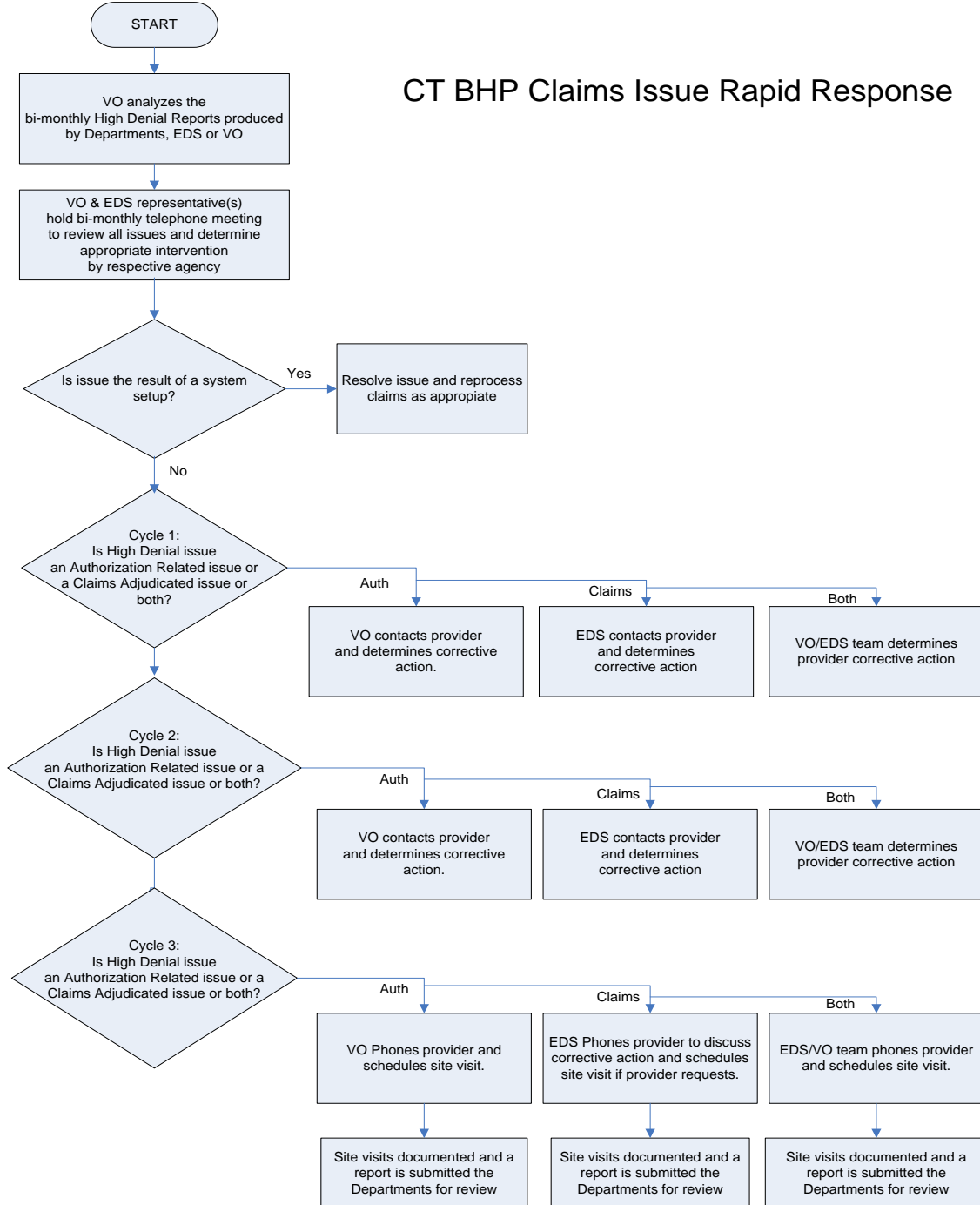
EDS - Enrollment

- More than 800 applications requested and mailed
- 90 approved (2 group)
- 157 in process at DSS (11 group)
- Table reflects adds from EDS since 12/12/05
- Many applications returned to provider for additional information

Provider Type	Adds
MD	2
PhD	2
MA	35
APRN	2
Facility	1

EDS – Provider Assistance

- EDS has been advising providers that their BHP enrollment will be effective retroactive to 01/01/06, if approved



Network Update

- ✓ Paid claim info received from MCO's
(reflective of paid claims, Fall 2005)
- ✓ Disruption Analysis initiated: 1/16/06
- ✓ Recruitment Calls continue

Provider Recruitment

	Masters Level Providers	MD	PHD	APRN	PSYD
Total # of Providers	1167	164	242	25	33
Accepts	271	11	31	4	4
Declines	200	79	109	6	16
In Process w/EDS	318	6	12	5	1
Already enrolled	87	6	6	0	0
Unable to locate	159	23	19	5	1
Non-respondent	132	39	65	5	11

➤ Provider Data Verifications

	<u>Received</u>
• Hospitals	26
• Facilities	107
• Individuals	<u>319</u>
Total	452

Call Management/Customer Service

December Phone Stats:

<u>Week Ending</u>	<u>Calls</u>	<u>% ABD</u>
12/4/05	95	4.2%
12/11/05	346	3.5%
12/18/05	516	2.3%
12/25/05	<u>294</u>	<u>2.4%</u>
Total	1251	2.8%

* Includes all calls with no thresholds, <5% ABD is target

Call Management/Customer Service

ASO Go-Live January 1, 2006

January Phone Stats:

<u>Week Ending</u>	<u>Calls</u>	<u>% ABD</u>
1/7/06 (day staff)	999	0.8%
1/7/06 (after-hours)	57	0%
1/14/06 (day staff)	932	0.4%
1/14/06 (after-hours)	60	1.7%

Call Management/Customer Service

Types of Inquiries

December 2005

- 50% = Routine OP Referrals for Members
- 30% = Authorization/Registration Process for Providers
- 20% = Enrollment Status and Billing Instructions for Providers
- **Total Volume: 70% Member calls, 30% Provider calls**

Types of Inquiries, con't

January 2006, to date

- 44% = Routine OP Referrals for Members
- 38% = Member Eligibility Verification
- 18% = Enrollment Status and Billing Instructions for Providers

- **82% of total volume = member calls**

(**two member inquiries re. provider status, one complaint logged that has been resolved**)

Communication Plan Update

➤ **COMMUNITY MEETINGS**

- February 7th, 9:00AM Middlesex collaborative meeting
- February 16th, 6:00PM Acton Library in Old Saybrook for a community meeting
- March 2nd, 9:30-11:00 AM Wauregan, Families United Support Group
- March 6th, 9:30-11:00AM Groton Families United Support Group
- March 6th, New Haven working with PEETA to get a location - tentative
- March 7th, time TBD, Region 2 – the Valley
- March 20th, 6-8PM Norwich Families United Support Group

➤ **ADD'L COMMUNITY MEETINGS**

- Each of the 5 state-run LMHA (Local Mental Health Authority) for the adult populations
- One town in each of the 26 community collaborative to cover children's mental health
- DCF/DSS Area Offices
- Schools
- Youth Service Bureaus
- Faith Based Initiatives
- Parks and Recreations
- Social Clubs
- And Others identified/requested

➤ **MEMBER BROCHURE**

➤ Version 1

- Developed and disseminated
- 2,000 printed (English & Spanish)

➤ Version 2

- Additional family member, advocacy and other stakeholder input
- Printing 20K

➤ Future Versions

➤ **MEMBER BROCHURE DISSEMINATION PLAN**

- Family Organizations
- Other Advocacy Organizations
- Non-profit Associations
- Info Line
- Community Collaboratives
- Hospitals
- Clinics
- MCO's
- DCF/DSS Area Offices
- Other

Provider Communication Plan

Type of Communication	Timeline	DSS	DCF	EDS	ASO	MCO's
Provider Bulletin (MD, MD Groups, Nurse Practitioners, Nurse Practitioner Groups, Ph.D, Ph.D. Groups, and MCO's)	Sept. 2005	X	X			
Provider Bulletin (LCSW, LMFT, LPC, LADC, School Based Health Centers, and MCO's)	Oct. 2005	X	X			
Provider Bulletin Follow-Up Letter	Oct. 2005					X
Provider Bulletins (PB2005-63)	Dec. 2005	X	X			X
Provider Bulletins (PB2005-76A)	Dec. 2005	X	X			X
Letter to Trade Associations	Oct. 2005	X	X			
BHP Website (Phase 1)	Nov. 2005				X	
BHP Website (Phase 2& 3)	Dec. 2005				X	
BHP Frequently Asked Questions	Ongoing	X	X		X	
Provider Phone Inquiries	Oct. 2005			X	X	X
BHP Provider Handbook	Feb. 2006				X	
MCO Provider Handbook (Updates)	Dec. 2005					X
BHP Provider Newsletters	April, 2006			X	X	

Provider Communication Plan

CT BHP Provider Orientations and Meetings	Timeline	DSS	DCF	EDS	ASO	MCO's
BHOC and BHOC Sub-Committee Meetings	Monthly	X	X		X	
BHOC Subcommittee Meetings	Monthly		X		X	
RTC Meeting	Oct. 25, 2005 Jan 06'		X		X	
Trade Association Meetings:						
Connecticut Association Non-Profits	Nov. 8, 2005				X	
Children's League	Nov. 16, 2005				X	
Connecticut Community Providers Assn. (CCPA)	Nov. 8 & 17, 2005				X	
Connecticut Hospital Association (CHA)	Dec. 6, 2005	X	X		X	
Statewide Provider Forum (3,811 Invitations mailed)	Dec. 1, 2005	X	X	X	X	
New CMAP Providers Claims Training	Dec. 5, 2005	X	X	X	X	
2 Residential Provider Forums	Jan. 12 & 13, 2006		X		X	
5 Regional Provider Forums	Spring & Summer 2006	X	X	X	X	

Questions?