



Report to the Behavioral Health  
Oversight Council  
March 8, 2006

# Implementation and Transition issues

## **Readiness Reviews**

- Clinical On-Site Review, January 24<sup>th</sup> & 25<sup>th</sup>, 2006
  - Additional Training
  - Staffing Plan
  - Further refinement of UM Plan
- IT On-Site Review, January 31<sup>st</sup>, February 1<sup>st</sup>, 2006
  - Additional End to End testing of auth/claims
  - Continued random testing of eligibility file
  - Refinement of select policies and procedures

## **MIS Set-Up and Development**

- Provider File in Production
- Eligibility File in Production
- Authorization Export and Import Files
- End to End testing initiated

# Implementation and Transition issues

## Open Positions:

- Care Managers
- ICM Clinicians
- Reporting
- Psychiatry

## Recruitment Strategies:

- Link to DCF website
- Job Fair in 3/06
- Recruitment Firm retained
- Continued advertisement

**Proposed Authorization Phase in Plan**

# **A Phased in Approach to Authorization Based on Level of Care**

- ✓ Residential and Group Home Treatment
- ✓ Inpatient/Acute Levels of Care  
(23 hour observation, inpatient, PRTF)
- ✓ Intermediate Levels of Care (Resi Detox, Partial Hospital, Intensive Outpatient, Extended Day Treatment)
- ✓ Home-Based Services (IICAPS, FFT, MST, MDFT, Home Health) and Outpatient Services

# **Phase 1**

## **RTC and Group Home Authorizations**

- ✓ Effective 2/1/06
- ✓ 112 packets received
  - ✓ 95 reviewed for placement
  - ✓ 17 consultations provided
- ✓ 95 packets reviewed/approved
- ✓ 45 children placed, 40 approved and waiting placement

# **Phase 1**

## **RTC and Group Home Authorizations**

- ✓ On-site reviews have begun
  - ✓ 12 initial visits scheduled in March
- ✓ Census information recorded/regular updates collected
- ✓ Collaboration with CPT
  - ✓ Weekly meetings scheduled
  - ✓ General clinical consultation provided
  - ✓ Proposing rounds 3X/week once co-located

# **Proposed Phase 2 Inpatient/Acute Levels of Care**

## **Date To Be Determined**

( Mercer has recommended additional end to end testing)

### **(New Admissions)**

- All new members presenting for inpatient/acute levels of care will need to be pre-authorized for service.
- These members will also be subject to continued stay reviews (CSR).



# **Proposed Phase 2 Inpatient/Acute Levels of Care – cont'd**

## **Date To Be Determined (Members in Care)**

- ✓ Submission of a modified review form for all members in care as of April 1, 2006
- ✓ Fax between April 1, 2006 – April 15, 2006
- ✓ In order to receive an authorization, providers must call on the day of discharge, or by April 15, 2006, whichever is sooner

# Rapid Response Team

- EDS, DSS and CT BHP
- Bi-weekly meetings
- Jointly developing protocols for problem resolution
- Reviewing live claims data and determining follow up actions

# **The Network**

# Network Status

## ➤ CMAP providers: 1,551

- Increase of 424 providers since 12/12/06
- Numerous providers in process with EDS
- No net gain in Psychiatry this month at 281
- 78 are in a private practice
- 203 are located in a group practice
- Nurse Practitioners have increased from 95 to 154

## ➤ DCF Network

- 86 RTC and Group Home providers

## ➤ Disruption Analysis

- Over 1,500 calls made
- Multiple searches
- 302 unknown providers down to 55
- Recruitment calls being made

# Disruption Analysis Methodology

- Pulled paid claims from MCO's
- Slight variation in time frames  
(i.e., 8/1/05-10/31/05; 8/1/05-11/30/05)
- Claims lag, possibly reflecting 1<sup>st</sup> or 2<sup>nd</sup> Quarter information
- Anticipate that many clients now would now have completed episode of care

# Disruption Analysis

February 10, 2006

**Providers**

**Clients**

Enrolled	331	7,238
Accepts	382	2,158
In Process	23	106
Declined	72	301
Unable to locate** (Further research)	302	1,073
Waiting call back	52	262
<b>Totals</b>	<b>1,162</b>	<b>11,138</b>

# Drilldown

(Decline as of February 2006 analysis)

Providers

Clients

MD	15	149
PhD	17	44
Masters	36	73
APRN	4	35
Totals:	72	301

# Drilldown

(Unable to Locate, further research occurring, February 2006)

Providers

Clients

MD	91	431
PhD	38	129
Masters	145	406
APRN	28	107
Totals:	302**	1073



# **Disruption Analysis, con't**

## **“The missing 302”**

- Checked yellow and white pages
- Went to numerous web sites
- Utilized VO's Referral Connect
- Cross referenced DCF's contract list
- Located all but 55 providers
- Continuing to evaluate the status of the “found” 247, i.e., declined, in process, etc..

# Drilldown

(Unable to Locate, March 2006)

Providers

Clients

MD	6	10
PhD	4	15
Masters	41	66
APRN	4	6
Totals:	55	97

# **Call Management/Customer Service**

# CT BHP Call Management

## February 2006

Week Ending	Total Calls	Total % Abandon	Day Staff Calls	# Abandons	Day Staff % Abandon	After Hours Calls	# Abandons	After Hours % Abandon	Member Calls	Provider Calls	Crisis Calls	After Hours Member	After Hours Provider
2/4/2006 Partial Week	394	0.25%	354	1	0.28%	40	0	0.00%	266	68	20	4	36
2/11/2006	690	0.29%	649	1	0.15%	41	1	2.44%	527	94	28	1	40
2/18/2006	607	0.33%	578	2	0.35%	29	0	0.00%	473	74	31	4	25
2/25/2006	530	0.00%	490	0	0.00%	40	0	0.00%	381	83	26	3	37
2/28/2006 Partial Week	242	0.00%	229	0	0.00%	13	0	0.00%	191	25	13	0	13
<b>Total Monthly</b>	<b>2463</b>	<b>0.20%</b>	<b>2300</b>	<b>4</b>	<b>0.17%</b>	<b>163</b>	<b>1</b>	<b>0.61%</b>	<b>1838</b>	<b>344</b>	<b>118</b>	<b>12</b>	<b>151</b>

INCLUDES ALL CALLS WITH NO THRESHOLDS, <5% ABD IS TARGET

# **CT BHP CALL MANAGEMENT**

## **Incoming Calls Totals**

### February 2006

<b>Member Calls:</b>	<b>1850</b>
<b>Provider Calls:</b>	<b>495</b>
<b>Crisis Calls:</b>	<b><u>118</u></b>
<b>Total</b>	<b>2463</b>

# **Types of Inquiries**

## **January 1, 2006 - Present**

- 43% Provider Referrals for Members
- 29% General Questions
- 24% Member Eligibility
- 4% Enrollment/Billing questions

72% of total call volume is from members

# Inquiries and Complaints

- 16 inquiries, 1 complaint filed, referrals given
- 14 complaints
  - 11 closed
    - provider enrolling
    - appointment scheduled
    - member choosing to continue in care with out-of-network provider
    - referred to MCO (pharmacy)
  - 3 open
    - member allegations of inappropriate behavior by a provider
    - provider was previously in-network when member received referral in Dec. '05; provider no longer in-network and billing the member
- 1 grievance
  - 1 open
    - member requesting MD (not APRN); previous referral given to a facility, the facility prefers that clients use their facility for both the psychiatrist and therapist. Member is happy with current therapist and does not want to switch to this facility.

# **Community Outreach**



# Community Outreach

- February
  - Systems Collaborative mtgs (1)
  - Peer/Family Meetings (2)
  - Peer/Family Support provided to 33 individuals
- March (currently scheduled)
  - Systems Collaborative mtgs, DCF area/staff mtgs, provider mtgs/trainings (10)
  - Peer/Family Meetings (8)
  - Residential Outreach (12)
  - Inpatient Outreach (2)

# Community Outreach, cont.

- 128 in attendance at initial forums
- 4 forums held since February, 2006
  - Information received re. community resources
  - Feedback given re. needed services (respite, etc.)
  - Invited to return
- 33 Family/Peer cases
  - New mentoring contact
  - Housing alternatives for an 18 year old in an inpatient unit
  - Home visits with a new mom with post partum
  - Hours of support provided on the phone

# Telling our Story

- Working well together, DCF, CT BHP Clinician, Family Specialist and System Manager, Unidos Latinos Siempre, Community leadership and the local police department.

Questions?