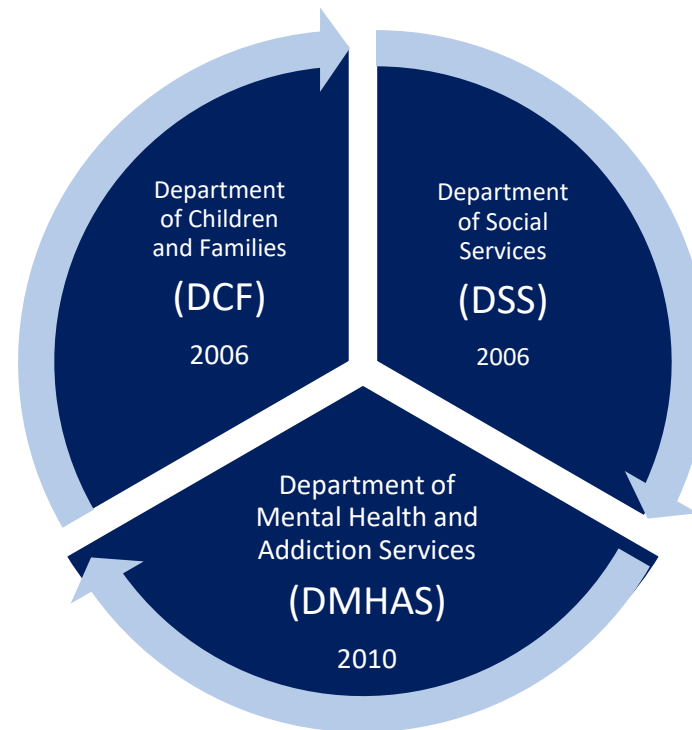


Behavioral Health Partnership Oversight Council (BHPOC) and Consumer & Family Advisory Council (CFAC) Joint Workgroup Five Years Strong!!!



December, 2020

CT Behavioral Health Partnership (CTBHP)



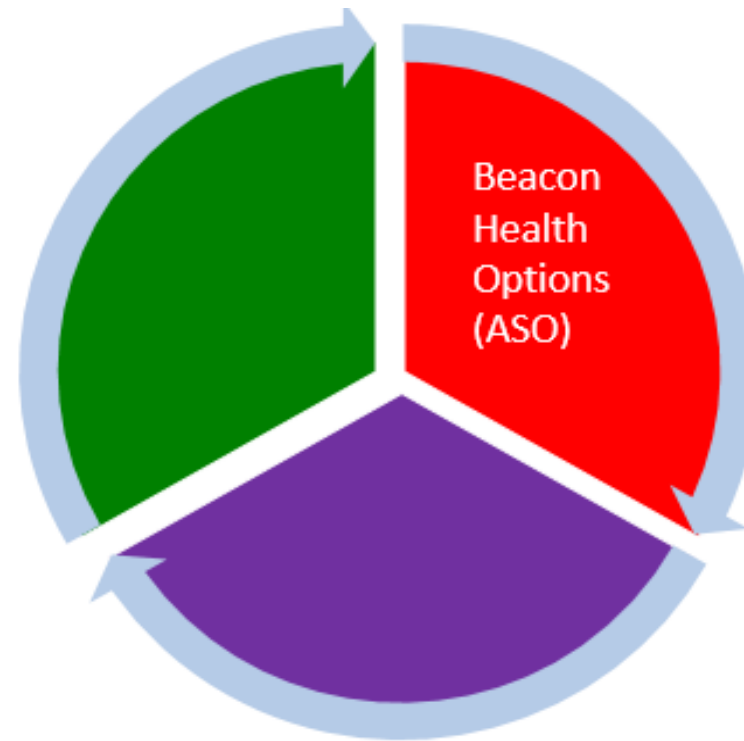
CT Behavioral Health Partnership (CTBHP – the Partnership) HISTORY

- ▶ People with HUSKY insurance and complex behavioral health needs had limited access to community-based mental health services;
- ▶ Consumers, family members, advocates, community members, state agencies and providers wanted to improve access and after 5 years of advocating and planning:
 - ▶ The Legislature created the CT Behavioral Health Partnership in 2006 - DMHAS joined in 2010

CT Behavioral Health Partnership (CTBHP – the Partnership) GOALS

- ▶ The goals of “the partnership” are to:
 - ▶ Improve the quality of Behavioral Health care (mental health, substance abuse, and support services), especially through oversight of Medicaid services and expenditures
 - ▶ Promote prevention and recovery by working with individuals, family members, providers and other local social support programs
 - ▶ Attend to the cultural needs, strengths, and preferences of members and their families
 - ▶ Make the best use of federal and state funding

Administrative Services Organization (ASO) Beacon Health Options



Administrative Services Organization (ASO)

Beacon Health Options

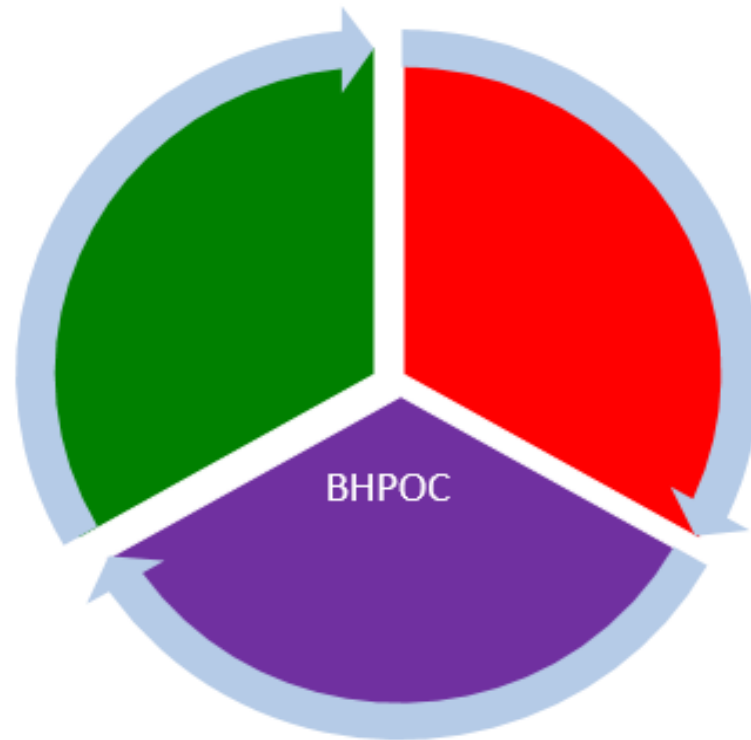
- ▶ The CT Behavioral Health Partnership (CTBHP) contracts with Beacon Health Options to be the Administrative Services Organization (ASO)
- ▶ The scope of the Administrative Services Organization (Beacon) is to:
 - ▶ Ensure that HUSKY members' needs are met
 - ▶ To work in collaboration with Connecticut communities, including consumers, parents, youth, families and providers to share input in driving best practices in their communities
 - ▶ Provide support and information to providers needed to develop and engage in best practices

Administrative Services Organization (ASO)

Beacon Health Options

- ▶ **Beacon Health Options (ASO) Responsibilities include:**
 - ▶ **Utilization Management**
 - ▶ **Intensive Care Management**
 - ▶ **Quality Assurance**
 - ▶ **Communicate HUSKY Benefits and Services**
 - ▶ **Work in collaboration with community entities to enhance the overall system**

Behavioral Health Partnership Oversight Council (BHPOC)



Behavioral Health Partnership Oversight Council (BHPOC)

- ▶ The Connecticut legislature passed legislation to create the CTBHP and is invested in monitoring its progress.
- ▶ The legislature then formed the Connecticut Behavioral Health Partnership Oversight Council as a way of making sure that the CTBHP lives up to legislative expectations.
- ▶ DESIGNATED consumers and consumer family members are appointed by a legislative process to sit on the Oversight Council.
- ▶ ALL consumers and consumer family members are encouraged and welcomed to participate in the Oversight Council committees.

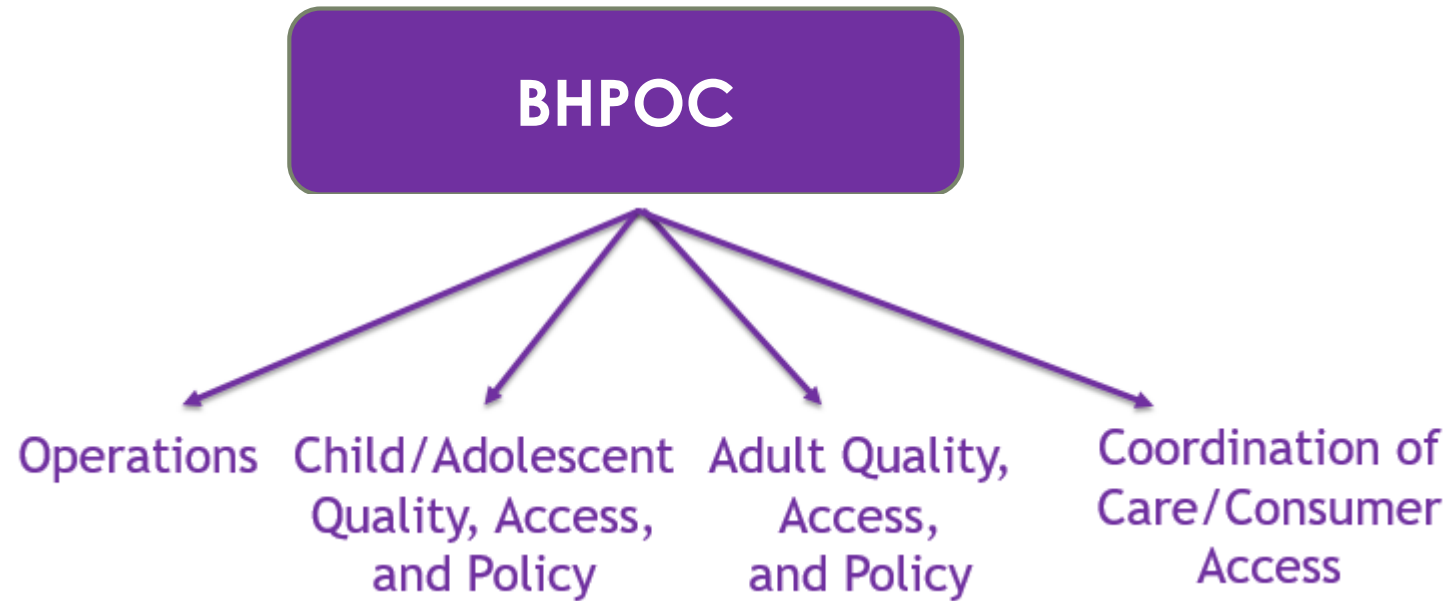
Behavioral Health Partnership Oversight Council (BHPOC)

- ▶ 36 members, each appointed by a partner state agency, legislator, or the Governor, make up the BHPOC
- ▶ Of those 36, 6 seats are designated for appointed consumers or consumer family members
- ▶ In addition to the 3 partner state agencies (DCF, DSS, and DMHAS) that attend and present at BHPOC meetings, other state entities also participate, such as the Department of Developmental Services, State Department of Education, and the Court Support Services Division of the Judicial Branch
- ▶ There are 3 chair persons and they consist of
 - ▶ 1.) a consumer or family representative
 - ▶ 2.) a provider or advocacy representative
 - ▶ 3.) a member of the CT General Assembly

Behavioral Health Partnership Oversight Council (BHPOC)

- ▶ The Oversight Council (BHPOC) meetings take place on the 2nd Wednesday of every month from 2PM to 4PM at the Legislative Office Building in Hartford
- ▶ The meeting is open to the public
- ▶ Only appointed members, state agency personnel, and invited guests speak (except for a five minute public comment period at the beginning of each meeting)
- ▶ Only appointed members vote during this meeting
- ▶ Anyone can apply to be appointed as seats become available

BHPOC Committee Structure



BHPOC Committee Structure

- ▶ **Most of the work of the Oversight Council is performed in its committees**
- ▶ **Committees meet on a regular basis (the meeting schedules are posted on the BHPOC website and announced at each meeting)**
- ▶ **Participation in the committees is open to the public and includes consumers, providers, state agency representatives, and other stakeholders**
- ▶ **Committees report on meeting content back to the Oversight Council**

Child & Adolescent Quality, Access and Policy Committee Purpose

- ▶ Bring together family members, advocates, providers, state agencies, and other partners to maximize the impact of children's behavioral health services and supports funded by Medicaid and other grant funded services.
- ▶ Identify and address key issues of concern to consumers and providers to enhance quality and access.
- ▶ Review data that measure the effectiveness of the initiatives, policies, and services of the behavioral health system.
- ▶ Address the needs, strengths, and gaps in the behavioral health service system.
- ▶ Provide input to the State's plan for federal health care reform and other emerging mental health policy and program developments.

Adult Quality, Access, and Policy Committee Purpose

- ▶ Maximize the value of programs to adult consumers, families and providers.
- ▶ Enhance quality and access to services.
- ▶ Assess the effectiveness of Department of Mental Health and Addiction Services and BHP policies, procedures, and initiatives.
- ▶ Review and make recommendations about other areas of interest that intersect with the work of the BHP.
- ▶ Provide input to the State's plan for federal health care reform and other emerging mental health policy and program developments.

Coordination of Care/Consumer Access Committee Purpose

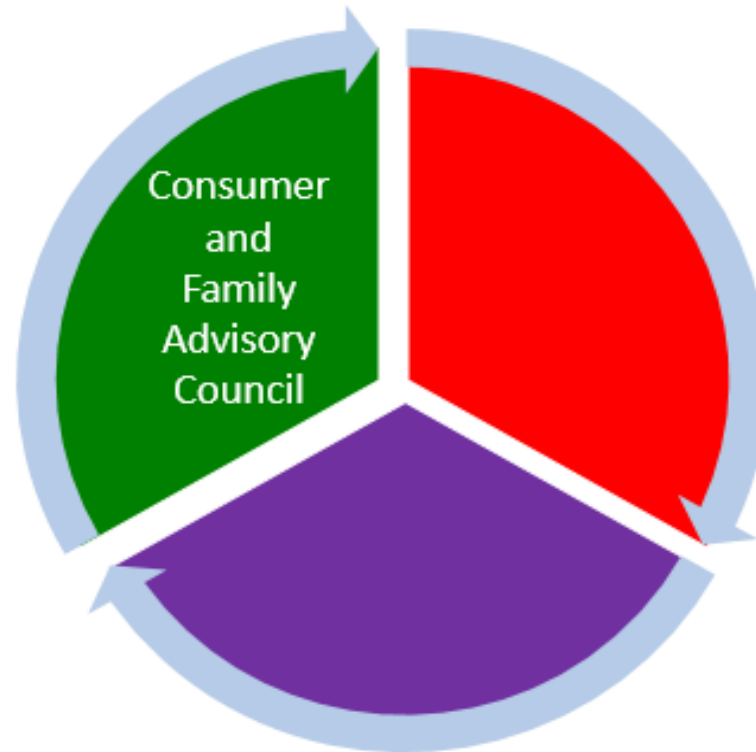
- ▶ Work with the Departments of Social Services, Children and Families, and Mental Health and Addiction Services, and the administrative services organizations that administer medical, behavioral health, dental and non-emergency transportation, to monitor key issues that impact whether individuals and families in the HUSKY Health program receive person-centered coordinated services.
- ▶ Ensure that participants in the HUSKY Health program receive behavioral health care that is coordinated with their medical (primary and specialty care), dental, pharmacy, and transportation services.

Note: This is a joint committee with the BHPOC and the Medical Assistance Program Oversight Council (MAPOC).

Operations Committee Purpose

- ▶ Review data on network adequacy, member access issues, and member complaints.
- ▶ Review ongoing member and provider education initiatives.
- ▶ Provide advisory function on Medicaid rates and the associated rules for billing.
- ▶ Review of Level of Care Guidelines.
- ▶ Review ongoing operational issues.

Consumer and Family Advisory Council (CFAC)



Consumer and Family Advisory Council (CFAC)

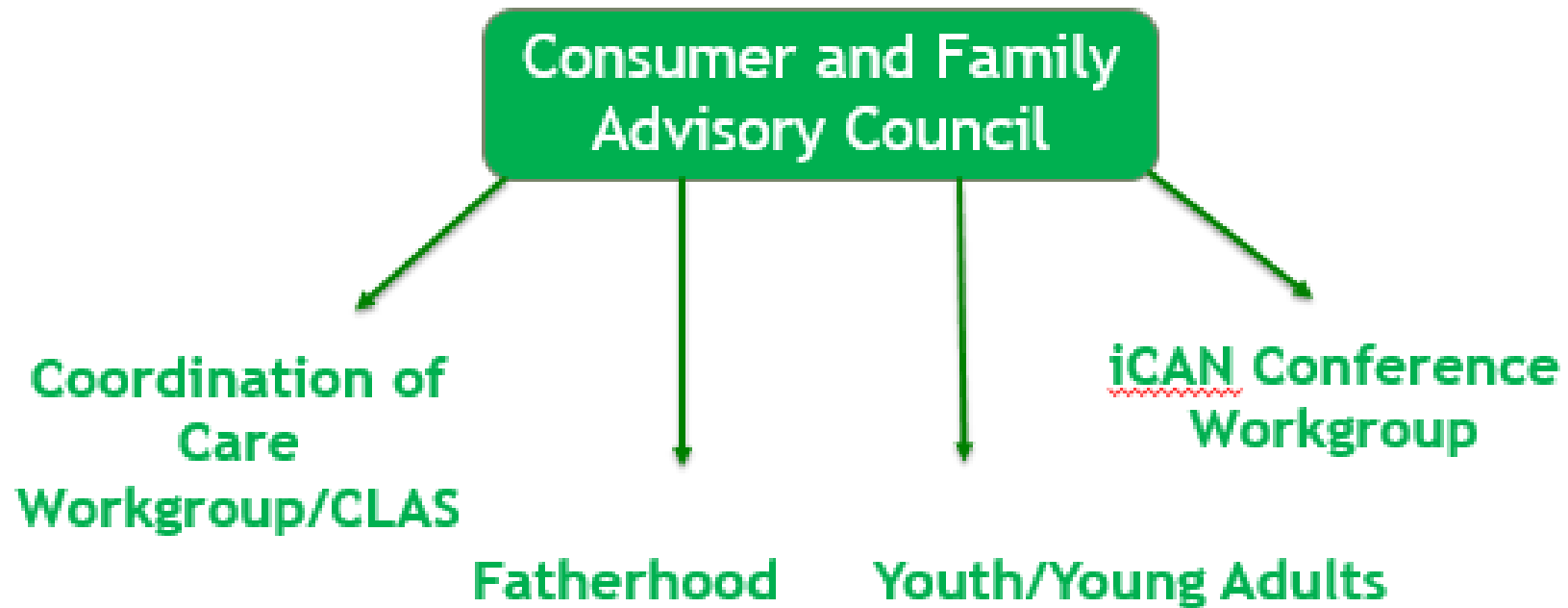
- ▶ The Consumer & Family Advisory Council was formed in 2006 and included 6 family members – currently 50+ members
- ▶ Areas of focus for consumers and consumer family members include:
 - ▶ System disconnects
 - ▶ Better communication and partnerships between families and providers
 - ▶ Improved engagement with members and families in decision-making processes
 - ▶ Provider awareness related to family basic needs and medical needs
 - ▶ Coordination of transportation
 - ▶ Better efficiencies for families applying for various services
 - ▶ Improve referral resources

Consumer and Family Advisory Council (CFAC)

Accomplishments and Successes

- ▶ Input to improve inpatient discharge procedures
- ▶ Input to the “Children’s Behavioral Health Plan” – General Assembly Public Act 13-178
- ▶ iCAN Conference
 - ▶ Building Stronger Partnerships in the Community

Consumer and Family Advisory Council (CFAC) Workgroup Structure



Community Voice - Partnerships - Legislation - Culturally & Linguistically Appropriate Services (CLAS)

Consumer and Family Advisory Council (CFAC)

Current Workgroup Initiatives

- ▶ **Care Coordination/CLAS – Improved coordination and engagement with healthcare services to include Culturally & Linguistically Appropriate Services (CLAS)**
- ▶ **Fatherhood Initiative – Ensure fathers have equal access to services and resources that add equity to the wellbeing of their children**
- ▶ **Youth/Young Adults – Addressing Trauma and Healing within the youth community**
- ▶ **iCAN Conference**
 - ▶ **Building Stronger Partnerships in the Community**

Consumer and Family Advisory Council (CFAC)

Meetings and Future Goals

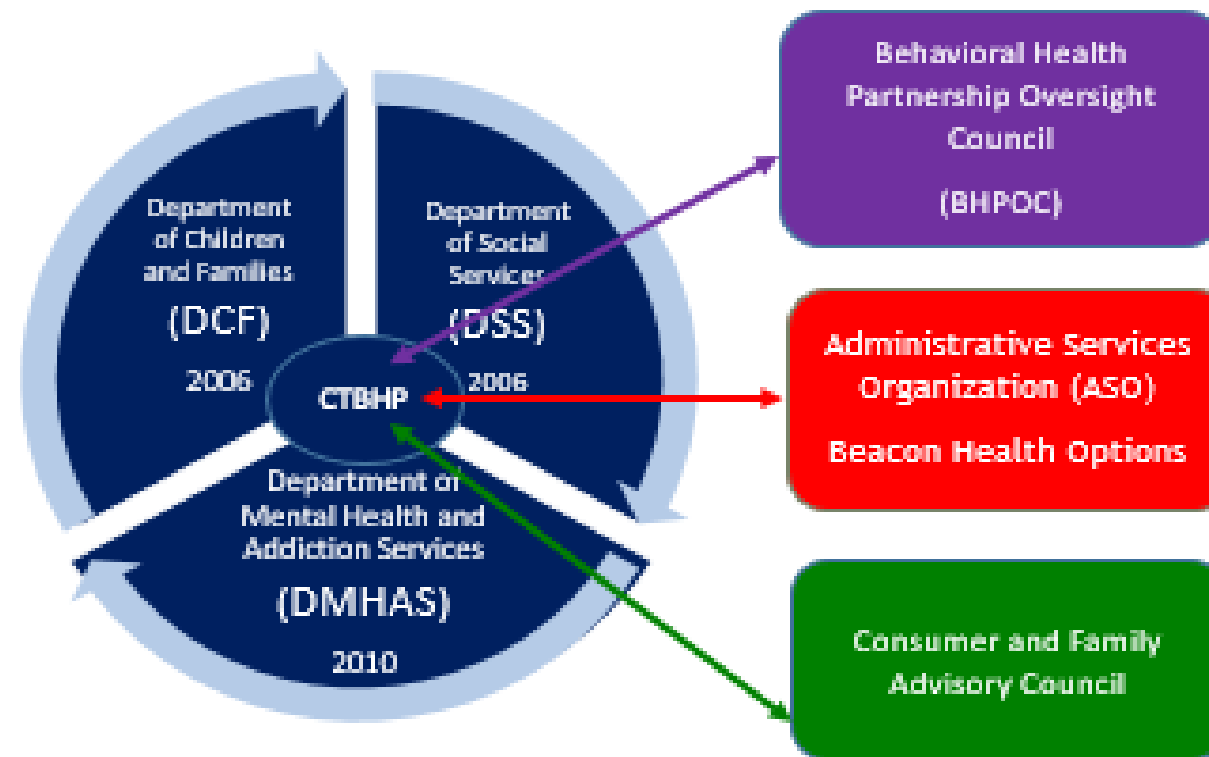
Consumer and Family Advisory Council:

- Meets monthly and is open to HUSKY members and providers
- Second Thursday of the month, 10AM-12PM in Rocky Hill, CT

Goals:

- Establish solid communication vehicles to the Behavioral Health Partnership Oversight Council (BHPOC) and other committees for better results and outcomes
- Increase Consumer and Family Advisory Council membership in all 6 regions
- Incorporate effective trainings related to the behavioral health system for consumers and family members

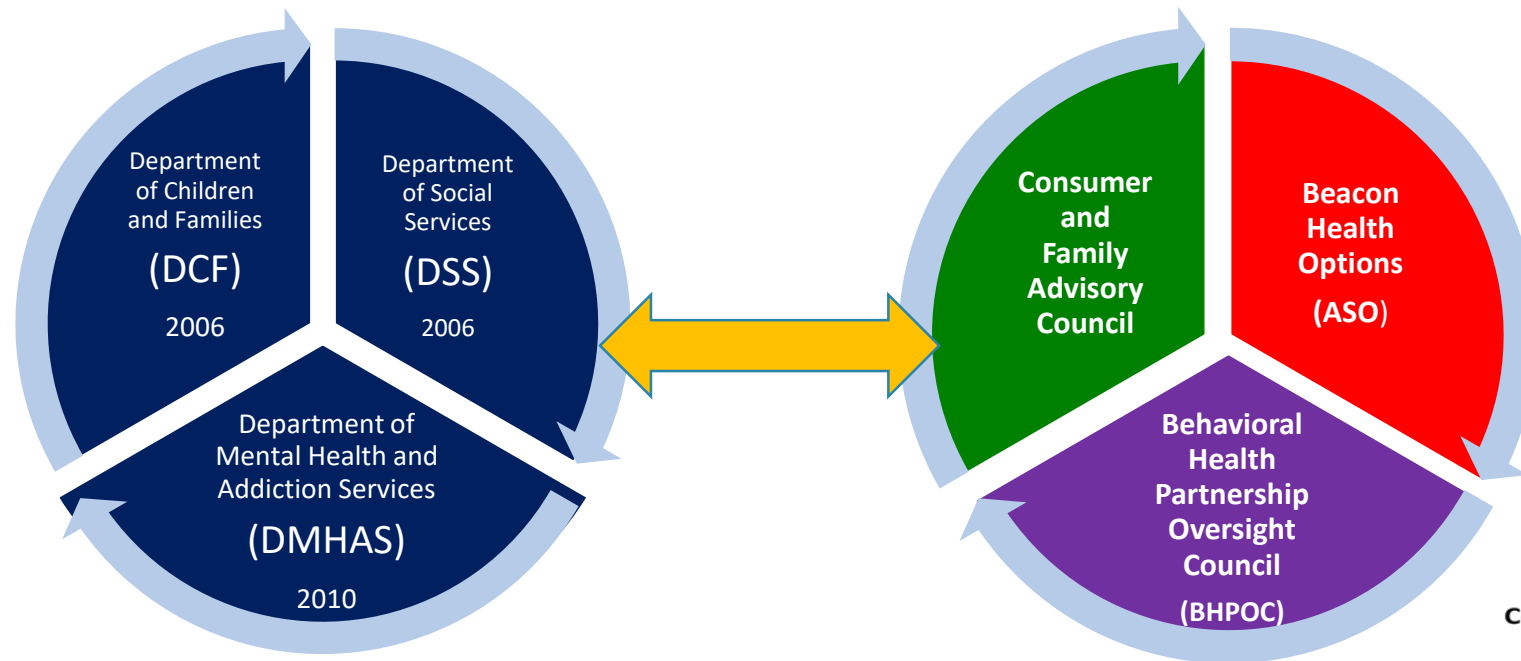
Connecticut Behavioral Health Partnership Management and Advisory Structure Historical Collaboration



CFAC/BHPOC JOINT WORKGROUP

- ▶ Mission: “To create and maintain effective and open communication between the Consumer and Family Advisory Council and the Behavioral Health Partnership Oversight Council to the benefit of Connecticut’s consumers of Medicaid behavioral health services.”
- ▶ Established in 2015 to increase communication between consumers and the BHPOC.
- ▶ Composed of state agency representatives, members of the BHPOC Executive Committee, CFAC leadership and other representatives, and ASO staff.
- ▶ Meets monthly to identify and promote opportunities for consumer engagement in the BHPOC.

Behavioral Health Partnership Management and Advisory Structure Current Collaboration



Questions and Comments?

