1. Overview of BHH Implementation and next steps
   Assignment/enrollment process
   Letters to members
2. Behavioral Health Home Work Flow
   The Health Home Enrollment System Portal
3. Role of APS
4. BHH Learning Collaborative
5. Q&A
Overview of BHH Implementation

Initial Enrollment:

– One-time assignment process to identify members
– Members identified by open prior authorizations and matched to service claims at participating provider location
– This limited group of members will receive an enrollment letter
– Members can opt out at any time, but are asked to opt out within 28 days or they will be automatically enrolled on April 1, 2014.
– Letters to members will be mailed on or shortly after February 21, 2014
– Subsequent enrollment will be through the APS system, as with other mental health services
Initial Enrollment

- Member Assignment to BHHO Site based on open PA and claims
- Letter to member and 28 day opt out period
- Member "candidates" identified and added to BHHO list
- BHHO sites access list and add members to their member roster
The Health Home Enrollment System

1. Currently in use for Stage A Health Home Practices and Community Care Teams

2. Enables providers to:
   • see and add new members
   • track relationships with Health Home Practices
   • review MaineCare utilization data
   • attest to service delivery in order to receive payment
   • log per member, per month utilization data

3. Will be linked to APS PA data via MIMHS

4. BHH capacity is currently under development; training for BHHO providers will take place during the week of March 17th and will include written guidance on how to use the portal.
Health Home Enrollment System

Welcome to the Health Home Enrollment System

Username:  
Password:  
Log In

Click here to request access to this site.

If you have any questions please contact Catherine Gunn at 207-780-5576
Member Attestation

(Stage A)

By clicking the 'Save Attestation' button, you are attesting that your practice has performed a minimum billable activity as required by Section 91 of the MaineCare Benefit Manual in order to receive a monthly payment for individuals that are checked. Acceptable minimum billable activities include: 1) patient engagement and/or outreach activities, 2) monitoring the patient for treatment gaps, or 3) provision of another required Health Home service as outlined in Section 91 and summarized in the HHCES Reference Guide.

2014 January Attestation

Attestation - 84%

Last Attestation submitted by Fabb (a), Nick on 1/15/2014 5:13:30 PM

<table>
<thead>
<tr>
<th>Attest</th>
<th>Attested</th>
<th>Last Name</th>
<th>First Name</th>
<th>Member ID</th>
<th>Birth Date</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>1/14</td>
<td>Austin</td>
<td>Pete</td>
<td>13046898A</td>
<td>8/25/1983</td>
<td>9/24/2013</td>
</tr>
<tr>
<td>✓</td>
<td>1/14</td>
<td>Brennan</td>
<td>Scottie</td>
<td>98422907A</td>
<td>5/08/1984</td>
<td>1/29/2013</td>
</tr>
<tr>
<td>✓</td>
<td>1/14</td>
<td>Conrad</td>
<td>Tina</td>
<td>08116983A</td>
<td>1/09/1972</td>
<td>1/05/2014</td>
</tr>
<tr>
<td></td>
<td>Cooke</td>
<td>Matthew</td>
<td></td>
<td>12386115A</td>
<td>7/17/1996</td>
<td>7/07/2013</td>
</tr>
</tbody>
</table>

Count: 26
### Utilization Reports

#### Health Home Enrollment System

**Member Dashboard**

#### Measure Selection

<table>
<thead>
<tr>
<th>ID</th>
<th>Measure Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hospitalizations in the last quarter</td>
<td>Count of hospitalizations paid in the last quarter Excludes hospitalizations related to substance use disorders from hospitals that have specialized substance abuse treatment units</td>
</tr>
<tr>
<td>2</td>
<td>Hospitalizations in the last year</td>
<td>Count of hospitalizations paid in the last year Excludes hospitalizations related to substance use disorders from hospitals that have specialized substance abuse treatment units</td>
</tr>
<tr>
<td>3</td>
<td>ED visits in last quarter</td>
<td>Count of Emergency Department visits paid in the last quarter</td>
</tr>
<tr>
<td>4</td>
<td>ED visits in last year</td>
<td>Count of Emergency Department visits paid in the last year</td>
</tr>
<tr>
<td>5</td>
<td>Pts with total paid claims greater than $10,000</td>
<td>Total MaineCare payments (medical and prescriptions) for patients that exceed $10,000</td>
</tr>
<tr>
<td>6</td>
<td>Pts with 11 or more meds</td>
<td>Patients with 11 or more different Prescription NDC codes paid by MaineCare In the last year</td>
</tr>
<tr>
<td>7</td>
<td>Pts with no PCP visit in the past year</td>
<td>Patients with no Primary Care visit paid in the last year</td>
</tr>
<tr>
<td>8</td>
<td>Pts with no HbA1c test in the last quarter (Diabetes)</td>
<td>Patients with Diabetes identified through claims analysis without a HbA1c test claim paid in the last quarter</td>
</tr>
<tr>
<td>9</td>
<td>Pts with no LDL panel in the last year (Diabetes)</td>
<td>Patients with Diabetes identified through claims analysis without a LDL panel claim paid in the last year</td>
</tr>
<tr>
<td>10</td>
<td>Pts with no LDL panel in the last year (CVD)</td>
<td>Patients with Cardiovascular Disease identified through claims analysis without a LDL panel claim paid in the last year</td>
</tr>
</tbody>
</table>

If you have technical questions regarding this system please contact Catherine Gunn at 207-780-5576.

If you have questions regarding the Health Homes Program please contact Loretta Dutil at 207-624-6954 or Chary Malik at 207-287-3320.
Minimum billable service for the BHWO is one hour per member, per month

BHWOs may receive payment for all members on their panel as of the 21st of the month

Must attest that they have delivered the minimum billable service and report # of units of service provided; and

must document services in the member record
MaineCare’s Value-Based Purchasing Website:

http://www.maine.gov/dhhs/oms/vbp/

Email:

kitty.purington@maine.gov
Behavioral Health Homes
Transition Planning
Training Objectives

• Overview
• Process Change
• Transition Period
• What does this mean for providers?
• What does this mean for members?
• Additional Resources
• Upcoming Training
APS Healthcare is contracted with the State of Maine’s Department of Health and Human Services (DHHS) to provide a Utilization Management System for services purchased through the State of Maine’s Office of MaineCare Services.

The Office of MaineCare services in collaboration with APS Healthcare would like to announce the launch of the Behavioral Health Home Initiative.
Effective April 1, 2014, the Department of Health and Human Services will require Behavioral Health Home certification by APS Healthcare. This will include a determination of eligibility and ongoing review of medical necessity criteria for services.

APS Healthcare will no longer provide billing authorization numbers for members who transition to a Behavioral Health Home.

Billing will be associated with activities that Stage B providers will conduct on a web portal managed by the Muskie School of Public Service and payments will be delivered through the OMS fiscal agent, Molina HealthCare Systems.
New admissions after 4/1/14 will require the provider to submit a Prior Authorization request into the APS Healthcare CareConnection system.

Providers who have been approved as a Behavioral Health Home by the Office of MaineCare Services will be required to submit the following information to APS Healthcare on or before March 24, 2014:

- Existing Community Integration and or Targeted Case Management clients that will participate in the Behavioral Health Home to include:
  - Agency Name and NPI Number
  - Member Name and MaineCare Number

**Important:** This information will need to be sent to APS Healthcare Provider Relations at MaineCare-Prov@apshealthcare.com or faxed to Provider Relations at 1-866-325-4752 no later than March 24, 2014.
APS Healthcare will process the transitional cases in advance of the April 21st attestation. APS Healthcare will receive verification for members who have opted out of service per process outlined in Sec 92 Rule of the MaineCare Benefits Manual.

We will contact agencies with any questions that arise from the comparison of the lists.

**Health Homes Procedure Codes:**
T2022 HA – Children
T2022 HB – Adults
Process Change

The following will apply to Behavioral Health Homes Sec 92 Adult and Child Services New Admissions 4-1-14 and beyond:

A. Adult Behavioral Health Home Services will require a 90 day Prior Authorization at time of admission and Continued Stay Reviews every 90 days.

B. Child Behavioral Health Home Services will require a 90 day Prior Authorization at time of admission and Continued Stay Reviews every 180 days.

C. Determination of eligibility at time of Prior Authorization as outlined in the MaineCare Benefits Manual.

D. Medical Necessity to be determined at each Continued Stay Request as outlined in the MaineCare Benefits Manual.

E. The following information is required and should be reflected in the Treatment Plan or Additional Information Section of CareConnection:
   1. Relationship and engagement with primary care provider (PCP)
   2. Review and planning related to known chronic conditions
   3. Focus on health, wellness, and prevention
   4. Involvement of peer supports
What does this mean for providers?

Effective April 1, 2014, approved Behavioral Health Home Providers will be required to obtain Behavioral Health certification through APS Healthcare. Providers who have not worked with APS Healthcare in the past will be required to complete an organization set up request.

This can be found at:  
http://www.qualitycareforme.com/MaineProvider_APSCC_Mand_Enroll.htm

Providers may contact APS Healthcare Provider Relations with questions at 1-866-521-0027, Option 1, or via email at MaineCare-Prov@apshealthcare.com

APS Healthcare will provide any necessary training or technical support required for providers of the service.
What does this mean for members?

Members who receive services from a provider that is an approved Behavioral Health Home will automatically be transitioned into a Behavioral Health Home.

Members can choose to opt out of a Behavioral Health Home. Members are encouraged to speak with their providers regarding this transition. Behavioral Health Home services are optional.

Any member may opt out of Behavioral Health Home by providing notice via the process set in rule.
APS Healthcare Website: www.qualitycareforme.com

APS CareConnection Training Modules: http://www.qualitycareforme.com/MaineProvider_Training.htm

APS CareConnection technical assistance and ongoing training needs can also be requested through the provider relations department at 1-866-521-0027 or via email: mainecareprov@apshealthcare.com
Upcoming APS Training

Behavioral Health Home Training
Child Services
March 13th 2014, 9-10:00am

Behavioral Health Home Training
Adult Services
March 14th 2014, 9-10:00am
Option 1 - Provider Relations:
for technical support or to make administrative changes

Option 3 - Member Services:
you may give this phone number to the guardian if they have questions about an authorization

Option 4 - Clinical Services
For questions about clinical documentation requirements

Email: mainecare_prov@apshealthcare.com
Who We Are

• Independent, multi-stakeholder alliance in Maine working to transform health and healthcare by leading, collaborating, and aligning improvement efforts

• Only organization working to improve quality of care for all Maine people

• Members include consumers, doctors, nurses, hospitals, health systems, payers, employers, government, policy makers, and others working to improve health and healthcare
Our Vision

Through the active engagement and alignment of people, communities and health care partners, every person in Maine will enjoy the best of health and have access to patient-centered care that is uniformly high quality, equitable, and efficient.
QC Strategic Priorities:

• Align health care quality improvement efforts
• Promote a sustainable system of quality improvement assistance to providers
• Engage consumers meaningfully in transforming health and health care
• Promote integration of behavioral and physical health care
• Assure organizational success & sustainability
Vision for a Transformed Healthcare System

Healthy, productive, connected people & families...

Receive healthcare from highly functioning “accountable care organizations”...

That are built on a robust, well-supported & inter-connected primary care base
Alignment with MaineCare Health Homes

Stage A:
• Health Home = Medical Home primary care practice + CCT
• Eligible Members:
  • Members with two or more chronic conditions
  • Members with one chronic condition and at risk for another

Stage B:
• Health Homes = BH organization + PCMH practice
• Eligible Members:
  • Adults w/ Serious Mental Illness
  • Children w/ Serious Emotional Disturbance
Elements of a Learning Collaborative:

- Topic selection
- Evidence-based expertise
- Team approach
- Learning sessions
- Action periods
- Quality improvement
So, what is next?

• April “Kick Off Event”
• For participating BHHs
• Welcome and congratulations
• Guidance
• Inspiration!
May Learning Session Event

• In collaboration with the Maine Health Access Foundation
• May 29\textsuperscript{th} 2014
• Maple Hill Farms
• Joe Parks!
• Stay tuned for more information
My contact information:

Anne Conners
Program Director, Behavioral Health Homes Learning Collaborative
aconners@mainequalitycounts.org
207-620-8526