



HH/BHH Working Group- Ellsworth Meeting Minutes

Date of meeting

Facilitated by: MaineCare (Angelica Booker/Charyl Malik)

Next meeting: **March 2020, TBD**

Coordination of Care (discussion of how care coordination is being achieved)

- Some BHH providers are finding that contacting the Medical Assistant (MA) who works for the primary care practice (or whoever answers the phone) is better for care coordination for certain information because MAs can typically work an order entry. When trying to contact the nurse or provider directly, it tends to end up as a to-do task and gets lost in the shuffle.
- Some BHH providers are sending notification letters to the primary care office informing them of the shared member and what they expect for information for measures, etc.

HH/BHH Quality Measures

- Some are concerned that there are providers that refuse to order an HbA1c for patients with two or more fills of anti-psychotic medications, regarding the pay-for-performance measure, due to certain diagnosis such as severe anxiety, autism, etc. This reflects badly on the BHH in reports and can drive their score down and they do not have control of it. MaineCare advised that this concern would be documented and brought to the team for review.
- Some wonder if coding could be done differently as most new patient visits to establish are often not scheduled as an Adolescent Well-Care (AWC) visit, but they seem to contain the same elements. This would help both the HH and BHH with the measure. STD testing recommended as a future measure.

Open Discussion

- EHR challenges of adding substance use side of the programs.
- Some are having issues with getting members connected to the appropriate services (CCT, CCU, etc.).
- How to educate and support Emergency Departments (EDs) regarding contacting BHH providers for members where appropriate.
- Continue the discussion for the necessity of a universal release.

Action Items

- Angelica to send CCU information to CHCS.
- Follow up on universal release for DHHS.

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- A universal release is being discussed and designed at this time.

Next meeting:

- March 26, 12:30-2:30, in Ellsworth – Maine Coast Hospital – Rick Sprague will assist with the room
- Clem Deveau will facilitate