



**COLORADO**

Department of Health Care  
Policy & Financing

## **MINUTES OF THE BEHAVIORAL HEALTH QUALITY IMPROVEMENT COMMITTEE (BQuIC)**

303 17<sup>th</sup> Ave Denver CO 80203 11<sup>th</sup> Fl. Eleven C Conference Room

September 27, 2016 10:00 am to 12:00 pm

### **1. Call to Order**

BHO contract requirement "The Contractor shall have its Quality Improvement Director or their designee participate in the Department's Behavioral Health Quality Improvement Committee (BQuIC), to provide input and feedback regarding quality improvement priorities, performance improvement topics, measurements and specifics of reporting formats and time frames, and other collaborative projects."

### **2. Roll Call**

Quorum equals representation from a minimum of three Behavioral Health Organizations (BHOs) out of five plus one person from the Department.

**Quorum Met? Yes.**

#### **A. Members Present**

Alana Berrett, Lindsay Cowee, Timea Jonas, Danielle Culp, Ligi Fu, Russell Kennedy, Rachel Henrichs, Kris Hartmann, Jeremy White, Kendall Sauer, Catherine Morrissey, James Bloom, Diana Maier, Erica Arnold-Miller, Katherine Bartilotta, Clara Cabanis, Katie Mortenson, Barbara McConnell, Heidi Walling, Jerry Ware.

#### **B. Members Excused**

Lynne Bakalyan, Roxzana Santacruz, Christi Melendez, Sharon Pawlak, Bob Dyer, Robert Bremer, Myron Unruh, Shelly Spalding, Judy Zerzan, Kate Parker, Troy Peck, Rebecca Helfand, Marilyn Hejny, Dave Rastatter, Jaime Bowen, Nancy VandeMark, Lisa Brody, Kristin Brown, Kiara Kuenzler, Adrienne Jones, Jonna Henkel, Arnold Salazar, Scott Jones, Jefferey Riester, Michelle Tomsche, Michael Lott-Manier, Christian Koltonski, Abigail Worthen, Melissa Eddleman, Gina Robinson, Lenya Robinson, Lauren Young, Valerie Cassano, Marianne Lynn, Sam Madden, Jenny Nate.



### 3. Introductions, and additions to the agenda

Jerry informed Behavioral Health Organization (BHO) quality staff that they may receive a follow up BHO survey from the Department concerning the latest completed BHO 411. James updated the group about potential delays in sending monthly, or quarterly reports due to work being done for the new Medicaid Management Information Systems (MMIS) implementation and to expect some format changes with those reports. Jerry also said that he will send out a copy of the Health Services Advisory Group (HSAG) and Centers for Medicare and Medicaid Services (CMS) new manage care rule documents for their review.

### 4. Approval of Minutes

The August 2016 minutes were reviewed and approved with minor changes.

### 5. General Updates

Katie said that Performance Improvement Project (PIP) submissions are due 10/31/2016. Timea shared input about new Performance Measure Validation (PMV) site audit dates and requested that BHO quality staff follow up with her by the end of the week to confirm they are ok with the new audit dates. Alana noted that the BHO 411 and Behavioral Health Record Review (BHRR) guidelines are being updated by the Department and that they should be able to discuss the new guidelines at the next BQuIC meeting. Alana also noted that these audits run concurrent.

### 6. Compliance Site Audit Desk Review Form

In addition to sharing the Desk Review Form for this audit Rachel and Kathy provided an update for a smooth transition to complete requested documentation. For example: this audit is focused on the 2016 calendar year, BHOs need to only upload documents once and not to every standard, BHO staff should not modify the tool format, other. Kathy confirmed that the Department has requested that the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) standard be scored. Rachel also let the BHOs know the dates they can expect to receive the Desk request packet.

### 7. Additional questions for the Experience of Care and Health Outcomes Survey (ECHO)

Russell reviewed the timeline for the next round of surveys and discussed with BHO staff their expectations for adding new survey questions. Clara shared insight about where the new questions came from and the purpose for them (example, questions are from other BHO surveys, to reduce number of surveys sent to members, to possibly increase the response rate). Clara will share a copy of the questions with



other BHO quality staff so they can agree on proposed questions to use. Russell said he will send Jerry a copy of the ECHO questions so he can share with all BHOs.

## 8. Behavioral Health Organization (BHO) Assessment Content

BHO quality staff confirmed that the assessment their Community Mental Health Centers (CMHCs) use will not be able to assist with breaking out additional depression screenings that may be done at the CMHC.

## 9. BHO Performance Measure Workgroup Topics

- \*Jerry reminded BHO staff about the due date for sending performance measures to the Department and HSAG.
- \*James said BHOs should expect to receive member month data around October 10<sup>th</sup>.
- \*Heidi discussed her role with measure alignment and confirmed that possibly Erica and other BHO quality staff will work with her to understand measure criteria for future alignment efforts.
- \*James confirmed that the Department can calculate measure 11a and 11b. Clara will have this input updated in the scope document.
- \*Clara noted that a few BHOs determined that some none paid claims were included in the performance measure rates in the last calculation. Group confirmed that the current scope document notes only paid claims are to be used with the exception of penetration rates which use denied claims as well.
- \*Erica noted a BHO concern with incentive measure 13a and 13b. Erica noted that in some cases members with social detox may end up in the denominator even though these clients have no way of receiving related services provided by the BHO. These members may inflated/deflate the rates inappropriately. Jerry indicated that at this time it is not confirmed this issue would happy, but said the BHOs should later have the opportunity to provide data of this occurrence happening and suggest options for correcting the rate. Katie agreed.
- \*Since BHO staff expressed concerns with calculating the suicide risk measures 1 and 2 Jerry informed them to follow up with their Executive Directors so they can address not calculating these measures with Troy Peck the BHO Contract Manager.
- \*Katie and BHO staff agreed to continue discussing stretch measures at the next meeting.
- \*BHO Quality Directors and the Department agreed to approve the BHO Performance Measure Scope Document with the following changes: measures 1, 2, 15, 16, 17, and 18 will have language added that they are not expected to be calculated this fiscal year and will be worked on in future meetings. Clara will have these changes made and send Jerry the updated/approved scope document next week. Jerry will then send a copy of the scope document to all BHOs.**



**Indicator 1-**BHO staff to follow up on doing this one.

**Indicator 2-**BHO staff to follow up on doing this one.

**Indicator 3-** Group confirmed this measure is ready to go and BHOs can submit rates by 12/1/2016.

**Indicator 4-** Group confirmed this measure is ready to go and BHOs can submit rates by 12/1/2016.

**Indicator 5-** This measure is set to be calculated by the Department.

**Indicator 6-** The Department and HSAG complete this survey for the BHOs.

**Indicator 7-** The Department is set to calculate these rates around December.

**Indicator 8-** The Department will calculate these rate. No changes needed.

**Indicator 9-** Group confirmed this measure is ready to go and BHOs can submit rates by 12/1/2016.

**Indicator 10-** Group confirmed this measure is ready to go and BHOs can submit rates by 12/1/2016.

**Indicator 11-** This measure is expected to be calculated by the Department.

**Indicator 12-** BHO staff will plan to submit rates on 12/1/2016 for FY 14/15 and FY 15/16. The FY 14/15 rate will be considered baseline.

**Indicator 13-** BHO staff will plan to submit rates on 12/1/2016 for FY 14/15 and FY 15/16. The FY 14/15 rate will be considered baseline.

**Indicator 14-** BHO staff will plan to submit rates on 12/1/2016 for FY 14/15 and FY 15/16. The FY 14/15 rate will be considered baseline. (14 b is not an incentive measure).

**Indicator 15-** CHP will be working on this measure. The Department expects CHP to submit a quarterly status update on this measure by January 15, 2017.

**Indicator 16-** ABCD will be working on this measure. The Department expects ABCD to submit a quarterly status update on this measure by January 15, 2017.

**Indicator 17-** Not selected.

**Indicator 18-** FBHP, BHI and ABCNE will be working on this measure. The Department expects FBHP, BHI, and ABCNE to submit a quarterly status update on this measure by January 15, 2017.

**10. Department and Plan Updates/Reminders**

Updates were noted on the agenda.

**11. Public comments on issues discussed**

No visitors for today's meeting.

**12. Adjourn**

Meeting ended around 12:00 pm.



Future Meeting: **October** 25, 2016 10:00 am to 12:00 pm

Click [here](#) for the online BQuIC site.

