



Minutes - Behavioral Health Quality Improvement Committee (BQuIC)

Tuesday, March 26, 2013 10:00 am-12:00 pm Location: 1570 Grant St 4th fl. Conference Room

Attendees:	Minutes CC:
Barbara McConnell, Health Services Advisory Group (HSAG)	Sally Langston, Department of Health Care Policy and Financing
Suzanne Kinney, Access Behavioral Care (ABC)	Carrie Bandell, Access Behavioral Care (ABC)
Gina Robinson, Department of Health Care Policy and Financing	Matthew Ullrich, Department of Health Care Policy and Financing
Rachel Henrichs, Health Services Advisory Group (by phone)	Michael Sajovetz, Department of Health Care Policy and Financing
Camille Harding, Department of Health Care Policy and Financing	Taylor Larsen, Department of Health Care Policy and Financing
Kate Bell, Health Services Advisory Group (by phone)	Sharon Pawlak, Division of Behavioral Health (DBH)
Russell Kennedy, Department of Health Care Policy and Financing	Alberta Lopez, Colorado Department of Human Services
Erica Arnold Miller, Colorado Health Partnerships (CHP) (by phone)	Nikki Lemmon, Department of Health Care Policy and Financing
Adrienne Jones, Division of Behavioral Health (DBH) (by phone)	Laura Hill, Behavioral HealthCare, Inc (BHI)
Heidi Walling, Department of Health Care Policy and Financing	Thomas Clay, Foothills Behavioral Health Partners
Barbara Smith, Foothills Behavioral Health Partners (FBHP)	Lisa Clements, Division of Behavioral Health
Samatha Kommana, Behavioral HealthCare, Inc (BHI)	Katie Brookler, Department of Health Care Policy and Financing
Lindsay Cowee, Behavioral HealthCare, Inc (BHI)	Roger Gunter, Behavioral HealthCare, Inc (BHI)
Jeremy White, Value Options (by phone)	Karen Thompson, Northeast Behavioral Health Partnership, LLC
Rachel Henrichs, Health Services Advisory Group (by phone)	Robert Bremer, Access Behavioral Care
Tammy Gianfrancesco, Health Services Advisory Group (by phone)	Myron Unruh, Value Options
Eliza Buyong, Health Services Advisory Group (by phone)	Judy Yip, Health Services Advisory Group
James Bloom, Department of Health Care Policy and Financing	Marilea Rose, Health Services Advisory Group
Jessie Wood, Behavioral HealthCare, Inc (BHI)	Judy Zerzan M.D. , Department of Health Care Policy and Financing
Jerry Ware, Department of Health Care Policy and Financing	Christy Hormann, Health Services Advisory Group
	LeeAnn Merrifield, Behavioral HealthCare, Inc (BHI)
	Rachel Lee, Mental Health Center of Boulder County
	Alana Berrett, Health Services Advisory Group
	Arnold Salazar, Colorado Health Partnerships (CHP)
	Jennifer Woodard, Value Options
	Diane Somerville, Health Services Advisory Group
	Katie Mortenson, Department of Health Care Policy and Financing

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

Quorum Met? Yes.

TOPIC	DISCUSSION	RESULT
1. Introductions, and additions to the agenda	Topic number 3 (411 audit) was added to the agenda.	
2. Review February 2013 meeting minutes	Minutes were reviewed and approved with minor changes. (To view past minutes and additional information about BQuIC visit www.colorado.gov/hcpf and click on Boards and Committees, then select BQuIC)	
3. 411 audit	Lindsay asked for input to help understand two sentences in the 411 data quality review guidelines. Behavioral Health Organization (BHO) staff addressed the questions, but it was requested that Lindsay submit the question to the Department for confirmation and CC HSAG.	Lindsay will send the questions on this topic to the Department to confirm the answer.
4. Office of Behavioral Health (OBH) surveys	Adrienne previously provided a Gantt chart/timeline for the community mental health center (CMHC) data release, and discussed a future workgroup to improve survey processes, noted future research on other states survey efforts, and noted work being done internally at OBH and with HCPF (example, reviewing an updated data set for the last calculate results). Adrienne also not other priority issues that may delay future work on this project. Barbara S. asked what happened to this year's calculation of survey data and Adrienne shared some thoughts about the low survey results (example, confusion about data needs for HCPF data set). Barbara S. noted that it would be beneficial if the state could be forthcoming on possible errors made on the survey calculations. Suzanne asked if the Department had determined if there were more surveys submitted from her CMHC than previously thought and Jerry noted that at this time the only confirmed results are this year's calculation, but that the Department is considering options to review the results at a later date.	Adrienne will provide an update at the next meeting.
5. Gina Robinson (HCPF) update	Gina reviewed a recent issue regarding request for out of network services from clients and she noted that the issue is expected to get worse for all clients. Samatha asked if there were issues with BHOs not authorizing services? Gina noted the complications with determining and answer for this question since certain BHO providers are not telling the Medicaid clients to follow up with the BHO for service request that are denied. Barbara S. offered a suggestion to advise case workers and Gina thought this was a good option. Barbara M. suggested the Department work with Dr. Brody of Denver Health to assist with this issue. Gina agreed and noted current efforts being made with Denver Health to resolve this issue. Samatha suggested using electronic eligibility criteria for the online eligibility provider check as an option. Gina noted that she will check into this option.	Gina will do some general checks for options to resolve this issue and share input when appropriate.
6. Pediatric referral form	BHO Quality Improvement Directors shared input on their follow up with primary care providers (PCPs) in their catchment area. Barbara S. noted that her plan did not receive a call back from providers contacted by her BHO and noted that she will confirm email contacts were made. Gina noted that the Colorado Children's Healthcare Access Program (CCHAP) may be an option for facilitating a response back from the PCPs. Jessie noted that her plan had not heard back from one PCP contacted, but that two other PCP offices did respond. However these two PCP offices reported that they have non-BHO behavioral health staff to address their Medicaid client needs and that is why they don't use the referral form. The group then discussed how these non-BHO providers are being reimbursed (example, grant funds). Erica noted that one of the PCP providers	Topic will be added to the next meeting agenda.

TOPIC	DISCUSSION	RESULT
	contacted by her plan did have a co-located behavioral health staff member and that her plan was working with a PCP called Iron-horse. Suzanne noted that their PCP Rose provider was contacted and that two other PCP offices had co-located staff. Samatha noted her plan is doing internal discussion to address this issue.	
7. Colorado Department of Human (CDHS) Services	Gina opened discussion by noting the perception of who pays for foster care client services (within the wall vs. outside the walls). Gina also noted that research indicates that about 200 Medicaid foster care clients may be receiving services at CDHS. Jerry reminded the group about the Department's expectation that BHOs will work on increasing foster care penetration. Samatha asked if Developmental Disabilities (DD) will be part of Department's external meeting discussions? Camille noted that an internal workgroup will be working on the DD issue. Camille also shared input on the Colorado Mental Health Treatment Act (CMHTA) funding and offered to have Andy Gabor (OBH CMHTA Coordinator) attend BQuIC for training.	
8. Colorado partnership to improve dementia care in nursing homes	Heidi shared handouts for this topic and discussed the partnership efforts to improve nursing home services. Heidi noted that education and branding were a major focus of this effort. Heidi asked BHO staff what their plans are doing in this area and it was noted that since dementia is not a covered BHO diagnosis (Dx) the BHOs are not involved. Barbara S. noted how common it was for clients to have dementia and Jessie and the group discussed the use of antipsychotics in the nursing homes. Samatha share input on wrong Dx being used to treat clients that have dementia and shared a contact name for Heidi to assist with follow up on this issue.	Heidi will send Samatha a copy of the meeting minutes from the partnership meeting.
9. Notice of Action (NOA) concerns	Jerry shared input from another external advisory meeting the Department facilitates where advocates have stated BHO providers are not providing Notice of Action (NOAs) letters for clients. Barbara M. shared input on NOA requirements for BHO providers. Barbara S. informed that Department that she will follow up with her providers to ensure they are referring for services.	
10. Approve BHO Performance Measure Spreadsheet	Barbara S. noted that she would agree to approve the spreadsheet, but would prefer that the survey data not be confirmed. Other BHO QI Directors agreed with this option.	Jerry will update the survey data tab in the spreadsheet to note BHO concerns with that data and share with BHO staff.
11. Disaster planning	Samatha noted that NBHP is researching this issue and requested to defer this topic for a future meeting. Group agreed.	
12. Department Updates	Russell provided the Regional Care Collaborative Organization (RCCO) update and said the Department is working on a survey (CAHPS) requirements for the RCCOs, and that the Department is also looking at an SF-12 survey (via IVR) project to start around May 2013. Barbara S. asked how the sample was being structured and Russell noted criteria for the sample did look at eligibility in the current year versus the previous year. Suzanne asked if the SF-12 would be for all RCCOs and Russell said yes. Russell concluded by noting the sub-committee meeting coming up and that RCCO site reviews are starting in April 2013.	

TOPIC	DISCUSSION	RESULT
	<p>James noted that previous calculated attempted suicide PHI data can be shared with BHO plans. (Please note that after BQuIC James confirmed that an additional follow up with the Department's legal staff is needed before data can be released)</p> <p>Jerry request that BHOs ensure their grievance and appeals quarterly reports are populating the HB 1116 sections correctly and noted that only BHI and FBHP have been populating this section in previous submissions leaving the assumption that other plans are not having these types of appeals.</p> <p>Jerry provided a brief update that the older adult initiative survey data will be shared after analysis is completed.</p>	
13. Public comments	NA	
14. Other	Suzanne noted that ABC is expanding CPACK Grant (Colorado Psychiatric Access and Consultation for Kids) services and agreed to share written material if available. This service is for PCP offices that need consultation with a psychiatrist. (Please note that after BQuIC Suzanne noted that written material was not available and that "this is actually a 2 year pilot project that will be rolled out in Metro Denver and Pueblo first, so services won't be available state-wide initially.")	
Adjourn	Meeting ended on time.	

Future Meeting: April 23, 2013 10:00 a.m. to 12:00 p.m.

Reasonable accommodations will be provided upon request in order for persons with disabilities to participate as a group member. Please notify Jerry Ware at 303-866-2335 or jerry.ware@state.co.us at least one week prior to the scheduled meeting if you need special accommodations in order to participate.