

August 29th 2018 | 2:30-4:00pm | Navigator Office, 1206 N Lincoln

By computer: <https://global.gotomeeting.com/join/335287565>

By phone: (571) 317-3121 • Access Code: 335-287-565

2:30 WELCOME: Sarah Bollig Dorn, Better Health Together

2:45 DISCUSSION

- Overview of MCO grievance process
 - How is MCO process different from BHO?
 - CHPW – First 18 mo of IMC, weekly grievance report
 - Indicated top 10 grievances received on weekly basis, table showed consistent results from April '16-November '17
 - Process for providers not known by presenter
 - Clarified BHO does require providers to submit grievance reports
 - Molina – still in conversation, need to be addressed more clearly in organization
 - Grievance process MCOs follow is driven by members
 - MCOs still need some untangling, still driven by member to provider, back to member
 - MCOs will address at symposium
- BH-ASO baseline data – update from HCA
 - Call tomorrow with BHO re: standard indicators, esp. concerning crisis indicators
 - **Will give update at Sept. EWS meeting
- EDI data flow – Kurt Beilstein
 - As ASO sorts data, want to know that these processes (data flow graphs provided by Kurt) are usable for providers
 - **Will bring before IT/EHR group in Sept.
- Crisis Recidivism Early Warning report – Kurt Beilstein
 - Crisis line utilization is part of Standard Indicators set for EWS
 - Created the Crisis Recidivism report to see how else can we identify potential issues with data BHO/ASO has available
 - ASO requirement with MCOs – crises reported to MCOs w/in 24-hours for intervening
 - Also related to ED diversions
 - For Early Warning System, cannot be annual data – Crisis Recidivism data can be pulled monthly
 - Trends show high recidivism rates over last 18 months
 - Recidivism rates are highest in first 30 days, then slow at 60 and 90 days
 - Jan: How effective are phone calls versus face-to-face interactions in preventing recidivism?
 - MCOs will talk to administrators about these interactions by agency
 - In terms of EWS, is this helpful? Could it supplement First Call For Help/current recidivism measures?
 - Would county-level data be helpful? Are the current indicators sufficient?

- Would absolutely be helpful by county
 - Knowing which clients have an open outpatient episode could help with EWS
 - DECISION: Group would like to include Crisis Recidivism measures in EWS indicators
 - Use high-level, but know that county-level is available if an indicator “pings”
- Jail recidivism booking information is a potential early warning, does HCA have that info available frequently enough to be useful?
 - State will not be tracking jail system info, may be a state database that tracks the info
 - Reference in HCA-ASO contract
 - HCA will have more information by next meeting
 - BHO would like to be consistent with actions across state, or have data gathered at statewide level
 - BHT can request this data from BHO (requested by Jan Dobbs and Brian Stanfield)
 - Upcoming conversation between Kristie Ray at jail and Kurt to share data
 - **Will provide update at Sept. meeting
- Review of Draft Indicator Grid & possible indicators
 - List of standard indicators under review for how they will be reported, how providers will have access
 - What indicators are missing from this list?
 - Criminal justice – SFD can provide data on population not hitting other systems, has ability to get very specific data; can report weekly
 - Potential to identify whether individuals belong to MCO?
 - When indicators flash, group can convene and analyze – providers decide what additional info is needed to supplement – don’t need indicator to include the granular data
 - Can easily fold in CARES team data
 - **Mike will provide data report for next meeting, discuss with Jan on needed items
 - Homelessness
 - Can FBH’s homeless outreach get the data we need (# individuals served/services provided/location of services, etc).
 - Jan: Will see if this data is available (point in time counts only annual)
 - **Will discuss at Sept. meeting
 - Mike: Hot spotters?
 - Community diversions
 - Tamara at Providence: Unsure of all available data, tracking avoidable ED use
 - More granular data than EDIE
 - Kurt: Can they provide data that shows the story/explanation for results?
 - **BHT/Tamara conversation upcoming to flesh out needs/capability
 - Crisis recidivism – see above notes
 - DECISION from Aug.: Ombuds report - # of calls received to be included as indicator
 - Follow-up with Tisha for trend data

3:45 NEXT STEPS

- Looking to move dates in November/December to avoid major holidays
- MCO Meet & Greet – Sept. 12, Enduris

4:00 ADJOURN