



Behavioral Health Home (BHH) Services Provider and Managed Care
Organization (MCO) Representative Meet-and-Greet
Thursday, May 5, 2022, 10:30 a.m.

Thank you for joining us today! Our presentation will begin shortly.

Behavioral Health Home (BHH) Services Overview

What are BHH services?



Not a
residential
service

BHH services has six core features

BHH services is a team-based service line that delivers six core services:

Comprehensive
Care
Management

Care
Coordination

Health and
Wellness
Promotion

Comprehensive
Transitional
Care

Individual and
Family Support
Services

Referral to
Community and
Social Services

Eligibility criteria

Eligible for Medical Assistance (MA)

Adult with serious mental illness (SMI)

Child with emotional disturbance (ED)

Eligible providers

Capacity to meet the needs of the population served

MHCP enrolled provider of a primary care or behavioral health service

Infrastructure requirements including use of an EMR and population health management

Culture to support integration including quality improvement and team-based model of care

Training and ongoing practice transformation

Certification by DHS

Team-based model of care

All BHH services teams must include the following members:

- Integration Specialist (reciprocal professional)
- Systems Navigator
- Qualified Health Home Specialists

Providers and people served

55 BHH services
provider locations

Over 8,500 people
served

See [website](#) for
providers





**Duplicative
and Non-
Duplicative
Services**

Duplicative services

BHH services are considered duplicative of the following services:

- Mental health targeted case management (MH-TCM) or Children's mental health targeted case management (CMH-TCM)
- Assertive community treatment (ACT) or Youth assertive community treatment (Youth ACT)
- Relocation service coordination targeted case management (RSC-TCM)
- Moving Home MN (MHM)
- Vulnerable adult/developmental disability targeted case management (VA/DD-TCM)
- Health care home (HCH) care coordination services

Non-duplicative services

People may receive BHH services with the following:

- Waiver services (for example, Community Access for Disability Inclusion)
- Adult Rehabilitative Mental Health Services (ARMHS)
- Children's Therapeutic Support Services (CTSS)

MCO notification for enrollment in BHH services

When a
person
enrolls in
BHH
services:

- No preauthorization is required
- BHH provider sends notification of eligibility form to MCO within 30 days of intake

Payments

Per
member
per
month
payment

- enhanced rate: \$350
(first 6 months,
lifetime limit)
- ongoing rate: \$245

Questions?



BHH services information session

Today's agenda:

- 10:30 a.m.: Welcome and overview of BHH services
- 10:50 a.m.: Introductions and partnership and resource sharing
- 11:30 a.m.: Break - 5 minutes
- 11:35 a.m.: Update on the Behavioral Health Affinity Group work
- 11:45 a.m.: Review guidance
- 12:00 p.m.: Questions and discussion
- 12:30 p.m.: Wrap-up

Friendly reminders:

- All lines are muted to start (this helps prevent sound problems).
- If you would like to make a comment, please use the chat box; the DHS team will read your comment for the group.
- When sharing with the group, please don't forget to take your line off mute.

Objectives

- Meet-and-greet: individual introductions, sharing of resources and partnerships;
- Review the BHH services language in the MCO contracts and DHS guidance for communication and collaboration between providers and MCO representatives; and
- Provide time for questions, feedback and discussion.

Individual introductions

Please share the following with the group:

- your name;
- the organization you are affiliated with;
- your role within your organization; and
- share a community partnership or resource that you find valuable in your work.



Thank you for sharing!

- Questions for the group?
- Connections?
- Opportunities identified for collaboration?
- Ideas or comments to share?



DEPARTMENT OF HUMAN SERVICES

Break time! We will resume in 5 minutes.

Improving Behavioral Health Follow-up Care Affinity Group

DHS is participating in the Improving Behavioral Health Follow-up Care Learning Collaborative's Affinity Group (BH AG).

The improvement goals include the following:

- Increase percent of patients who receive follow-up care within 7 days following hospitalization for mental illness from 48% to 60% (FUH-HH)
- Increase percent of patients who receive follow-up care within 7 days following an emergency department visit for:
 - substance abuse from 29% to 35% (FUA-AD)
 - mental illness from 55% to 65% (FUM-AD)

Quality improvement focus

The Improvement focus for the BH AG is to improve the timeliness of follow-up care:

- The “what”: initial process focus is on workflows, if or how alerts are received and what is done with that information.
- The “why”: identify opportunities for improvement in providers’ workflow and process for receiving alerts to understand how the MN encounter alert service (EAS) might support improved follow-up; identify barriers to timely follow-up; and look for areas of success to highlight and use in our future work.

BH AG successes and learnings so far

Successes:

- Teamwork and collaboration
- Provider engagement

Surprises, and what we've learned so far:

- The pace of the project
- Time commitment of this work
- Provider feedback

Resources to facilitate communication and collaboration

Summary of the new language in the BHH services section of the MCO contracts, effective 2022: if the MCO has assigned a care coordinator or case manager for an enrollee and the enrollee is enrolled in BHH services, the care coordinator or manager must respond to the BHH services provider upon receiving notice of BHH services enrollment.

DHS added this language to:

- Improve communication;
- Increase collaboration;
- Reduce duplication;
- Align services and efforts; and
- Improve outcomes.

BHH services and MCO roles and responsibilities document

The [BHH Services MCO Roles and Responsibilities \(mn.gov\)](https://mn.gov) is a document that includes some best practices for communication and collaboration between BHH services providers and MCO representatives.



Behavioral Health Home (BHH) Services Providers and Managed Care Organizations (MCOs) Collaboration: Roles and Responsibilities

This document is intended to provide guidance for the roles and responsibilities for communication between MCOs and BHH services providers.

Activity	BHH services provider	Managed Care Organization
Starting BHH services	The BHH services provider must send a copy of the Notification of Eligibility for BHH Services (DHS-4797) (PDF) to the MCO within 30 days of intake.	If the MCO has assigned a care coordinator or case manager for an enrollee and the enrollee is enrolled in BHH services, the care coordinator must respond to the BHH services provider upon receiving notice of BHH services enrollment.
Stopping BHH services	The BHH services provider must notify the MCO within 30 days of the date the person notifies the BHH services of their decision to stop participating in BHH services, or if the person was discharged from BHH services as outlined in BHH Services Provider Standards, 5E .	
Assessment, care plan, and monitoring	If the individual receiving BHH services has been assigned a case manager or care coordinator by the health plan, the BHH services team must record the case manager or care coordinator's name and contact information in the person's BHH services record(s), and a schedule for how frequently the BHH services team will check in with the person's case manager or care coordinator.	If an enrollee receiving BHH services has been assigned a case manager or care coordinator, the MCO must include the name and contact information for the enrollee's BHH services team in the enrollee's records, and a schedule for how frequently the assigned case manager or care coordinator will check in with the enrollee's BHH services team.

BHH services and MCO contact information document

For each MCO product and provider, the [BHH Services MCO Contact Information \(mn.gov\)](#) includes contact information for:

- Provider directory;
- Where to send the Notification of Eligibility form;
- Provider and Member services;
- Personal Care Assistant (PCA);
- Utilization management;
- Care coordination, and more.

Questions and discussion



Thank you!

Questions?

Contact by email: Behavioral.Health.Home.Services@state.mn.us

For more information about BHH services visit:
mn.gov/dhs/mhcp/bhh-services