WISE Mental Health Waiver
Provider Meeting

July 29, 2016
Agenda

- Introductions
- Waiver Update
- Mental Health Waiver Renewal
- MFP/Waiver Team
- Recovery Assistant Credentialing/Supervision
- RA/CSP collaboration
- Transitional Case Management
- Critical Incidents
- Medicaid Coverage Issues
- Billing
- Timely Filing
- Notes
- MHW Advisory Council
Waiver Update  (as of 7/26/16)

- 522 Active clients on the waiver
  - 813 Enrolled in program to date

- 89 Actively planning for admission to waiver

- 67 Referrals pending disposition
Enrolled by Month

Year 8 Average = 21.8/mth
Available Census Slots, Waiver Year 8

- April 2016 – March 2017
  - 811 (previously 553; +46%)

- Currently Enrolled
  - 522 (64% capacity)
Mental Health Waiver Renewal

- A request to renew the Waiver for the period of April 2017-March 2022 is currently in progress.

- CMS approval is anticipated in late 2016/early 2017.

- Census slots for the next 5 years will be determined based on projected budgets.

- Addition of Chore Service
MFP/Waiver Team

- DSS/MFP and DMHAS are jointly funding 6 positions to create a new team to work exclusively on MFP referrals.
- 1 Supervisor, 5 clinicians
- These positions will not only work with clients who are eligible for the waiver, but assist in helping any client with SMI/Substance Abuse issues transition back into the community
- Staff will be regionalized and participate in regional meetings with other MFP funded staff
- Mental Health Waiver clinicians will now exclusively work with community referrals
RA Credentialing/Supervision

- RAs must complete the in person training within 60 days of being provisionally credentialed.
- RAs must receive additional Boundaries training within the first 6 months of being credentialed.
- RAs must complete 6 hours of additional training each year to continue to work as a recovery assistant.
- RAs should be given as much information as possible before meeting with a client and know what is expected in the recovery plan. RAs should be offered supervision regarding cases and have someone to contact with questions.
- RA hours can not be billed for time not spent with a client.
RA/CSP Collaboration

- An RA and CSP can meet together with the client and bill for that time.
- The RA and CSP are expected to communicate and work together, even if they are employed by different agencies.
- There should be an intervention on the plan for the RA and CSP to meet/collaborate on a regular basis.
Transitional Case Management

- Transitional Case Management hours should be used for assistance in helping a client transition out of an institution. They are not a replacement for lost CSP hours.
- The Mental Health Waiver currently states that TCM can be approved for up to 25 hours. The hours can be used 180 days pre-enrollment and 90 days during enrollment.
- The client must enroll on the MHW in order for TCM to be reimbursed for pre-enrollment hours.
Critical Incidents (CI)

- A Critical Incident (CI) is defined as an incident that may have a real or potential serious impact on Waiver participants, staff, facilities, funded agencies, or the public or may bring about adverse publicity.

- Examples of CI include but is not limited to: death; suicide attempt; threat; abuse/neglect/exploitation of client; missing persons; involvement of emergency services; criminal activity.
  
  - When in doubt? Submit one anyway!

- Please submit written report to ABH within one business day of becoming aware of incident occurring
  
  - Fax to 860-638-5302 attn: Dan Gerwien

- Critical Incident Report Form is available on ABH website in PDF or fillable Word format.

  - [http://www.abhct.com/Programs_Services/WISE/Forms_and_Resources/](http://www.abhct.com/Programs_Services/WISE/Forms_and_Resources/)
Medicaid Coverage issues

- CSP must play active role in assisting client to maintain Husky C coverage
- Per DSS, redetermination paperwork is mailed two months in advance of expiration and is due one month from receipt.
- DSS will only grant retroactive coverage up to 90 days from when the person loses coverage but only if he/she is still determined eligible
Billing Reminders

- Please resubmit denials for “future dates” and “invalid dx.” No claim appeal is required.
- Please remember to check your EOB like you would check your credit card statement.
- ABH is not responsible for notifying agencies of billing deficiencies or researching outstanding claims.
- *Please contact ABH with any billing issues, not WISE clinicians. Clinicians should only be contacted for authorizations.*
Billing Reminders

- Please plan accordingly for the extra three week cycle in this half of year
- There are no longer submission deadline dates on the claim submission schedule
- CLEAN claims will be paid within a 30 day period from the date of submission
- Eligibility issues, insurance issues or the initial activation of a client onto the waiver may delay payment beyond the 30 day period
Timely Filing

- Please pay attention to the 60 day timely filing rule.
- Given the numerous eligibility issues that come up with our clients, billing within the timely filing period allows us to hopefully rectify any issues before receiving payment is no longer possible.
- LTSS eligibility needs to be back in place within 90 days or services cannot be paid retroactively.
- Please notify ABH staff immediately if you become aware of any eligibility issues with your clients.
Encounter Notes

- Encounter notes must either be located in a client’s home or securely stored at the agency.

- You must be able to supply notes for auditing purposes to ABH, DMHAS, DSS or CMS.

- Please make sure the supervisor is reviewing encounter notes for quality (both RA and CSP). Notes should contain all required elements and be using skill building language.
Monthly Progress Notes

- Due by the 10th day of the following month
  - e.g., April notes due by May 10th
- CSP notes include two sections, both required
  - Individual interventions
  - General summary
MHW Advisory Council

- Meets twice a year in April and October
- Open to any WISE provider to send a representative
- We encourage staff to identify WISE clients who might be interested in participating. Staff can bill for time spent with client at meeting
ABH Contact Information

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