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# MFP/Mental Health Waiver



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WISE PROVIDER MEETING

CVH

September 24, 2010

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# Agenda Items

- DMHAS Update
- Waiver Services
- Provider Report Cards
- CSP/RA Collaboration
- UCONN Research- Linda Frisman
- What we have learned
- Questions/Answers



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# Waiver Update

- 56 Clients on the Waiver (63 enrolled year to date)
- 26 Actively planning for discharge
- 15 referrals pending disposition

Ongoing marketing to local hospitals, nursing facilities and behavioral health providers. Westrock Nursing Home will be closing next week, 5 clients were discharged into the community on the Waiver.

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# CSP/ Recovery Pathways Roll Out

At this point Waiver forms will remain the same. Waiver Forms will be cross walked with new forms:

- Functional Assessment
  - Recovery Plans
  - Recovery Plans Reviews
  - Encounter Notes
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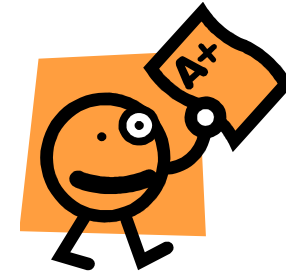
# WAIVER PROVIDERS

Waiver Services	# of Providers
Assertive Community Action	2
Community Support Program	16
Recovery Assistant	10
Supported Employment	10
Peer Support	1

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# Provider Report Cards



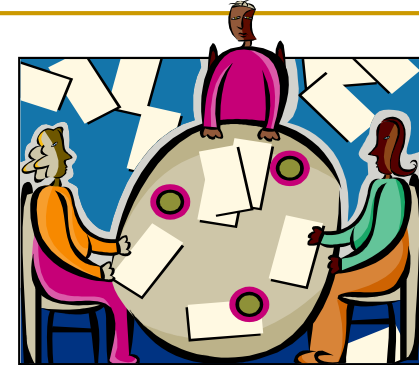
- Based on the following factors:
  - Timeliness of Monthly Notes
  - Audits
  - DMHAS Provider Collaboration Surveys
  - Client Satisfaction Surveys
  - Quality of Service Form
  - Claim data

The Report Cards will be sent to the CEOs by January of 2011.

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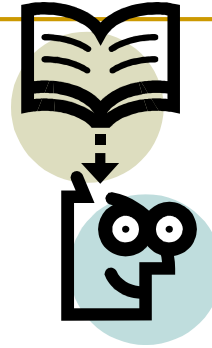
# CSP/RA Collaboration



- Meetings should be occurring weekly with the CSP staff, RA staff and client to ensure continuity of care. This can be a brief meeting to cover progress towards goals, problem solving and to plan next steps.
  - How is this going?
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# What We Have Learned.....



- RA training- update as we read evals and lessons from clients
  - Cultural shift- case management to skill development
  - Non medical transportation sounds good on paper— but no providers
  - Clients expectations: needed more education about “fee for service” services
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# What have you learned.....

Recorded comments from Providers:

Cultural Shift- need for training

Client shift- big transitions from NH

Managing multiple staff in clients home

Be careful with referrals- must look at client needs to make sure agency can provide enough services

Physical health issues- how do we address

Who owns each problem- who has leverage? ( housing issues)

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# Provider Updates

- Remember to update any changes in the following:
  - Program Contacts
  - Service Areas
  - Availability of Services
  - Addresses

Contact LaReese Cooper, ABH Program Specialist

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# ABH Provider Customer Service

WISE Program Contact Sheets have been sent to your agency, if you have not done so already please complete and send back to LaReese.

## **LaReese Cooper, Program Specialist –**

Provider relations, credentialing, claims

860-704-6201 [lcooper@abhct.com](mailto:lcooper@abhct.com)

## **Dan Gerwien, Quality Assurance Specialist-**

Billing, satisfaction surveys

860-704-6213 [dgerwien@abhct.com](mailto:dgerwien@abhct.com)

## **Kristie Scott, Program Manager**

860-704-6211 [kscott@abhct.com](mailto:kscott@abhct.com)

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