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# MFP/Mental Health Waiver



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WISE PROVIDER MEETING  
CVH

October 18, 2011

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# Agenda Items

- DMHAS Update
- Service Areas
- CSP Groups
- Boundaries
- Audits
- Claims
- Questions/Answers



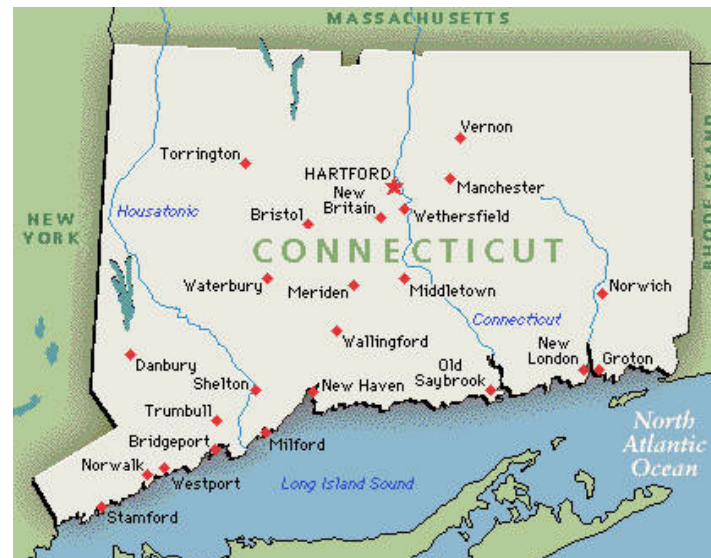
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# Waiver Update

- **82 Active Clients on the Waiver** (109 enrolled program to date)
  - **27 Actively planning for discharge**
  - **10 referrals pending disposition**
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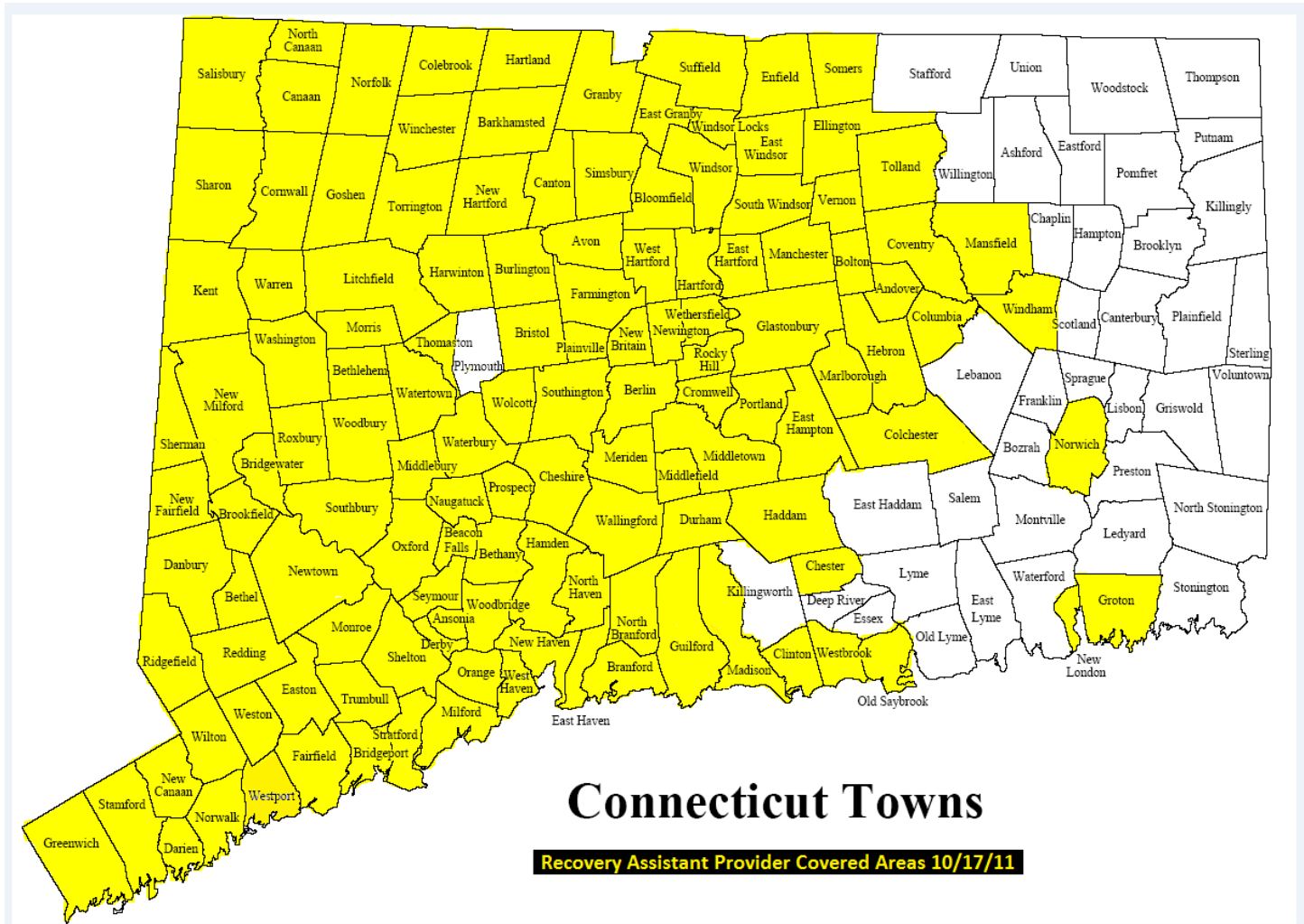
# Service Areas

- Please take a look at your agency service areas to ensure that you have coverage for the areas listed.
- We are in need of services in Willimantic and Old Saybrook Area





# Recovery Assistant







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# CSP Groups



**Def:** Group treatment, involving not more than four persons receiving care, focusing on any of the activities listed below:

- ❑ Psycho-education services for rehabilitation from psychiatric or substance abuse disorders;
- ❑ Clarification of goals and motivational support for pursuing goals related to employment, education, community involvement, and use of natural supports.
- ❑ Skill building and support for Activities of Daily Living: cooking, cleaning , budgeting

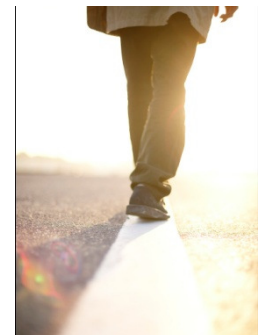
## Key factors

- Individualized based on needs/goals
  - Time limited
  - Skills focused
  - Prior approval in plan by DMHAS/client
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# Boundaries

- Challenging for staff working in homes with clients, especially RA's.
- Some recent boundary crossing issues:
  - Contact with staff family
  - Blending of personal tasks while working
    - Homework at library
    - Shopping at stores
  - Adjusting hours to fit staff needs not clients



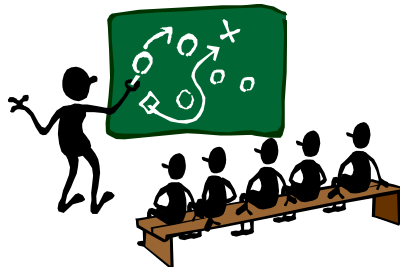
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# Boundaries Guidelines

- Is what I am doing going to benefit my client and working towards his/her goals?



- I am comfortable sharing what I am doing with my team and supervisor?



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# Audits

- Recent CSP audit

75% of providers had 100% compliance

- Missing notes
- Billing errors - using date of signature vs. date of service date

Encounter notes looked great!!!!

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# Quarterly (July, August, September) Monthly Note Audit

## Quality Assurance Audit

- Looked at all services
- Looked at 10 fields
- Sample size of 20% per agency

Results:

*Excellent!*



Several missing LOA or Hospital Notification

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# Authorization

- Providers should not be providing services without the correct authorizations
- Verbal auth's need to turn into paper auth's within 24 hours of effective date
- If you have an open authorization then you are responsible for sending a monthly note.

Example: Auth dates 7/1/2011 to 10/2/2011, you are responsible for October note

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# ABH Provider Customer Service

WISE Program Contact Sheets have been sent to your agency, if you have a personnel and/or address change please complete and send back to LaReese.

## **LaReese Cooper, Program Specialist**

Provider relations, credentialing, claims

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

Billing, satisfaction surveys

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## **Kristie Scott, Program Manager**

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# Networking

- What is working well?
- Resources?
- Case consults

