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# MFP/Mental Health Waiver



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WISE PROVIDER MEETING  
CVH

July 22, 2011

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# Agenda Items

- DMHAS Update
- Waiver Renewal
- Timely Filing
- Communication with PHI
- Audits
- Questions/Answers



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# Waiver Update

- **76** Clients on the Waiver (97 enrolled program to date)
  - **30** Actively planning for discharge
  - **6** referrals pending disposition
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# Waiver Renewal

- To date
    - Gathered input from stakeholders
      - Staff
      - Advisory Council
      - Providers
      - Participants (two client forums in East Hartford and New Haven)
  - Aug – Sept 2011 – first Draft for internal review – DSS/DMHAS
  - Oct 2011 – **Draft complete** – send to CMS for informal review
  - Nov 2011 – early – Notice in Law Journal of intent to submit
  - Dec 2011 – early – review by Committee of Cognizance
  - **Dec 2011** – mid to late – **Submit Application to CMS**
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# Mental Health Waiver Changes

## **Eligibility**

- Community Diversions: Eliminate requirement for recent psychiatric hospitalizations and crisis episodes

## **Services**

- Decrease number of required services from 2 to 1
- Amend TCM definition to allow for use of this service post enrollment to service clients that have had brief hospital/NF stays

### **Add:**

- Assisted Living
- Community Support Living
- Emergency Response System (ERS), specifically instead of calling Specialized Medical Equipment

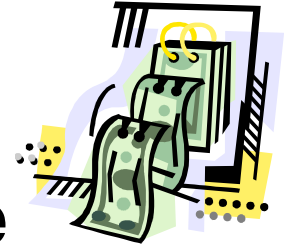
### **Modify :**

- Recovery Assistant to allow for two participants to be serviced by one RA for specific community activities
- Short Term Crisis Stabilization will become “ Short Term Stabilization” which will be a less expensive yet more effective service to assist clients to stabilization in the community after a crisis event.

## **Other**

- Change Recovery Plan Review to every 6 months from every 3 months
  - Modify provider qualifications for CSP to allow for other accreditations approved by DSS/DMHAS (e.g., COA)
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# WISE TIMELY FILING



## **60 days from the date of service**

- Timely filing is determined by the date of receipt either on the fax or stamped received date on mail delivered claims (not the postmark)

**60 days is based on the date of service but the date of service is not included in the 60 days.**

## Example

**Date of Service:**

**July 8**

60 day start:



July 9

Timely Filing:

September 6



Denied:



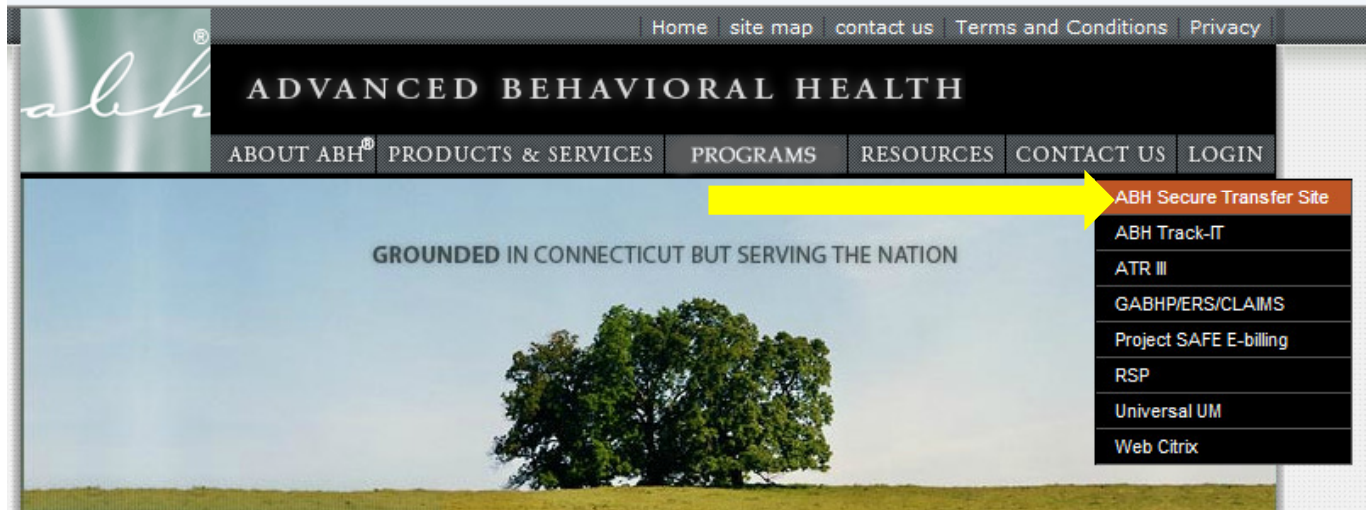
September 7

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# Communication with PHI

Secure Transfer Site (STS)

www.abhct.com



If you would like access to this please send request to LaReese

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# Email- ABH can send PHI in an email by using the encryption service.

## **Security Update: Protecting Private Information with E-mail Encryption**

Dear Customers and Vendors:

Since e-mail has become a preferred method for communication for many of you, ABH® has implemented a new e-mail encryption service through ZIX Corporation. This service will allow us to maintain the confidentiality of private information and ensure compliance with privacy regulations such as HIPAA. Personal information such as health information, social security, driver's license, credit card, medical record numbers, and account numbers will be protected from undesirable external parties on the internet.

Beginning July 1, 2011, electronic communications which contain confidential data sent between ABH® and you will be encrypted. You will be able to receive and reply to our encrypted e-mail communications easily, and with the knowledge that others will not be able to access that information.

If you are not a current *ZixCorp* e-mail encryption customer, then you may receive secure e-mail via the following method:

*ZixPort*®

You will be asked to click on a link in the e-mail, which will connect you to our secure message center. There you will register a private password to retrieve and reply to our secure messages.

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## This is what the email you will received will look like:

You have an Advanced Behavioral Health Secure Email message from [dgerwien@abhct.com](mailto:dgerwien@abhct.com).

To view the secure message, [click here](#).

Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

The secure message expires on Aug 19, 2011 @ 08:23 PM (GMT).

If you would like to have your secure messages delivered directly to your inbox, find out more about [ZixMail](#).

NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".

<https://web1.zixmail.net/s/e?b=abhct&m=ABCHdAib33SwLSTASRr3Rwip&c=ABA7THNSsU6X3abFjt7nqlQb&em=krisgscott%40comcast%2enet>

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# Audits

- Recent RA audit

50% of providers had 100% compliance

- Missing notes
- Missing time in and time out
- Units configured wrong (bad math)

- Upcoming CSP audit in September

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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

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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