

Early Warning System Workgroup

December 11, 2018

10:00 am to 11:00 am

Meeting Minutes

- Attendees: Krista Concannon, Chris DeVilleneuve, Collette Rush, Corey Cerise, Jacob Delbridge, Joey Charlton, Michelle Bagby, Samantha Zimmerman, Sela Barker, Shereen Hunt, Sara Clark, Martin Sanchez, Jenna Shelton, Anthony Gonzalez, Cody Nesbitt, Gordon Cable, Diane Halo, Dimita Warren,
- Update on EWS Standard Indicators - HCA

Indicator Category	Indicator Sub-Category	Specific Indicator Tracked	Owner for Reporting Baseline Data	Owner for reporting after January 2019	Frequency of Reporting
Provider Payments	1. Behavioral Health Claims Status (Reported by each MCO for each BH provider individually)	a. % of BH claims/ encounters rejected by MCOs b. % of BH claims/ encounters denied by MCOs	1a. N/A - Baseline is not collected on this metric 1b. N/A - Baseline is not collected on this metric	1a. MCOs 1b. MCOs	1a. Monthly 1b. Monthly
	2. Behavioral health provider survey	a. N/A- Responses are provided in narrative form	2a. N/A - Baseline is not collected on this metric	2a. Behavioral health providers	2a. Monthly
EDIE Data	1. ED Utilization	a. ED Utilization b. ED Utilization for client with past BH diagnosis	1a. HCA/ARM 1b. HCA/ARM	1a. HCA/ARM 1b. HCA/ARM	Monthly
	2. Percentage of ED visits with BH diagnosis	a. Portion of ED visits with BH diagnosis	2a. HCA/ARM	2a. HCA/ARM	Monthly
Interpreter Services	1. Speed of appointment requests being filled for behavioral health provider agencies (i.e. how long it takes for an interpreter to be assigned)	a. Average # of days between the date the request was submitted and the date the request was filled	1a. N/A - Baseline is not collected on this metric	1a. HCA	Monthly
	2. Number of appointment requests filled vs. the number of requests made	a. % of interpreter services requests that were filled	2a. N/A - Baseline is not collected on this metric	2a. HCA	Monthly
Crisis System	1. Crisis Hotline Calls	a. # of incoming calls	1a. BHO	1a. BH-ASO	1a. Monthly
		b. # of calls answered	1b. BHO	1b. BH-ASO	1b. Monthly
		c. # of call answer timeliness (within 30 seconds)	1c. BHO (if available)	1c. BH-ASO	1c. Monthly
	2. # ITA investigations and outcome	d. Average speed of answer (sec)	1d. BHO(if available)	1d. BH-ASO	1d. Monthly
e. Abandonment Rate		1e. BHO (if available)	1e. BH-ASO	1e. Monthly	
a. # of Mental Health ITA Investigations		2a. BHO	2a. BH-ASO	2a. Monthly	
b. # of SUD ITA Investigations		2b. BHO	2b. BH-ASO	2b. Monthly	
c. # Detained		2c. BHO	2c. BH-ASO	2c. Monthly	
3. DCR	d. # Voluntary Admit	2d. BHO	2d. BH-ASO	2d. Monthly	
	e. # Discharged with Referral	2e. BHO	2e. BH-ASO	2e. Monthly	
	4. Bed Availability	a. DCR response time	3a. BHO	3a. BH-ASO	3a. Monthly
State Hospitals- WSH & ESH	1. Bed Census	a. # of No Bed reports	4a. RDA	4a. BH-ASO	4a. Monthly
		b. # of Single Bed Certifications	4b. RDA	4b. BH-ASO	4b. Monthly
Provider Input	1. Encounter Data	a. Average Daily census	1a. RDA	1a. RDA	1a. Monthly
		b. Forensic Flips census	1b. RDA	1b. RDA	1b. Monthly
		c. Discharges	1c. RDA	1c. RDA	1c. Monthly
		d. Waitlist	1d. RDA	1d. RDA	1d. Monthly
Provider Input	1. Encounter Data	a. # Screening	1a. Providers to GCACH	1a. Providers to GCACH	1a. Monthly
		b. Type of Assessments (CPT Codes)	1b. Providers to GCACH	1b. Providers to GCACH	1b. Monthly

Provider Payment Category has been updated with % of BH claims/encounters rejected by MCOs and % of BH claims/encounters denied by MCOs.

HCA will be sending out a behavioral health provider survey, which will reflect if the provider is having billing or payment issues with any of the MCOs. HCA will work internally with the results of the surveys, as well as at the monthly webinars to resolved any issues that may arise.

Also HCA added the Interpreter Services Category. HCA will be tracking the speed of appointment requests being filled for behavioral health provider agencies (i.e. how long it takes for an interpreter to be assigned). Average # of days between the date the request was submitted and the date the request was filled. The number of appointment requests filled vs. the number of requests made. They are tracking these indicators to make sure that appointment requests are being filled and in a timely manner, since we are switching to a new vendor.

GCACH added the Provider Input section based on the past EWS meetings. The providers were informed of this at the last Provider Readiness Workgroup meeting and felt that this was something they could provide. HCA wants to make sure GCACH works with Krista and Jacob to get the information to them monthly.

3. Update on scheduling of the EWS Monthly Webinars – HCA

Internally HCA is trying to figure out when the EWS Monthly Webinars will be. As so as they have those dates then they will send out the invites either late December or early January. They will most likely be the 3rd or 4th week of the month starting in February 2019. The webinars will be 90 minutes long.

The Rapid Response calls will be starting in January. The providers should be sending in the list of those they wanted to be on those calls.

4. Other

Question: Will we be getting the EDIE Data and will there be baseline data for this?

Answer: HCA is going to be getting a year's worth of data, which should be for 2018. Then HCA will be getting monthly data after that.

Question: Do we have any updates as to how many providers are rostered at this time?

Answer: I do not know. We can talk about this in the Provider Readiness Meeting.

Question: Will there be other baseline data available for other categories?

Answer: HCA will have the EDIE data, the state hospital data, and maybe some crisis data if the BHO/ASO can get some of this information to HCA.

Comment: HCA is willing to collect any baseline data for crisis that the BHO/ASO can provide.

Comment: Currently there isn't any being sent to the BHO/ASO. The providers are keeping track of this information but have not been required to give the information to the BHO/ASO.

Comment: The crisis providers are going to meet with the ASO to determine how the data will be tracked. They want to be consistent with all the providers, so that it is the same information be tracked. They want it clearly defined as what data will be collected. There is a meeting scheduled for next week.

Question: Does HCA want to be part of the of defining what data should be collected?

Answer: It really up to the crisis providers and having a meeting to define it will be good.

Question: Is there guidance from HCA as to how this crisis data should be collected?

Answer: There isn't a set guideline. It is really between the providers and the ASO.

5. Next Steps

This is the final meeting for the EWS Workgroup. The Rapid Response Calls start on January 2, 2019. Then the monthly webinars will start in February 2019.

Thank you for being part of the EWS Workgroup!