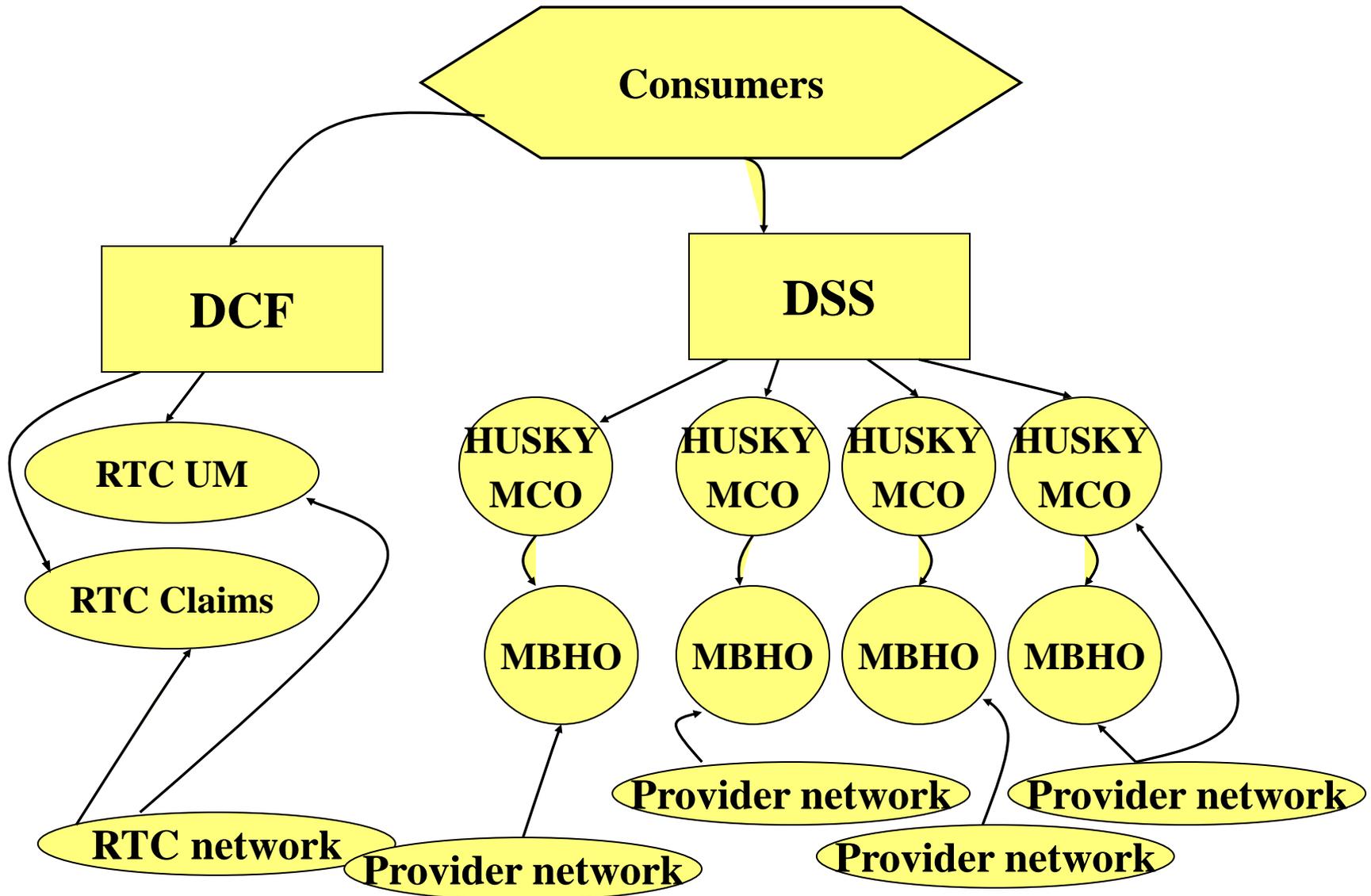


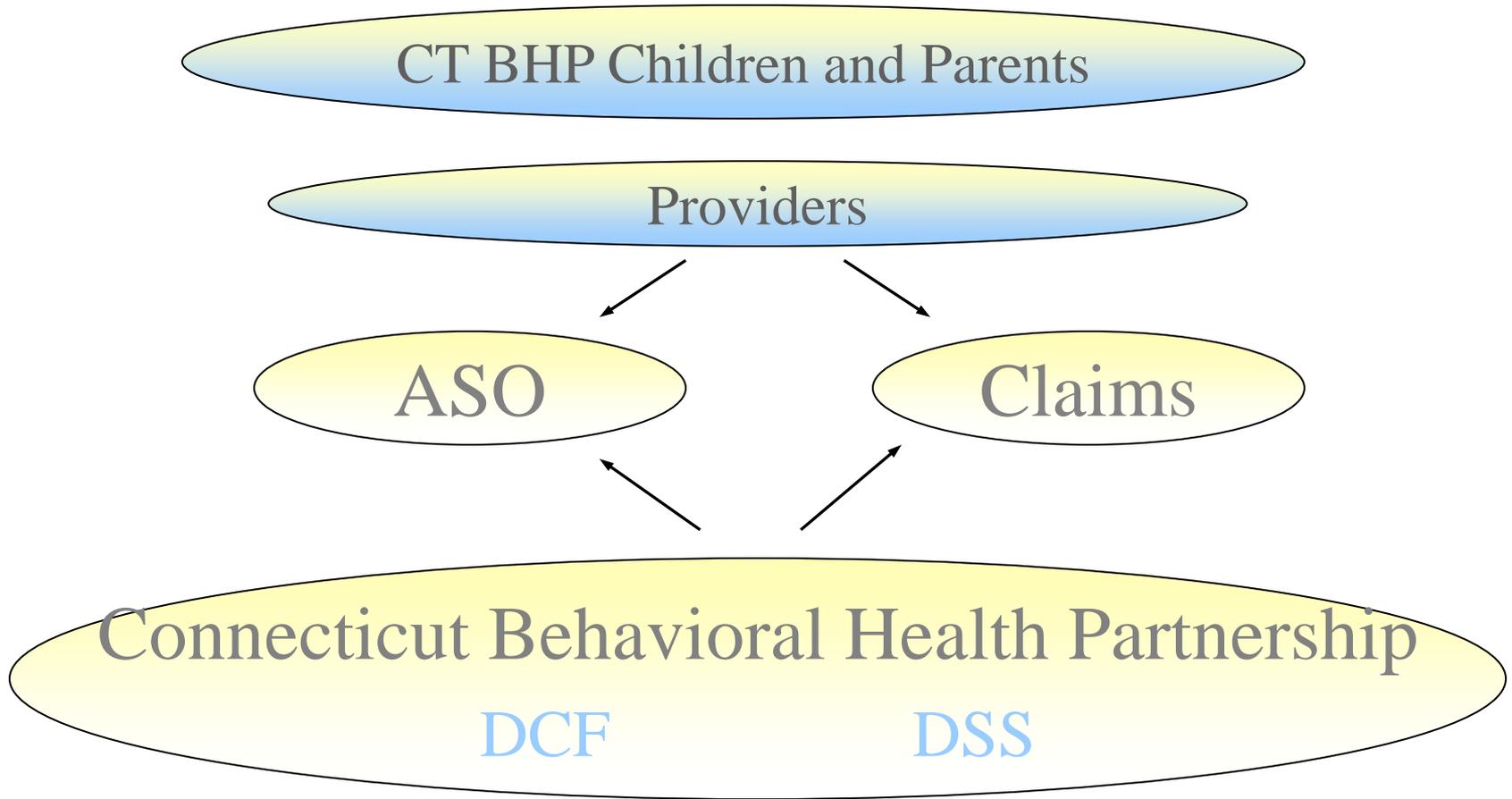


Report to the
Medicaid Managed Care Council
December 16, 2005

Current Administrative Model



CT BHP Administrative Model



Status report - General

- Go-live – January 1, 2007
- Contract execution complete
- Lori Szczygiel, LMHC selected as CT BHP Service Center Vice President

Status report - DSS

- Waiver questions received – 11/9/05
- Response to waiver questions submitted - 12/9/05
- Decision expected within 1 week
- Client notice mailing underway
- MMIS modification nearing completion

Status report - DCF

- Area office training and technical assistance began 11/05
- DCF Identifier => EMS (complete)
- Residential/Group Home Management – 2/1/06
- Non-HUSKY populations (voluntary, child welfare, juvenile justice) will be phased in

Clinical Management Committee

- Child psychiatric
 - Inpatient
 - Intermediate care (PHP, IOP, EDT)
 - Outpatient
 - HBS - IICAPS, MST, MDFT, FFT
 - Residential and Group Homes
 - Home health (pending)
 - Psychological testing

Clinical Management Committee

- Adult psychiatric
 - Inpatient
 - Intermediate care (PHP, IOP, EDT)
 - Outpatient
 - Home health (pending)
 - Psychological testing

Fee schedules

- All fee schedules completed and posted at www.ctbhp.com
 - MH and SA Clinics
 - Hospital outpatient clinic
 - Independent practitioners
 - School based health centers
 - Home health
 - Home-based psychiatric (under review)

Provider Specific Rates

- Hospital rates issued 12/05/05
- Other rates in progress
 - Psychiatric Residential Treatment Facilities
 - MH and SA Clinic – PHP, IOP, EDT
 - Methadone Services
 - Alcohol and Drug Centers

Enhanced Care Clinics

Overview

- Approximately 130 freestanding mental health and substance abuse clinics participate in CT BHP
- Propose to establish a subclass of clinics referred to as enhanced care clinics.
- Fees that are, on average, 25% higher than the standard CT BHP clinic fee schedule in return for meeting special requirements.
- Higher fees apply to routine outpatient services (CPT codes 908XX and 961XX),

Enhanced Care Clinic

General Requirements

Access – timely, extended hours	10/1/06
Coordination of Care	4/1/07
Peer Support	4/1/07
Evidenced-based practice	10/1/07
Co-occurring capable	10/1/07
Clinical Specialization	10/1/07

Enhanced Care Clinic

Access

- Emergency assessment of walk-in crisis clients within 2 hours of presentation
- Urgent outpatient evaluation visit within 1 business day of referral
- Routine outpatient evaluation visit within 10 calendar days of referral
- Emergent/Urgent/Routine within 10 calendar days (separate requirement for med vs non-med f/u visit)
- Extended hours of operation - Open for business two weekdays until 8pm and at least four hours each weekend

Enhanced Care Clinic

Proposed Implementation Schedule

Finalize requirements (initial)	1/06
Release request for applications	2/06
Application review and selection	3/06
Increase fees for qualified clinics	4/06
Audit	10/06

➤ **ASO CT BHP Implementation**

- Go-live: January 1, 2006

➤ **Team and Work Groups**

- Resourced by Corporate, PSD Division, and PSD Service Centers
- Internal and External Interface Meetings

➤ **Facility Location**

- 500 Enterprise Drive, Rocky Hill, CT

➤ **Connecticut Service Center Recruitment**

- **Recruitment on 20 Key Positions**
 - Management Staff, 85% in place
 - Other Management, 38% (System Mgrs)
- **Active Recruitment and Hiring of Line Staff Positions**
 - Call Center Staff, 70% plus additional staffing
 - Customer Service Staff, 100%

➤ **Submitted All Pre-Implementation Deliverables**

1. Key Person
2. Implementation Plan
3. Member Appeals Process
4. Provider Appeals Process
5. Care Management Program
6. Key Positions
7. Member Brochure
8. Member Complaint Process
9. Partnership Website
10. Payment Problem Resolution Plan
11. Security and Privacy Plan
12. Provider Handbook
13. Quality Management Program
14. Behavioral and Physical Health Coordination Program
15. Community Meetings
16. Disaster Recovery / IT Business Continuity Plan
17. Inpatient Census Reporting

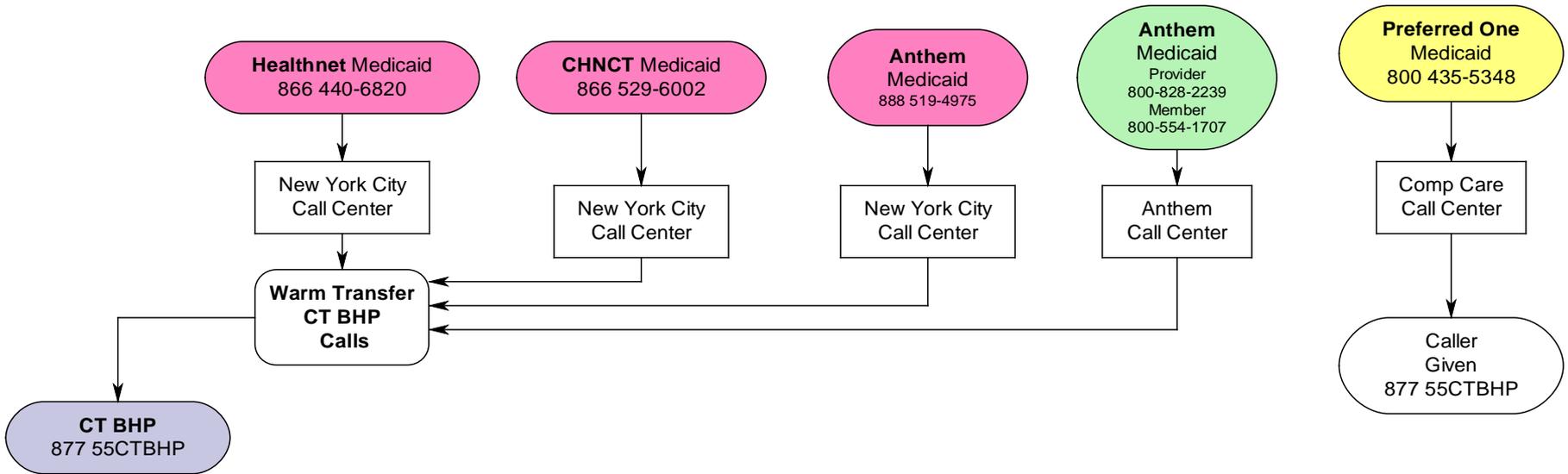
➤ **Readiness Review**

- Offsite Desk Review Nov 9 & Follow up items
- Clinical Operations Demo & Interviews Dec 14
- Information Systems On-Site Review Dec 19 & 20

➤ **MIS Set-Up and Development**

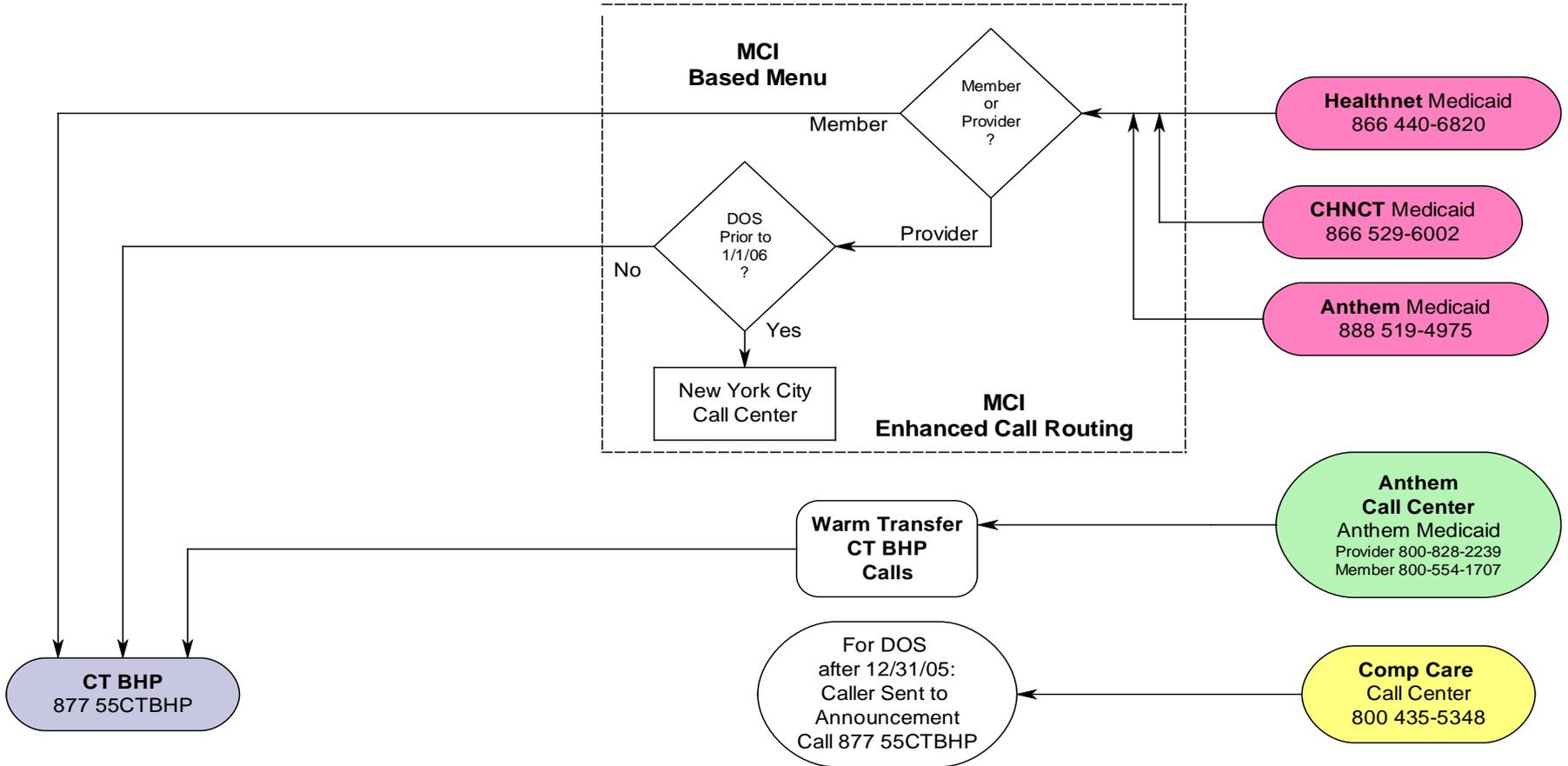
- Model Office Phase of Set-up including Full System Cycles for 2 Providers
- Provider File in Production
- Eligibility File, Level 2 Testing
- Authorization Export and Import, Level 2 Testing
- Website (www.CTBHP.com), Live
- Web-Based Registration Under Development for 5/1

HMO & CT BHP 800 Number Arrangements 12/1/2005



CT BHP 800 Number Call Flow

1/1/2006



➤ **Coordination and Transition of Care**

- **CHNCT, HealthNet, Anthem (BlueCare Family Plan) vendor ValueOptions authorizing behavioral health care beyond 12/31/05 and ASO will honor MCO authorizations**
- **PerferredOne's vendor CompCare is providing reports of auths 12/14, 12/28 and 1/3**
- **Contacting Mobile Crisis Teams for referral lists**

Provider Communication Plan

Type of Communication	Timeline	DSS	DCF	EDS	ASO	MCO's
Provider Bulletin (MD, MD Groups, Nurse Practitioners, Nurse Practitioner Groups, Ph.D, Ph.D. Groups, and MCO's)	Sept. 2005	X	X			
Provider Bulletin (LCSW, LMFT, LPC, LADC, School Based Health Centers, and MCO's)	Oct. 2005	X	X			
Provider Bulletin Follow-Up Letter	Oct. 2005					X
Provider Bulletins (PB2005-63)	Dec. 2005	X	X			X
Provider Bulletins (anticipated)	Dec. 2005	X	X			X
Letter to Trade Associations	Oct. 2005	X	X			
BHP Website (Phase 1)	Nov. 2005				X	
BHP Website (Phase 2& 3)	Dec. 2005				X	
BHP Frequently Asked Questions	Ongoing	X	X		X	
Provider Phone Inquiries	Oct. 2005			X	X	X
BHP Provider Handbook	Dec. 2005				X	
MCO Provider Handbook (Updates)	Dec. 2005					X
BHP Provider Newsletters	April, 2006			X	X	

Provider Communication Plan

CT BHP Provider Orientations and Meetings	Timeline	DSS	DCF	EDS	ASO	MCO's
BHOC and BHOC Sub-Committee Meetings	Monthly	X	X		X	
BHOC Subcommittee Meetings	Monthly		X		X	
RTC Meeting	Oct. 25, 2005 Jan 06'		X		X	
Trade Association Meetings:						
Connecticut Association Non-Profits	Nov. 8, 2005				X	
Children's League	Nov. 16, 2005				X	
Connecticut Community Providers Assn. (CCPA)	Nov. 8 & 17, 2005				X	
Connecticut Hospital Association (CHA)	Dec. 6, 2005	X	X		X	
Statewide Provider Forum (3,811 Invitations mailed)	Dec. 1, 2005	X	X	X	X	
New CMAP Providers Claims Training	Dec. 5, 2005	X	X	X	X	
5 Regional Provider Forums	Spring & Summer 2006	X	X	X	X	

➤ **Provider Forum - December 1st**

- **425 in attendance**

- 176 completed survey (41%)

- **Objectives of Training**

- Were Clearly Stated 90.3% yes 1.7% no
- Were Achieved 73.9% yes 2.8% no

- **Training Session Overall Effectiveness**

- Excellent/Good 79% Fair/Poor 6.3%

- **Effectiveness of Training Content**

- Excellent/Good 84% Fair/Poor 9.5%

➤ **CMAP PROVIDER NETWORK**

- **General Hospitals & State Institutions**
- **Community Clinics**
 - **FQHC**
 - **Methadone Maintenance Clinic**
 - **Mental Health Clinic**
 - **Medical Clinic**
 - **Rehabilitation Center**
- **Alcohol & Drug Abuse Centers**
- **Home Health Agencies**
- **Independent Practitioners**

EDS - Enrollment

- More than 800 applications requested and mailed
- 27 approved (2 group)
- 95 in process at DSS (11 group)
- Many applications returned to provider for additional information

EDS – Provider Assistance

- Recent enrollment applications may not be processed and approved by 12/31/05
- EDS has been advising providers that their BHP enrollment will be effective retroactive to 01/01/06, if approved

Member Communication Plan

Type of Communication	BHP ASO	DSS	Anthem	CHNCT	Health Net	Preferred One
Letter to Husky A&B clients	Dec (flyer)	Dec				
Letter to Husky A&B			Dec	Dec	Dec	Dec
Newsletter					X	
BHP Member Brochure	X					
Member Handbooks	2Q 06				X	
Welcome Calls (new members)			X	X	X	X
Member ID Cards (BHP 800#)					2Q 06	
Member Service Departments	Dec. 1, 2005				X	
Warm Line Transfers to ASO			X	X	X	
BHP Website	Nov. 2005					
5 Community Meetings: (5:30 – 7:30 pm)						
Waterbury, Wilby High School	11/28/2005					
New Haven, Center Career High School	11/29/2005					
Hartford, Quirk Middle School	11/29/2005					
Norwich/New, London SEMH Assn	11/30/2005					
Bridgeport, Housatonic Comm College	11/30/2005					
Community Meeting	semi-annual					
Family Advocacy Workgroup	X					

➤ **Five Community Meetings**

- **128 in attendance**
 - 82 completed survey (64%)
- **Community Meeting Was:**
 - Very Helpful 46%
 - Helpful 54%
- **I Learned:**
 - A Great Deal 49%
 - Some Information 50%

➤ MEMBER BROCHURE

- Version 1
 - Developed and disseminated
 - 2,000 printed (English & Spanish)
- Version 2
 - Additional family member, advocacy and other stakeholder input
 - Next printing 20K
 - Dissemination plan
- Future Versions

Questions?