

Summer 2018:

Adult Behavioral Health

Home and Community Based Services:

**State Designated Entity (SDE) and Recovery
Coordination Agency (RCA) *Updates***

&

Adult BH HCBS Infrastructure



These in person trainings took place in June 2018 in Rochester, Albany, and NYC

Reminder: Information and timelines are current as of the date of the presentation (June 2018)

Agenda

- Recovery Coordination Agency (RCA)
- RCA Q & A
- RCA Panel with MCO Representatives
- BREAK
- Infrastructure Update
- Infrastructure Q & A
- Infrastructure Panel with MCO Representatives
- Lunch & Tabling with MCOs

Adult Behavioral Health Home and Community Based Services: State Designated Entity (SDE) and Recovery Coordination Agency (RCA) *Updates*

New Acronyms!

- State Designated Entity (**SDE**)
- Recovery Coordination Agency (**RCA**)
 - once contracted with MCO
- Recovery Coordinator (**RC**)
 - Individuals providing assessment and care planning of adult BH HCBS for contracted RCAs

The State Designated Entity (SDE)

- Agencies that meet the following State-issued criteria are State Designated Entities for Adult BH HCBS:
 - Agencies or community-based organizations that are NYS-designated HHs, or affiliated with a HH, and who employ individuals meeting the NYS Assessor qualifications for Adult BH HCBS.
 - An agency is **considered affiliated with a HH** when the agency has a contractual relationship with a NYS-designated HH for the provision of **HH Care Management (HHCM) services**.
- The **State provided MCOs with a list** of State Designated Entities eligible to become a contracted RCA, to help MCOs begin contracting activities.

Updates

- SDE/RCA Policy revised and reissued *5/8/18*
- Adult BH HCBS Plan of Care and ISP issued to MCOs *5/8/18*
- State Issued Attestation Form to MCOs *6/6/18*
- RCA Documentation and Claiming Guidance

RCA Policy: Brief Overview

- **Policy:** To ensure HARP members and HARP-Eligible HIV SNP members who are not currently enrolled in a Health Home are given the opportunity to access Adult BH HCBS.
- SDEs must be **contracted with MCO** to provide assessment and care coordination of BH HCBS
- Must follow **conflict-free care management** requirements
- It remains the State's priority to work towards **Health Home enrollment** for all HARP members

RCA Policy Revisions

- Clarified **RCA** role
- **Referrals** to RCAs -
 - RCAs may receive referrals directly from the MCO and proceed with providing recovery coordination services right away.
 - If RCA receives a referral from another source, including internally within the agency, the RCA must notify the member's MCO prior to providing services

RCA Policy Revisions for MCOs

- Requirements for **RCA Network Adequacy**
- **State oversight of RCA Network Adequacy**
 - RCA Network Contracting Report
- **RCA Performance Metrics**
 - Ex: # Referrals to RCA; # HARP members Assessed; # Members Assessed by RCA and Refusing HCBS
 - State is working with MCOs to standardize RCA reporting
 - RCAs/MCOs can now utilize UAS-NY reporting

RCA Attestation

- MCO must **ensure the SDE meets all requirements and qualifications*** to become a contracted Recovery Coordination Agency
- MCO may use the **State-issued RCA Attestation Form**
 - Or may choose to use another process or form for verifying RCA qualifications
 - MCO shall maintain documentation of a RCA's qualifications, subject to operational survey

** as outlined in the State Policy for “Improving Access to Adult Behavioral Health Home and Community Based Services (BH HCBS) for HARP and HARP-Eligible HIV Special Needs Plan Members Not Enrolled in Health Homes” (5/7/18)*

Documentation and Claiming for RCAs

- **Claiming Guidance** – provides MCOs and contracted RCAs guidance on documentation and claiming requirements for Recovery Coordination services.
- MCOs will **directly reimburse contracted RCAs** for the following **RC services**:
 - HARP HCBS Assessment
 - Plan of Care Development – Initial
 - Plan of Care Development – Ongoing
 - Staff Transportation

Documentation

- Documentation of Recovery Coordination services provided and related travel details must be maintained, and is subject to audit by the State.
- Completed Assessments must be documented in **UAS-NY**
- RCAs may use **state-issued HCBS Plan Of Care (POC) template** to document the member's completed BH HCBS POC, posted here:
https://www.omh.ny.gov/omhweb/bho/bh_hcbs_poc_final.pdf

Claiming Requirements

- **Claims Submission process:**
 - Claims for RCA services are submitted directly to the MMCO
 - Electronic claims will be submitted using the **837i** (institutional) claim form. **UB-04** (paper) claims will also be accepted by MMCOs.
 - RCAs shall NOT submit claims for Recovery Coordination services for **members enrolled in Health Home**
 - **Exception:** Person decides to enroll in HH while RCA finishing up the Initial POC, RCA can still claim and be paid the Initial POC rate. RCA shared POC with new HH.
 - Further details: <https://www.ctacny.org/training/integrated-managed-care-billing-guidance-nyc-adult-bh-providers>
- Procedures specific to **Staff Transportation payments:**
https://www.omh.ny.gov/omhweb/bho/adult_bh_hcbs.pdf

Adult BH HCBS POC and ISP

- State-issued Adult BH HCBS **Plan of Care** (POC) template updated
- Accompanying **Individualized Service Plan** (ISP)
 - cascading documentation
- Can be used by RCA or HHCMs
 - Template provides for distinction between **Recovery Coordination of BH HCBS vs HH Care Coordination**
- Training to be offered late summer

Q & A



Resources

MCTAC Plan Matrix:

<http://matrix.ctacny.org>

Improving Access to Adult Behavioral Health Home and Community Based Services (BH HCBS) for HARP and HARP-Eligible HIV Special Needs Plan Members Not Enrolled in Health Homes” (5/7/18)

https://www.omh.ny.gov/omhweb/bho/final_sde_guidance.pdf

Thank you for your partnership as we continue to support recovery and rehabilitation for people in NYS!



RCA MCO Panel Discussion

- *Who Are You? Please introduce yourself, your role, the MCO you are with and any relevant info*
- What factors are you considering when making Network Development Decisions for Recovery Coordination?
- What is your MCO looking for in Recovery Coordination?
- What is your MCO's Recovery Coordination Process and Timelines?



**Office of
Mental Health**

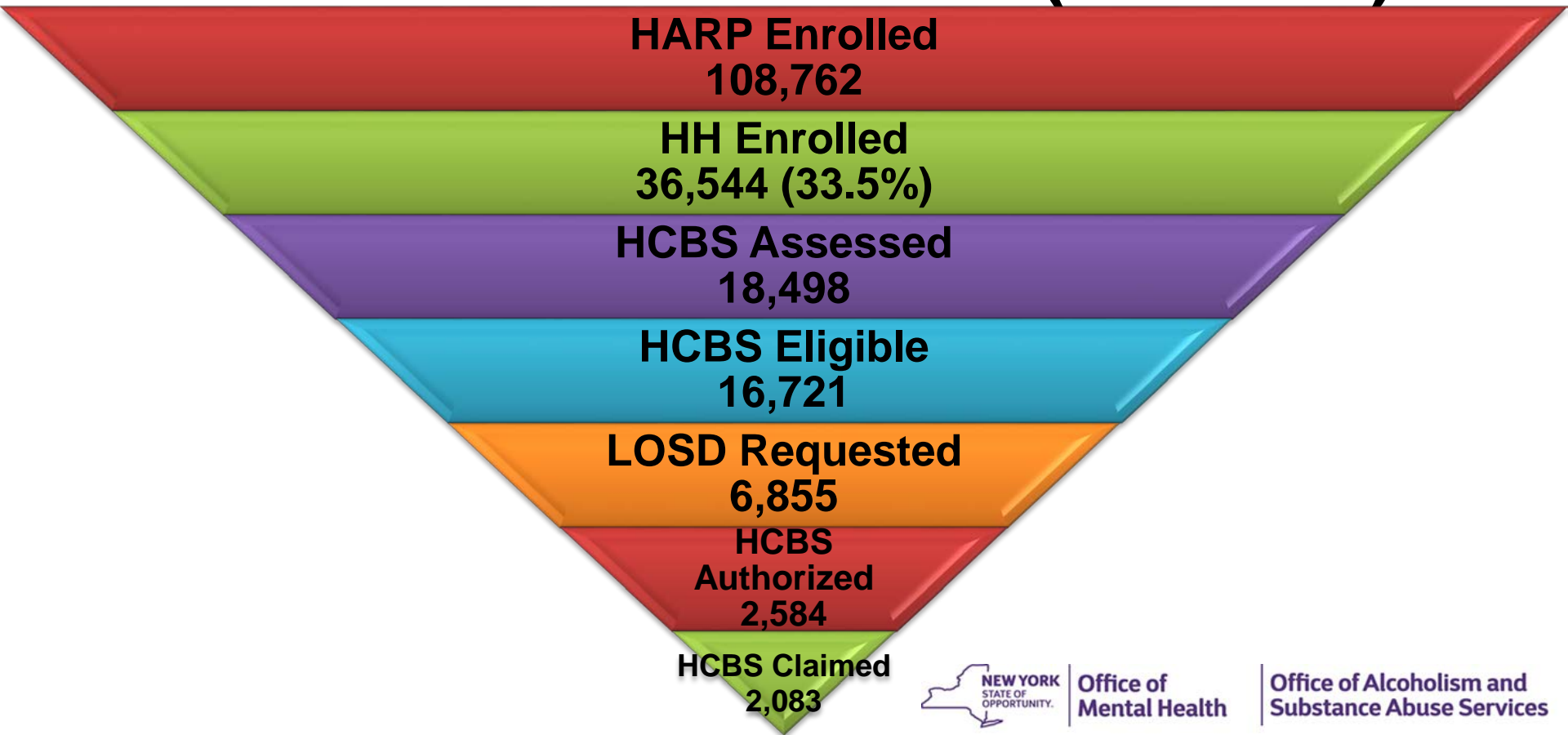
**Office of Alcoholism and
Substance Abuse Services**

Adult BH HCBS Infrastructure

Vision

Infrastructure funds are designed to provide financial supports to Providers and MCOs for innovation and rapid access of eligible HARP individuals to receive BH HCBS

HCBS Dashboard Data (05/23/18)



Overview

- \$50M Infrastructure Program will be administered by MCOs.
- MCOs will solicit and evaluate proposals based on capacity to meet member needs.
- To increase BH HCBS utilization, all funded proposals must be integrated and part of a comprehensive strategy between SDE/RCAs, HCBS providers and the MCOs.

Eligible Provider Types

- BH HCBS providers,
- Contracted Recovery Coordination Agencies,
- Health Home Care Management Agencies (HH CMAs),
- Behavioral Health IPAs, or
- *Training Entities for BH HCBS, RCAs and/or HH CMAs.

*Any comprehensive proposal including training must demonstrate direct impact to increasing utilization of BH HCBS

BH IPA vs. Individual Providers

- BH IPAs and their network provider agencies may submit proposals to MCOs.
 - If submitting as an IPA, the providers actively working to improve access to BH HCBS have to be specified and the funds flow to those providers must be clearly defined in the proposal
- For provider agencies who contracted with the MCO as an IPA, a letter of acknowledgement is required from the BH IPA stating the provider can submit separately.

Proposals

- MCOs will solicit and evaluate proposals from providers.
- MCOs may solicit proposals as broadly or specifically as required to meet the needs of their members.
- State Partners (OMH and OASAS) will not be involved in the evaluation of proposals nor funding decisions.
- Priority is to develop workable partnerships across stakeholders that align with the requirements of conflict-free care management.

Proposal Metrics & Sustainability

- Proposals must address metrics that demonstrate an increase in BH HCBS utilization.
- Metrics may be MCO or provider identified and must be approved by the MCO.
- Proposals must demonstrate sustainability after the funding period expires.



Office of
Mental Health

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Commissioner, OMH

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ARLENE GONZÁLEZ-SÁNCHEZ, M.S., L.M.S.W.
Commissioner, OASAS

Proposal Template

Note: MCOs may require additional forms or information – please check with the MCO prior to submitting an application.

Proposal Template Available
Online:

https://www.omh.ny.gov/omhweb/bho/infrastructure_funds_application_template.pdf

| Form or Document Description | Notes | Indicate here if attached |
|--|--|---------------------------|
| Form A: Lead Agency Information | Required for all applications. | <input type="checkbox"/> |
| Form B: Partner Agency Information | Required if proposal is submitted in partnership with other agencies. Each partner agency is required to submit Form B. | <input type="checkbox"/> |
| Form C: Proposal Overview | Required for all applications. | <input type="checkbox"/> |
| Form D: Proposal Details | Required for all applications. | <input type="checkbox"/> |
| Form E: Sustainability Threshold | Required for all applications. Each partner agency is required to submit Form E. | <input type="checkbox"/> |
| Form F: Provider Attestation | Required for all applications. Each partner agency is required to submit Form F. | <input type="checkbox"/> |
| Excel A: Budget Proposal <i>Click the paper clip icon to open Excel A</i> | Required for all applications. | <input type="checkbox"/> |
| Current BH HCBS Designation Letter for all designated providers | Required if any agency included in application is an BH HCBS designated provider | <input type="checkbox"/> |
| Letter of Acknowledgement from Community-Based BH IPA | Required if any agency included in the application is contracted with the MCO through a Community Based BH IPA, but is submitting an application outside of the IPA. | <input type="checkbox"/> |



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Funding Overview

- All funded proposals must be integrated and part of a comprehensive strategy to increase BH HCBS utilization whether the proposal is provider generated or MCO coordinated.
- Infrastructure funds may be used for activities within the following two categories:
 - BH HCBS Access and Infrastructure Development
 - Crisis Services Development
- All funds must be under contract no later than March 31, 2019.

Funding Categories

- BH HCBS Access and Infrastructure Development
 - Workforce Development
 - Outreach and Education
 - Capacity Building and Member Engagement
 - Peer Support Development
- Crisis Services Development

Funding Exclusions

These funds **cannot** be used for:

- Proposals *not* addressing an increase in BH HCBS utilization
- Costs related to other program types
- Reimbursement for any clinical or rehabilitative service fees
- Capital expenditures for Crisis Respite except as allowed in state issued guidance
- Previously incurred expenses
- Funds may not go to the lead Health Home

Funding Considerations

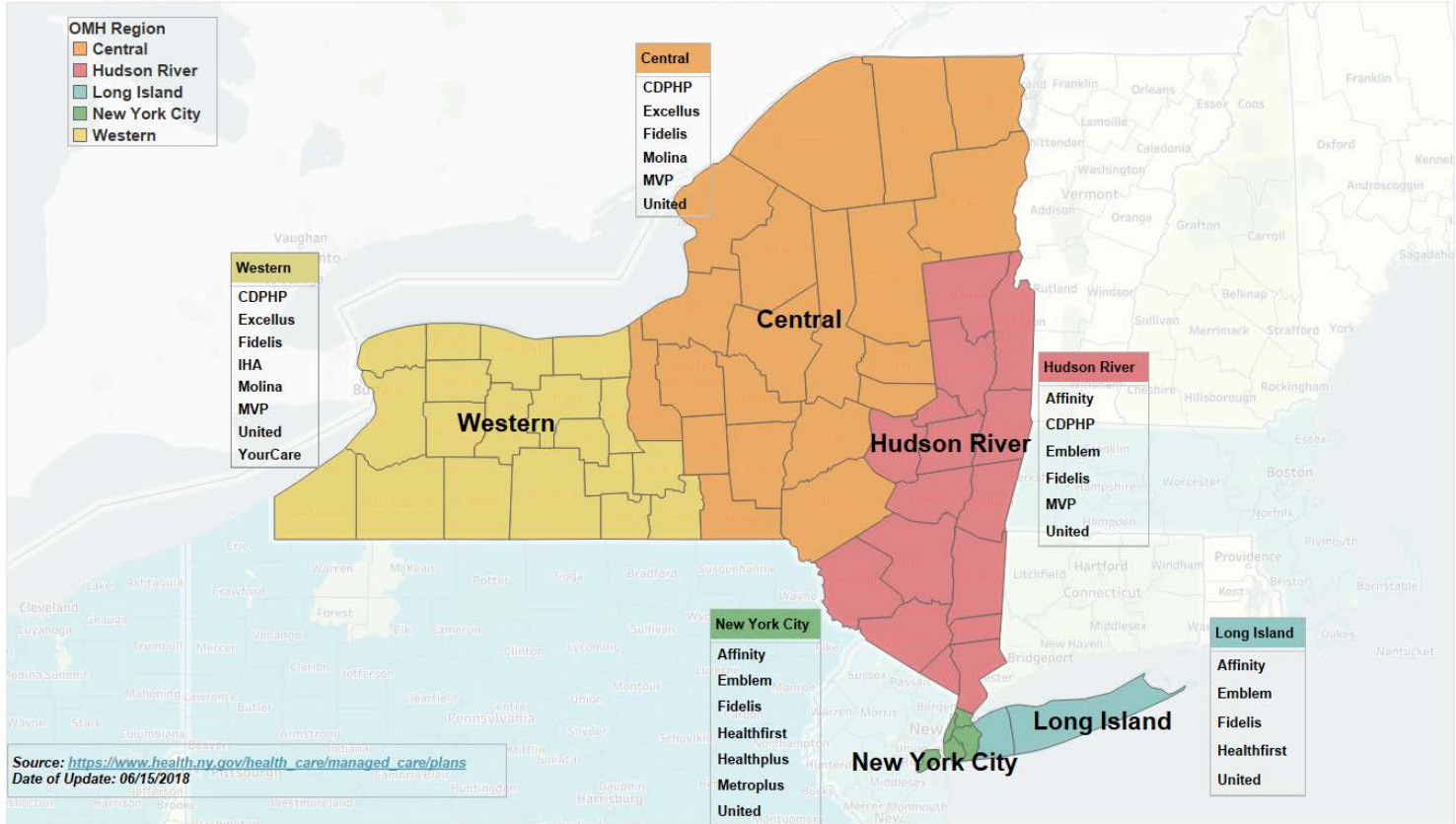
- Each agency proposal will include a “**sustainability threshold**” at which these activities will be sustained by HCBS utilization volume.
- Providers can solicit funds from multiple MCOs for a single proposal.
 - Cannot use funding from multiple MCOs to pay for the same expenses
 - Must submit budget and sign an attestation

Funding Process

- Once an MCO chooses a single comprehensive proposal or several proposals to address a comprehensive strategy for BH HCBS utilization, the MCO will release a base award to the provider(s) to support initial activities.
- Subsequent payments to the provider(s) will be made pursuant to achieving milestone metrics.
- MCOs will manage the proposal approval process and will determine intervals to distribute funds.



New York State Medicaid Health and Recovery Plans (HARPs) by OMH Regions



Infrastructure MCO Panel Discussion

- *Who Are You? Please introduce yourself, your role, the MCO you are with and any relevant info*
- What are you looking for in Adult BH HCBS Infrastructure Proposals?
- What is your Adult BH HCBS Infrastructure Process and Timelines (RFP or ???)

MCO Adult BH HCBS Infrastructure Contacts

| MCO | Contact Name | Contact Email | Contact Phone |
|--|------------------|--|-----------------------|
| Affinity | Michael Orlosky | morlosky@affinityplan.org | (718) 794-6685 |
| CDPHP | Sheila Nelson | sheila.nelson@cdphp.com | (518) 641-5240 |
| Empire Blue Cross Blue Shield HealthPlus | Radhika Vars | Radhika.Vars@empireblue.com | (212) 563-5570 x66451 |
| EmblemHealth | Christiana Duodu | cduodu@emblemhealth.com | (646) 447-5943 |
| Excellus | Whitney Mikiciuk | whitney.mikiciuk@excellus.com | (585) 238-4222 |
| Fidelis Care New York | Megan Woodward | MWoodward1@fideliscare.org | (718) 906-0890 |
| HealthFirst PHSP | Ann Nurse | anurse@healthfirst.org | (212) 801-6257 |
| Independent Health Association | Amie DeFilippo | amie.defilippo@independenthealth.com | |
| MetroPlus Health Plan | Larry Klein | kleinl@metroplus.org | (212) 908-8536 |
| Molina Healthcare of New York | Maruf Rahman | Maruf.Rahman@molinahealthcare.com | (315) 233-5838 |
| MVP | Paul Vernile | pvernile@mvphealthcare.com | (914) 372-2231 |
| UnitedHealthcare | Svetlana Kats | svetlana.kats@uhc.com | (212) 898-3182 |
| YourCare Health Plan | Leslie Trezise | ltrezise@yourcarehealthplan.com | 585-256-8409 |

Technical Assistance & Support

- MCOs will be soliciting, reviewing, and awarding proposals.
- OMH and OASAS staff cannot provide individualized advice or feedback on specific proposals.
- Eligible providers are encouraged to work with the MCOs in their region(s) to discuss the needs of their membership.
- MCO contact information for the Infrastructure Program can be found on the MCTAC Plan Matrix.

State Partner Contact Information

| Agency | Email |
|--|--|
| OMH Managed Care | OMH-Managed-Care@omh.ny.gov |
| OASAS Managed Care | PICM@OASAS.ny.gov |
| DOH Managed Care | NYSDOH.BCS.Behavioral.Health.Complaints@health.ny.gov |
| OMH Adult BH HCBS Applications & Inquiries | omh.sm.co.hcbs-application@omh.ny.gov |