



**Provider Webinar Agenda**  
**September 13, 2017**  
**1:00 pm**

**Welcome and Announcements**

**Beth Lackey**  
Provider Network Director

**Provider Leadership Consortium  
Update**

**Beth Lackey**  
Provider Network Director

**VIP Value Based Contracting**

**Beth Lackey**  
Provider Network Director &  
Chief Compliance and Quality  
Officer

**Credentialing Update**

**Fielding Yelverton**  
Credentialing Supervisor

**Whole Person Integrated Care  
Updates**

**Jennifer Greene**  
Project Manager WPIC

**Monitoring and Technical  
Assistance Updates**

**Larry Holcomb**  
Regional Provider Network  
Manager

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901 South New Hope Rd.  
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Elkin Region Office  
200 Elkin Business Park Dr.  
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# Credentialing Update

- ▶ **Reminder:** The changes to Partners' credentialing process that began on July 1, 2017, are **not** connected to the changes to NC Tracks' enrollment process that also began on July 1, 2017.
  - Taxonomies (NC Tracks, NPPES, Alpha)
- ▶ Changes to Forms
  - CIF
  - Change Request Form
  - Enrollment Email vs. Credentialing Team Email
- ▶ 6-month and 90-day Re-credentialing Notices
  - Notices for clinicians will go to the email and/or mailing address they list in CAQH
  - Ultimately, the credentialed party is responsible to keep track of re-credentialing date
- ▶ **30 days prior to the expiration of agency credentials, a non-renewal of contract notice will be sent to the agency**





## Provider Leadership Consortium Update

### When we began:

- ▶ Vision - have a Value Based Purchasing Program (VBP) initiative for Partners
- ▶ Steps: Hosted 2 consortiums with providers to solicit input, brainstorm and gather feedback regarding measures to use for Value Based Purchasing
- ▶ Goal: Strengthen the Provider Network with a focus on provider performance



## What has occurred since the Leadership Consortiums:

- ▶ Performance measures with significant financial penalties are now in Partners DMA/DMH contracts with a start date of January 1, 2018
  - There are a total of 6 measures with penalties and although we have the basic information around the broad level measure - we do not have the measure specifications and do not anticipate having these until possibly mid October
- ▶ Partners is monitoring the data compliance associated with these measures and potential risk for penalties
- ▶ State Funded Allocations continue to be uncertain
- ▶ Partners has studied lessons learned from Medicare and developed a greater understanding of how Medicare has rolled out value based payments



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## What We Learned about Value Base Purchasing (VBP)

- There are 6 basic models for VBP
  1. Supplemental Payments
  2. Performance Incentive Payments
  3. Shared Savings Payments
  4. Case Rates
  5. Episode Based Payments
  6. Capitation
- Medicare has done VBP longer than anyone
- Implementation should be staggered
- Research for Medicaid and/or BH VBP all agree that the lack of data and metrics are a key barrier that we must overcome
- Provisions in the Affordable Care Act for private insurers to move to Value Based Payment Programs
- Medicaid Managed Care revisions require this transition as well



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## Recommend a Staggered Roll Out

| Timeline for Roll Out                                           |                         |           |                                                                     |                         |           |                                                            |                         |           |                                                                     |                         |           |                                                            |
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| 1 <sup>st</sup> Provider<br>Type<br>Collection/<br>Verification | PilotData<br>Validation | Implement | QM creates performance reports and shares results                   |                         |           |                                                            |                         |           |                                                                     |                         |           |                                                            |
|                                                                 |                         |           | 2 <sup>nd</sup> Provider<br>TypeData<br>Collection/<br>Verification | PilotData<br>Validation | Implement | QM creates performance reports and shares results          |                         |           |                                                                     |                         |           |                                                            |
|                                                                 |                         |           |                                                                     |                         |           | 3rd<br>Provider<br>TypeData<br>Collection/<br>Verification | PilotData<br>Validation | Implement | QM creates performance reports and shares results                   |                         |           |                                                            |
|                                                                 |                         |           |                                                                     |                         |           |                                                            |                         |           | 4 <sup>th</sup> Provider<br>TypeData<br>Collection/<br>Verification | PilotData<br>Validation | Implement | QM reatesreports and shares results                        |
|                                                                 |                         |           |                                                                     |                         |           |                                                            |                         |           |                                                                     |                         |           | 5th<br>Provider<br>TypeData<br>Collection/<br>Verification |
| Report<br>Building                                              |                         |           |                                                                     |                         |           |                                                            |                         |           |                                                                     |                         |           |                                                            |
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## Priority Measures

- ▶ Timely Follow Up for Mental Health and Substance Use Disorder as evidenced by a paid claim within 7 days of discharge
- ▶ Percentage of continuously enrolled Medicaid enrollees under the 1915c Waiver (ages 3 or older) who received at least one service under the Innovations Waiver during the measurement period who also received a primary care or preventive health service



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## Where We Are

### Identified Priority Measures MH/SU:

- ▶ A Follow Up Visit with a behavioral health practitioner is achieved for discharges admitted for MH Treatment in a community based hospital, State Psychiatric Hospital, or Facility Based Crisis service within 7 days of Discharge
  - TARGET
    - Medicaid: 55%
    - State Funded: 55%
- ▶ A Follow Visit with a behavioral health practitioner is achieved for discharges admitted for SUD Treatment in a community based hospital, State Psychiatric Hospital, State ADATC, or DETOX/Facility Based Crisis service within 7 days of Discharge
  - TARGET
    - Medicaid: 55%
    - State Funded: 55%



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## Where We Are

### Identified Priority Measures - IDD:

- ▶ Consumer attends a physical health visit X1 per year
  - Goal: 95% of IDD consumers will have a physical health visit during the year



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## Where We Are

### Identified Priority Measures – LIP Provider Group:

- ▶ Initial Roll Out Voluntary Participation using the ACORN tool
- ▶ Assess Participation in ACORN for all LIP contracts beginning 2018-2019 FY
- ▶ Draft Metrics
  - 63% patient improvement based on repeat assessments per ACORN
  - Clinician Effectiveness measured at .8 for high performing therapeutic alliance



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## What's Next?

- ▶ Partners is in the process of developing our value based program around the aforementioned priority measures and will have measure specifications, provider input and feedback into how we can work together to achieve this critical work
- ▶ As these are developed further, Partners commits to communicate with providers in the continuing collaborative fashion we have engaged in to this point



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## Value, Innovation and Performance Based Program

- ▶ **What is the VIP Program?**
- ▶ Behavioral and medical health care are transforming at a rapid pace. We are experiencing a much needed and welcomed paradigm shift in healthcare as it moves from a volume-based care system to a value-based care system. Regulators and organizations across the nation are seeking ways to care that focuses on patient outcomes.
- ▶ Coming Soon...new VIP Webpage for providers



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## The Development Of VIP

- ▶ This program is a work in progress, and, through the collaboration between providers and Partners, we plan to implement a measurement and outcomes-based program that illustrates our joint value to our community and demonstrates how we improve the lives of those we serve.



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## PROVIDER NETWORK UPDATES/REMINDERS

### **Changes to the Agency Monitoring Process (LME-MCO Communication Bulletin #J254, dtd June 16, 2017)**

#### **The following changes became effective July 3, 2017:**

- Agencies that are Nationally Accredited will no longer be monitored on a two-year cycle with the DHHS Agency (Routine) Monitoring Tool;
  - + For providers accredited two years or more, *only* the official notification (e.g. letter, memorandum, certificate, etc.) from the accrediting body will need to be provided to the LME-MCO within 30 days of receipt.
  - + For providers that receive only a provisional or one-year accreditation, they must submit all findings of the accrediting body to the LME-MCO within 30 days of receipt. Upon review of the findings, the LME-MCO will make a determination if there is a need for targeted monitoring.
- Any outstanding Plan of Correction (POC), prior to the removal of the Agency (Routine) Monitoring Tool, will need to be finalized with the appropriate LME-MCO(s).
- Any licensed agency that is not accredited and does not have a Division of Health Service Regulation (DHSR) *Full Survey* (referenced as an Annual Survey by DHSR) a minimum of every two years will receive an on-site monitoring by the LME-MCO. The present agency tool is recommended for adoption by the LME-MCO's for utilization, as this will provide a streamlined practice across the State. However, the tool will no longer be hosted by DHHS on the Department's website.
- The DHHS Agency (Routine) Monitoring Tool for Providers *Effective October 2015 -8-10-16* will be removed from the Monitoring Workbook and an updated link will be provided.
- There will be no change in current practice for the following tools, *DHHS New Unlicensed Site Review Tool for Providers, DHHS Review Tools for LIPs, and DHHS Unlicensed AFL Review Tool for Providers*. Revisions to these tools will be posted to the DHHS website as of July 3, 2017. The only changes will involve removal of language specific to the DHHS Agency (Routine) Monitoring Tool.
- The DHHS workbooks (<https://www.ncdhhs.gov/document/provider-monitoring-tools>) are being revised to reflect all the appropriate updates.
- Post Payment tools are being revised to ensure required elements are present.
- Post Payment reviews will continue to occur on the current two-year cycle.

These changes do not diminish, reduce or eliminate the LME-MCOs responsibility/authority for oversight and monitoring of their Provider Networks. Examples include: Post Payment Reviews, Targeted Monitoring, Quality of Care Reviews and Investigation Reviews.

**NOTE: The removal of the (Routine) Monitoring Tool only eliminates the LME-MCO from reviewing the following elements when conducting a monitoring review of an accredited provider:**

- **Rights Notification**
- **Coordination of Care/Service Availability**
- **Incidents, Restrictive Interventions and Complaints**
- **Medication Review**

**All other Monitoring Tools will continue to be utilized in reviews conducted by the LME-MCO every two years for all accredited providers.**

### **Reminder: Provider Verification of Education**

In the Provider Communication Bulletin #42 dated March 26, 2015, Partners published the following reminders regarding routine provider monitoring. After careful review and feedback obtained, Partners wants to provide clarification regarding the importance of verification of education.

10A NCAC 27G .0104 indicates verification of education is required, and the new DHHS Post-Payment Review Tools for Providers Guidelines specify how to verify high school diplomas, GEDs and college schools by searching [www.ed.gov](http://www.ed.gov) through the US Department of Education.

- Partners staff look for documentation that supports the employee's level of education whether it is a transcript to go with a diploma, a criminal background check, or documentation capturing a conversation with someone from the school indicating whom the provider spoke with, the date they spoke with them and the results. All schools and accrediting bodies must be recognized by the US Department of Education to be valid.

It is critical that providers ensure the following as well as have their personnel or human resources policies accurately reflect the practice regarding the verification process regarding education of employees, the verification process for training employees and supervision of employees:

### **Verification of Education: for Staff hired by the provider**

"Paraprofessional" within the mh/dd/sas system of care means an individual who, with the exception of staff providing respite services or personal care services, has a GED or high school diploma; or no GED or high school diploma, employed prior to November 1, 2001 to provide a mh/dd/sa service. Supervision shall be provided by a qualified professional or associate professional with the population served. The supervisor and the employee shall develop an individualized supervision plan upon hiring. The parties shall review the plan annually. Partners

staff will look to ensure there is documentation that the provider has verified the qualifications to ensure that staff person is qualified to work in a paraprofessional capacity.

"Qualified professional" means, within the mh/dd/sas system of care:

(a) an individual who holds a license, provisional license, certificate, registration or permit issued by the governing board regulating a human service profession, except a registered nurse who is licensed to practice in the State of North Carolina by the North Carolina Board of Nursing who also has four years of full-time accumulated experience in mh/dd/sa with the population served; or

(b) a graduate of a college or university with a Masters degree in a human service field and has one year of full-time, post-graduate degree accumulated mh/dd/sa experience with the population served, or a substance abuse professional who has one year of full-time, post-graduate degree accumulated supervised experience in alcoholism and drug abuse counseling; or North Carolina Administrative Code Page 25

(c) a graduate of a college or university with a bachelor's degree in a human service field and has two years of full-time, post-bachelor's degree accumulated mh/dd/sa experience with the population served, or a substance abuse professional who has two years of full-time, post-bachelor's degree accumulated supervised experience in alcoholism and drug abuse counseling; or

(d) a graduate of a college or university with a bachelor's degree in a field other than human services and has four years of full-time, post-bachelor's degree accumulated mh/dd/sa experience with the population served, or a substance abuse professional who has four years of full-time, post-bachelor's degree accumulated supervised experience in alcoholism and drug abuse counseling. Qualified Professionals must show evidence of valid college degree/transcripts from an accredited college/university recognized by the U.S. Department of Education.

- DHHS Staff Qualification Worksheet Guidelines require a provider to verify an employee's education to ensure they meet the minimal educational level to deliver a specific service(s).

To *verify* means to authenticate or prove something is real. In the case of high school diplomas or a GED there are several acceptable means in which to do this. ***A high school transcript, documentation from the school registrar, a recognized background check that includes verification of education or some other form of evidence that verifies that a diploma or GED is authentic.***

**Note:** The North Carolina Department of Public Instruction does not maintain transcripts or student records. For General Education Diploma (GED) transcripts or information, please call the North Carolina Community College System at 919.807.7100 or you may visit their web site at [www.ncccommunitycolleges.edu/college-and-career-readiness/high-school-equivalency/high-school-equivalency-records](http://www.ncccommunitycolleges.edu/college-and-career-readiness/high-school-equivalency/high-school-equivalency-records) For information about K-12 public school records, please contact your school system directly. Also, please contact the school district if your school has been closed or consolidated.

- Document the date the required education level was obtained and verified.

- If the LME-MCO cannot see that the required education level for credentials as listed in 10A NCAC 27G .0104 (e.g. HS Diploma required for Paraprofessional) has been verified by the Provider, then the item is marked as “not met” on the monitoring tool.

Partners, in a monitoring capacity and role, *may* request a copy of transcripts from Providers for their staff as a form of verification or ask to see evidence that the Provider contacted the identified educational institution for an official verification letter or memo as evidence. There are probably other forms of verification via educational databases. **Ultimately, Partners will review the Human Resources and/or Personnel Policies to ensure that this process is clearly outlined and that you are following your policy and can provide the steps that a provider has taken to ensure that there is documentation to support the verification process.**

- DHHS Post-Payment Review Tools for Providers Guidelines July 3, 2017
- Provider Network Routine Monitoring Training October 11 and 12, 2016

**Verification of Training:** Employees must meet minimum staff training requirements as identified in General Rules and Regulations, as well as in Service Definitions for which the employee is hired to deliver. Evidence of trainings must be in one of the following two forms:

- a) an agency training list indicating names and dates of training; class rosters that include title of training, names of participants, date(s) of training, duration of training, signature and printed name of trainer; and post-tests that included printed name of participant, date and score of test.
- b) a certificate of training that includes the following information: name of training, name of participant, date(s) of training, duration of training, name of the trainer, signed name of the trainer or the training administrator, hours received in the training, as appropriate.

*In either of these two forms of evidence, if the training is conducted by the agency/organization being reviewed a copy of the training curriculum must be present for review.*

- Provider Bulletin #70

### **Documentation (Service Notes)**

Notes must reflect Clinical Coverage Policy/Service Definition requirements and the APSM 45-2 Records Management and Documentation Manual:

- We look to make sure notes:
  - Indicate the requirements of the service definition/rule are being met,
  - Are signed by the person who delivered the service within the required timeframe,
  - Relate to the goal(s) listed in the service plan,
  - Reflect treatment,
  - Are individualized and specific to the dates of service,
  - Include an assessment of progress toward goals,
  - Units billed correspond to the duration documented on the service note.
  - Provider Network Routine Monitoring Training October 11 and 12, 2016

**Staff Supervision and Documentation:**

Employees must be given an initial Supervision Plan at time of hire (within 30 days of hire date) that states name of supervisee, name of supervisor, how often supervision shall take place and individualized goals specific to the employee, to include strengths and weaknesses. The agency's Policy and Procedures in regards to supervision shall match what is indicated on the Supervision Plan. Individualized Supervision Forms shall include name of supervisee, name of supervisor, duration of supervision given for that specific event, goals addressed and progress/interventions for the employee to continue to address professionally and personally, as they mature in their assigned position.

- 10A NCAC 27G .0104, .0203 and .0204
- Partners BHM Communication Bulletin #42, March 26, 2016
- Provider Network Routine Monitoring Training October 11 and 12, 2016
- DHHS Post-Payment Review Tools for Providers Guidelines July 3, 2017

**Relative As Direct Support Employee (RADSE)**

Providers are reminded to go to the Partners MCO website to obtain the most current RADSE forms approved by the State. <https://providers.partnersbhm.org/relative-direct-support-employee/>

The RADSE Verification (Reporting) Form is for reporting 40 hours or less of Community Living Support (CLS) Services and requires no approval by the MCO, however it is required to be submitted annually during the birth month of the consumer for services to be delivered by a RADSE.

The RADSE Application Form is for requesting any hours above 40, but no more than 16 additional hours for a total of 56 hours per RADSE. (NOTE: If a RADSE has been delivering more than 16 additional hours above the 40 prior to December 31, 2015, then they are grandfathered and may continue to deliver the requested hours, as long as the application form is submitted for approval.) On the RADSE Application Form only list the number of additional hours being requested. Do not total these additional hours with the 40 hours on the RADSE Verification Form.

**Cultural Competency Plans**

All agency providers and Licensed Independent Practitioners are required to have a Cultural Competency Plan as part of the monitoring reviews.

The provider must have a written mission and/or vision statement that promotes cultural diversity, cultural competency and linguistics as an integral and inherent part of the system.

The mission and/or vision statement must appear in written materials and is communicated internally to staff and external to individuals, stakeholders, and partners.

The current cultural competency and diversity plan must demonstrate an awareness of, respect for, and attention to the diversity of persons it serves, staff, families/caregivers, stakeholders, and partners.

It must be approved by its governing body. It shall be reviewed and revised on a yearly basis at a minimum; target population is identified; culturally competent definitions and guiding principles are provided; policies and practices related to the organizational development, services, program design, and community engagement are provided; traditional/non- traditional partners are identified; and strategies are identified to address fiscal, human resource, and professional developmental needs.

### **AFL Review Requests**

When a new ALF is identified for an individual, please complete an Home and Community Based Assessment (HCBS) and notify your Provider Network (PN) Specialist that the HCBS has been entered. The PN Specialist will review the HCBS request and inform you if further information is needed for approval of the HCBS. Once approved the PN Specialist will forward the AFL and Contact information found within the HCBS to Provider Monitoring Specialist so that an Unlicensed AFL Review can be completed. We ask that you allow up to 30 days for all new AFL Monitoring Review requests.

Many times provider request and emergency or urgent review, due to various circumstances, i.e, caregiver incapacitated, AFL home has issues (fire, mold,) etc. The nature of the urgent request will be reviewed and the Monitoring Specialist will determine, based on the availability of the Monitoring Specialist, if and how to accommodate the request. The Monitoring Specialist will try to accommodate requests for urgent placement. However, please note, that if individual is placed in an AFL and billing begins, prior to either an completed HCBS and/or Provider Monitoring, a payback of the service provided prior to the approvals could occur.

For questions regarding the AFL HCBS and AFL Monitoring process, please contact your Provider Network Specialist.

### **ALPHA Review Reminder**

Please periodically check ALPHA to ensure that the most recent and correct information is loaded into each of the Provider Network Screens in ALPHA. May times ALPHA issues are discovered when billing is denied. However, is it beneficial to both the Providers and the MCO to review and update information on a routine basis. For example, if a Provider reviews service codes in the Contract Details section of ALPHA and discovers that there are codes listed that they no longer provide, the agency should request to have it removed from ALPHA. Another example might be if a provider reviews the Site Contacts screen and finds that it still lists an employee who has left the agency, a request to remove the employee should be submitted. Some example of information to confirm are:

- Sites
- Site NPI's
- Taxonomy codes
- Medicaid number

- Site Contacts- phone and email information
- Contract Details – Service codes

A Provider Change Form, found on the Partners BHM Credentialing and Enrollment page can be submitted to our Enrollment Department to make the following changes:

- Remove sites
- Remove services
- Change Primary Contact Information
- Change NPI
- Change Medicaid
- Update Professional License Certification
- Remove Practitioner
- Update Business Licensure/Ownership Information

Please also check Partner BHM website page weekly, for any new information or changes. For questions about the Provider Change Form please contact your Provider Network Specialist.

If you have any questions regarding this information, please contact your provider specialist.



## Provider Council September 2017



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**Presented by Jennifer Greene MA LPC**  
**Whole Person Integrated Care Project**  
**Manager**

## Objectives

- ▶ Enhance awareness about Partners' Whole Person Integrated Care initiative
- ▶ Highlight current efforts in the region
- ▶ Highlight provider impact



9/11/2017

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## Whole Person Integrated Care

**Integration of medical, behavioral, and public health approaches to care for the whole person.**

- ▶ WPIC expands integrated care beyond the health care sector to include the social determinants of health, or the conditions in the places where people live, learn, work, and play.
- ▶ By tackling all the conditions that impact an individual's overall health, we can:
  - improve population health,
  - reduce health disparities,
  - advance health equity,
  - and optimize public and private resources.
- ▶ Ultimately, WPIC helps achieve the best care for the whole population at the lowest cost.



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## WHOLE PERSON INTEGRATED CARE THEORY OF CHANGE

Health Homes  
that implement the  
WPIC model,

....integrating the following  
EBPs and Best Practices:

- Promotion, Prevention (modified) Collaborative Care Model
- Peer engagement & support
- Attention to/addressing SDOH
- Human Services community & Health Home Partnership & moving to a community Health Network via the Collective Impact Model
- Time Banking

...are  
more  
likely to  
have  
consumers/  
patients  
that:

- ....are engaged in their health care,
- are satisfied that it is relevant to their everyday lives,
- can access the health services needed,
- experience improvements in their health through effective quality services, and
- have a sense of self-agency and hope regarding their ability to achieve and maintain wellness

...and  
advance /  
generate  
outcomes  
that:

- Lower costs; improve care, clinical outcomes and consumer satisfaction; lower rates of ED visits, increase use of preventative care, increase rates of treatment initiation and completion;
- Increase patient/member and practitioner satisfaction, improve quality of life;
- Decrease social isolation, improve community participation, reduce Social Determinants of Health barriers to wellness;
- Advance an enhanced health delivery system promoting wellness, and increases community capacity to address key factors influencing outcomes



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## Keys to WPIC



- Quadruple AIM
- Collective Impact
- Evidence Based Practices
- Adaptation of the Collaborative Care Model
- Peer Navigation

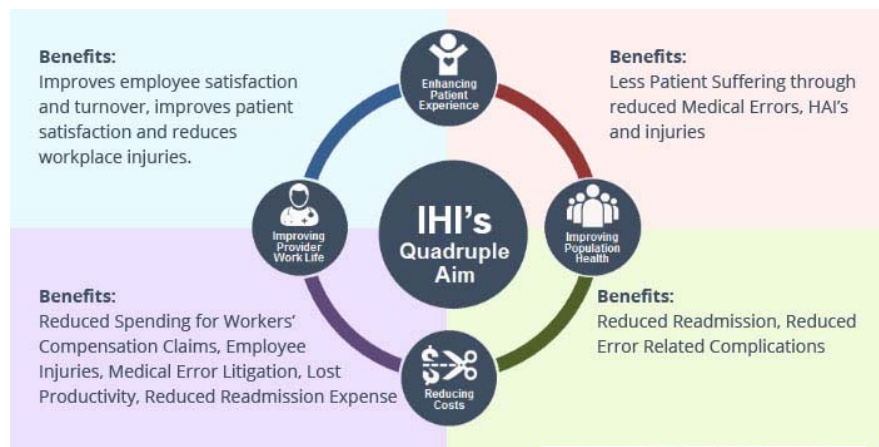


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## Quadruple Aim



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## Collective Impact

### The Five Conditions of Collective Impact

|                                        |                                                                                                                                                                                                                                 |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Common Agenda</b>                   | All participants have a shared vision for change including a common understanding of the problem and a joint approach to solving it through agreed upon actions.                                                                |
| <b>Shared Measurement</b>              | Collecting data and measuring results consistently across all participants ensures efforts remain aligned and participants hold each other accountable.                                                                         |
| <b>Mutually Reinforcing Activities</b> | Participant activities must be differentiated while still being coordinated through a mutually reinforcing plan of action.                                                                                                      |
| <b>Continuous Communication</b>        | Consistent and open communication is needed across the many players to build trust, assure mutual objectives, and create common motivation.                                                                                     |
| <b>Backbone Support</b>                | Creating and managing collective impact requires a separate organization(s) with staff and a specific set of skills to serve as the backbone for the entire initiative and coordinate participating organizations and agencies. |



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## Evidence Based Practices



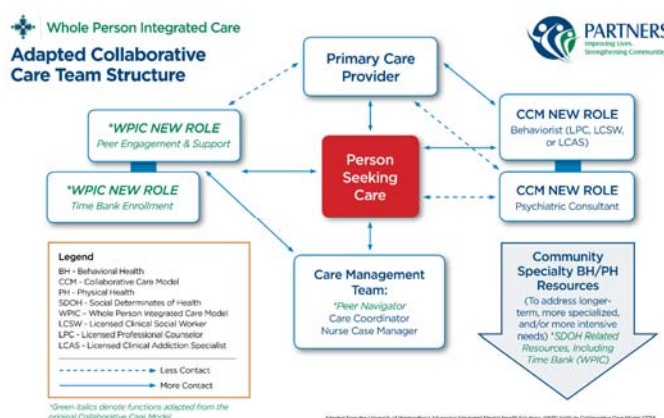
- Practices Introduced by WPIC Team
  - Collaborative Care Model
  - Stepped Care Approach
- Evidence Based Practices employed by Providers



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## Adaptation of the Collaborative Care Model



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## Stepped Care Approach



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## Whole Person Integrated Care Peer Navigator Role

- Consumer Engagement
- Advocacy
- Health Education
- System Navigation
- Support Service as part of the Collaborative Care Team



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## Our Centers



Burke Integrated Health



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## Questions?

Want to learn more?

- Schedule for a follow up presentation from one of our Integrated Care County Lead
- Go to our webpage
  - <https://www.partnersbhm.org/whole-person-integrated-care-model/>.



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