

LRE January 2021 Board Report

Beacon Health Options

Consumer Importance and Impact

Beacon's mission of helping people to live their lives to the fullest potential is central to all of our activities and results. Here is a recent example:

A 29-year-old male who was admitted for inpatient psychiatric treatment 3 days after he discharged from inpatient at another facility, where he had been for over 40 days . He was admitted for problems related to thoughts to harm himself, overuse of alcohol and increased depression and anxiety. While inpatient, a judge placed him on a court order and he transitioned from inpatient to crisis residential to continue treatment of his symptoms and continue making plans for his treatment at discharge. Of note, this consumer had only been out of a 24 hour treatment setting for a total of 13 days in 2020. Upon his discharges from inpatient or crisis residential (both 24hr settings), the consumer would historically consume alcohol and attempt to commit suicide.

A conference was held with Network 180, the consumer's outpatient case management team, the provider, Clinical Supervisor and the Beacon UM care manager to discuss the complexities of this case and identify how to best serve this consumer. As result of that meeting, everyone involved agreed that the consumer was at a high risk to harm himself further in the community and was not safe to discharge without specialized residential placement being obtained.

Given his complex presentation/suicidal history, acuity, and lack of progress in treatment, Beacon's UM Care Manager consulted with medical director and In coordinating with Network 180, and the consumer's outpatient treatment team, the member was able to stay safe at crisis residential facility until placement was eventually secured. To this date, the consumer has not been readmitted to inpatient treatment. He continues to receive medications through the community mental health system and has the support of targeted case management.

Beacon January Updates

Note of Appreciation-

We want to thank and recognize the contributions that Greg Hofman has made to the LRE region and in particular in our work with him and the LRE team. Greg is a person of high integrity and always clear about our joint mission to improve the lives and well- being of consumers we serve. He has made significant progress toward a more stable, financially sound organization and valued the contributions that partners like Beacon could contribute to that progress. He has had to navigate a number of unique challenges and remained focused and undaunted.

Thank you Greg for your positive collaboration with us and we wish you all the best in your next chapters. You leave the region in a better place than when you entered.

LRE/Beacon Contract Update

Since last Board meeting, Beacon has met with Bill Riley a few additional times to understand/clarify the LRE desired new scope for the new program as well as potential time lines. Meetings continue to be collaborative and informative.

Beacon this week is now taking that LRE desired new scope and starting the underwriting process. We will reconvene with LRE on the outcomes of that process and discuss potential impacts to pricing.

Beacon, LRE and CMH partners have achieved many positive outcomes together and we remain committed to potential future value that Beacon can provide.

Selected Summary of Beacon/LRE/CMHP Collaboration

The following are some highlights of key functional areas and outcomes that Beacon/LRE/CMHP collaboration has achieved.

Finance

- Updated revenue projections using December 2020 actual payment and enrollment data.
- Updated December payment rates not to include DCW adjustment. (DCW payment was made in November).
- Provided data to Bill Riley.

Clinical

The Global Pandemic continues to impact admissions and length of stay for crisis psychiatric services.

Data Trends:

- Inpatient Psychiatric Hospitalization
 - 25% Admission increase May – December 2020 compared to May – December 2019
 - 29% Unit increase May – December 2020 compared to May – December 2019
 - Average Length of Stay (ALOS) has been variable month to month, with the average for May – December 2020 being 8.32 with the adolescent population averaging 9.34 and the child population averaging 8.96
- Crisis Residential

- Crisis residential facilities are back to operating at full capacity.
- ALOS for May – December 2020 has increased by 14.8% compared to May – December 2019

Clinical Trends:

As expected, COVID continues to impact a significant proportion of the individuals accessing crisis behavioral health services. The most frequently occurring symptomatology and stressors that can be attributed to COVID include:

- Psychosis
 - Increase in religious preoccupation as it related to psychosis/delusions, and politics
- Rapid readmits with suicidal ideation due to COVID environment or no job as a result of COVID
- Job loss related to COVID, contributing to suicidal ideation and increased symptoms of depression/anxiety
- Substance use, with an increase in Methamphetamine use and decrease in Opioid use
- Homelessness
- Increase in more significant/lethal suicide attempts
- Increased suicidal ideation in children/adolescents related to COVID, isolation requirements, and school life
- Confusion

Pre Admission Screen Analysis

- Beacon has been reviewing 100% of PAS
- 2020 Goal: 90% or higher that criteria was met for the HLOC admission at a minimum
- PAS Audit Results ranged from 93-95% for 2020
- 94% is the average for the region

Quality Management

HSAG updates

- LRE received HSAG's Compliance Report which included the follow-up and review of the Compliance CAPs proofs and documentation on 11/17/2020
 - Majority of Compliance CAP citation remediation's had been accepted by HSAG. There were 7 that HSAG requested further information on.

- HSAG included a “SFY 20-19-2020 Correction Action Plan Remediation” Report as part of this report
- LRE was required to attend a two-hour mandatory technical assistance session.
 - This meeting was scheduled and occurred on 12/16. It was attended by both LRE and Beacon Staff
- Beacon QI uploaded HSAG Remediation Report for the 7 citations that still received a “not met” status” on 1/8/2021
- HSAG requested further information on 3 of the 7 citations that had not been approved from the Compliance CAP. This information will be submitted to HSAG on Wed 1/20/2021.

The Customer Services Workgroup

The following HSAG findings were also discussed during the January 13 Customer Service Call

- Referencing specific criteria in adverse benefit determination (ABD) letters. Beacon will provide examples to use in member statements that explain why a service was denied while staying at the 6th grade level.
- The need to send an ABD when there is a denial of payment in certain circumstances required under Federal and state regulations.
- The appeal notice has been updated to include the decision date.
- Report tracking timeliness of initial denials.

Operations

- Continue to work with CMHs on data integrity. State returned positive response to BHTEDS completeness for PIHP.
- Focus now is on maximizing encounters for FY20. Initial snapshot has been taken but MDHHS has always taken additional snapshots to maximize the data set.
- Continue to work with LRE to bring additional tables into Beacon DWH in order to automate additional reports and implement plan to provide additional data visualization.