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**Chief Operating Officer (Stephanie VanDerKooi) Report**

March 17, 2022

Work continues toward implementation of functions identified in the Tactical Plan. At present, approximately 50% of the plan has been marked complete, and 40 % is in process. The remaining tasks have been removed due to shifting priorities and plans. This Tactical Plan is a starting point for the next phase of the LRE, which is to create a comprehensive strategic plan. Planning to create this plan will commence in the summer months and the plan will be completed by FY23. More information on how the strategic planning process will work will be shared at a future board meeting.

The LRE de-implementation with Beacon has continued with LRE and Beacon staff meeting on a regular basis to ensure all functions are stood back up at the LRE on or before the June 30<sup>th</sup> contract termination. Compliance, Customer Services, Grievances and Appeals will return to the LRE this April.

Oversight Policy Board (OPB) Met this month. The group has cancelled the June meeting due to no agenda items and will resume its schedule in September. The meeting will be held September 7, 2022 at the Ottawa County Community Mental Health Board Room at 4:00pm.

**AUTISM SERVICES– Justin Persoon**

The team has been working on refining data presentation pages, strategic plan development, and Autism ROAT charter. In addition, we have been preparing for the site review at Ottawa Co CMH. MDHHS has initiated two workgroups for Autism services: One to explore expanding ABA to all ages, the other to provide ABA in schools. The Autism team is representing the LRE on both of these workgroups. There are 1,594 children in the Autism Benefit.

**Current Enrollments:**

Allagan – 116; HealthWest – 132; Network 180 – 1,079; Ottawa – 227; West Michigan – 40

**Children’s Waiver Program (CWP), Stephanie Thommen, (Quality Management Specialist)**

69 children are enrolled in the Children’s Waiver Program. Two prescreens was submitted by Network 180 in February. These children were invited to apply for the CWP on March 1st. There are no children on the weighing list for the CWP.

**Current Enrollments:**

Allagan – 2    HealthWest -9    Network 180 – 50    Ottawa – 7    West Michigan - 1

**CLINICAL/UTILIZATION MANAGEMENT (UM) – Liz Totten**

A departmental plan was provided to Executive Leadership staff which outlined incremental steps in our Beacon to LRE transition. Contracts have been extended to two interested parties who will provide functions of the LRE Medical Director role. Clinical/UM department continues to drive discussion in both Clinical and UM ROATS that serves to ensure a fully executed and smooth transition. Work has begun with Beacon and our six Health Plan partners to transition

monthly meeting oversight to the LRE, which supports continued coordination of care efforts between Health Plans and CMHSP staff to ensure member needs are addressed appropriately. Clinical/UM Department continues to provide collaborative clinical support to our Waiver Coordinators on Self -Determination, Autism, HCBS and iSPA preparation and roll out.

**CCBHC (CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC) – Michelle Anguiano**

The handbook has been revised and the PIHP’s have created a procedure for the 5515-upload process to audit the CMHSP’s quarterly. IT is diligently working on dashboards for CCBHC’s to track key data required by the State. This data will be key to show the effectiveness of putting together mental health and physical health to treat the whole person. We are working with KWB strategies to evaluate the CCBHC program. The entire region came together to discuss their CCBHC current initiatives and worked together to share ideas and future plans. Mary Judnich, the region manager from Senator Debbie Stabenow’s office was able to attend and offer support during the CCBHC all region meeting.

**CUSTOMER SERVICES– Michelle Anguiano**

A timeline has been created to transition Customer Services, Grievances and Appeals from Beacon to LRE in April. Customer Services ROAT and CMHSP’s CEO’s were notified of the transition timeline. The appeals committee will begin introductions with each CMSHP customer services team to ensure a smooth transition. A data dashboard will be reviewed in the future for the customer services team.

**CREDENTIALING - Pam Bronson (Credentialing Specialist):**

In February, the Credentialing Committee met, reviewed, and approved 26 providers for credentialing/re-credentialing. We continue to work with the Quality Team to support revisions to the member CMHSP site review process, as well as use of the PCE tools.

**Habilitation Supports Waiver (HSW) Kim Keglovitz (Quality Management Specialist):**

| Recertifications overdue by CMHSP | More than 100 days overdue | More than 50 days overdue | More than 30 days overdue | 0-30 days overdue |
|-----------------------------------|----------------------------|---------------------------|---------------------------|-------------------|
| Allegan                           | 0                          | 0                         | 0                         | 2                 |
| HealthWest                        | 0                          | 1                         | 0                         | 0                 |
| Network 180                       | 0                          | 0                         | 0                         | 4                 |
| Ottawa                            | 1                          | 0                         | 0                         | 0                 |
| West Michigan                     | 0                          | 0                         | 0                         | 0                 |

Our region owns 629 Habilitation Supports Waiver slots. We also still have pending enrollments for February due to mis-matched RLA codes that will be updated with next BH-TEDs push to MDHHS. Due to the transfer and the pending enrollments, the February and March enrollment numbers will fluctuate in the coming weeks.

| # of slots used in Region 3 | Fiscal Year | October | November | December | January | February | March |
|-----------------------------|-------------|---------|----------|----------|---------|----------|-------|
|                             | 2022        | 629     | 629      | 628      | 628     | 627      | 623   |

We currently have 4 open slots for March enrollment. We have 7 initial packets at the LRE that are ready for enrollment and 8 initial packets that have outdated documents, or goals and objectives that need to be updated.

**PROVIDER NETWORK MANAGEMENT – Don Avery, Jim McCormick**

**FOCUS GROUPS:** As a part of a larger project targeted at fostering consistency in the credentialing and contracting processes regionally, the LRE is hosting Provider Focus Groups in the month of April to discuss regional network and provider management practices across the region. Through focused discussion with Region 3 CMHSPs contracted providers, the LRE is seeking input regarding provider experiences to inform efforts to meet the needs of the provider network.

**INPATIENT PSYCHIATRIC HOSPITAL CONTRACT NEGOTIATION / VALUE BASED CONTRACTS:**

Work continues with psychiatric hospitals throughout the state on rate and contract negotiations. Network Managers are working with two in region hospitals on the development of a Value Based Contract for FY2023 which aims to improve the quality of care provided in inpatient treatment, including the transition into, and out of this level of care.

**SUD PREVENTION - Amy Embury, Sud Prevention Manager**

Allegan County Community Mental Health facilitated several Adult Mental Health First Aid trainings for Perrigo's Allegan sites starting with leadership and supervisors in March. Through a previous grant obtained by ACCMHS through the National Council the trainings are free. More trainings will be scheduled for this fiscal year.

**SUD TREATMENT - Amanda Tarantowski, SUD Treatment Manager**

A new assessment rate was approved for the H0001 code, \$218, and most contracts should be amended to reimburse for this beginning March 1st.

Ottawa County has been struggling to launch their overdose response program. I was able to facilitate a meeting between Ottawa County, Wayne State and the Medical Director of AMR to attempt to work toward enhanced coordination.