
Chief Operating Officer - Report to the Board of Directors

June 16, 2022

COO UPDATES

CCBHC (CERTIFIED COMMUNITY BEHAVIORAL HEALTH CENTER) – Effective May 15, 2022, project management for CCBHC has been reassigned to Don Avery, Kim Keglovitz and Stephanie VanDerKooi. This change will allow LRE's Customer Services Manager, Michelle Anguiano to focus her time exclusively on the Customer Services needs of the region. Currently, we are awaiting a revised CCBHC manual from the state. Monthly state and PIHP meetings are occurring, and the LRE is hosting regional meetings with HealthWest and West Michigan CMH to ensure this project is running smoothly.

Current enrollments:

WMCMH: Medicaid 1825 Non-Medicaid 298 and 183 were assigned in May;

HW: Medicaid 3090 Non-Medicaid 202 and 5 were assigned in May

Customer Services – Due to the unprecedented volume of the Customer Services phone calls and appeals, it has become necessary to hire a 1.0 FTE Customer Services Specialist. The goal is to have this individual start in late June. The primary role for this staff is to serve as the first point of contact on the customer service hotline, assist in gathering information for appeals and assisting with the Customer Services ROAT.

Website Refresh – LRE is working with Seyferth to refresh and revamp the LRE website. The goal is to have a refreshed website live in September. The purpose of the refresh is to make the website visually more appealing and more user friendly for providers, CMHs, stakeholders and board members.

Beacon Transition- the Beacon Health Options contract is sunsetting on June 30th. LRE staff has been in regular communication with the Beacon team to ensure a smooth transition. There has been significant activity in the areas of IT functions and Medicaid State Fair Hearings. Beacon Health Options staff will be available as needed for post-contract support in areas such as the July 18, 2022 HSAG audit. The LRE appreciates the efforts from Beacon Health Options to ensure that all functions are operating as needed on July 1.

AUTISM SERVICES– Justin Persoon

The Autism team has spent much of the last month processing ABA service enrollments and discharges, providing technical assistance to CMHSPs, interpreting and communicating with the MDHHS regarding ABA policy, and preparing for the upcoming Network 180 site review. Through the Autism ROAT, two (2) time limited workgroups have been established: one charged with developing clear guidelines for admission, discharge, and transition criteria for ABA services. The other will develop materials and a training for Autism Case Management. Additionally, the Department recently updated the Best Practice Guidelines document and we are actively interpreting this document to determine next steps

Current Autism Benefit Enrollments:

Allegan – 123
HealthWest – 145
Network 180 – 1144
Ottawa – 258
West Michigan – 40

53 approvals in May 2022

51 closures in May 2022

CLINICAL/UM – Liz Totten

Over the past month the Clinical/UM Department has worked closely with UM ROATs, Clinical ROATS and the data analytics team to develop a robust PowerBi Dashboards which will provide actionable data to drive upcoming regional initiatives. UM/Clinical Department has continued to promote regional awareness as well as elicit feedback on projects or initiatives such as iSPA, SIS, LOCUS and Conflict Free practices.

CUSTOMER SERVICES– Michelle Anguiano

Customer Services has fully transitioned back to the LRE from Beacon Health Options. The primary area of focus is process consistency throughout the region. A region-wide training for Notice of Adverse Benefits Determination (NABD) will be developed to assist member CMHSPs to ensure appropriate procedure. PCE systems has been tracking appeals; Prest and Associates has been providing consultation related to appeal decisions. A data dashboard will be developed in the future and will be reviewed by the Customer Services ROAT members. A customer satisfaction survey workgroup will outline a formal process to ensure surveys are completed in a timely and consistent manner throughout the region. Staffing continues to be a major concern across the region and the state.

Customer Services Activity: April 11 to June 5:

- Customer Services Phone calls: 157
- Grievances through the LRE: 3
- Appeals: 19

CREDENTIALING - Pam Bronson (Credentialing Specialist):

The Credentialing Committee met in May at which time seven (7) providers were reviewed and approved for credentialing/re-credentialing. Work continues with MDHHS on the Universal Credentialing project because of Act 282. The statewide group is meeting twice weekly and continuing to focus on the flow of the “current state” of each PIHP’s credentialing decisions and processes. Time was also spent on preparing and submitting narratives and proofs for the upcoming HSAG review.

PROVIDER NETWORK MANAGEMENT – Don Avery, Jim McCormick

In partnership with member CMHSP leadership, LRE staff completed nine (9) Provider Focus Groups in April, with more than 40 provider organizations participating in one or more of the

sessions. A report was compiled based on the findings of the group and has been shared with the CMHSP/LRE leadership. The report will be used to guide performance improvement activities across the region. Themes that emerged and will be focused on are staffing shortages and challenges with managing requirements from multiple organizations.

SUD PREVENTION - Amy Embury, Sud Prevention Manager

All previously funded State Opioid Response (SOR) 2 Grant providers submitted a continuation request for funding under the SOR3 grant. SOR3 efforts will allow for programming offerings of Botvin's Life Skills or Prime for Life. Due to the success of these programs in their counties, several providers increased their request to support staff time and expansion of their programming. A total of \$272,000 was requested for prevention programming.

SUD TREATMENT - Amanda Tarantowski, SUD Treatment Manager

This month the two major activities were attending MDHHS's Harm Reduction Summit and submitting our SOR 3 grant application to the state. All five of the member CMHSPs submitted requests to fund projects, many of which are continuation of SOR 2 programs. However, some new proposals were submitted, including:

- providing peer support at a Federally Qualified Health Center (FQHC) and a public housing complex,
- increasing the use of Contingency Management and the Matrix Model for Methamphetamine Use; and
- the purchase of Naloxone vending machines.

WAIVERS – Kim Keglovitz / Stephanie Thommen

Habilitation Supports Waiver (HSW)

Following is a chart of overdue recertifications and guardian consents. Recertifications are due annually and guardian consents are due every three years.

CMHSP	Overdue Certifications	Overdue Guardian Consents
OnPoint	2	1
HealthWest	1	1
Network180	5	0
Ottawa	0	0
West Michigan	3	1

- There are currently eight (8) slots available for June enrollment, one (1) enrollment is pending with MDHHS for April.
- There are nine (9) complete packets and 8 packets pending updated goals, objectives, or other required documents.

LRE would like to thank the HSW coordinators at each CMHSP for their continued hard work in gathering enrollment packets. The CMHSPs have communicated that a few more will likely be submitted to the LRE before we must enroll on the 15th of this month. Following is a chart of the HSW slot utilization in region 3.

	October	November	December	January	February	March	April	May
Used	629	629	628	628	629	626	626	627
Available	0	0	1	1	0	3	3	2
% Used	100	100	99.8	99.8	100	99.5	99.5	99.7

Reminder that the enrollment deadline is always the 15th of the month. If the LRE is not notified of a disenrollment right away, we could miss the deadline for the month and therefore the payment, while we have people waiting to be enrolled. For example, if a death occurs in December and we are not notified until June we have missed out on 5 months of payments.

Children's Waiver Program (CWP)

The region has 81 children enrolled in the Children's Waiver Program. This includes a transfer from another region for a family who recently moved to Kent County. Four prescreens were submitted by Network 180 in June. These children were invited to apply for the CWP on June 7th. There are no children on the waiting list for the CWP.

Current Enrollments

Allegan – 2

HealthWest – 9

Network 180 – 58

Ottawa – 11

West Michigan - 1