



# Provider Forum

## May 10, 2016

### 1:00 PM

## Agenda

Welcome and Updates  
(20 minutes)

Beth Lackey  
Provider Network Director

NCHIMA - Behavioral Health Section  
(10 minutes)

Wendy Powers  
Health Information Manager

Perception of Care Surveys  
(10 minutes)

Jackie Copeland  
Waiver Manger

NCTOPPS  
(10 minutes)

Sheila Wall  
Quality Management

Innovations Update  
(30 minutes)

Doug Gallion  
Associate IDD Clinical Services Director

Partners Training Academy  
(10 minutes)

Janet Noblett  
Training Coordinator

Community Needs Assessment &  
Gap Analysis  
(30 minutes)

Jamie Sales  
Network Development

Closing

Beth Lackey

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## 2016 Community Behavioral Health Service Needs and Providers Gap Analysis Jamie Sales

### 2015 Gap Analysis Progress and Achievements Report

- ▶ Goal # 1 - Evaluate the current child and adolescent continuum of care, prioritize expansion needs, and explore options to increase/improve child services within the Partners network.
- ▶ Goal # 2 - Evaluate the current provider network based on the gaps analysis and needs assessment and determine the means for filling those gaps and needs, as well as, right sizing the closed network to meet all consumer needs
- ▶ Goal # 3 - Promote and monitor Evidence Based Practices (EBP) for all populations
- ▶ Goal # 4 - Increase housing and transitional options



# 2015 Gap Analysis Progress and Achievements Report

## Other Areas of Progress

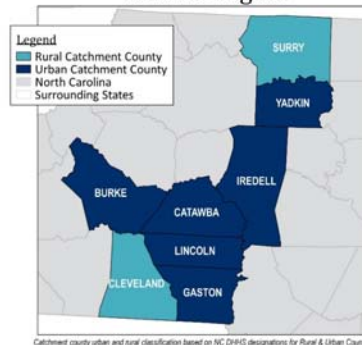
- ▶ Employment Related to Mental Health
- ▶ Integrated Care/Hub Development Progress
- ▶ Crisis Continuum Progress



## Demographic Data

- ▶ 909,487 people living the Catchment Area, with 183,071 citizen eligible for Medicaid Services
- ▶ Partners Unemployment rate is 11.4% compared to the national average of 9.2%
- ▶ Surry and Yadkin have the highest Hispanic population percentage of the eight catchment area counties at 10.1 and 10.7%
- ▶ 537 Veterans and their family members were enrolled in Partners behavioral health programs, 6 in IDD programs and 184 in substance abuse services

Partners Behavior Health Management Service Region



## Methodology

- ▶ Paid claims data from FY15 was analyzed for potential gaps in service utilization by consumers in Partners' catchment area.
- ▶ The data was examined by service group: Outpatient, Location Based, Community/Mobile, Inpatient, Crisis, and Specialized services. Each service group was evaluated as a whole, and then, when applicable, by the individual services listed in the state requirement document.
- ▶ The variables examined were gender, age group, diagnosis group, diagnosis code, and consumer resident County. Service penetration rates were calculated using the consumer's resident county and the total number of eligible enrollees living in the given catchment area county.
- ▶ Overall comparable penetration rates for services were seen across the eight catchment area counties. However, noticeable differences in the county penetration rates for SA Comprehensive Outpatient Treatment Programs, Child/Adolescent Day Treatment, Assertive Community Treatment Teams (ACTT), and Facility Based Crisis services were found.
- ▶ The most commonly seen diagnosis codes were related to depressive disorders, opioid dependence, attention deficit disorder of childhood hyperactivity, and posttraumatic stress. The most prevalent diagnosis group for those receiving services was Mental Health at 73%, followed by Substance Abuse at 18.6%, and I/DD at 8.4%.



## Stakeholder Input Methodology

- ▶ Surveys
  - Client Mental Health/Substance Abuse (n=194)
  - Client Intellectual Developmental Disabilities (n=76)
  - Family member/caregiver Mental Health/Substance Abuse (n=16)
  - Family member/caregiver Intellectual Developmental Disabilities (n=48)
  - Provider of services (n=160)
  - Community member/Stakeholder (n=69)
- ▶ Focus Groups
  - Two focus groups comprised of Partners contracted providers
  - Held in Gastonia and Hickory
  - Providers represented all target populations served by Partners



## Report Outline

### **Section 1.0: Executive Summary, Demographic Data, and Input Methodology.**

- 1.1: Executive Summary
- 1.2: 2015 Gap Analysis Progress and Achievements Report
- 1.3: Demographic Data
- 1.4: Consumer and Family Member Input Methodology
- 1.5: Stakeholder Input Methodology

### **Section 2.0: Access and Choice Standards, Service Needs, Gaps and Strategies**

- 2.1: Outpatient Standards
- 2.2: Location-Based Standards
- 2.3: Community/Mobile Services
- 2.4: Crisis Services
- 2.5: Inpatient Services
- 2.6: Specialized Services
- 2.7: State-Funded Items



## Report Outline

### **Section 3.0: Geo-access Maps**

- 3.1: Location-Based
- 3.2: Community/Mobile Services

### **Section 4.0: Departmental Initiatives**

- 4.1: Recovery-Oriented Systems of Care
- 4.2: Crisis Solutions Initiative
- 4.3: Advancing Technology
- 4.4: Employment
- 4.5: Housing
- 4.6: Children's Services
- 4.7: Integration of Physical and Behavioral Healthcare





## Access and Choice Standards, Service Needs, Gaps and Strategies Report Section 2

5/10/2016

9

## Outpatient Services Access and Choice Standards

### Medicaid

- ▶ All eligible individuals must have a choice of two different outpatient services provider agencies within 30 miles or 30 minutes (45 miles or 45 minutes in rural counties) of their residences.

### State Funded

- ▶ All eligible individuals must have a choice of two different outpatient services provider agencies within 30 miles or 30 minutes (45 miles or 45 minutes in rural counties) of their residences.

*Outpatient behavioral health services can include psychiatric and biopsychosocial assessment, medication management, individual, group, and family therapies, psychotherapy for crisis, and psychological testing.*



## Outpatient Services Access and Choice Standards

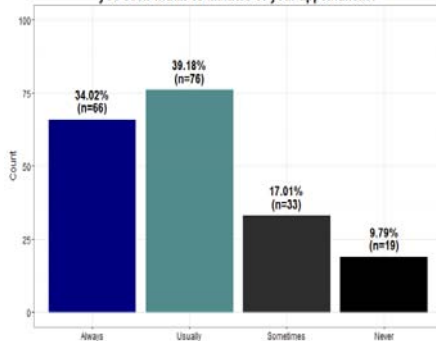
Categories	Medicaid			State Funded		
	# of enrollees with choice of two providers within 30/45 miles*	# of Medicaid Enrollees	%	# of consumers with choice of two providers within 30/45 miles*	# of Consumers	%
Reside in urban counties	109,436	109,436	100%	30,738	30,728	100%
Reside in rural counties	33,480	33,480	100%	7,787	7,787	100%
Total (standard = 100%)	142,916	142,916	100%	38,525	38,525	100%
Adults (age 18+)	67,019	67,019	100%	34,371	34,371	100%
Children (age 17 and younger)	75,897	75,897	100%	4,154	4,154	100%
Total (standard = 100%)	142,916	142,916	100%	38,525	38,525	100%



### Service Gap: Communication about Outpatient service availability and appointment timeliness

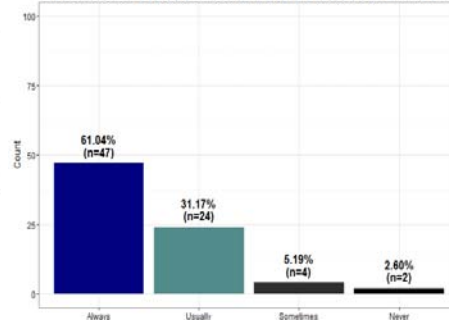
#### MH/SA Consumers

Q8. In the last 12 months, how often were you seen within 15 minutes of your appointment?



#### I/DD Consumers

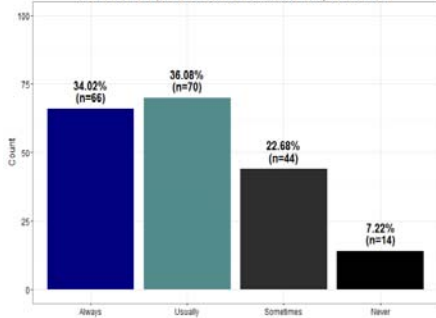
Q9. In the past 12 months, when you needed treatment or services, were those services available in a reasonable time frame?



## Service Gap: Communication about Outpatient service availability and appointment timeliness

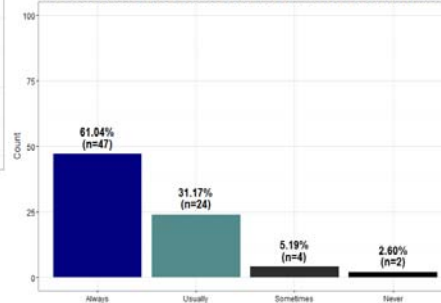
### MH/SA Consumers

Q9. In the last 12 months, when you needed treatment or services, how often did you see someone as soon as you wanted?



### I/DD Consumers

Q9. In the past 12 months, when you needed treatment or services, were those services available in a reasonable time frame?



## \*Service Gap: Translation services

- ▶ In focus groups, providers mentioned the need for Spanish speaking therapists
- ▶ Survey responses to the question, what needs were not being met for their agency or department, Community members/stakeholders mentioned the need for Spanish speaking therapists, and not just translators.





## Location Based Services Access and Choice Standards

### Medicaid

- ▶ All eligible individuals must have a choice of two different provider agencies for each location-based service in the chart below within 30 miles or 30 minutes (45 miles or 45 minutes in rural counties) of their residences.

### State Funded

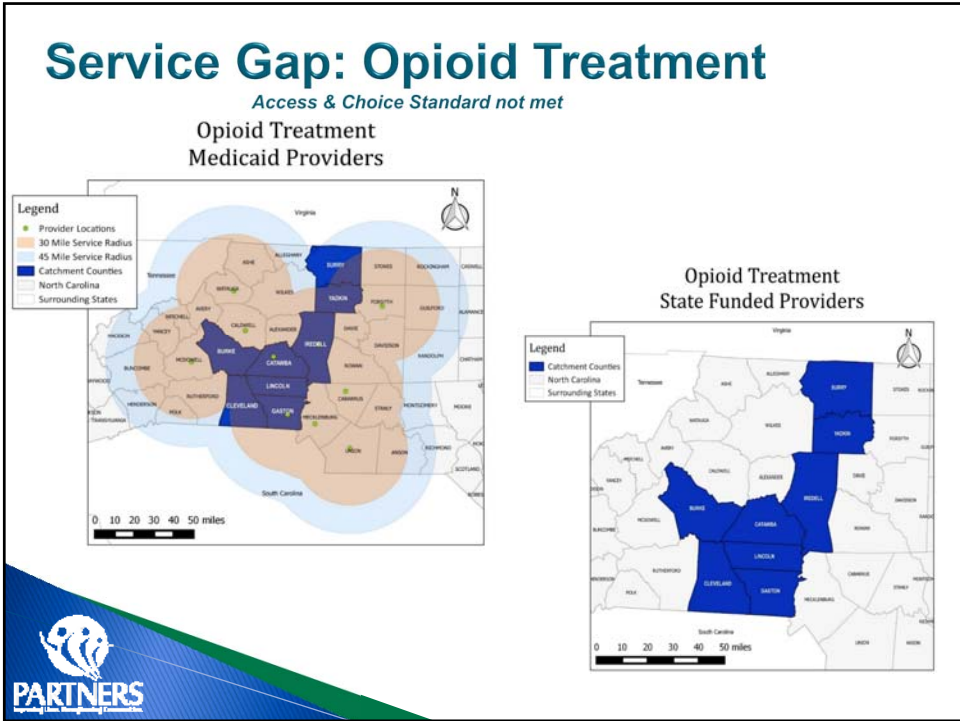
- ▶ All eligible individuals have access to at least one provider agency for each location-based service in the chart below within 30 miles or 30 minutes (45 miles or 45 minutes in rural counties) of their residences.



## Location-Based Services Access and Choice Standards

Service	Medicaid			State Funded		Total # of Consumers
	# and % of enrollees with choice of two providers within 30/45 miles of their residences		Total # of Medicaid Enrollees	# and % of consumers with at least one provider within 30/45 miles of their residences		
	#	%		#	%	
Psychosocial Rehabilitation	142,916	100 %	142,916	38,525	100 %	38,525
Child and Adolescent Day Treatment	142,916	100 %	142,916	38,525	100 %	38,525
SA Comprehensive Outpatient Treatment Program	117,136	82 %	142,916	33,456	87 %	38,525
SA Intensive Outpatient Program	142,916	100 %	142,916	38,525	100 %	38,525
Opioid Treatment	56,161	39 %	142,916	0	0 %	38,525
Day Supports	142,916	100 %	142,916	38,525	100 %	38,525
Adult Developmental Vocational Program				38,525	100 %	38,525





## Community/Mobile Services Access and Choice Standards

<h3 style="text-align: center;">Medicaid</h3> <ul style="list-style-type: none"> <li>▶ All eligible individuals must have a choice of two provider agencies for each community/mobile service in the chart below within the LME-MCO catchment area.</li> </ul>	<h3 style="text-align: center;">State Funded</h3> <ul style="list-style-type: none"> <li>▶ All eligible individuals have access to at least one provider agency for each community/mobile service in the chart below within the LME-MCO catchment area.</li> </ul>
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Community/ Mobile Services Access and Choice Standards	Medicaid			State Funded		
	# and % of enrollees with choice of two provider agencies within the LME-MCO catchment area		Total # of Medicaid Enrollees	# and % of consumers with access to at least one provider agency within the LME-MCO catchment area		Total # of Consumers
	#	%		#	%	
	Service					
Assertive Community Treatment Team	142,916	100 %	142,916	38,525	100 %	38,525
Community Support Team	142,916	100 %	142,916	38,525	100 %	38,525
Intensive In-Home	142,916	100 %	142,916	38,525	100 %	38,525
Mobile Crisis	142,916	100 %	142,916	38,525	100 %	38,525
Multi-systemic Therapy	142,916	100 %	142,916	38,525	100 %	38,525
Traumatic Brain Injury Services (non-residential)	0	0 %	142,916	0	0%	38,525
Home-based I/DD Services	142,916	100 %	142,916	38,525	100 %	38,525
(b)(3) MH/I/DD Supported Employment Services	142,916	100 %	142,916			
(b)(3) Waiver Community Guide	142,916	100 %	142,916			
(b)(3) Waiver Individual Support (Personal Care)	142,916	100 %	142,916			
(b)(3) Waiver Peer Support	142,916	100 %	142,916			
(b)(3) Waiver Respite	142,916	100 %	142,916			
I/DD Supported Employment Services (Innovations)	142,916	100 %	142,916			
I/DD Supported Employment Services (State-funded)				38,525	100 %	38,525
MH/SA Supported Employment Services (IPS-SE) (State-funded)				38,525	100 %	38,525
Developmental Therapies (State-funded)				38,525	100 %	38,525


## Crisis Services Access and Choice Standards

### Medicaid

- ▶ All eligible individuals must have access to at least one provider agency for each crisis service in the chart below within the LME-MCO catchment area.

### State Funded

- ▶ All eligible individuals must have access to at least one provider agency for each crisis service in the chart below within the LME-MCO catchment area.



## Crisis Services Access and Choice Standards

Service	Number Facilities in LME-MCO Catchment Area with Medicaid Contract	Number Facilities in LME-MCO Catchment Area with Contract for State-Funded Services
Facility-Based Crisis	3	3
Crisis Respite	N/A	42
Detoxification (non-hospital)	5	5



## Inpatient Services Access and Choice Standards

Service	# of Facilities in LME-MCO Catchment Area with Medicaid Contract	# of Facilities in LME-MCO Catchment Area with Contract for State-Funded Services
<b>Inpatient Hospital - Adult</b>		
a. Acute care hospitals with adult inpatient psychiatric beds	6	1
b. Other hospitals with adult inpatient	0	0
c. Acute care hospitals with adult inpatient substance use beds	3	1
d. Other hospitals with adult inpatient substance use beds	0	0
<b>Inpatient Hospital - Adolescent</b>		
a. Acute care hospitals with adolescent inpatient psychiatric beds	1	0
b. Other hospitals with adolescent inpatient	0	0
c. Acute care hospitals with adolescent inpatient substance use beds	0	0
d. Other hospitals with adolescent inpatient substance use beds	0	0
<b>Inpatient Hospital - Child</b>		
a. Acute care hospitals with child inpatient psychiatric beds	0	0
b. Other hospitals with child inpatient psychiatric beds	0	0



## Specialized Services

- ▶ Partial Hospitalization
- ▶ MH Group Homes
- ▶ Traumatic Brain Injury Services – residential
- ▶ Psychiatric Residential Treatment Facility
- ▶ Residential Treatment Levels 1-4
- ▶ Child MH Out-of-home respite
- ▶ SA Medically Monitored Community Residential Treatment
- ▶ SA Halfway Houses
- ▶ I/DD Group Homes and AFLs
- ▶ I/DD Out-of-home respite
- ▶ I/DD Facility-based respite
- ▶ Intermediate Care Facility/IDD



## Specialized Services Access and Choice Standards

### Medicaid

- ▶ All individuals eligible for the services below must have access to at least one provider agency.

### State Funded

- ▶ All individuals eligible for the services below must have access to at least one provider agency.

The access and choice standard is met for all specialized services except for SA Halfway Houses



## Service Gap: SA Halfway Houses

Section 2 -VI Specialized Services, Part A

SA HALFWAY HOUSES		
County	Medicaid	State
Burke		
Catawba		
Cleveland		
Gaston		
Iredell		
Lincoln		
Surry		
Yadkin		



## Service Gap: I/DD Facility Based Respite

Section 2-VI Specialized Services, Part A

I/DD FACILITY-BASED RESPITE		
County	Medicaid	State
Burke		SKILL CREATIONS, INC.
Catawba		
Cleveland		
Gaston		
Iredell		RHA NORTH CAROLINA MR, INC
Lincoln		
Surry		
Yadkin		



## Barriers to Services

MH/SA Consumers

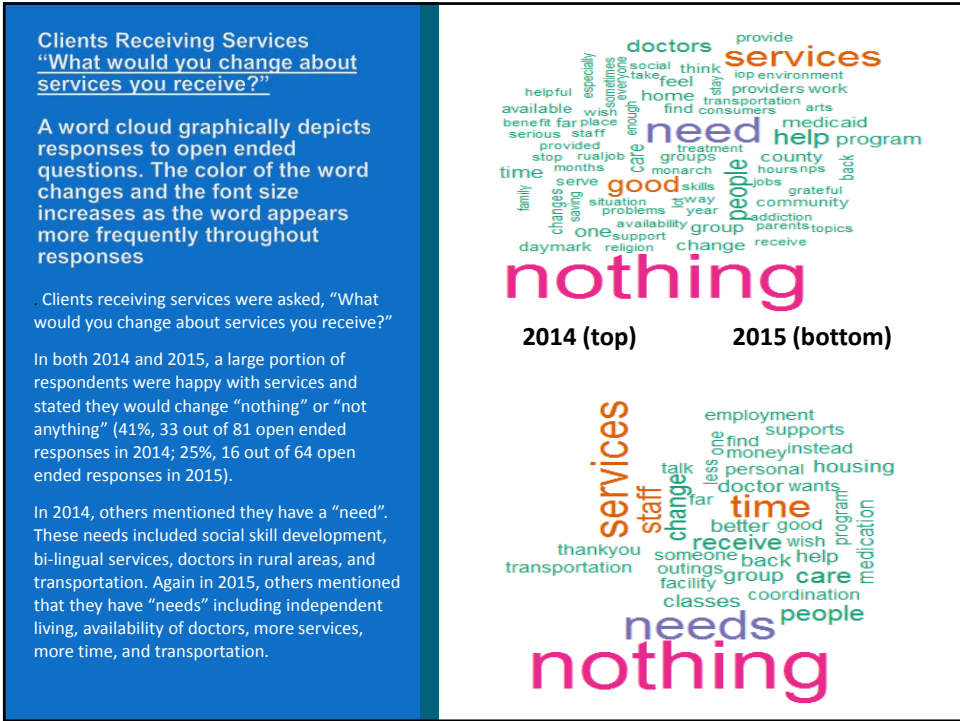
Barrier	n	Percent
Lack of employment	91	46.91%
Medical issues	79	40.72%
Lack of reliable transportation	65	33.51%
Feelings of fear or embarrassment	65	33.51%
No insurance	58	29.90%
Homeless/housing issues	57	29.38%
Cannot pay for services/medications	46	23.71%
No barriers	45	23.20%
Lack of support from family/friends	44	22.68%
Physical disability	40	20.62%
Legal issues	35	18.04%
On a waiting list	29	14.95%
Do not know what services are available	24	12.37%
No access to phone/email	19	9.79%
Provider not close to my home (distance/time/cost)	18	9.28%
Reading skill level/education level	17	8.76%
Hours of Provider Agency operation is not convenient	15	7.73%
Frequency services are provided is not adequate	10	5.15%
Lack of child care	10	5.15%
Lack of assistive devices	10	5.15%
Cultural differences	6	3.09%
Do not believe services will help	6	3.09%
Immigration issues	2	1.03%

## Barriers to Services

I/DD Consumers

Barrier	n	Percent
No barriers	48	24.74%
Physical disability	10	5.15%
Lack of employment	8	4.12%
Medical issues	7	3.61%
Feelings of fear or embarrassment	7	3.61%
Reading skill level/education level	6	3.09%
Lack of support from family/friends	5	2.58%
On a waiting list	4	2.06%
Lack of reliable transportation	3	1.55%
Hours of Provider Agency operation is not convenient	2	1.03%
Homeless/housing issues	1	0.52%
Lack of child care	1	0.52%
No access to phone/email	1	0.52%
Lack of assistive devices	1	0.52%
Legal issues	1	0.52%

No respondent selected the following choices as a barrier to services: Provider not close to my home, frequency services are provided is not adequate, No insurance, cannot pay for services/medications, cultural differences, immigration issues, do not know what services are available, do not believe services will help



**Barriers to Services**

MH/SA Family Member/Caregivers

Barrier	n	Percent
Cannot pay for services/medications	5	31.25%
Homeless/housing issues	4	25.00%
Lack of employment	4	25.00%
Feelings of fear or embarrassment	4	25.00%
No insurance	4	25.00%
No barriers	4	25.00%
Lack of support from family/friends	3	18.75%
Do not know what services are available	3	18.75%
Do not believe services will help	3	18.75%
Lack of reliable transportation	2	12.50%
Provider not close to my home (distance/time/cost)	2	12.50%
Medical issues	2	12.50%
Physical disability	2	12.50%
Frequency services are provided is not adequate	2	12.50%
Hours of Provider Agency operation is not convenient	2	12.50%
Reading skill level/education level	2	12.50%
Lack of child care	1	6.25%
No access to phone/email	1	6.25%
Legal issues	1	6.25%
Cultural differences	1	6.25%

No respondent select the following choices as a barrier to services: On waiting list, lack of assistive devices, immigration issues



## Barriers to Services

I/DD Family Members/Caregivers

Barrier	n	Percent
No barriers	22	45.83%
On a waiting list	13	27.08%
Medical issues	11	22.92%
Frequency services are provided is not adequate	10	20.83%
Provider not close to my home (distance/time/cost)	8	16.67%
Physical disability	7	14.58%
Lack of support from family/friends	6	12.50%
Lack of employment	5	10.42%
Lack of reliable transportation	5	10.42%
Feelings of fear or embarrassment	5	10.42%
Reading skill level/education level	5	10.42%
Cannot pay for services/medications	5	10.42%
Homeless/housing issues	3	6.25%
Do not know what services are available	3	6.25%
Legal issues	2	4.17%
Hours of Provider Agency operation is not convenient	1	2.08%
Lack of assistive devices	1	2.08%
No insurance	1	2.08%
Cultural differences	1	2.08%
Do not believe services will help	1	2.08%

No respondent select the following choices as a barrier to services: Lack of child care, no access to phone/email, immigration issues

## Barriers to Services

Providers of Services

Barrier	n	Percent
Lack of reliable transportation	120	75.00%
Cannot pay for services/medications	91	56.88%
Homeless/housing issues	87	54.37%
Lack of support from family/friends	81	50.62%
No insurance	81	50.62%
Lack of employment	71	44.38%
Do not know what services are available	64	40.00%
Lack of child care	59	36.88%
Medical issues	56	35.00%
Provider not close to my home (distance/time/cost)	55	34.38%
Do not believe services will help	55	34.38%
Feelings of fear or embarrassment	48	30.00%
On a waiting list	46	28.75%
No access to phone/email	43	26.88%
Cultural differences	39	24.38%
Legal issues	37	23.12%
Frequency services are provided is not adequate	35	21.88%
Reading skill level/education level	34	21.25%
Physical disability	30	18.75%
Immigration issues	26	16.25%
Hours of Provider Agency operation is not convenient	20	12.50%
Lack of assistive devices	13	8.12%
No barriers	7	4.38%



## Departmental Initiatives

▶ Report Section 4

## Departmental Initiatives

1. Recovery Oriented Systems of Care
2. Crisis Solutions Initiatives
3. Advancing Technology
4. Employment
5. Housing
6. Children Services
7. Integration of Physical and Behavioral Healthcare





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## Questions

5/10/2016

35

## Contact Information

- Jamie Sales
- 828-323-8053
- [jsales@partnersbhm.org](mailto:jsales@partnersbhm.org)



5/10/2016 36



## Partners Behavioral Health Management 2016 Consumer Annual Perception of Care Survey Provider Instructions

### Background

The North Carolina Mental Health and Substance Abuse Consumer Perception of Care Survey provides information on the quality of care in each LME/MCO catchment area. This survey is based on the perceptions of individuals and families who have received Medicaid or state-funded mental health and/or substance abuse services.

Adult clients (18 years and older), youth clients (12 to 17 years) and parents of children (11 years and younger) are asked to complete the confidential surveys in English or Spanish.

Each year, Partners BHM coordinates the completion of these surveys with its network of providers. Partners BHM has identified the volume of surveys needing to be completed by each provider using a statewide standardized sampling methodology based on provider claims volume for individuals meeting the survey criteria. Your assistance and participation is vital to the success of assuring that we meet the minimum number of required surveys from a cross representation of MH/SA providers within the catchment area. Assistance of providers during this survey period is much appreciated.

### Survey Period

This year's survey timeframe is four weeks, lasting from **May 9, 2016 to June 6, 2016**. Partners BHM will coordinate final pick-up of the completed surveys from providers for June 7, 2016, unless otherwise determined. Intermediate contact from Partners BHM will be made to providers to assure a smooth process.

### Survey Forms & Instructions

There are **three different surveys** (each available in English and Spanish) that may be used to assess the client's opinion of services received:

- The **Adult Survey** should be used for all clients/consumers **18 years of age and older** who are capable of completing the form by themselves or with some assistance.
- The **Youth Survey** should be used for all clients/consumers **12 through 17 years of age** who are capable of completing the form alone or with some assistance.
- The **Parent Survey** (also appropriate for guardians) should be used for clients/consumers **11 years of age and younger**.

*\*\*For clients under 18 years of age, please complete **EITHER** the Youth Survey **OR** the Parent Survey, but do not complete both.\*\**

A consumer who has great difficulty reading or a consumer who has severe mental illness should use the appropriate form for him/her and should be provided whatever assistance is necessary. Inform the consumer that the survey is voluntary, and their personal information and in their personal information and identity will not be used or disclosed in any way. Communicate to the consumer there is no right or wrong answers. We are interested in their honest opinions to help improve services.

Assistance should be provided by an advocate volunteer whenever possible. Appropriateness of who completes the survey and which form to use should be based on the best judgment of the person administering the survey.

As a provider you are receiving a designated number of surveys for completion of a sampling of your MH/SA consumers receiving care during the designated survey period. However, if you determine that you would like to complete more than the designated volume of surveys, please let us know and we will request additional survey forms from the state as necessary.

Note: Forms distributed to providers include the English version of the survey only; however, we do have small quantities of Spanish versions of each of the surveys. If you need Spanish versions, please contact Jackie Copeland, via the contact information below, or your designated Provider Specialist.

### Completion of Consumer/Facility Data:

The top section of the survey form contains information that will allow the state to identify the LME/MCO where the client is served. The facility and client number will be used for data linkage only, not to individually identify the client.

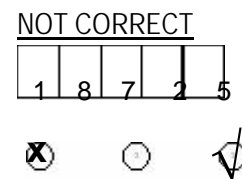
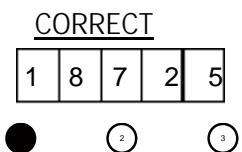
The following items should be completed by the provider who is providing the services:

- LME/MCO FACILITY CODE - The 5-digit facility code for Partners BHM is: **13141**
- PROVIDER NPI - The billing provider's 10-digit NPI number
- CLIENT NUMBER - The six-digit client/consumer number assigned by the LME/MCO as it appears on the client's/consumer's current admission document. For Partners BHM, this is the client/consumer ID # assigned in Alpha.

### TIPS ON COMPLETING THE SURVEY FOR SCANNING

This survey was designed with scanning software and will be scanned into a database using a high-speed scanner.

- Please DO NOT Xerox copies of forms in that the positioning and clarity of the form is important for the scanning process. Additional survey forms may be requested
- Please DO NOT fold, bend or staple survey forms
- Forms should be completed using a with black or blue ink or a #2 pencil
- In the constrained handprint fields, (Medicaid ID, Facility Code, Client Number, and Provider NPI), please stay in the boxes when writing
- In the bubble response fields (Questions 1-38), the client/consumer or parent/guardian should shade the boxes in for best recognition.
  - Do not shade more than one bubble. Do not circle the bubbles. See examples below



You may contact Jackie Copeland at [jcopeland@partnersbhm.org](mailto:jcopeland@partnersbhm.org) or at 336-527-8015, or your designated Provider Specialist, for additional survey forms, to arrange early pick-up of completed surveys, or with any questions that you may have related to this year's survey.

We greatly appreciate the assistance of our providers with this annual survey completion process. The time and effort put into assisting Partners BHM and the state in efforts to evaluate and improve the consumer perception of care is greatly valued and couldn't be done without your assistance.