

CARE COORDINATION SERVICES

PSYCKES REPORT

The PSYCKES-Medicaid application Quality Indicator (QI) reports were refreshed in November and are considered accurate as of September. Information in the PSYCKES Clinical Summary is updated weekly. Two new features have been added:

- Medication Assisted Treatment for Opioid Use Disorders (MAT-ODU) Filter
- New York State of Health (NYSoH) Enrollment Filters and Messaging

Please contact PSYCKES-Help@omh.ny.gov for questions.

UAS-NY TRAINING NEW COURSES, 1100 AND 1200

Two new courses have been added to the UAS-NY – 1100 – *Working in the UAS-NY Interface* and 1200 *Searching the Case List in the UAS-NY*. Both courses can be found under the **Required Courses** header. Users who have not completed these courses will not be allowed access to the UAS-NY. The old versions of both courses will be removed. Both courses are required for ALL users.

If you have any questions or require additional information, please e-mail the [UAS-NY Project Team](#) or call at 518-408-1021. Please be prepared to provide your Health Commerce System (HCS) User ID when you contact the UAS – NY Project Team in all communications.

HH NOVEMBER 2019 TRAININGS

Thank you to everyone who continue to participate in CBC Value-Add trainings. In November, CBC hosted a Consent Training facilitated by the CBC QPM Department, and was attended by 50 individuals across 12 different CMAs.

HH TRAININGS

Healthy Sexual Development in Children and Adolescents: When Should You Worry/Wonder? (2 hours)

Session: Wednesday January 22, 2020 | 9:30am-12:30pm

Register by: Friday, January 19, 2020

Target Audience: Care Managers and Supervisors

Many care providers have limited understanding of healthy sexual development in children and adolescents, which can lead to false assumptions about child sexual abuse trauma. This training explores the various developmental stages in order to identify what is normal and what should be concerning.

Facilitator: Jessie Boye-Doe, LCSW-Director, JCCA's [Center for Healing](#)

Location: UJA Federation – 130 E 59th St

To register, please e-mail CBCHealthHome@cbc.org with participant's full name, job title, CMA, and e-mail address. LMSW and LCSW CEU evaluations and certifications will be offered. When registering, please note your eligibility for this certification.

HEALTH HOME SERVING CHILDREN HCBS

PLAN OF CARE (POC)

HCBS services for children are now carved into Managed Medicaid. To begin the authorization process for transitioned HCBS waiver children, all Plans of Care (PoCs) are requested for submission to the MCOs. PoCs must include HCBS Service and HCBS Service Provider. Additionally, updated consents must include the MCO.

As of November 26th, CBC submitted 281 PoCs across 8 MCOs, representing a total of 78% PoC submission across the network. CMAs should use the dropdown options in "External Documents" for DOH Notices for Enrollment or Denial ([DOH 5287](#)) and DOH Notice for Discontinuance of HCBS ([DOH 5288](#)) to support HCBS tracking in our HIT system. Please contact [Brendan Smith](#) for questions.

LEVEL OF CARE (LOC)

In September 2019, SDoH provided an extension to gather all annual Level of Care (LOC) requirements for transitioning children until November 30th. Children/youth enrolled in the Children's Waiver must have an annual active HCBS eligibility in their case record. Agencies should use the HHSC HCBS Waiver LOC letter dropdown option in "External Documents" for LOC upload. CBC will report back to SDoH any children that do not have LOCs included in their record. Please contact [Melissa Martinez](#) for questions.

HCBS INFRASTRUCTURE PROGRAM

NETWORK MANAGEMENT ACTIVITIES

In November, CBC convened the HCBS Infrastructure Network Provider Meeting and Learning Collaborative. [Catholic Charities](#), [New Horizon Counseling Center](#) and [Services for the Underserved](#) shared strategies and techniques to target HARP clients. These agencies had the highest performance and were able to reach more than 8 of the 13 contractual metrics for the First Performance Quarter.

As a network we have successfully met the contractual metrics for Eligibility Assessments, Level of Service Determinations, and Plans of Care for all 3 Plans- Healthfirst, Empire BC/BS, and Emblem.

CBC IPA continues to work diligently to increase the number of clients accessing HCBS services.

On November 19th, [Samaritan Daytop Village](#) Programs, [Hope Care Management Program](#) and [PARC \(Peer Alliance Recovery Center\)](#), hosted a Health and Wellness Mixer for their HCBS Infrastructure members and future members. This innovative approach to targeting a larger population of HARP members and providing a relaxing and fun atmosphere was a huge success. 45 members attended and were given the opportunity to receive a free massage by a Licensed Massage Therapist, enjoy lunch with their peers and take home a full

Thanksgiving basket. HARP Assessors were available for clients interested in completing the paperwork to receive HCBS services. A United Healthcare representative further explained HARP HCBS, while a trainer from AbbVie addressed prevention and treatment for Hepatitis C.



Top L to R: Charles Madray, Megan Ribaud, Jessica Feliciano, Annette Evans, Jessica Boylan, Roy Kearse

Bottom L to R: Amanda Semidey, Niyah Branham

QUALITY PERFORMANCE MANAGEMENT (QPM) & COMPLIANCE

QPM ACTIVITY

The following activity is occurring across CBC's QPM Department:

- Review continues for Consents and PoCs for Children's Waiver HCBS to ensure thorough completion before forwarding to MCOs for processing. MCOs have requested 340 plans; 281 (83%) have been returned and 59 remain outstanding.
- The transition from monthly corrective action to quarterly performance improvement is underway. The policy's soft launch is set for February 2020 and will utilize Q4 2019 Performance Report outcomes. Several DOH-

mandated quality indicators will be fully incorporated into the overall CMA Tier calculation. HHSA will include HARP Eligibility Assessments, HARP PoCs and Verification of Eligibility, while HHSC will only include Verifications of Eligibility. The policy will be vetted by CMAs that participate in the QMT/CQMT meeting in January 2020.

- A Learning Collaborative will commence to better track and report the post-hospitalization follow-up quality indicator contained in the quarterly CMA Performance Reports in Q1 2020. If you are interested in participating, please contact [Brendan Smith](#).
- Implementation of the revised HHSA case record review will begin in December 2019. Agency feedback is requested.
- The slide deck for the November 22nd Consent Training for HHSA and HHSC is available in the GSIHealth Resource.
- CBC issued a quarterly HH Incident Reporting Attestation to confirm CBC received all DOH reportable incidents from CMA's within that quarter. 57% of CMAs reported at least one incident in Q4 2019. This process affords CMAs the opportunity to submit any additional reportable incidents. Please contact [Allison Oswald](#) with any questions.

The next QMT/CQMT is scheduled for Thursday, January 23, 2020, 9:30–11:30am at JCCA, 858 E 29th St., Brooklyn. Please email [Brendan Smith](#) if you have not received the invite.

QUALITY OVERSIGHT & CLINICAL INTEGRATION MEETING (QO/CI)

CBC IPA's QO/CI committee hosted its final meeting of the year. The joint committee launched in April 2018 to operationalize and monitor 18 BHCC High Priority Quality Measures. The committee identified the clinical processes and data elements necessary to achieve the outcomes. To date, 9 of the 18 measures have been reviewed. Four agencies on the committee have participated in discovery meetings to help CBC understand how specific EHRs are utilized across the network. The committee is also supporting a SDoH environmental scan and gaps analysis, and the distribution of the Network Program Services Geo-Map (NPSG) survey over the coming months.

The next meeting is scheduled for Thursday January 9, 2020, 9:30 – 11:30am.

TECHNOLOGY

NETWORK PROGRAM SERVICES GEOMAP (NPSG)

CBC continues its efforts to build a robust technology infrastructure to better understand and represent the array of organizations, programs, services, and specialties within the network. CBC is building a Network Geomap to allow for easy access to service-level information so CBC and network providers can better assess network adequacy, become familiar with local provider agencies and their services, and can assist in finding and delivering services to patients.

Efforts around cataloguing CBC's network of programs, services and specialties provide the necessary framework to function as a truly integrated network. The accuracy of information provided by each agency helps CBC represent the unique set of services each provides as we talk to stakeholders, payors and seek funding from contracts, grants, and other sources. CBC will work with each agency to build this infrastructure in early 2020.

CBC TECH THURSDAYS BREAKFAST SERIES

On November 21st, the CBC Innovations Hub hosted its second "Tech Thursdays" Breakfast. This series brings together entrepreneurs, thought leaders, and leadership from CBC's provider agencies to discuss key issues facing our behavioral health community and the adoption of emerging technology to address these issues. The breakfast series was launched in tandem with the release of CBC's [Behavioral Health and Emerging Technologies White Paper](#) with the goal of stimulating thoughtful discussions about technology solutions and improving behavioral healthcare for vulnerable New Yorkers.

The second roundtable, "Patient Engagement," was moderated by John Kastan, Chief Program Officer of [The Jewish Board](#), where he facilitated an intimate discussion with Beau Mann, CEO of [Sober Grid](#), Dr. Thomas Tsang, CEO and CoFounder of [Valera Health](#), Chuck Tepper, VP of Public Partnerships at [myStrength](#) and Ofer Leidner, Co-Founder and President of [Happify](#). This

was an engaging discussion about patient engagement and the integration of digital services to complement in-person clinical care.

HEALTHIFY

Healthify continues to be a great resource in connecting clients to a wide array of resources across the CBC network. 391 searches were performed in November. To implement Healthify, please contact [Elise Kohl-Grant](#).

INNOVATIVE PROGRAMS

OMH VIRTUAL TOWN - HALL

OMH hosted a [town-hall](#) with Commissioner Sullivan where she highlighted Pathway Home (PH) as part of the OMH \$100M reinvestment in community-based services. PH Outcomes have shown 100% of individuals attend a behavioral health appointment, 88% attend a physical health appointment and 73% go on to enroll in Health Home. Additionally, outcomes show a significant decrease in the average number of inpatient days (7.1 days down to 1.84 following the intervention). OMH funds several Pathway Home teams, which utilize a critical time intervention model of care to engage clients intensively as they stabilize in housing and integrate back into their communities following a hospitalization.

IN THE NEWS...

OMH MANAGED CARE UPDATES

NYS OMH released the November 2019 Managed Care Updates bulletin. It can be found [here](#).

RATE CUTS WILL HARM KIDS MENTAL HEALTHCARE

More 36 behavioral health agencies signed a letter to Governor Cuomo protesting the pending rate cuts that mental health advocates say will harm children's mental healthcare. These cuts, affecting Children and Family Treatment and Support Services (CFTSS) delivers mental health services to children with Medicaid services. Further information can be found [here](#).

\$30M FOR 1,200 SUPPORTIVE HOUSING UNITS ACROSS NYS

Governor Andrew Cuomo awarded [\\$30M to 1,200 supportive housing units](#) across NYS. Funding will support services and operations for homeless individuals with special needs, conditions or other challenges. Congratulations to CBC network agencies who received awards:

- [Center for Urban Community Services](#)
- [Community Access](#)
- [Concern for Independent Living](#)
- [Family Services Network of New York](#)
- [Federation of Organizations](#)
- [Institute for Community Living](#)
- [Project Renewal](#)
- [Services for the Underserved](#)
- [The Bridge](#)
- [The Jewish Board](#)
- [The Osborne Association](#)
- [WellLife Network](#)

ACMH SHORT-TERM CRISIS RESPITE ACCEPTING REFERRALS

[ACMH's Short-Term Crisis Respite and Transition Step-Down Housing](#) is accepting referrals. Crisis Respite is a short-term, home-like setting during a psychiatric crisis or transition from hospitalization. The [program brochure](#) and [FAQ sheet](#) provide additional information. To make a referral, please contact [Kearyann Austin](#) / 212-253-6377 x 406.

RIKERS UPDATES

Mayor Bill DeBlasio approved the [plan](#) to close Rikers Island and to build four detention centers throughout NYC. In mid – October, the [Raise the Age](#) law went into effect which moves 16- and 17-year old detainees off Rikers Island and ensures they will no longer be tried as adults. Lastly, beginning January 1, 2020, NYS will end cash bail for most criminal charges, meaning individuals who cannot afford to pay bail, will no longer wait in jail.

UHF REPORT: IMPACT OF OPIOID EPIDEMIC ON CHILDREN

[UHF](#) published a new report outlining current opioid use trends and their effect on children. [The Ripple Effect: National and State Estimates of the U.S. Opioid Epidemic's Impact on Children](#) presents ten strategies to help children affected by this epidemic.

FEDERAL REGULATORY HEALTHCARE UPDATE

On November 12th, CMS Administrator Seema Verma [announced](#) that the agency will no longer be providing State Innovation

Model (SIM) grants or “open-ended, one-off” DSRIP Program waivers. This reflects the agency’s continued intention to shift Medicaid towards value-based care in capped structures at the state, payer and provider levels. Additional guidance for new CMS Innovation Center payment models regarding methods to address the SDoH through value-based care, and state alignment with Direct Contracting and primary care models will be forthcoming.

NYS DOH 1115 WAIVER AMENDMENT

NYS DOH announced an 1115 Waiver amendment establishing a framework for efforts to drive value in Medicaid. The \$625M request to CMS seeks a one-year extension of the existing waiver and a further three-year renewal to continue transformations started by the current waiver. Negotiations will take place from December through April 1, 2020.

CCBHC MEDICAID PROGRAM UPDATE

On Friday December 6th, the Senate Finance Committee reached an agreement to Certified Community Behavioral Health Clinic (CCBHC) Medicaid program for two more years, more than doubling the current program by adding 11 additional states to CCBHC program. Before it becomes law, the bill will need to be approved by both the United States House of Representatives and Senate before going to President Trump for his signature. A statement from Chuck Ingoglia, President and CEO, National Council for Behavioral Health can be read [here](#).

HEALTHIX AND NYCIG PREPARE TO MERGE

Healthix and New York Care Information Gateway (NYCIG) will merge in Q1 of 2020, pending approval by NYS's Attorney General. The merger will increase operating efficiencies, upgrade services, expand data and improve cost effectiveness to better serve hundreds of organizations, providers and patients.

SAFELINK WIRELESS PROGRAM

[Emblem](#) and [SafeLink](#) have partnered to offer Medicaid members a Lifeline Cell Phone Program. SafeLink is federally funded to offer smartphones with voice, text and internet services free to eligible Medicaid members. On a monthly basis, newly eligible members will receive materials outlining the Lifeline offer available to them.

FUNDING OPPORTUNITIES

NYC DOHMH: PREGNANCY & EARLY CHILDHOOD INTERVENTION

NYC DOHMH released a [concept paper](#) to fund coordinated care and intake services for maternal and child home visiting services. \$30M over six years is available to one agency from each borough. Interested agencies should e-mail RFP@health.nyc.gov with the subject line: "CI&R Concept Paper." Comments must be submitted by Thursday, December 26th. An RFP is forthcoming.

NYS DOH: CRISIS RESIDENCE CAPITAL

NYS DOH released a [Capital Awards for Crisis Residential RFP](#) due Tuesday, January 28, 2020. \$30M is available for 120 units across NYC for the acquisition, construction and/or rehabilitation of property.

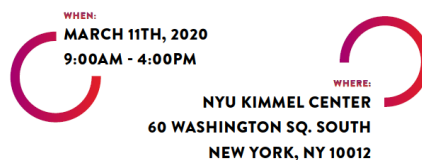
CBC INNOVATIONS CONFERENCE 2020



SUPPORTING INNOVATION AND DISSEMINATING BEST PRACTICE

Building on last year's successful inaugural conference, the event is designed to bring the CBC Network together and provide an opportunity to showcase your innovative programs and service models.

This interactive experience will focus on the dissemination of best practices and highlighting unique pilot programs targeting vulnerable populations as well as addressing the challenges of developing and sustaining innovative programs.



Preparations for CBC's [Innovations Conference 2020](#) are fully underway. The 2020 conference will focus on innovative programs for vulnerable populations, such as transition age youth, those aging in place, individuals experiencing first onset of mental illness and individuals with opioid use disorders.

A group of panelists and presenters have been invited to showcase the diverse Practice-Based Approaches (PBA) our network providers use to improve the well-being of the individuals they serve.

Creating space to share these PBAs is a critical step for our network as it grows to seamlessly identify and disseminate community-based practices that improve outcomes for the diverse communities it serves.

CBC will be communicating more information in 2020. To view 2019 posters, visit [2019 Innovations Conference](#).

TRAINING INSTITUTE

CBC is excited to announce Q1 trainings for 2020! We hope you will join us for this training season.

Some training highlights include:

- Self-care strategies designed to rejuvenate staff and prevent burnout
- Concrete coping skills that can be taught to clients
- Tools to help identify mental illness in older adults

Training Institute details, training calendar and registration information can be viewed [here](#). The January 2020 training schedule is listed below.

For training questions, please contact [Emily Grossman](#). For registration technical assistance please contact [Patricia Lucia Quintero](#).

January 2020						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3 HH Virtual Office Hours w/GSI 10am-11am	4
5	6	7 Person-Centered Engagement & De-escalation 10am-3pm	8 GSI Refresher 9am-10am	9	10 Pathway Home Only: Self Care 10am-2:30pm	11
12	13	14 *Pathway Home Only: Coping Skills 10am-3pm	15 GSI Supervisor Refresher 9am-10am	16	17 Coping Skills 10am-3pm HH Virtual Office Hours w/BTQ 10am-11am	18
19	20	21	22 *Healthy Sexual Development in Children/Adol. 9:30am-11:30am GSI Refresher 9am-10am	23	24	25
26	27	28 GSI Refresher 9am-10am	29	30	31 Pathway Home Only: Transforming Care 1pm-3:30pm	

AGENCY HIGHLIGHT

For nearly 40 years, the [National Alliance on Mental Illness of New York City](#) (NAMI-NYC) has helped families and individuals affected by mental illness build better lives through education, support and advocacy. NAMI-NYC offers several evidence-based education classes, over 30 monthly support groups, public education programs to combat stigma and advocates to improve the mental health system for all New Yorkers. All its programs and services are led by trained volunteers and staff with lived experience. Being peer-led makes their programs unique in New York City – particularly for family and other adult caregivers – and a complement to the programs and services offered by CBC’s vast network. Additionally, all NAMI programs and services are available free of charge to anyone who needs them.

[NAMI-NYC’s Rapid Referral Program](#) flips the traditional referral mechanism of a provider giving NAMI’s information to their client, and instead empowers NAMI-NYC to reach out proactively to directly offer its support programs and services. This takes the burden of making contact off the individual who is being referred and enables NAMI to connect with them more quickly. Rapid Referral is designed to make it as easy as possible to connect families and individuals affected by mental illness to NAMI-NYC, so they can begin to receive unique support services more quickly.

You can also reach NAMI by phone via its Helpline at 212-684-3264.