



# The Georgia Collaborative ASO

An Orientation to the Georgia Collaborative ASO  
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DBHDD

# Agenda

- Overview & Current State
- Goals and Impact of the Georgia Collaborative ASO
- Implementation



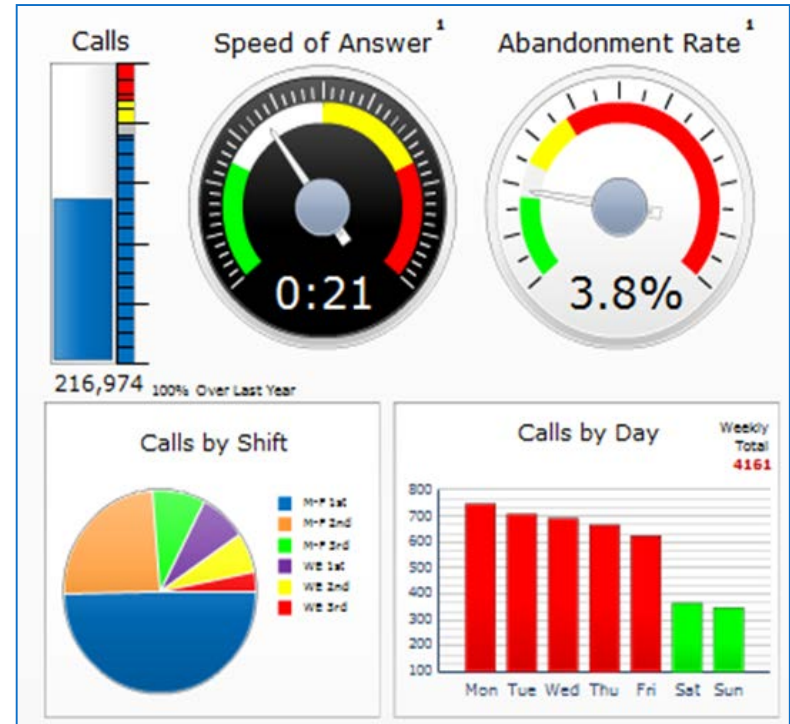
# Current State

- Currently, the Department holds contracts with four vendors to provide essential services to both Behavioral Health (BH) and Developmental Disabilities (DD) populations
  - Georgia Crisis and Access Line (Behavioral Health Link)
  - External Review Organization for Behavioral Health (APS Healthcare)
  - Developmental Disabilities Quality Management (Delmarva)
  - Columbus Information System (Columbus)
- The Department has re-procured these contracts as a single contract, the Administrative Services Organization or “ASO”



# Georgia Crisis and Access Line (GCAL)

- GCAL was established in 2006
- Operated by Behavioral Health Link
- Serves both BH and DD Populations
- 24/7 toll-free line which provides brief clinical screening and referral in Georgia's 159 counties
- Assists callers seeking services throughout the state and facilitates referrals to DBHDD contracted providers
- Is the Single Point of Entry for Mobile Crisis Services (DD and BH) and for CSUs and Inpatient Services in Regions 1, 4, 5, & 6
- Calls are answered by licensed professionals



# External Review Organization (ERO)

- Operated by APS Healthcare
- Supports Behavioral Health services only (no DD)
- Provides many functions to support the administrative and oversight functions of Community Behavioral Health Services
  - Prior authorization for services via electronic and clinical review
    - Community Behavioral Health (e.g., Core, ACT, IFI, Peer, etc.)
    - PRTF services
    - Contracted Hospital Beds
  - Processing encounters and claims for services
  - Data collection, management, and reporting functions
  - Audits of services
  - APS Knowledgebase
  - Provider training (limited role)



# DD Quality Management System

- This DD-focused service is operated by Delmarva
- Performs quality assurance and quality improvement activities to ensure services are integrated and working as intended to achieve the desired outcomes defined in the CMS Quality Framework for Home and Community-Based Services
  - Person-centered reviews (observation, interviews, record reviews)
  - Quality enhancement provider reviews
  - Follow-up with Technical Assistance Consultants
  - Quality improvement councils
  - Trainings
  - Reporting on quality standards
  - Public website with provider demographic information and findings



# DD Case Management System

- This DD-focused service is operated by Columbus Community Services
- Web-based information system that records, tracks, and reports data required to effectively manage the Medicaid Waiver and DBHDD sponsored services that are provided to individuals with DD statewide
  - Houses assessments, ISPs, and other consumer-specific information
  - Following I&E approval, creates electronic authorization for services
  - Provides accessibility to Support Coordinators and DBHDD Regional and State Office staff
  - Tracking and reporting system
  - Provides an interface with external DBHDD programs such as the Health Risk Assessment Tool (HSRT), Supports Intensity Scale (SIS), Waiver Information System (WIS), and the Department of Community Health's Medicaid Management Information System (MMIS)



# ASO PROCUREMENT

Georgia Crisis and  
Access Line  
(Behavioral Health  
Link)

External Review  
Organization for  
Behavioral Health  
(APS Healthcare)

Developmental  
Disabilities Quality  
Management  
(Delmarva)

Columbus  
Information System  
(Columbus)

This procurement includes the consolidation of deliverables of existing contracts to gain efficiencies and improve service delivery and monitoring.  
This effort provides both shared and distinct benefits for behavioral health and developmental disabilities:

## Administrative Services Organization

### Improvements to Access and Quality for DBHDD System via:

Behavioral Health  
Benefits

System-Wide Benefits

Developmental  
Disabilities Benefits

Coordination

Accessibility

Funding

Communication

Transparency

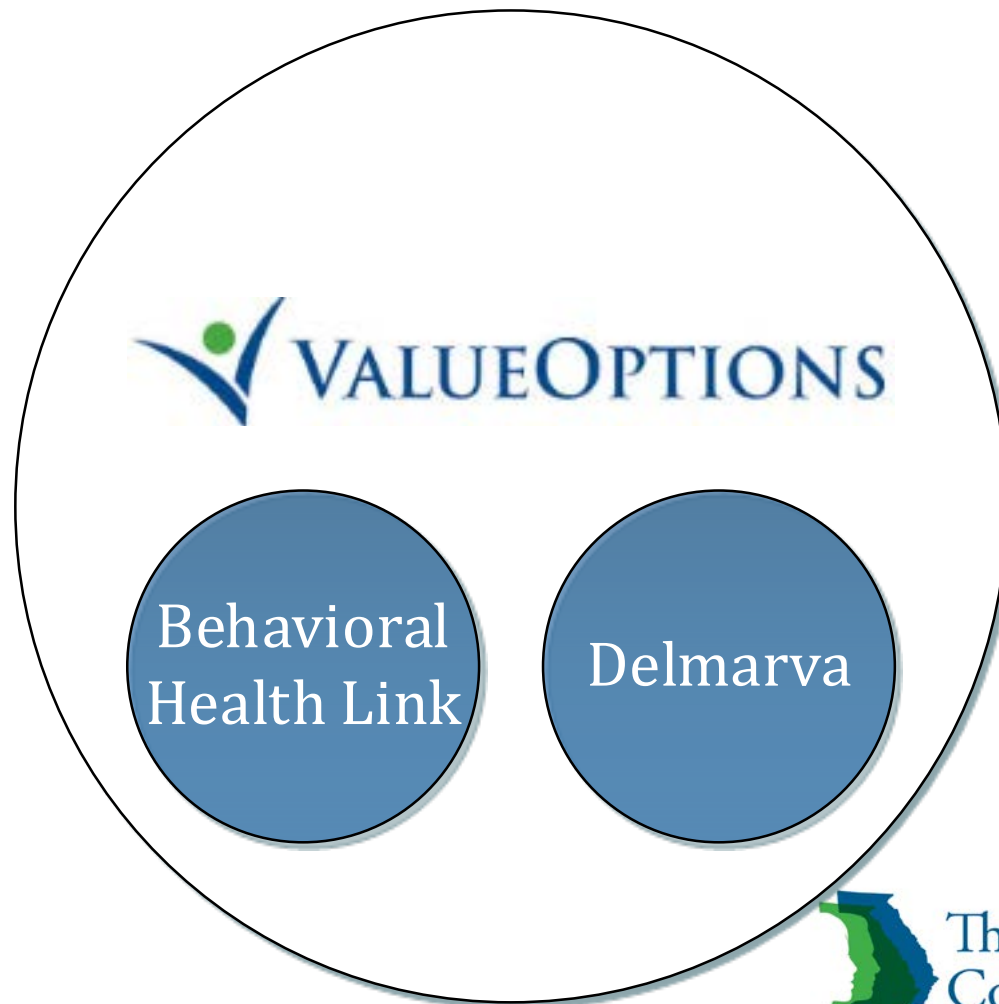


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# THE “GEORGIA COLLABORATIVE ASO”



# Goals of the Georgia Collaborative ASO



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The Georgia  
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# GOALS

- Where it is beneficial, coordinate previously disparate systems between behavioral health and developmental disabilities
- Capitalize on new advancement in technologies in the healthcare industry
- Improve statewide and provider specific outcomes and performance



## GOALS

- Employ meaningful involvement of recipients and participants, family members, and other stakeholders
- Promote recovery, access, coordination and intentional service delivery and outcomes
- Cost effective use of state resources to improve individuals' outcomes and overall quality of life



# Implementation Processes



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# Implementation

- Implementation activities began upon contract award
- Currently have workgroups actively engaging across the DBHDD and Collaborative organizations to define and develop the future state of the program

<b>Clinical Operations</b>	<b>Quality Management</b>	<b>Provider Network Management</b>
<b>Claims Operations</b>	<b>Eligibility</b>	<b>IT Interfaces</b>
<b>Reporting</b>	<b>Communications</b>	<b>Compliance</b>

- New team members
  - Anna McLaughlin, ASO Project Director
  - Jason Bearden, CEO Georgia Collaborative



# Implementation Processes, cont'd

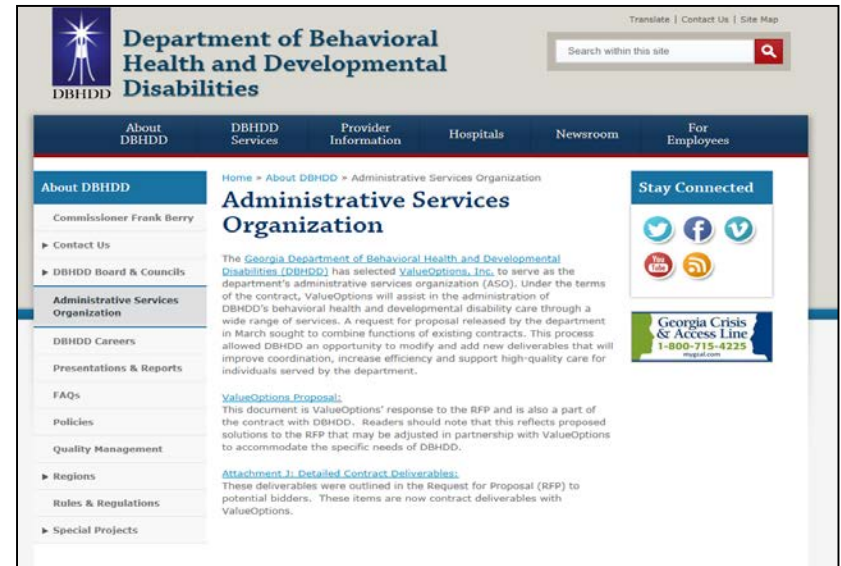
- Support to providers
- Coordination with other large initiatives in the Department and with DCH
- Communication with and input sought from internal and external stakeholders
- Maintenance of existing processes and vendors during transition



# Additional Information

Updates, RFP deliverables, and ValueOptions' procurement available on DBHDD website

- “About DBHDD”
- “Administrative Services Organization”



The screenshot shows the website for the Department of Behavioral Health and Developmental Disabilities (DBHDD). The page is titled "Administrative Services Organization" and is part of the "About DBHDD" section. The navigation menu includes "About DBHDD", "DBHDD Services", "Provider Information", "Hospitals", "Newsroom", and "For Employees". The main content area features a search bar, a "Stay Connected" section with social media icons (Twitter, Facebook, YouTube, RSS), and a "Georgia Crisis & Access Line" logo. The text on the page describes the selection of ValueOptions, Inc. as the administrative services organization (ASO) for DBHDD, mentioning a request for proposal (RFP) and the goal of improving coordination and efficiency. A link to "Attachment 1: Detailed Contract Deliverables" is also provided.

<https://dbhdd.georgia.gov/administrative-services-organization>

