

The Georgia
Collaborative ASO



Introduction to the Georgia Collaborative ASO



beacon
health options

Agenda



- Introductions
- Background
- Overview
- Goals and Functions of the Georgia Collaborative
- Implementation Process

Introductions

- Department of Behavioral Health and Developmental Disabilities
 - Melissa Sperbeck, Deputy Chief of Staff
 - Anna McLaughlin, ASO Project Director

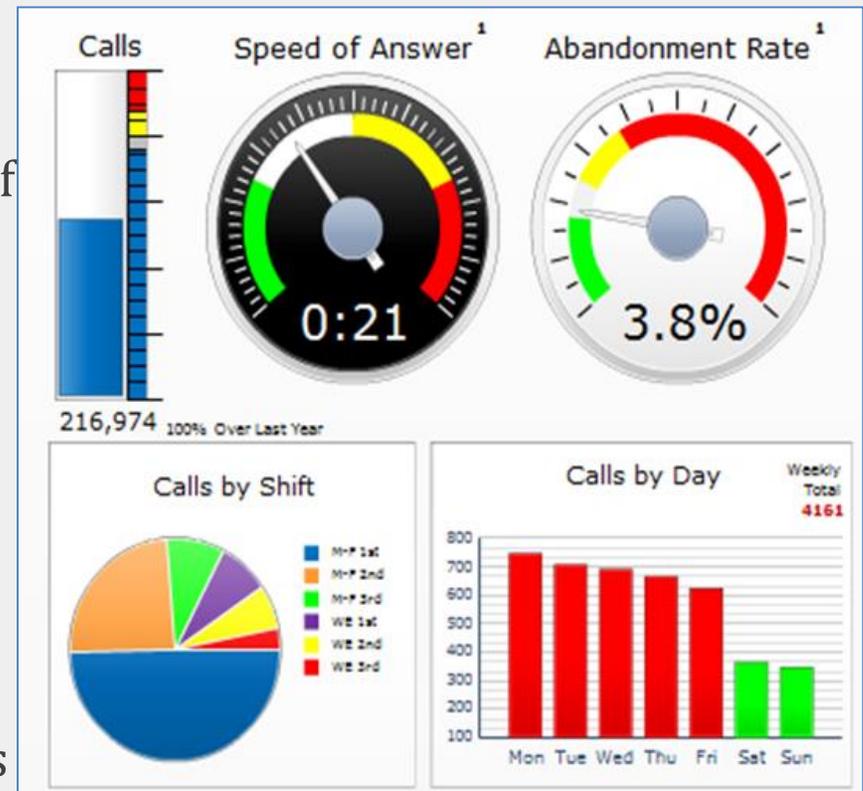
- Beacon Health Options
 - Jason Bearden, CEO, GA Collaborative ASO
 - Mona Allen, VP of Quality Management
 - Marion Olivier, IDD Director
 - David Newton, VP of Clinical Operations
 - Wendy Martinez, GCAL Director

Current State

- Currently, DBHDD 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”

Current State: 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 (IDD and BH) and for CSUs and Inpatient Services in Regions 1, 4, 5, & 6
- Calls are answered by licensed professionals



Current State: External Review Organization (ERO)

- Supports Behavioral Health services only (no IDD)
- 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)

Current State: 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

Current State: Case Management Information System

- This IDD-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 / Future State

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

Timeline Updates

- July 1, 2015:
 - Behavioral Health functionality
 - Quality Management processes

Developmental Disabilities Case
Management Information Systems
– target date under evaluation

The Georgia Collaborative ASO



- The right service
- In the right amount
- For the right individuals
- At the right time

Goals of the Collaborative

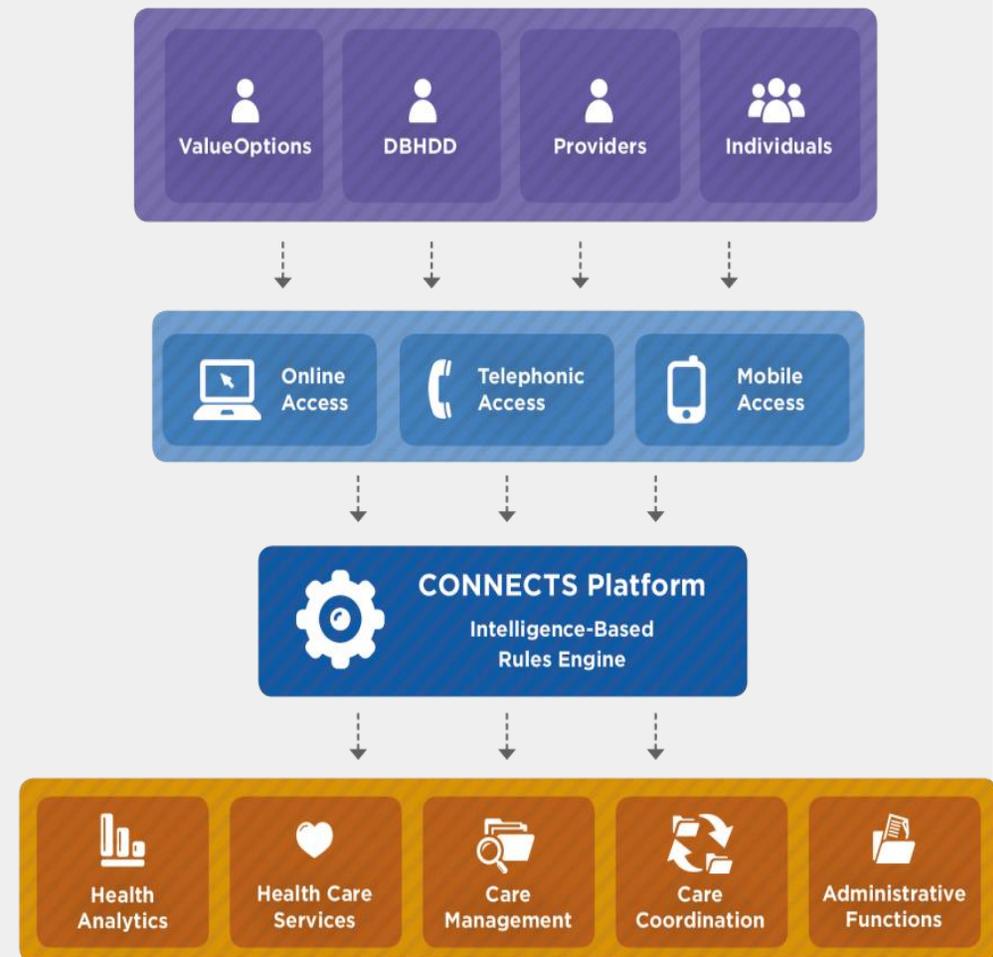
“Providing Easy Access to High Quality Care”

- Support recovery, resiliency and independence in community based service system
- Leverage technology through an integrated, customizable platform allowing all core functions to “communicate” (The CONNECTS platform)
- Coordination of previously disparate systems
- Improve outcomes and provider performance

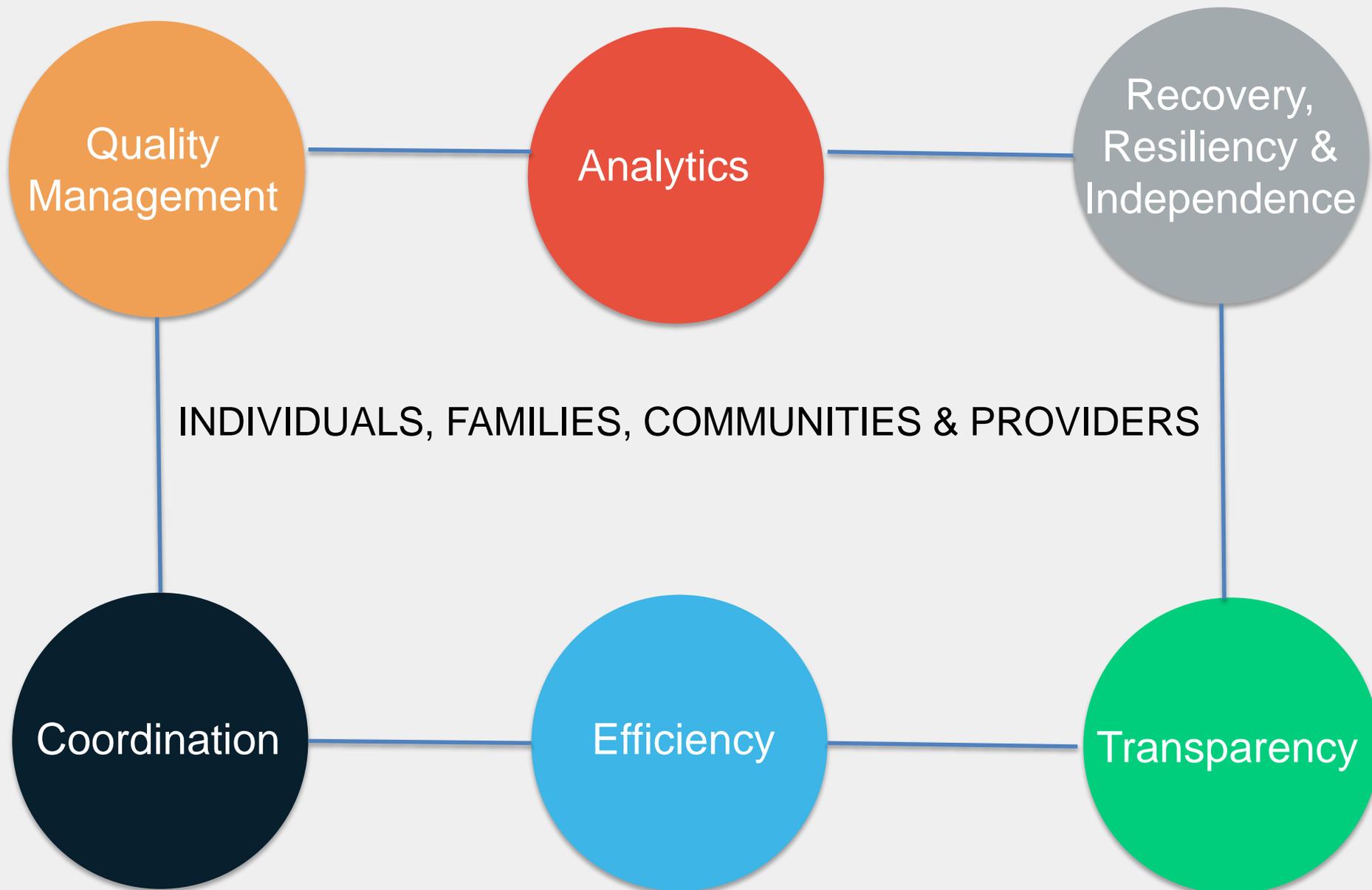
Data Driven Outcomes and Processes

Integrated, customizable platform allowing all core functions to “communicate”

- Eligibility
- Provider demographics & credentialing
- Authorization
- Care coordination
- Health analytics
- Data transfer
- Claims payment
- Reporting



Georgia Collaborative ASO Benefits

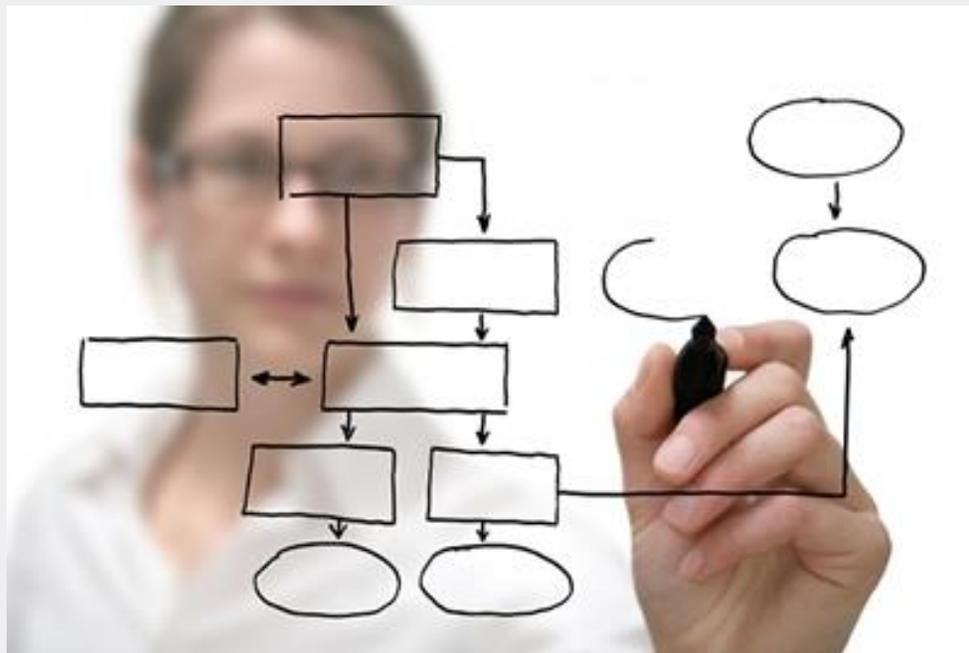


Coordination of Services



- Statewide Single Point of Entry and Preferred Point of Entry for all crisis services
- Electronic crisis plan
- Integrated IDD eligibility, authorization eISP and case management system
- Enhanced engagement and transition services
- Integrated coordination

Clinical & Administrative Efficiencies



- MICP sunset
- Streamlined registration and authorization process
- Focused UM/UR efforts on the intensive service continuum
- Auto authorization of non-intensive services
- LOCUS/CAFAS replacement with CANS/ANSA assessment tools

Quality Management

- Expanded focus on outcomes related to whole health
- Coordinate and streamline quality monitoring and technical assistance
- Utilization of best practices
- Capturing the needs and desires of the individual using Person-Centered Reviews
- 360° view of individual (Medical, BH & IDD) with a whole health management person centered approach



ProviderConnectSM

- Free and secure online portal available 24/7 where providers can:

The screenshot shows the ProviderConnect portal interface. At the top, there is a navigation bar with the logo 'PROVIDERCONNECT VALUEOPTIONS' on the left and a 'Switch Account' dropdown menu set to '123456-General Account'. Other links include 'ValueOptions Home', 'Provider Home', 'Contact Us', and 'Log Out'. The main content area features a welcome message: 'Welcome PETER TUMNUS . Thank you for using ValueOptions ProviderConnect.' Below this is a message center section with an 'INBOX' icon and 'YOUR MESSAGE CENTER (8 NEW) Message'. A red text prompt says 'Click on inbox to view your messages'. The 'WHAT DO YOU WANT TO DO TODAY?' section is organized into columns of links: 'Link/Unlink Accounts NEW', 'Eligibility and Benefits' (with sub-links: Find a Specific Member, Register a Member), 'Enter or Review Claims' (with sub-links: Enter a Claim, Enter EAP CAF, Review a Claim, View My Recent Provider Summary Vouchers, PaySpan), 'Enter or Review Authorization Requests' (with sub-links: Enter an Authorization Request, Enter an Individual Plan, Enter a Special Program Application, Enter a Comprehensive Service Plan, Enter a Treatment Plan, Review an Authorization), and 'Enter or Review Referrals' (with sub-links: Enter a Referral, Review Referrals). A left-hand navigation menu lists various functions like 'Home', 'Specific Member Search', 'Register Member', 'Authorization Listing', 'Enter an Authorization Request', 'Enter a Treatment Plan', 'View Clinical Drafts', 'Enter a Special Program Application', 'Complete Provider Forms', 'Enter a Comprehensive Service Plan', 'Claim Listing and Submission', 'Enter EAP CAF', 'Manage Users', 'Enter an Individual Plan', 'Enter Case Management Referral', 'Enter a Referral', 'Review Referrals', 'Enter Bed Tracking Information', 'Search Beds/Opening', 'EDI Homepage', and 'Enter Member Reminders'.

- Verify member eligibility and benefits
- Submit and view authorizations and claims
- Access to Provider Summary Vouchers (PSV)
- Access message center to contact GA Collaborative staff
- BH, IDD and wellness resources focused on recovery, resilience, advocacy, medications, life skills and daily living skills

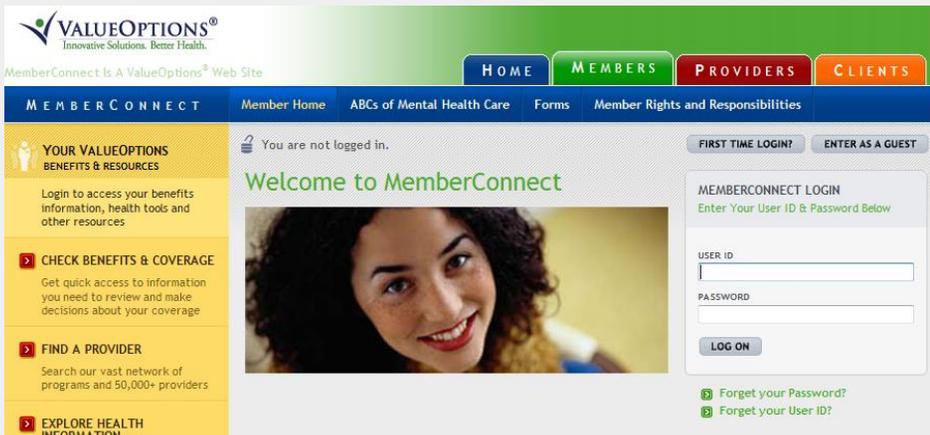
Business Intelligence & Data Analytics

- Advanced analytics leading to data driven decision making and policy management
- Provider portal to comprehensive claims and clinical data for enhanced care management
- Provides DBHDD, providers, and other stakeholders access to inpatient and outpatient utilization data for enhanced care coordination
- Provider Profiles and Key Performance Indicators



MemberConnectSM

- Free and secure online portal available 24/7 where members can:



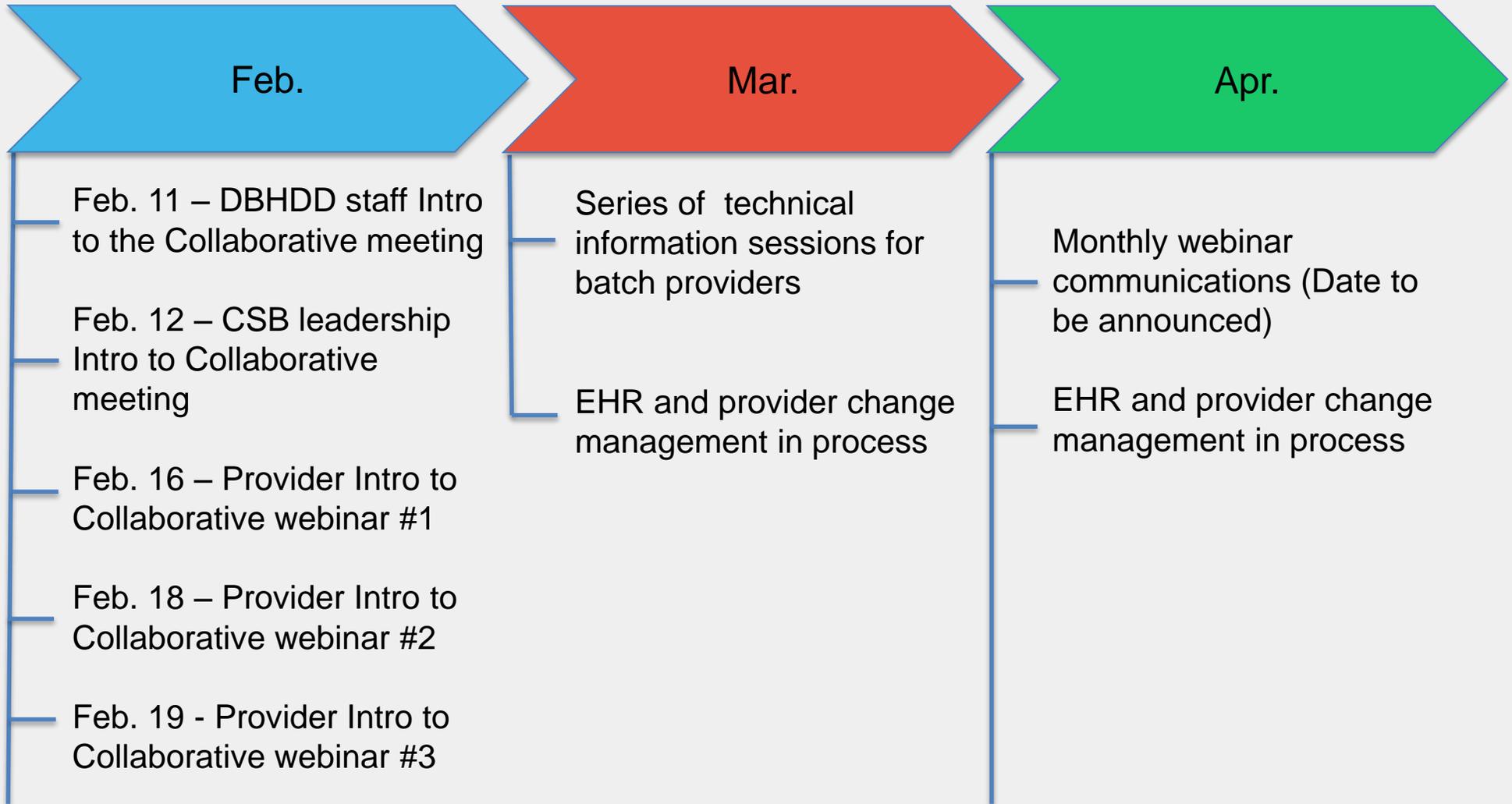
- Verify their eligibility and benefits
- View authorizations and claims
- Locate a behavioral health provider
- Individual appointment reminders
- BH, IDD and wellness resources focused on recovery, resilience, advocacy, medications, life skills and daily living skills

Recovery, Independence & Resilience Focus

- Strong voice for individuals and providers developing key performance indicators
- Community partnerships with advocacy and recovery communities
- Director of Recovery & Resiliency
- Certified Peer Specialist & Care Transition Specialists
- Person-Centered reviews to evaluate individual impact
- “Nothing about us without us”

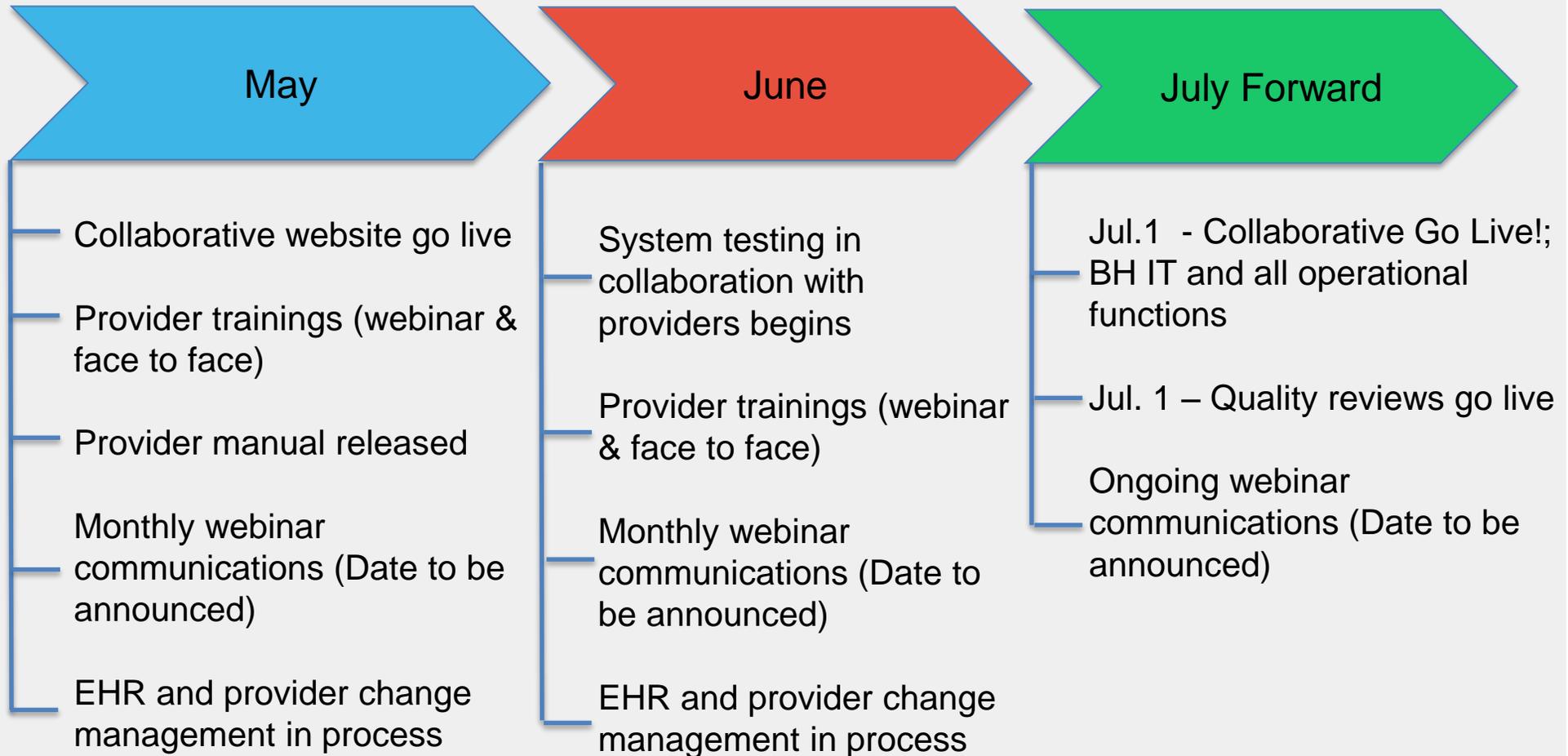


Implementation Timeline



* *Dates are subject to change*

Implementation Timeline



** Dates are subject to change*

Thank you

For Georgia Collaborative ASO general inquiry or questions please email:

GACollaborative@beaconhealthoptions.com

