



**Office of
Mental Health**

Specialty Mental Health Care Management in Health Home for Adults

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Housekeeping

- All phones are currently muted
- We want you to share your thoughts and questions with us using the Q&A feature (do not use the chat box)
- Access the “Q&A” box in WebEx menu can be found:
 - At the right of your screen
 - If you are seeing circles at the bottom of your screen – select the one with “...” and select Q&A
 - If you expanded the view of the webinar to full screen, hover cursor over green bar at top of screen to see the menu
- Type questions using the “Q&A”
 - Submit to “all panelists” (default)
 - Please do not use Chat function for Q&A
- This webex will be recorded and slides will be shared



Agenda

- Overview Specialty Mental Health Care Management
- Designation of Specialty Mental Health CMAs
- Role of the lead HH, LGUs, and MCOs
- Next Steps



Specialty MH Care Management for Adults



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Specialty Mental Health Care Management

- **Enhanced level of care management** in Health Homes, for high need members
- Care managers with **expertise in mental health**
- Direct OMH **Oversight** of Specialty MH CMAs
- Specialty MH Care Management Agencies to serve highest need adults with SMI – **HH+ SMI population**
 - Fulfill the local need to adequately support the highest need individuals (e.g., AOT)
 - Expertise, Experience, Knowledge of critical services

Goals of Specialty MH Care Management

- Improve Health Home enrollment for high need individuals living with SMI
- Ensure all HH+ SMI eligible members are receiving HH+ level of support
- Mission-Driven work for CMAs
- More time spent with members and collaborating with care team
- Meaningful member outcome measures
- Addressing service gaps for members
 - Use of data to track and evaluate key outcomes (e.g., linkage to BH rehabilitation services)

OMH Oversight

NYS OMH as lead oversight agency for Specialty MH Care Management

- Program policy to meet the unique needs of the SMI population
- Program goals and meaningful outcomes
- Monitor achievement of program and member outcomes
- Workforce training
- Utilize relationships with LGUs/SPOA - key resource for HH+ referrals and access to critical services

Overview of HH+ Guidance Key Requirements

- Eligible Population
- Workforce Qualifications and expertise
- Caseloads sizes (1:20)
- Face to face contacts
- Documentation and Billing

Overview of Transition Timeline

February - March:

- Designation/provisional designation notification process and webinars begin
- Designated CMAs attest as Specialty MH CMAs

March:

- Individuals referred to Health Home and meeting HH+ SMI eligible criteria are assigned **ONLY** to Specialty MH CMAs and provisionally designated CMAs.
- Action Plans due by Provisionally Designated Specialty MH CMAs to begin work towards designation

April:

- Technical assistance for designated Specialty MH CMAs, PSYCKES Collaborative for provisionally designated Specialty MH CMAs begins



Designation of Specialty Mental Health CMAs



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Designation Performance Measures

Designation Performance Measures:

- 50% or more of HH+ SMI Eligible members received HH+ level of care, **and** CMA identified at least 50% of their HH+ eligible members

Provisional Performance Measures:

- 1-49% of their HH+ SMI Eligible members received HH+ level of care
- 50% or more of their HH+ SMI Eligible members received HH+ level of care, **but** CMA identified *less* than 50% of their HH+ eligible members
- Serving AOT individuals
- Average of 2+ face-to-face contacts per month provided to high-risk high-need members

Designation Data Sources & Logic

Performance Measures	Sources	Logic
50% or more of HH+ SMI eligible members received HH+	MAPP HHTS Billing Support File – HML	MAPP data Captures members CMA identifies as HH+ eligible – including the homeless, jail releases, and Clinical Discretion referrals not visible in State data sources.
Identified at least 50% or more of enrolled HH+ eligible members	MAPP HHTS Billing Support File – HML <u>Vs.</u> TACT- AOT CAIRS - ACT Disenrollment MHARS/ REMS- State PC/CNY Medicaid- High Utilizers, Ineffectively Engaged, Other	The MAPP number of HH+ eligible population did not match the Medicaid HH+ eligible identification by 50% or more.

Provisional Designation Data Sources & Logic

Performance Measures	Sources	Logic
1-49% of HH+ SMI eligible members received HH+.	MAPP HHTS Billing Support File – HML	MAPP data Captures members CMA identifies as HH+ eligible – including the homeless, jail releases, and Clinical Discretion referrals the State can't see in data.
50% or more of their HH+ SMI Eligible members received HH+ level of care, but identified less than 50% of their HH+ eligible members	MAPP HHTS Billing Support File – HML <u>Vs.</u> TACT- AOT; CAIRS - ACT Disenrollment; MHARS/ REMS- State PC/CNY; Medicaid- High Utilizers; Ineffectively Engaged; Other	The MAPP number of HH+ eligible population did not match the Medicaid HH+ eligible identification by 50% or more.

Provisional Designation Data Sources & Logic, Cont'd

Performance Measures	Sources	Logic
Served AOT	MAPP HHTS Billing Support File – HML TACT- AOT	MAPP is CMA identification and TACT is the statewide database for those individuals under court order AOT.
Volume of face-to-face contacts provided to high-risk high-need members was 2 or more per month	CMART	Face to face contacts support work being done by CMAs meeting the vision of more intensive CM.

Specialty MH CMA Provisional Designation

- Opportunity for CMAs who do not meet performance thresholds for designation
- Provisionally designated CMAs will develop an action plan for achieving the HH+ threshold needed for designation
- Technical Assistance and training available for CMAs
 - PSYCKES Collaborative
 - OMH Technical Assistance
 - Training Resources

Specialty MH CMA Standards

- CMA has process for immediate assignment of HH+ eligible members to qualified care managers and the provision of HH+ services.
- CMA has process to ensure HH+ caseload sizes do not exceed the required ratio of 1 qualified care manager for every 20 HH+ recipients.
- CMA has process to ensure the minimum service intensity requirements outlined in the HH+ SMI program guidance are met.
- CMA has staff meeting the HH+ SMI Staff Qualification requirements, as outlined in the HH+ SMI program guidance.

Specialty MH CMA Standards, Cont'd

- CMA has policy and procedure to ensure Supervisors and direct care management staff possess key core competencies for serving high need individuals with SMI, as outlined in HH+ SMI program guidance.
- CMA has a working relationship(s) with the LGU/SPOA(s) in their service count(ies); see HH+ SMI program guidance for more detail.
- For CMAs authorized to serve AOT, CMA meets the additional requirements for serving AOT individuals, as outlined in HH+ SMI program guidance.

Specialty MH Care Management Agencies

- Provide HH+ to eligible members
- Build up workforce and model requirements to support HH+ level of care
- Work with HHs and LGUs in receiving HH+ referrals
- Specialty MH CMAs may continue to provide HRHN and HHCM levels of support along with this line of business
- OMH Technical Assistance and training opportunities

Non-designated CMAs seeking Specialty Designation

There will be an opportunity for non-designated CMAs who want to be designated as Specialty MH CMAs.

OMH will work with lead HHs to identify a process.

Key considerations:

- Lead HH should assess for need and capacity for additional Specialty MH CMAs in their network
- Lead HHs must be willing to attest to the CMAs ability to meet billing requirements (added to existing Lead HH attestations, if not already)
- CMAs will need to demonstrate the ability to meet HH+ program requirements prior to provisional designation
- Once provisionally designated, CMAs will be required to participate in the action planning process for achieving designation

Role of the Lead Health Home, Local Government Units, and Managed Care Organizations



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Role of the Lead Health Home

- Develop policy to ensure access for HH+ referrals and triage appropriately to designated CMAs
- Support warm handoff from non-Specialty CMAs to SMH CMAs when members are eligible for HH+ level of care (member choice)
- Work with CMAs to ensure capacity to serve HH+ eligible
- Billing and EHR infrastructure
- HH network that supports Specialty CMAs to best serve members
- Health Home Re-designation: will incorporate performance measures for Specialty MH CM

Role of the LGU

- Resource for HH+ referrals
 - clinical discretion
- Supporting rapid access and linkage of HH+ eligible individuals to the Specialty MH CMAs in their region
- Working with Specialty MH CMAs serving AOT members

Role of the MCOs

- Support access to HH+ service for all HH+ eligible members
 - Clinical discretion
 - Transitions from Inpatient / CPEP / POP, etc.
- Monitor member outcomes of HH+ SMI population

Next Steps



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Transition Timeline and Key Steps

January 14, 2021	Public Announcement for Specialty Mental Health Care Management Implementation
January 27, 2021	Webinar for lead Health Homes: Overview of Specialty MH CM
January 28, 2021	Webinar for CMAs, Lead Health Homes and MCOs: Overview of Specialty MH CM
February 7, 2021	CMAs will have received notification from NYS OMH regarding designation - or provisional designation – as a Specialty Mental Health Care Management Agency
February 24 & 25th, 2021 & March 3 & 4th, 2021	All designated and provisionally designated CMAs attend Kick-Off Webinar: <ul style="list-style-type: none">• Designated CMAs: 2/24/21 or 3/3/21• Provisionally designated CMAs: 2/25/21 or 3/4/21

<p>March 8, 2021</p>	<p>Designated Specialty MH CMAs submit Specialty MH CMA Attestations to NYS OMH.</p> <p>HH+ SMI referrals shall only be assigned to designated Specialty MH CMAs with submitted attestations.</p>
<p>March 15, 2021</p>	<p>Provisionally Designated CMAs submit proposed Action Plan for meeting designation criteria, for OMH approval.</p> <p>Provisionally designated CMAs may receive HH+ SMI referrals, with a submitted Action Plan for formal designation.</p>
<p>March 15 – October 15, 2021</p>	<p>CMAs complete implementation activities, as reviewed during applicable Kick-Off webinar.</p> <p>Provisionally Designated CMAs must also participate in OMH PSYCKES learning collaborative and technical assistance activities, as identified in the CMA's agreed upon Action Plan for formal designation.</p>
<p>March 1 - November 1, 2021</p>	<p>Provisionally Designated CMAs only: OMH evaluates CMA progress towards meeting designation criteria.</p> <p>As Provisionally Designated CMAs meet the State HH+ performance benchmark for designation, CMAs will submit Specialty MH CMA Attestations to NYS OMH and will receive OMH Specialty MH CMA Designation Notification letter shortly after.</p>

Questions

Questions regarding Specialty MH Care Management may be sent to the [Health Home BML](#) - Subject: **Specialty Mental Health Care Management.**

<https://apps.health.ny.gov/pubpal/builder/email-health-homes>



Q & A



Thank You!