

BHA Technology Office Hours

August 9, 2023

THIS MEETING WILL BE RECORDED



COLORADO
Behavioral Health
Administration

What are BHA Technology Office Hours?

Office Hours is a meeting hosted by the BHA technology team for behavioral health providers, specifically data/admin team members, to:

- Receive consistent updates on changes and improvements to BHA-managed technology systems
- Surface and discuss technology-related questions with the BHA tech team
- Provide feedback and expertise to ongoing technology efforts
- Understand opportunities to further engage with the BHA technology team

Past Office Hours can be found on the [For Providers](#) BHA webpage.



Office Hours Housekeeping

- Take [our survey](#) for next month's hot topics!
- BHA Provider [website page](#) is now Office Hours source of truth!
 - For agendas
 - For slides and recordings
 - For Zoom meeting registration
 - For monthly hot topic survey
- Contact: cdhs_bha_provider_support@state.co.us with the subject line "Office Hours" if you have any questions!
- <https://bha.colorado.gov/resources-for-providers>

Agenda

- Quick Updates:
 - BHC&E
 - Administrative Burden (CCAR/DACODS) Research
 - Referrals Platform Research & User Testing
- Open Discussion
 - BHA Website
 - Q&A





Quick Updates

- BHC&E
- Administrative Burden Research
- Referrals Platform Research & User Testing

BHC&E | Enrollment

- Enrollment of BHA MSOs and ASOs can proceed when ready
 - Acceptance of Provider Participation Agreement
 - Access to interChange Provider Portal
 - Required before encounters can be submitted to the interChange
 - Operational support group is reforming in HCPF
- Cannot enroll CMHCs for direct encounter submission yet due to interChange limits



BHC&E | BHA Payer

- Because of the provider enrollment within the interChange, the option for selecting “BHA Payer” is present for all providers
 - Any Medicaid provider will be able to select “BHA Payer” in addition to Title XIX
 - Will receive letters using “BHA Funded Services”
 - Does not allow the provider to bill the BHA, offer “BHA Community Services”



BHC&E | Pilot Status

- Signal has successfully enrolled as an MSO for multiple regions
- Signal ASO enrollment rejected, investigating
- Signal has successfully created encounter records in the test environment
 - Working on supporting documentation



Administrative Burden | Research Scope

Hypothesis: Outdated and inefficient State reporting processes create disproportionate burden on public behavioral health providers and ultimately negatively impacts the experience of people seeking care in Colorado.

Goals:

- Increased understanding of how BHA reporting mandates (specifically CCAR/DACODS) influence provider processes and operations, and how that carries over into client experience.
- Recommendations for improving data quality and reducing administrative burden on providers.



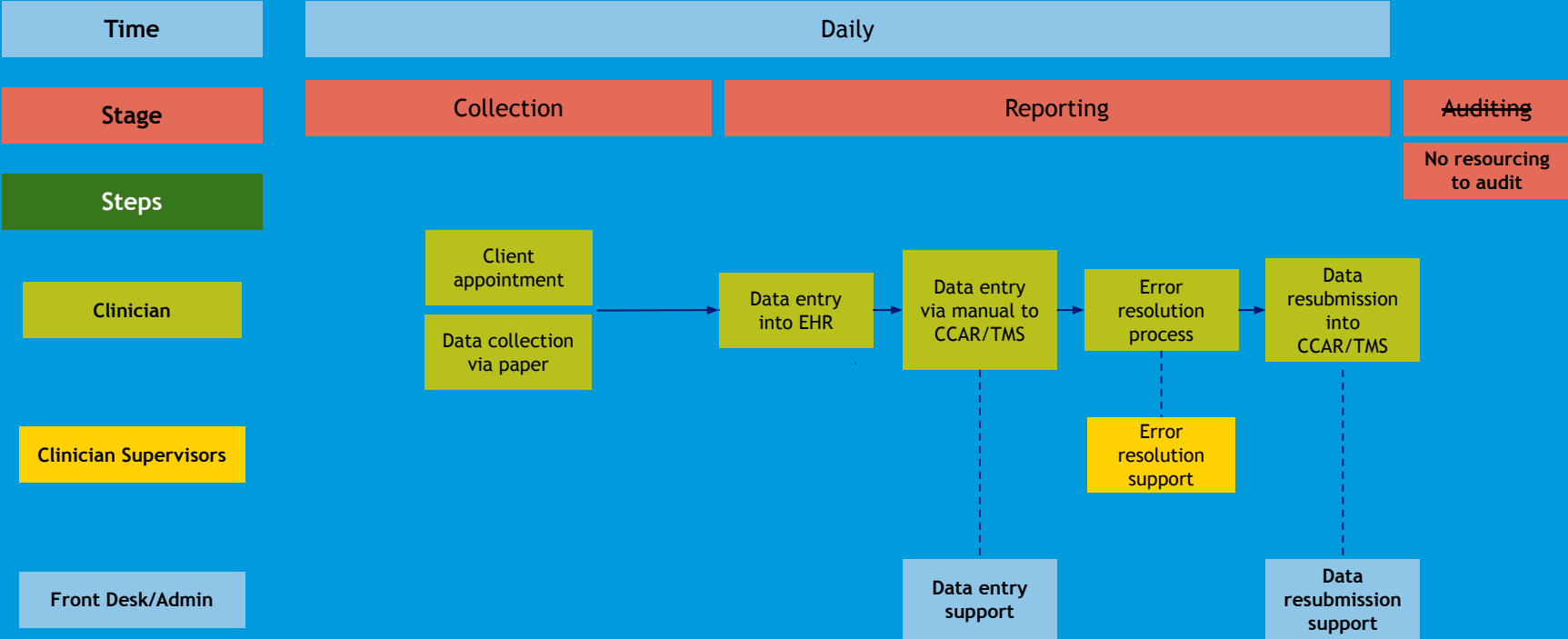
Administrative Burden | Status

- Active Research [Complete]
 - Provider interviews & virtual site visits [Complete]
- Synthesis [Complete]
 - Internal recommendations review [In Progress]
 - External share out & revisions [Not Started]
- Implementation [Not Started]

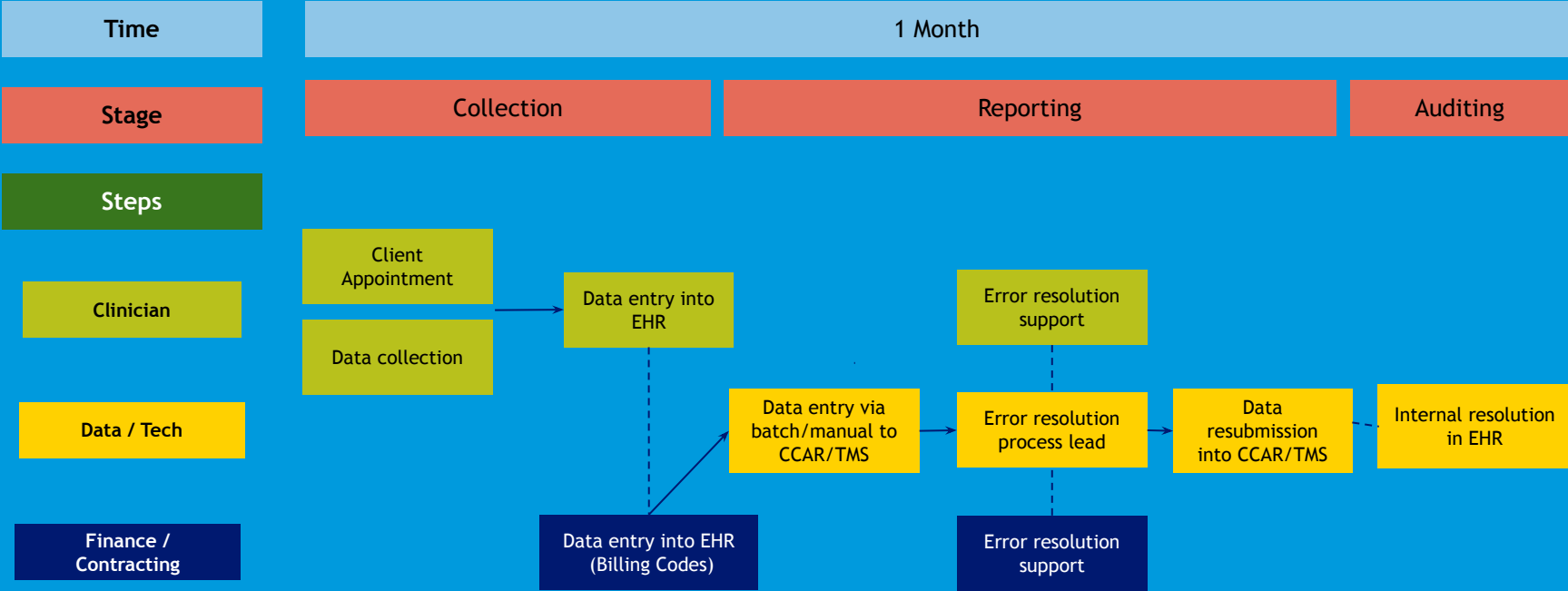
Administrative Burden | Defining Resourcing

High Tech Resourced Providers	Low Tech Resourced Providers
<ul style="list-style-type: none">● Full EHR● Customized EHR modules for State / Federal reporting● Budget for API capabilities● Dedicated tech team● Dedicated data team● Dedicated finance team● Dedicated grant / contract team to monitor reporting requirements● High speed wifi	<ul style="list-style-type: none">● Simple EHR, if any, no customizations● No budget for tech infrastructure● Clinicians / front desk staff take on data and tech duties● Grant / contract management and related reporting tacked on to someone's job● Some reporting / paperwork still completed by hand● Potential for limited wifi / broadband

Current State | Low Tech Resourcing



Current State | High Tech Resourcing



Referrals Platform | Status

- **Usability Research** [In Progress]
 - Group 1 [Completed]
 - Group 2 [IP]
 - Group 3 [Not Started]
- **Build** [In Progress]
 - Iterative Build
 - Full Launch January 2024
- **Referrals Research** [In Progress]
 - Interviews
 - BHAAC Ethics Slam



Referrals Platform | Research Objectives

- Develop a better understanding of the referrals process from the providers perspective, to include their needs, preferences, and pain points.
- Clarify the barriers to effective referrals.
- Describe the impact of referral processes on patient outcomes and satisfaction.
- Deepen our understanding of how inequity shows up in this process today in order to create plans and processes for mitigation.
- Identify opportunities for improvement and provide recommendations on how the BHA might be involved.
- Introduce key performance indicators related to referral processes, such as referral volume, timeliness, and completion rates.



Referrals Platform | Group 1 Findings

- We will share our full findings from Group 1 user testing in the chat and in our Office Hours follow up email.
- One of the things that we heard was that the term Referrals is confusing and likely shouldn't be the name of the platform.

What names would you suggest for this new system?

Email abigail.fisher@state.co.us
with the subject like “Usability
Testing” to be included in Group 2





Open Discussion / Q&A

Today's Topic | BHA Website

I need help with my
credentialing and/or licensing.

I need help with claims and
payment.

I need help with BHA reporting
requirements.

I need assistance placing
someone into Behavioral
Health services.

I need information on a BHA
program and/or contract.

I want behavioral health
professional development
resources.

I need to file a Critical
Incident Report.

I need data / information from
the BHA.



What questions do you have for us?

We want to be thoughtful so we may follow up afterwards if we don't have answer or right people to address your question.





Future Office Hours

Office Hours 2023 Schedule

- Second Wednesday of the month:
 - September 13th
 - October 11th
 - November 8th
 - December 13th



Questions

Future Office Hour Info: <https://bha.colorado.gov/resources/providers>

Contact Us:
cdhs_bha_provider_support@state.co.us

