

# BHA Technology Office Hours

October 11, 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

What's on your mind? Drop topics in the chat for our Q&A later in the session!

- 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](mailto:cdhs_bha_provider_support@state.co.us) with the subject line “Office Hours” if you have any questions!
- [Sign up](#) to stay informed!
  - We will be sunsetting the google group at the end of 2023. If you're already part of the group we will export you to our new mailing list. If you're not part of that group, please sign up.



# Agenda

- Today's Topics:
  - BHA Programs
  - Training Schedule
  - Administrative Burden: CCAR/DACODS Modernization
  - Referrals Platform
- Open Discussion
  - Q&A





## Quick Updates

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- BHA Programs
- Training Schedule
- Administrative Burden: CCAR/DACODS Modernization
- Referrals Platform

# BHA Programs

# BHA Programs

## What is a BHA Program?

- The majority of BHA programs ensure behavioral health services can be accessed by uninsured people.
- They create capacity for quality programs not covered by Medicaid.
- Individuals can access BHA programs as clinically indicated, such as at Community Mental Health Centers or Jail-based Services.
- These programs help co-create a people-first behavioral health system that meets the needs of all people in Colorado.



# Program Financing & Payment

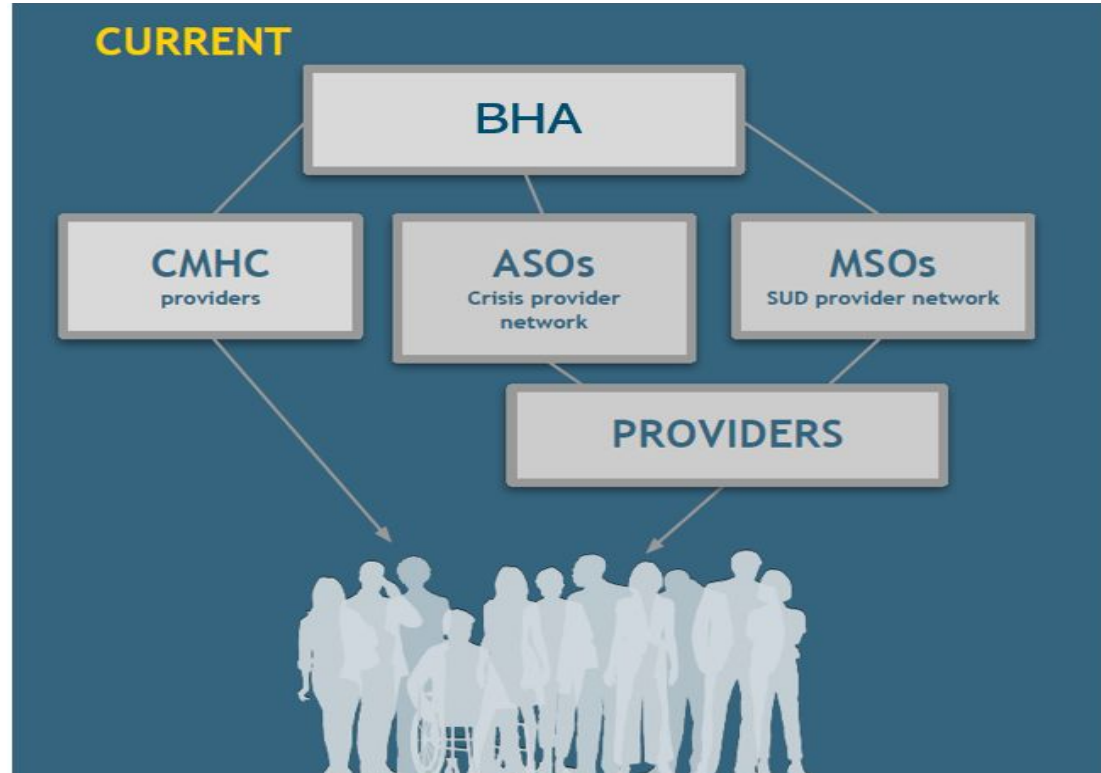
BHA administers over **300+** contracts annually to operate our programs. Most of these contracts have been competitively procured, unless allowed otherwise by statute. Our three major services are described below:

Service Type	Service Description	Contract Details
Mental Health Services	Community Mental Health Centers (CMHC) provide five statutorily required services within their communities: (1) Emergency Services (2) Inpatient (3) Outpatient (4) Partial Hospitalization (5) Educational and Consultative Services.	BHA contracts directly with all designated CMHCs across Colorado. BHA funds CMHCs for a variety of programming in alignment with CMHC designated services.
Crisis Services	Administrative Services Organizations (ASO) develop and administer a network of providers to make available crisis services statewide, which includes: crisis stabilization unit, mobile crisis response, crisis respite, and walk-in centers.	BHA contracts directly with ASOs. ASOs have the authority to establish their network independently and subcontract to their network for service delivery. ASOs independently negotiate contracts, including payment terms, with their network providers.
Substance Use Disorder Services	Managed Services Organizations (MSO) develop and administer a network of providers to establish a continuum of substance use disorder care from outpatient services to residential services. The MSO network also contains peer support services and recovery housing assistance.	BHA contracts directly with MSOs. MSOs have the authority to establish their network independently and subcontract to their network for service delivery. MSOs independently negotiate contracts, including payment terms, with their network providers.





# Program Financing & Payment



# Provider Participation

How can you as a provider participate in a BHA Program?

- The BHA contracts with Administrative Services Organizations (ASOs) for behavioral health crisis services as well as the Children and Youth Mental Health Treatment Act, the Families First Prevention Services Act, and others.
- The BHA contracts with Managed Services Organizations (MSOs) for substance abuse prevention, treatment and recovery support services.
- The BHA also contracts with Signal (who is also an ASO and MSO) for the [I Matter](#) program, offering free counseling sessions to youth.



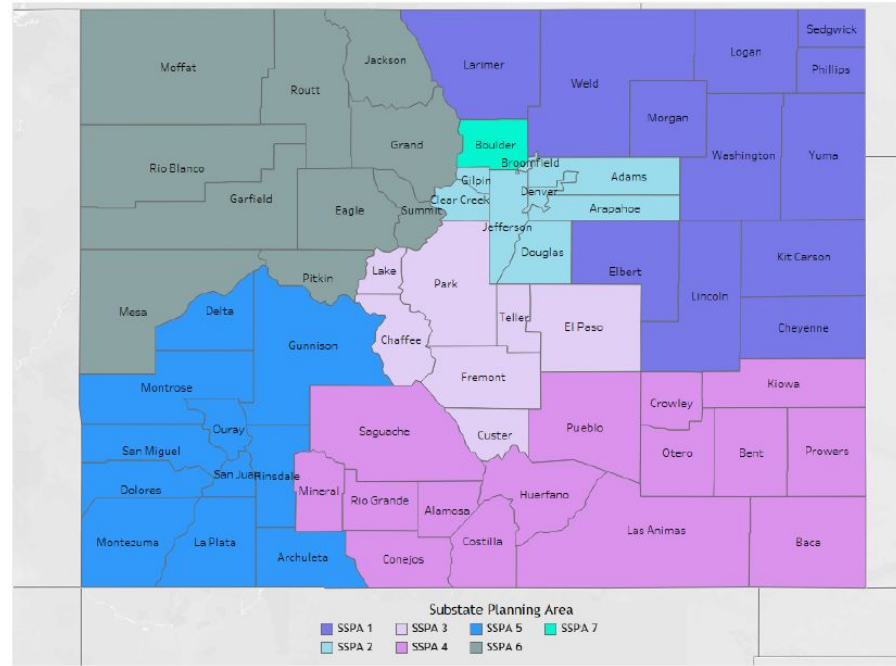
# How to Connect: MSOs

Signal 1, 2, 4, 7

Diverus 3

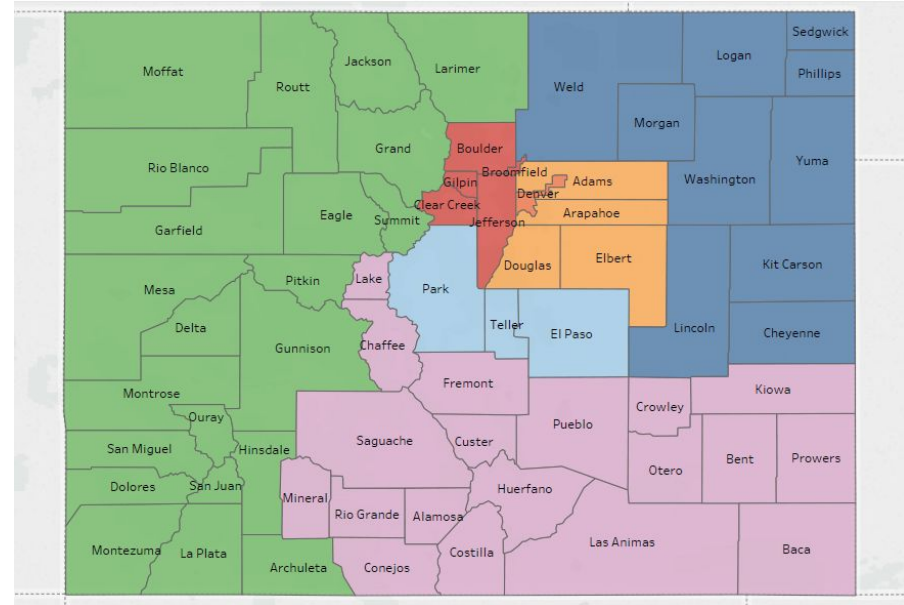
Rocky Mountain Health Plans 5 & 6

Substate planning area (SSPA)



# How to Connect: ASOs

- [Signal 6](#)
- [Signal 3](#)
- [Signal 5](#)
- [Carelon 7](#)
- [Carelon 2](#)
- [Health Colorado 4](#)
- [Rocky Mountain Health Plans 1](#)



# What about these BHASOs

The BHA will be eventually contracting with regional Behavioral Health Administrative Service Organizations to be able to purchase substance use disorder, mental health, and behavioral health crisis services.

- A single map!
- Greater integration of behavioral health services
- Providers can contract with one regional company to provide an array of BHA funded services
- Decreased administrative burden for providers
- Easier system to navigate for the residents of Colorado



# Training Schedule

# Training Schedule

- CCAR Training Schedule:
  - Wednesday, November 8 · 10:30 am - 11:30 am
    - Video call link: <https://meet.google.com/xtf-yzhg-jmy>
- DRS Training occurs every fourth Tuesday.
  - Click the following link to join any of the training's list below <https://meet.google.com/jbf-guam-ovi>
    - October 24 · 9:00 - 10:30 am
    - November 28 · 9:00 - 10:30 am
    - December 27 · 9:00 - 10:30 am
- DACODS Training occurs Monthly on the first Wednesday.
  - Click the following link to join <https://meet.google.com/mim-moor-kab>
    - Wednesday, November 1 · 10:00 - 11:30am
    - Wednesday, November 29 · 10:00 - 11:30am



# **Administrative Burden: Modernizing CCAR/DACODS**



# Administrative Burden | Announcement

From March through July of 2023, the Behavioral Health Administration's technology team engaged with **16 provider organizations** across Colorado, which included representation of a variety of tech setups, geographies, mental health settings, services offerings, and population expertise.

We conducted hour-long interviews and virtual site visits with over **60 individuals** from those 16 provider organizations, representing a range of roles including clinicians, administrative staff, data/tech teams, managers, and executive leadership.

We also did extensive secondary research on policy, legislation, and past modernization efforts.

**We are so excited to finally be able to share our report and to provide more detail on how we will engage providers to gather and act on their feedback.**

There are **many sources** of administrative burden caused by the BHA, but we very intentionally **began** with CCAR/DACODS because those reports are the most prevalent and negatively-impactful on providers.

We will tackle other sources of admin burden in parallel with the implementation of the CCAR/DACODS Modernization plan.

# Administrative Burden | Key Recommendations

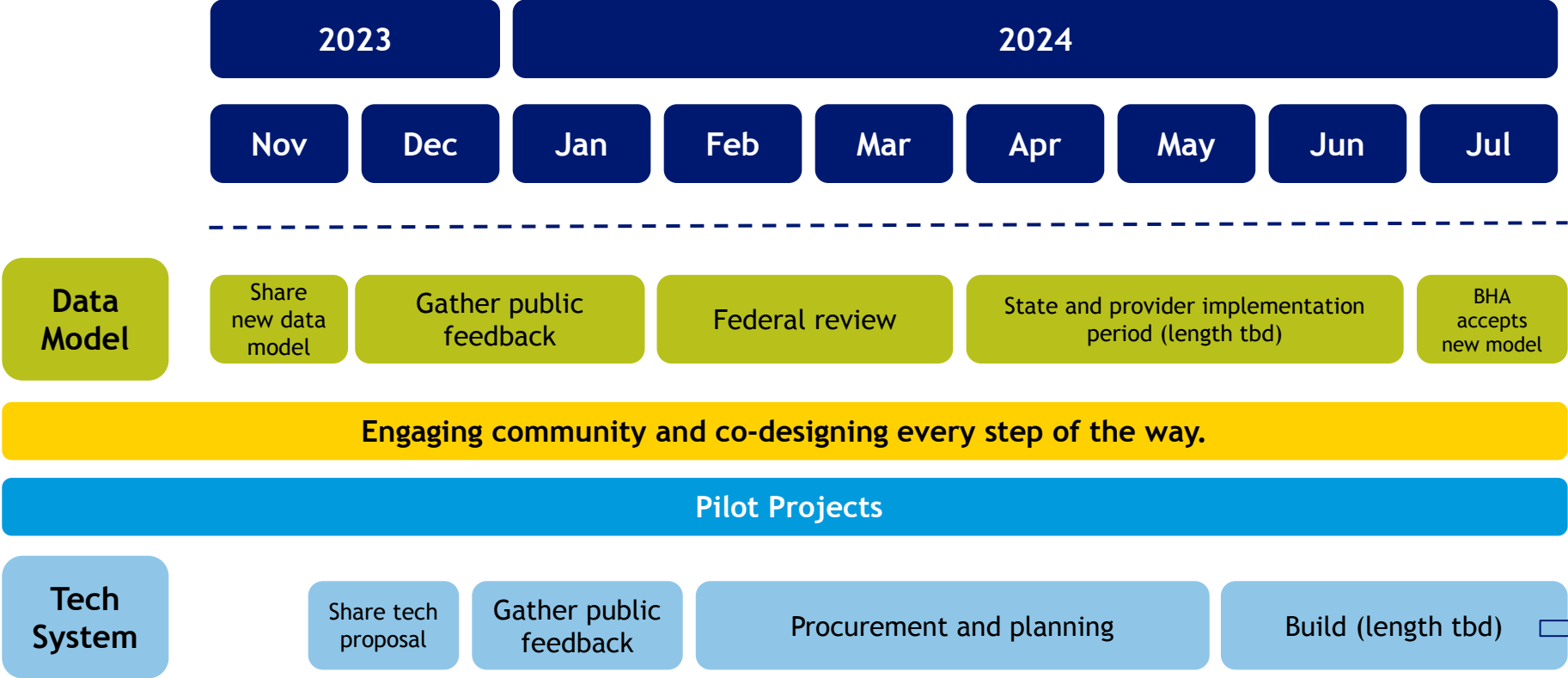
1. Update Data Model: Update the data model for CCAR/DACODS through relevant stakeholdering and federal review processes. Map data model to culturally competent best practices (ex. gender, race, ethnicity) for front-end presentation.
2. Select Data Entry System: Perform an analysis of existing internal and external technology systems based on recommended design parameters in order to select a new front-facing data entry system.
3. Build for Episodic Reporting: Build a reporting environment where we can collect data episodically; aggregating encounters into “Episodes of Care”.
4. Create Data Analysis Dashboards: Create standard and customizable data analysis dashboards so providers can track progress towards contractual requirements as well as measures of equity.
5. Prioritize Engagement: Create a robust external communication and engagement plan for providers and other stakeholders to foster trust and transparency.

# Administrative Burden | Community Engagement

Ultimately, the success of this modernization project hinges on accurate, transparent communication and engagement opportunities. We must look beyond a technical solution, and into the principles of co-design to move this body of work forward.

A robust engagement plan should be formulated, including the following considerations:

# Tentative Timeline\*



This timeline is subject to change, especially because we want to make sure we're giving providers enough time to provide feedback AND implement changes on their own systems.

# Administrative Burden | Calls to Action

1. **READ** the full report and watch a video of this presentation on the project website.
2. **SUBMIT FEEDBACK** via this form until *October 27th*. All feedback submitted will get a response from the BHA and will be published.
3. **SIGN UP** to get email updates on progress!

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**Links in chat and on  
the project website!**

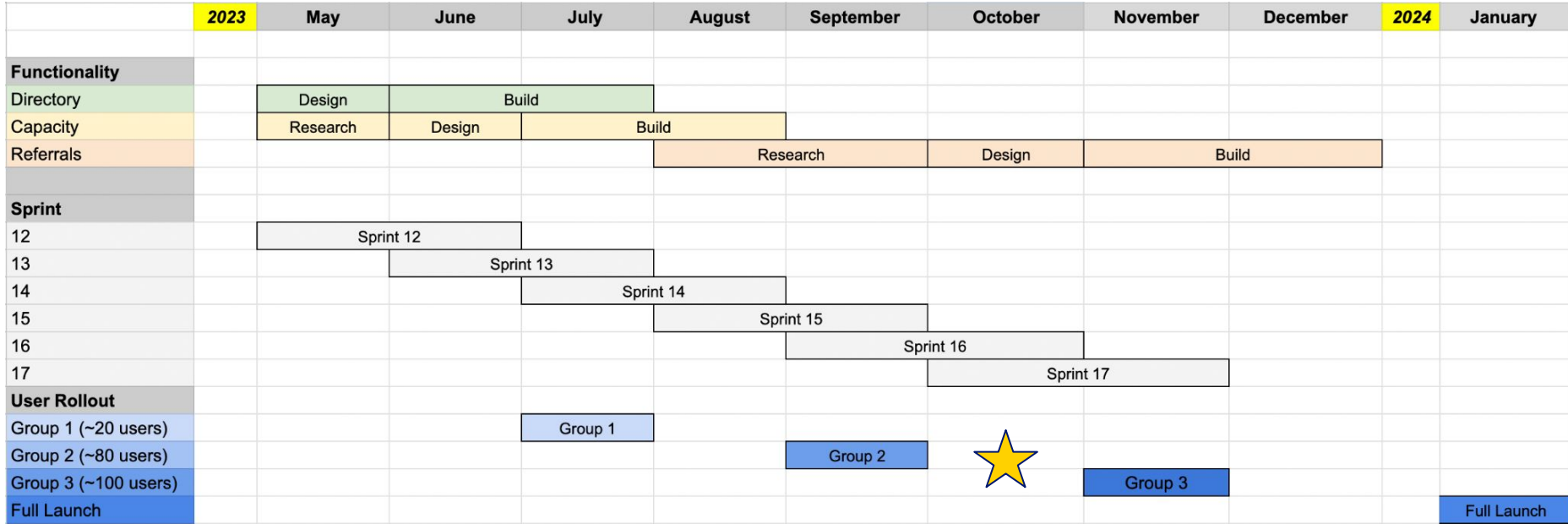
# Administrative Burden | Next Steps

- We will be collecting feedback on the report via the form until **October 27th**.
- These form responses will be published with corresponding BHA responses to the project site by **mid-November**.
- The week following the publication of community feedback, we will host three more “Share Out & Discussion Sessions” **to be scheduled**.
  - At this time we will also be promoting additional ways to engage with this effort.

# Referrals Platform



# Referrals Platform | Timeline



We will be releasing a more detailed launch timeline in November, so providers have ample time to prepare

# Referrals Platform | Engagement Opps

- We are currently conducting both research and user testing on the upcoming referrals platform.
  - We will have findings from our second group of test users ready to share shortly.
  - We will also have a new research report detailing what providers will be able to expect from our January launch in terms of features and functionalities.
- This means we're getting amazing feedback on both high-level strategy around improving referrals, and tactical feedback on the usability of the platform.

**Also email me [abigail.fisher@state.co.us](mailto:abigail.fisher@state.co.us) if you want be included as a test user in November!**



## Open Discussion / Q&A

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# 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

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# Office Hours 2023 Schedule

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

**We will announce the schedule for 2023 and do a reflection on the year of Office Hours in December!**



# Questions

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

Contact Us:  
[cdhs\\_bha\\_provider\\_support@state.co.us](mailto:cdhs_bha_provider_support@state.co.us)

