

Bassett Health Home QMP Meeting Minutes

Date:	5/13/2024	Attendees:	Miranda Blakeslee, Bridget Lamp, Chris Howland, Kelsey Thayer, Jen Knauss, Jetta Carrig, Erika Barber, Tosh DeMulder, Edward Carolla, James Charles, Kathy Ashe, Erica Thomas
Location	Zoom		

Discussion Topic	Presenter	Notes
Introduction	Miranda Blakeslee	
DOH / Policy Review	Miranda Blakeslee/ Bridget Lamp	Policy Review and Updates- Reviewed the Excel Spreadsheet in detail Asked if the team had any questions- none Core Billable- Added in the Initial Appropriateness +-30 days, 12 months post enrollment or segment start date, coming out of pending status within 30 days of that new segments Bassett Medicaid Check tool in netsmart IA under comprehensive transitional care section. Record and Documentation Requirements- CES tool and ongoing eligibility Provided an example around excluded setting. HH+ eligible no CES tool required. As long as we have the documentation regarding their HH+ eligibility then no CES tool is required. Referral- Update to clarify and show availability and assignment. If after the 15th then if Outreach cannot begin as soon as possible then the availability of other CMA's will be determined if no one is available then it will be held. MAPP referrals Process and expectation of reviewing the referral. My member upload. Training coming on that. This will begin in June. Update to the referral source section. CMA will be determining the eligibility and condition verification. Assignment- My member upload, CMA enters all demographic information. Only MAPP information will be pulled over so all information should be verified. Outreach to enrollment Month 1 and 2 Contact with referral source Completion of initial appropriateness tool. Bassett Medicaid check Related forms also updated.

Confidentiality Statement: All information discussed at this meeting or contained in these minutes regarding quality data and patient information is considered strictly Confidential and Privileged pursuant to applicable law.

		Continuity of Care- Fixed minor typos. Documentation around reestablishing contact. Clarifying what DSE is and how it should be determined. Member is successfully located and reengaged- Abbreviated Comp, Initial Appropriateness. Comprehensive Assessment & Person-Centered Care- Implementation of the Abbreviated Comp assessment, removed the verbiage around the “Annual Comprehensive Assessment” added that the comp assessment is used in developing the plan of care. Added information about the CES Tool. Procedures with the Plan of Care- Added comprehensive assessment clarified language. Types of Plans of Care- Amended vs Annual so we clarified this in the policy. If you have any comments or questions, please send those to Miranda by Friday. Incident Reporting Reminder- No longer using IRAMs, we have an email into the state. We have the incident form that can be sent to the HH inbox. We are working to get a form on the website.
QA	Miranda Blakeslee/ Bridget Lamp	Quality Process - Change Utilizing Reports – We will be looking to catch things in the moment as opposed to catching things after they occur. Using the system reports to find areas that can be done as they occur. We will be pulling reports on a regular basis and come up with a schedule around that. Opened that up for comments- Kathy Ashe- I think that’s a great idea, we cant do anything when we are a year or two out. Clarification on HH+ status change - Email should just include the members ID - The Chart should have all of the documents uploaded. Turn around for that- if you don’t hear back in 48 hours please email us back and we will get back to you asap. We included this in the state EOP and we will continue to collaborate around that. Excellus Review findings DSE contacts- improper number of contacts, or missed documentation. ED/Admission follow ups- conversation with the member, ensuring that the member understood their discharge, making sure we asked “ how are you feeling” and setting up follow up treatment.

		DOH- 5055- MCO and CMA listing- We need to be sure that the MCO and CMA are both listed. There have been several instances where they were put in incorrectly.
NetSmart Updates	Miranda Blakeslee/Bridget Lamp	New features- Care Connect Inbox- This will allow for secure communications within the network. Messages for health home plus members in the future. We just got the guide on this and we will provide a training around that. We have asked if it is possible for the HH to refer to a new CMA within the HH without starting a new episode. For Example- RSS to Bassett. Comprehensive Assessment: - Annual Assessments- Annual Comprehensive assessment was retired. If the Assessment wasn't finalized then a new comprehensive assessment must be completed now.
Open Forum	All Attendees	Open Forum- Kathy asked- How are referrals handled for the 18-21 year old group. CMA would put them through in MAPP as of June 1st. We pass them on to RSS at the moment. If they don't qualify for adult health home we send them to CHHUNY Bassett is looking into becoming a Children's Health Home in the near future. We plan on the referral training, then the care connect inbox and a training around the quality reports and the timeline on that.