

BHP

Connecting patients to providers since 1995

BHP is a non-profit organization of behavioral providers, programs and hospitals offering quality mental health and chemical health services.

Our phones are answered 24 hours / 7 days a week. If you are calling outside our normal business hours, our after hours service will assist you with urgent or emergent needs. For routine requests or general questions, please call during normal business hours; 8am – 4:30pm.

•Main: 763-525-1746

•Toll Free: 866-604-2739

•Care Management Department Queue: 763-486-4445

•DEC Department Queue: 763-210-4690
Dechelp@bhpnet.com

We want to communicate with you!

BHP's Network Services Department would like to keep you informed of new developments at BHP as well as in the behavioral health community.

Please send your email address to:
webapps@bhpnet.com



BEHAVIORAL HEALTHCARE PROVIDERS

April 2015

BHP Initial Credentialing Changes: Effective May 1, 2015!

At Behavioral Healthcare Providers we are continuously evaluating the needs of our members and determining how to best meet those needs. Going forward, in our annual newsletter, we will be highlighting exactly what type(s) of providers that we are seeking to add to our network during that period of time.

Given our expansion within MN and outside of MN, we are seeking therapists in rural communities; MD's, CNS's, and NP's. Providers not meeting this criteria will be accepted on a case by case basis, depending on our business needs at that time.

Any questions regarding these changes should be directed to BHP's Credentialing Specialist, Michelle Vidmar at mvidmar@bhpnet.com.

BHP Reappointment Process

BHP reappointment is completed by the Fairview System Credentialing Office (612-672-7700). **When it is time for your BHP reappointment, you will receive a teal colored post card and two emails with the subject: Fairview Credentialing – Reappointment Application. Instructions will be included, but here are some extra tips:**

1. You do NOT need to type your name on the signature line. When you are ready to “sign” the reappointment documents, you should scroll to the bottom and click on “Submit”; You will then see instructions for an electronic signature.
2. If you are using the browser Firefox, close out of it and make sure you are using one of the alternative browsers: Chrome, Safari, or Internet Explorer 6 or higher.
3. If you click on “Forgot your Password?”, your password is automatically changed and a new password is emailed to you. Your original password will no longer work.
4. If you begin filling out your application, but are unable to complete it at that time, click on “Save and Close”. Your application will then close and the information entered will be saved for you to return to. If you are able to complete your application in one session, simply click “Submit” at the end of the application – no need to click “Save and Close” at any point during the application.
5. Once you have successfully submitted your documents, the Last Activity on your home page will be “Submitted” for the application and “Processed” for the other three documents.

As always, thank you for your attention to these important matters,
Behavioral Healthcare Providers Network Services Department



Updates from the Care Management Department

Beginning in 2015, complex case management services are offered by our care management staff through our new Personalized Outreach Program (POP). Complex case management is the coordination of care and services provided to members who have experienced a critical event or diagnosis that requires extensive use of resources and who need help navigating the system to facilitate appropriate delivery of care and services.

Some of the services provided through complex case management are:

- Discussing treatment goals and treatment options
- Helping members find providers for psychological care services
- Scheduling assistance for appointments with psychological care practitioners, if desired

Outreach by a care manager is available to members to offer assistance in determining available resources, developing and implementing a treatment plan with goals, and also to provide monitoring and follow up. The goal of complex case management is to help members regain optimum health through improved functioning.

If you have a client who is case managed by BHP and you feel they would benefit from complex case management services, please contact our Care Management Department at 763.486.4445.

BHP's Utilization Management Level of Care Guidelines have been updated!

Copies of the guidelines are available upon request and also on our website, www.bhpcare.com

Treatment Plan Tips

The BHP treatment plan summary form is an online, fillable document that can be found on our website www.bhpcare.com. Note that you may expand the grey fields on the fillable treatment form by hitting the enter key.

The requirements for the Symptoms, Goals and Interventions section on the treatment plan form can be met by submitting a timely internal treatment plan.

All CPT codes being requested require a quantity.

Please call our Care Management department at 763-486-4445 with further treatment plan questions.

Updates from the Intake Department

Intake's scheduling service for Primary Access clients includes follow up on all scheduled appointments. We appreciate your cooperation in providing us attendance information for our BHP-referred clients. In 2014, Intake scheduled appointments for a total of 3,108 Primary Access clients with 81% of the clients attending their first appointment. So far in 2015, Intake has scheduled appointments for a total of 917 Primary Access clients with 80% of the clients attending their first appointment.

As part of our continued process of improving client attendance, Intake has implemented a new reminder letter process. With this new process, clients receive a reminder letter closer to the date of their scheduled appointment.

DEC Services have expanded! BHP is now working with the CentraCare – Monticello Emergency Department and five new school districts in the Dakota Valley area (ISD 191, ISD 194, ISD 196, ISD 199 & ISD 917). BHP is committed to connecting patients in crisis to the appropriate services and is excited about the opportunity to positively impact more lives.

BHP continues to advance healthcare through innovation. The DEC Application and SchedulR are being updated to provide improved functionality and a more robust assessment protocol for the older adult population.

Recently updated Specialties:

- SLUMS Screening
- MOCA Screening

Please be sure your SchedulR Provider Profile is updated if you have specialties with older adults, especially with the above screening tools. While updating your profile, please take a look at which insurances you accept. BHP is now contracted with Medicare, and therefore have predictions of an increase in Medicare clientele.

DEC services are currently being provided in the following locations *on-site*.

- ❖ University of Minnesota Medical Center, West Bank
- ❖ University of Minnesota Masonic Children's Hospital
- ❖ Fairview Southdale Hospital
- ❖ Fairview Ridges Hospital
- ❖ Children's Hospital – Minneapolis
- ❖ Children's Hospital – St. Paul
- ❖ Northeast Metro 916 School District
- ❖ Dakota Valley Area Schools (191, 194, 196, 199 & 917)

DEC services are currently being provided in the following locations *via telehealth*.

- ❖ Fairview Partners (Various Assisted Living Facilities)
- ❖ Fairview Ridges Hospital
- ❖ Fairview Lakes Regional Medical Center
- ❖ Fairview Northland Medical Center
- ❖ Fairview Range Medical Center
- ❖ CentraCare – Monticello



Know of a site that needs DEC Services?

Please contact Nicole Bauer, DEC Services Manager at:

nbauer@bhpnet.com

Telecommuting Contracting Opportunity for LICSW's and PhD LP's

Behavioral Healthcare Providers has a great opportunity to contract with Minnesota Licensed Independent Clinical Social Workers (LICSW's), and doctorate-level Minnesota Licensed Psychologists (LP's), to provide DEC telehealth services, at a competitive compensation rate. We look forward to speaking to you soon about how you could potentially become a great addition to our consultant team!

About BHP's DEC Telehealth Service

BHP launched the DEC Telehealth Services in May of 2012, and to date, we have completed over 1,500 Diagnostic Evaluation Center (DEC) telehealth assessments! DEC includes a comprehensive assessment referral process for patients experiencing a behavioral crisis.

The use of DEC telehealth has allowed BHP to expand the DEC services statewide. Providers in remote areas are now able to access DEC services and provide their patients with a higher level of care that not only improves treatment outcomes, but also saves the community costs in ambulance fees, police support time, time spent waiting in an emergency department and an avoidance of unnecessary inpatient admissions.

The DEC telehealth system allows for audio, video and chat capabilities via a *secure, web-based* connection, which makes the service accessible and flexible in various care settings.

Our telehealth expansion demonstrates BHP's dedication to improving the behavioral care patient's experience, regardless of geographic location, time constraints and access to services.



DEC® Satisfaction Survey Measurements

Following a DEC® assessment, where the patient is not admitted, the patient is sent a satisfaction survey about their experience. BHP has set a goal of 80% or higher of respondents will respond as neutral, agree, or strongly agree to survey questions. The survey responses received from patients assessed in 2014 indicate that:

- 90.81% believed that the person they met with was professional
- 79.59% believed that the person they met with understood their problems
- 73.28% were satisfied with the results of their visit
- 80.49% believed their follow-up appointment was scheduled in a timely way
- 73.78% would come back to the same emergency department if they had a similar problem in the future

Member Satisfaction Survey Results

BHP sends out satisfaction surveys on a regular basis in order to ensure that our members are receiving quality care from practitioners within our network. BHP has set a goal of 80% or higher of respondents will respond as neutral, satisfied, or very satisfied to survey questions. The percentages below are averages for the 2014 calendar year and reflect those respondents who selected a neutral, satisfied or very satisfied response to the questions below.

- 96.24% Were satisfied with the convenience of the clinic location
- 96.45% Were satisfied with the convenience of the clinic hours
- 92.86% Were satisfied that their practitioner understood their issues
- 91.18% Were satisfied with the effectiveness of the therapy they received
- 98.74% Were satisfied that their privacy was maintained
- 96.04% Were satisfied with the professionalism and courteous manner of BHP staff
- 95.75% Were satisfied with reaching BHP services after normal business hours/weekends
- 96.12% Were satisfied with the scheduling of their first appointment
- 96.89% Were satisfied with the process in which their care was authorized
- 70% Of providers talked with patients about exchanging information with their primary care physician/medical provider
- 87.77% Of patients were offered a follow-up appointment within 10 days

Chemical Health Survey Results

BHP also sends out satisfaction surveys to members who have participated in a chemical health treatment program to ensure we are referring our members to the highest quality treatment programs. BHP has set a goal of 80% or higher of respondents will respond as neutral, satisfied, or very satisfied to survey questions. The percentages below are averages for the 2014 calendar year and reflect those respondents who selected a neutral, satisfied, or very satisfied response.

- 93.75% believed the treatment program they participated in was helpful
- 93.75% felt the staff at the treatment program met their individual treatment needs
- 93.75% felt satisfied with the ongoing care plan or long-term recovery plan created during treatment
- 75% were satisfied that the treatment program addressed their other needs (Examples of other needs might include things like medical and/or mental health issues, personal safety, employment, housing, and childcare)
- 93.75% of members would recommend the treatment program they attended to others who are looking for treatment
- 87.50% felt the rules and expectations of the treatment program were made clear to them

New Quality Initiatives

BHP has several new quality initiatives that we will be focusing on in 2015. The first is related to increasing access to chemical dependency treatment. This was formerly our High Risk Chemical Dependency quality activity that has now been expanded. All patients that are recommended to chemical health treatment are followed by BHP Care Management staff to ensure that treatment is started within 14 days of the CD assessment. BHP also offers scheduling assistance for mental health appointments for these members when clinically appropriate. BHP's goal is that 90% of patients identified as needing chemical dependency treatment will have started or will be scheduled to start treatment within 14 days of their assessment.

Another new quality initiative is related to our primary access program. Primary Care Physicians (PCP's) from contracted locations notify BHP Intake staff of a patient seen that may have mental health symptoms or concerns. BHP Intake staff then assists the patient in scheduling their first appointment with an appropriate mental health professional. If an appointment is scheduled, intake staff follow-up and document if the patient attended their scheduled appointment. It is the ultimate goal of BHP to provide scheduling assistance for all patients who are referred from their primary care provider to the Primary Access program, thus improving access to behavioral health services. BHP has set a quantitative goal for 2015 of offering scheduling assistance to 60% or more patients referred to this program.

An additional new quality activity is related to the de-escalation of patients in crisis. In order to quickly identify patients who may be in need of crisis services the PHQ-9 is administered to clients when they call BHP. When a member receives a score of 15 or higher on the PHQ-9, responds affirmatively to question nine of the PHQ-9 indicating suicidality, or affirmatively responds that they are "in-crisis," the member is triaged with a licensed BHP staff member. The purpose of the activity is to identify members who may be in need of crisis services as early as possible in order to help de-escalate them and give them access to appropriate appointments. BHP will attempt to increase the number of cases that are de-escalated and rated "routine" (non-urgent) by providing additional training to licensed staff to handle member crisis calls. BHP has set a goal for 2015 that 40% or more of cases that are triaged will be rated "routine."

For additional information regarding the results of BHP's Quality Management and Improvement program please click [here](#).

In 2014, BHP updated their Clinical Practice Guidelines for the treatment of Depression, Bipolar, and for the assessment and treatment of ADHD. To view these guidelines please click [here](#) and you can find the document within "Quality Initiatives Documents" section.

Recognition of Outstanding Work

BHP routinely collects member satisfaction information when a member has utilized a network provider. Below are providers who received positive comments within our member satisfaction surveys. We thank these providers for their outstanding patient care and commitment to quality!



- Ahmed Dokmak, Dokmak Psychiatry
- Alecia Viera, Swenson Psychological Services, LLC
- Allison Merriman, Fairview Health Services
- Alyssa Wright, The Family Development Center, LLC
- Bhargavi Ghate, Fairview Health Services
- Brooke Topalof, Fairview Health Services
- Christina Decker, Fairview Health Services
- Christine Johnson, Therapeutic Services Agency Inc
- Christopher Boys, University of Minnesota Physicians
- Christopher Vendel, Fairview Health Services
- Daniel Legerski, Daniel Legerski, PsyD, LP
- David Adson, Fairview Health Services
- David Mainguy, Fairview Hiawatha Clinic
- Dayna Hopko, Dayna Hopko, LMFT, LPCC
- Debra Nelson, Debra Ann Nelson
- Delta Larkey, The Family Development Center, LLC
- Diana Beran, Fairview Health Services
- Earl Fleck, Earl Fleck, MA, LP
- Elizabeth Weir, Fairview Health Services
- Ellen Chazdon, Ellen Chazdon, PsyD, LP
- Eva Kraus-Turowski, Associated Clinic of Psychology
- Heidi Reutler, Fairview Health Services
- Holly Winters, Fairview Health Services
- Jeffrey Davies, Fairview Health Services
- Jeffrey Renwick, Fairview Health Services
- John Clifton, Fairview Health Services
- Julia Reid, Fairview Health Services
- Julie Weekley, Fairview Health Services
- Karen Everett, Nystrom and Associates, Ltd
- Kathleen Field, Nystrom and Associates, Ltd
- Kathryn Weintz, Nystrom and Associates, Ltd
- Kim Holtmeier, BHSI, LLC
- Lance Terwedo, Choices Psychotherapy, Ltd
- Leanne Mairs, Midwest Ctr for Personal & Family Dev

- Lisa Leon, Midwest Ctr for Personal & Family Dev
- Lisa Squire, Lisa Squire, PhD, LP
- LuAnn Heim, Fairview Health Services
- Marissa Mitchell, Eagan Counseling Clinic
- Matt Kushner, University of Minnesota Physicians
- Nancy Carlson, Nancy L Carlson
- Palmer Van Beest, Nystrom and Associates, Ltd
- Patricia Mosing, Patricia Mosing, LP
- Patrick Doyle, Eagan Counseling Clinic
- Peter Singer, Family Innovations, Inc
- Regina Hollibush, Fairview Health Services
- Rita Rock, Fairview Health Services
- Robert (Steve) Boswell, Fairview Health Services
- Robin Hubbell, Fairview Health Services
- Roselyn Busscher, Life Development Resources, PA
- Sandra Johnson, Associated Clinic of Psychology
- Sarah Anikpo, Nystrom and Associates, Ltd
- Sarah Binkley, Sarah Binkley MA, LMFT
- Shereen O'Malley, Rum River Counseling Inc
- Steven Lutz, Bachmann & Associates, Inc
- Susan Gustafson, Stone Arch Psychological Health Services PSC
- Suzanne Kirk, Midwest Ctr for Personal & Family Dev
- Tamara Phillips, Autism Society of Minnesota
- Teresa Markes, Associated Clinic of Psychology
- Thomas Larson, Fairview Health Services
- Thomas McLarnan, Tom McLarnan, MSW, LICSW
- Thomas Wales, Thomas G Wales, MSW, LICSW
- Tiffany Hurt, Nystrom and Associates, Ltd
- Vitaliy Sukochev, Fairview Health Services
- Wendy Baumler, Bachmann & Associates, Inc
- Hazelden Center for Youth and Families
- Lakeplace Retreat Center
- Community Bridges, Inc
- Hazelden Recovery Services
- Hazelden Fellowship Club

Thank You SchedulR[®] Providers!

Thank you to everyone who has provided openings on the BHP SchedulR for our customers over the years. Thanks to you we have access to therapy, medication management, day treatment, chemical health assessments, neuropsychological assessments, DBT and more! Your partnership with BHP has made it possible for BHP to connect people with much needed care quickly and efficiently.

We want to send a special thank you to the providers and programs offering times on the SchedulR. Because of you, we were able to schedule 3,653 total appointments with providers in 2014! The numbers speak volumes!

If you are interested in learning more about the SchedulR, please contact us at webapps@bhpnet.com for more information.

BHP continues to schedule for all insurances, and will see an increase in Medicare scheduling soon. Please be sure your SchedulR Provider Profile is updated with all specialties and insurance types you accept.