



BEHAVIORAL HEALTHCARE PROVIDERS

Provider Newsletter

Thank you to our Providers!

Thank you to everyone who has provided openings on the BHP SchedulR® for our patients over this past year. Your partnership with BHP has made it possible for us to connect patients quickly and efficiently with the right level of care.

For more updates, please visit www.bhpcare.com

We want to communicate with you!

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 normal business hours, our after-hours service will assist you with urgent or emergent needs. For routing requests or general questions, please call during normal business hours; 8am-4:30pm.

Main:

- 763-525-1746
- 866-604-2739

DEC Dept.:

- 763-210-4690

Care Management Dept.:

- 763-486-4445

Click on an icon below to follow us on social media!



Connecting Patients with Providers

The SchedulR® is a secure, web-based application that allows the BHP Departments to schedule appointments. Our providers offer many levels of outpatient care; including psychiatric, therapeutic, day treatment, chemical dependency assessment and testing. Providers and programs can offer as many or as few open appointment times as they desire, and also have the ability to remove offered times as needed.

BHP network providers and programs may request access for the SchedulR® by completing the Access Request Form located [here](#).



DEC[®]

*Quality Behavioral Crisis Care, Enhanced Patient and Provider Experience,
Reduced Cost*

What is DEC?

DEC stands for Diagnostic Evaluation Center, and it is a process that is used to better assist patients who are experiencing a behavioral crisis.

Components & Description:

- A licensed mental health professional diagnoses and documents via a web-based state-of-the-art software system, which meets HIPAA and HITECH standards.
- A licensed mental health professional determines the most appropriate level of care in collaboration with the patient's care team.
- Release of assessment to provider using store-and-forward technology. Scheduling coordinators will assist appointment scheduling and provide community resources within 24 hours.

Primary Access

Let us find the appointment for your patient!

Primary Access is a service provided by BHP to assist with scheduling behavioral health appointments for patients with an identified need and referral from their provider. Primary Access is available at Minnesota facilities who have contracted with BHP to provide support for their patients.

We will schedule the following behavioral services for your patient:

- Outpatient Therapy – Individual, Family or Group
- Medication Management in conjunction with Outpatient Therapy
- Psychological Testing
- Neuropsychological Testing
- ADHD Testing
- Initial Day Treatment Assessments
- Chemical Health Assessments

We are pleased to announce that the Diagnostic Evaluation Center (DEC®) & Primary Access service lines are now available in more locations throughout Minnesota. Contact us at marketing@bhpnet.com to learn more or to inquire about using BHP services at your location!

Locations Using DEC

- CentraCare Health – Monticello
- Children’s Hospitals & Clinics
 - Minneapolis Campus Emergency Department
 - St. Paul Campus Emergency Department
- Fairview Lakes Medical Center
- Fairview Northland Medical Center
- Fairview Partners – Assisted Living Facilities
- Fairview Range Medical Center
- Fairview Ridges Hospital
- Fairview Southdale Hospital
- Glencoe Regional Health Services
- Intermediate School District 916
- Independent School District 621
- Independent School District 622
- Independent School District 623
- Independent School District 624
- Independent School District 831
- Independent School District 832
- Intermediate School District 917
- Independent School District 191
- Independent School District 192
- Independent School District 194
- Independent School District 196
- Independent School District 199
- Independent School District 200 - **New 2017!**
- Mayo Clinic Health System
 - Albert Lea Emergency Department
 - Albert Lea Special Care Unit – **New 2017!**
 - Austin Emergency Department
 - Austin Intensive Care Unit – **New 2017!**
 - Cannon Falls Emergency Department
 - Fairmont Emergency Department
 - Lake City Emergency Department
 - New Prague Emergency Department
 - Red Wing Emergency Department
 - Springfield Emergency Department
 - St. James Emergency Department
 - Waseca Emergency Department
- Mille Lacs Health System
- Northfield Hospital & Clinics
- Ortonville Area Health Services – **New 2017!**
- Rice Memorial Hospital - **New 2017!**
- University of MN Medical Center
 - East Bank Emergency Dept. – **New 2017!**
 - West Bank Emergency Department

Locations Using Primary Access

- Fairview Medical Group – 41 Metro Locations
- Fairview Southdale Hospital Emergency Dept. – **New 2017!**



James Hereford, President & CEO, (Top Middle) visits with BHP staff on June 22, 2017 to discuss 20 years of behavioral health innovation and development opportunities. Learn more about James from the [Star Tribune](#) and [UMN Medical School](#).



Personalized Outreach Program (POP)

POP is BHP's NCQA required Complex Case Management program. Care Management staff assist members with multiple or complex conditions to obtain access to care and services, and coordinate their care.

POP includes the following services:

- Discuss options and treatment goals
- Help finding providers for behavioral care services
- Scheduling assistance for appointments with psychological care practitioners, if desired.

POP eligibility is determined by:

- All members that are triaged as a crisis call with licensed BHP staff
- All members with inpatient mental health admissions
- By request of a provider, UR staff, Case Manager, or other involved party
- By request of a member
- Through UR data (treatment plans, clinical information received, etc.)
 - All Members with a SPMI or complex diagnosis (MDD, bipolar, psychotic DO, schizophrenia, borderline personality disorder, eating DO, chemical health DO)
 - Recent suicide attempt or suicidal ideation

If you have a member that would benefit from BHP's POP program, please contact our Care Management staff to make a referral.

BHP Care Management

Phone: 763-525-4445

Email: cmmail@bhpnet.com

Affirmative Statement Regarding Incentives

All utilization management (UM) decision making is based only on appropriateness of care and existence of coverage. BHP does not specifically reward practitioners or other individuals conducting utilization review for issuing denials of coverage of care. BHP employs no financial incentive payment arrangements with its UM staff and consultants.

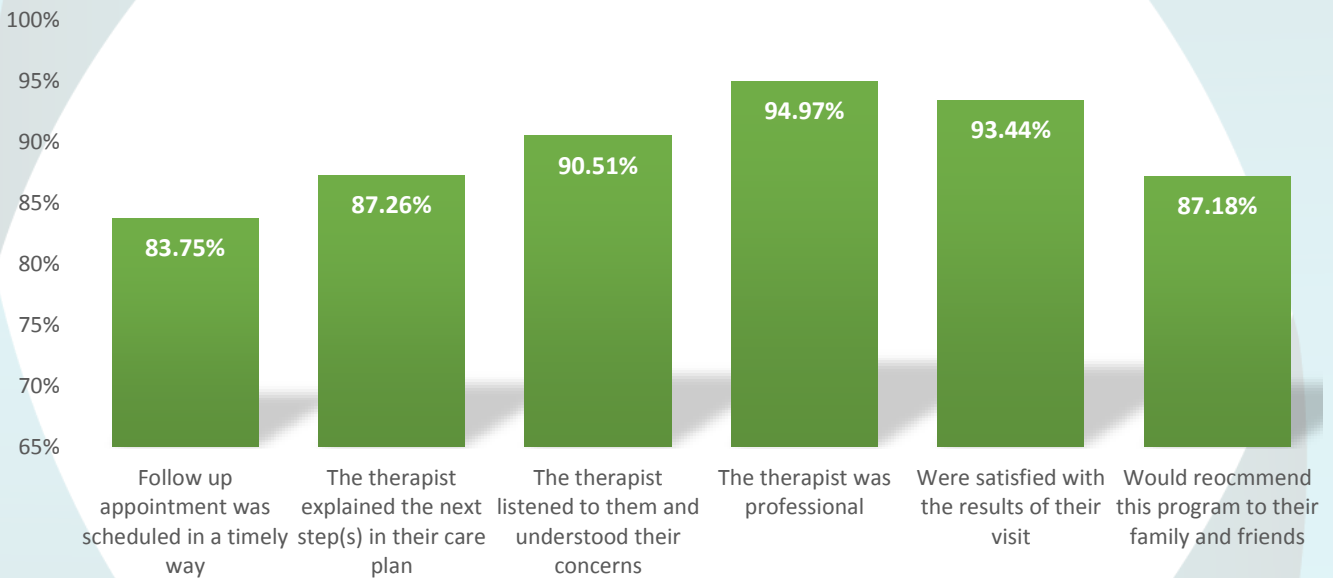
BHP does not use incentives to encourage barriers to care and service. BHP is prohibited from making decisions regarding hiring, promoting or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits.



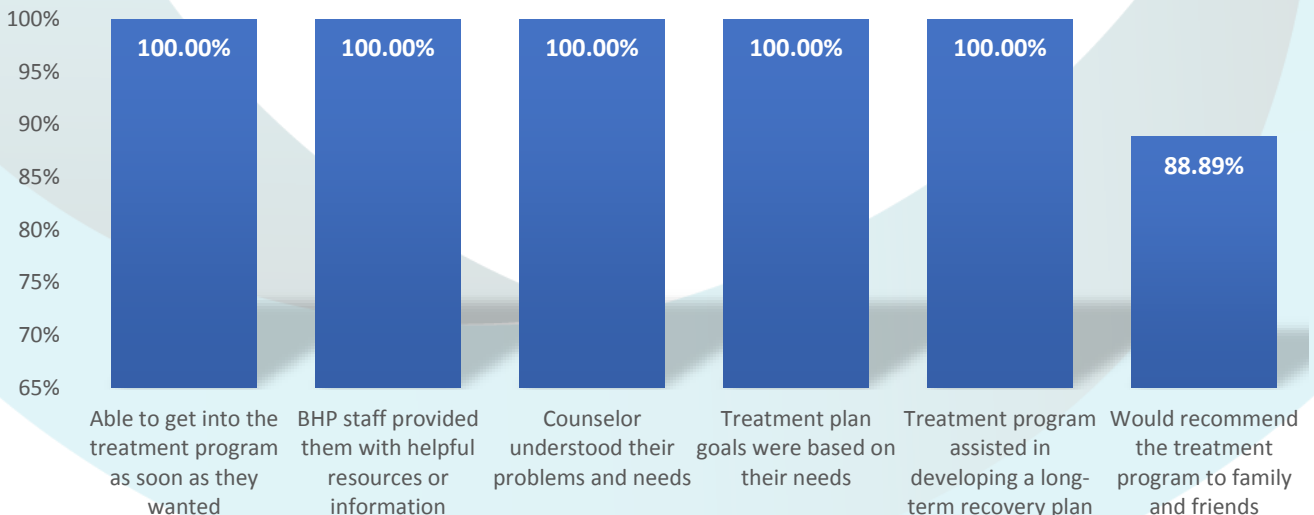
Quality Management

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. There are 4 different types of surveys (outpatient, facility, DEC and chemical health) that are sent based on the type of services the member has received. BHP set a goal of 80% or greater of respondents that respond as neutral, satisfied, or very satisfied to survey questions. The percentages below are averages for the 2016 calendar year and reflect those respondents who selected a neutral, satisfied or very satisfied response. A sample of survey results are listed below. A complete list of survey questions and results can be found in our 2016 Quality Year-End report [here](#).

DEC® Satisfaction Survey Results



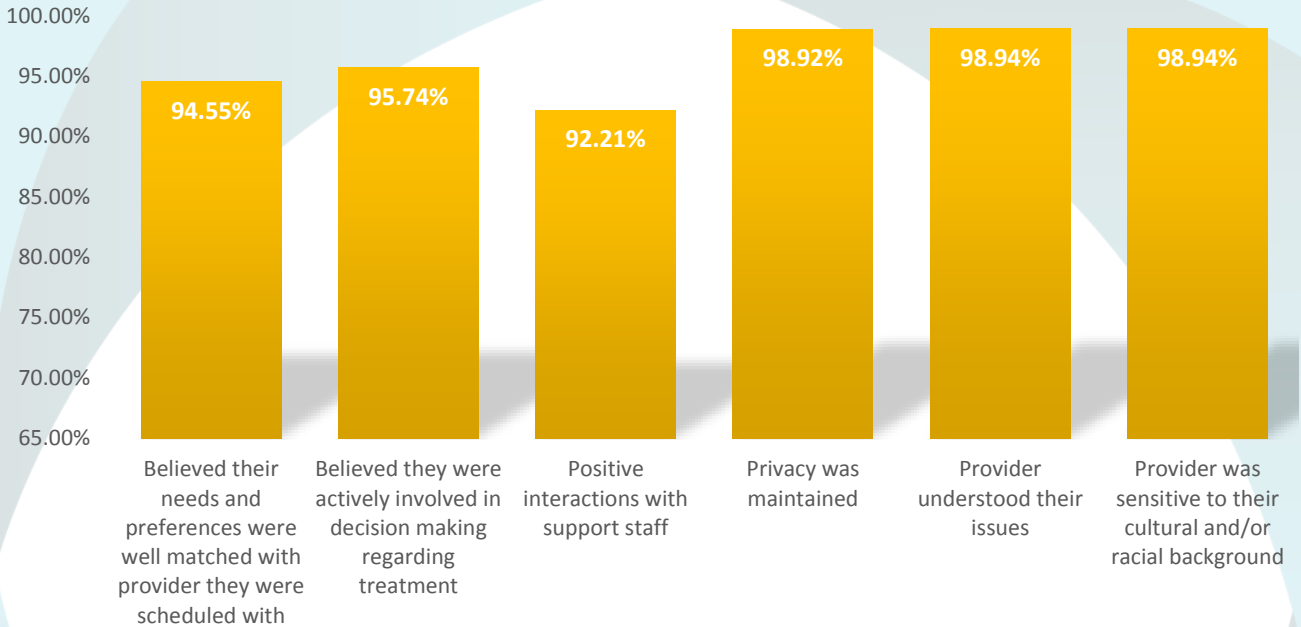
Chemical Health Member Satisfaction Survey Results



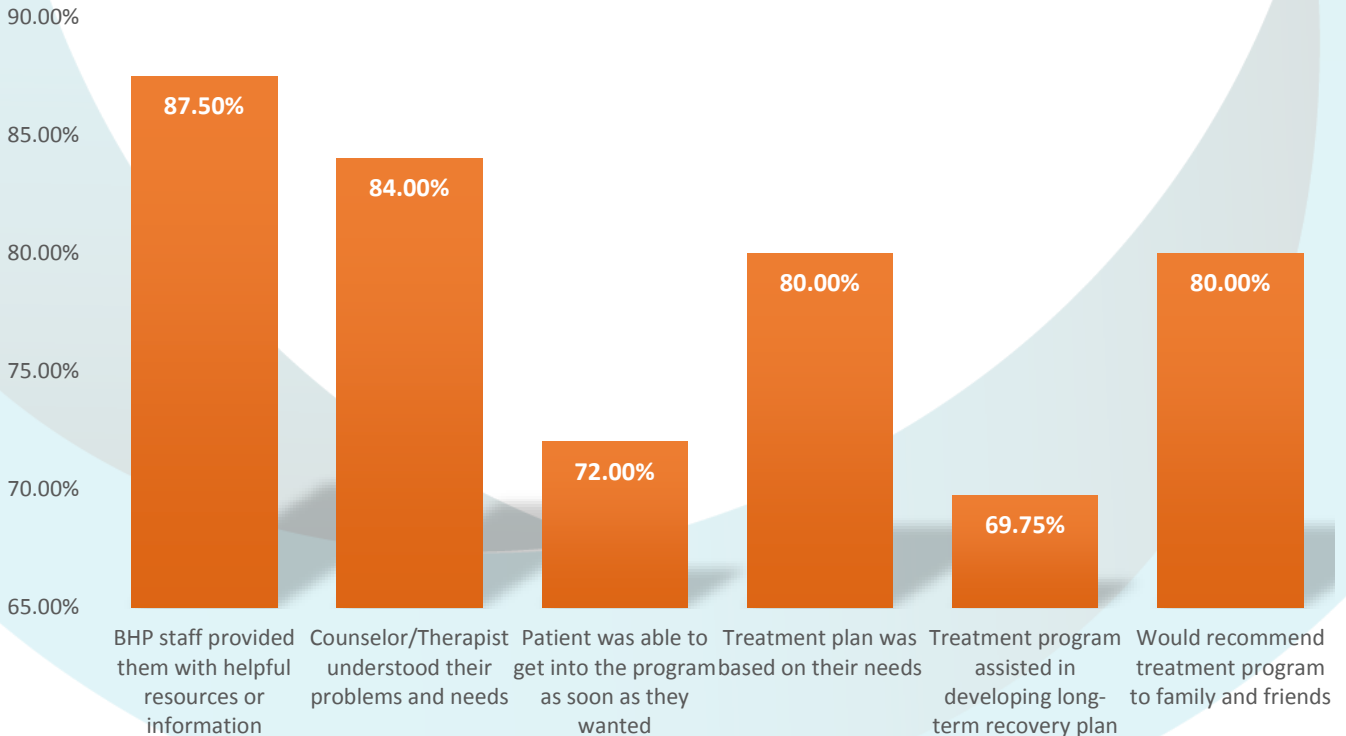


Quality Management

Outpatient Member Satisfaction Survey Results



Facility Member Satisfaction Survey Results





2016 Chart Audit Results

Based on NCQA standards, BHP conducts clinical chart audits to monitor practitioner adherence to BHP's Clinical Practice Guidelines. BHP's Quality Improvement Committee and Clinical Team selected two aspects from the following guidelines to measure adherence to: Assessment of Depression, Assessment of ADHD, Treatment of ADHD, Assessment of Bipolar, and Coordination of Care. In 2016 a performance goal of 90% was established for each chart audit measure. Claims were analyzed and a 95% confidence level and a confidence interval of 5 was used to determine the total number of charts reviewed. In 2016, 44 charts were analyzed, and 42 different providers were reviewed. Results for 2016 are listed below.

BHP's Clinical Practice guidelines for practitioners are reviewed and updated at least every two years, or sooner if new evidence becomes available. To access BHP's latest Clinical Practice Guidelines you can find them [here](#).

Clinical Practice Guideline Measure	2015 Sample Size n=49	2015 Results % of Passing Charts	2016 Sample Size n=44	2016 Results % of Passing Charts
Depression Measure 1	n = 47	78.72%	n = 23	82.61%
Depression Measure 2	n = 48	91.67%	n = 23	91.30%
ADHD Treatment Measure 1	n = 7	85.71%	n = 8	87.50%
ADHD Treatment Measure 2	n = 7	85.71%	n = 8	100%
ADHD Assessment Measure 1	n = 9	100%	n = 4	100%
ADHD Assessment Measure 2	n = 8	100%	n = 4	100%
Bipolar Measure 1	n = 4	75%	n = 7	71.43%
Bipolar Measure 2	n = 4	100%	n = 7	85.71%
Coordination of Care Measure 1	n = 49	75.36%	n = 44	75.0%
Coordination of Care Measure 2	n = 44	84.09%	n = 44	86.36%



Care Transitions

BHP is able to offer scheduling assistance to members in need of help transitioning their care. When a member is transitioning from pediatric to adult care or if their benefits end and they are no longer able to continue with their current practitioners, BHP's Intake department is able to assist members in connecting and scheduling with new practitioners. If you have a member that is in need of assistance with a care transition, please contact our Intake department by calling (763) 525-1746.

Member's Rights and Responsibilities

BHP protects the rights and responsibilities of all members. We are committed to having everyone involved in the delivery of care respect the dignity, worth and privacy of each member. BHP further presents these rights in the expectation that they will be supported by our providers on behalf of our members and an integral part of the health care process. Please review BHP's Members' Rights and Responsibilities Statement [here](#).

For additional information regarding the results of BHP's Quality Management and Improvement program, including a copy of our most recent year-end report, please click [here](#).



Education & Outreach

BHP continues to provide public education and support regarding behavioral health crises and collaboration between care systems.

June 26, 2017 – Webinar for Rural Health Innovations on “*Coordinating Behavioral Health Care with Internal and External Partners*”.

September 23, 2017 – NAMI Walks! Join BHP in supporting NAMI by walking or [donating](#).

September 28, 2017 – FPA Institute on Depression featuring BHP’s Medical Director Dr. John Simon. [Register Here](#).

October 30-November 1 – MARRCH Annual Conference

November 9, 2017 – Attendees of the 7th Annual Mental Health Summit in Lakeville, MN can visit our exhibit booth.

Providers Needed!

If you provide services near the locations using DEC® or Primary Access and would like to receive patient referrals, please contact our Network Services Department at **763-525-1746**

FREE secure, web-based scheduling available to networks providers!

Did You Hear the News?

The [Austin Daily Herald](#) discusses DEC® Telemedicine services in Mayo Clinic – Albert Lea.

DEC® Telemedicine services are helping with the shortage of psychiatric care at [Fairview Range Medical Center](#).

Fairview Health Services and HealthEast [merge](#), forming the area’s [largest network of hospitals and clinics](#).

COMING SOON!

We are excited to announce that our customized software will be completed late Fall 2017! This will allow you to update, in real time, any of the insurances you are contracted with and any specialties you work with.

BHP is working hard with our IT vendor, Avtex, on the creation of the software and expect that the new system will go live late fall; more updates to come as available.

Keep an eye out for more updates in our next newsletter – March 2018!