



# North Central Accountable Community of Health

**Okanogan County FIMC Provider Meeting**

November 13, 2018



**Jessie Dean, Health Care Authority**



North Central Accountable  
Community of Health

# Early Warning System

## Early Warning System

### Rapid Response Calls

- Weekly calls hosted by HCA
- Respond to emerging systemic issues or questions needing immediate attention
- Okanogan County only
- Start January 3<sup>rd</sup>
- Who should be on these calls?

Thursday (Extended group**)	
King	8:30 – 9:00
North Sound	9:00 – 9:30
Okanogan	9:30 – 10:00

#### \*Core Group Participants:

HCA

Managed Care Organizations (MCOs)

Accountable Community of Health (ACH) Representatives

Behavioral Health Providers

Behavioral Health Administrative Services Organization (BH-ASO)

#### \*\* Extended Group/ Early Warning Systems Participants:

HCA

BH- ASO

MCOs

Ombuds

ACH

PH Providers

BH Providers

Criminal Justice

# Early Warning System

## Standard Indicators

- Provider Payments
  - MCOs/ASO
  - Provider Survey
- EDie
- Crisis System
- ~~State Hospital Data~~

Indicator Category	Indicator Sub-Category	Specific Indicator Tracked	Indicator for Reporting		Frequency of Reporting
			Baseline Data	January 2019	
Provider Payments <i>Note: HCA may be modifying the way we report these metrics. Normalized method TBD.</i>	1. Behavioral Health Claims Status (Reported by each MCO for each BH provider individually)	a. # or rate of BH claims received by MCOs b. # or rate of BH claims rejected by MCOs	1a. N/A - Baseline is not collected on this metric 1b. N/A - Baseline is not collected on this metric	1a. MCOs 1b. MCOs	1a. Monthly 1b. Monthly
	2. Measure of top 5 reasons for BH claim or encounter re-submission	a. Top 5 reasons a BH claim or encounter is rejected and sent back to the	2a. N/A - Baseline is not collected on this metric	2a. MCOs	2a. Monthly
EDie Data	1. ED Utilization	a. ED Utilization with past BH diagnosis	b. 1a. HCA/AIM 1b. HCA/AIM	1a. HCA/AIM 1b. HCA/AIM	1a. Monthly 1b. Monthly
	2. Percentage of ED visits with BH diagnosis	a. Portion of ED visits with BH diagnosis	2a. HCA/AIM	2a. HCA/AIM	2a. Monthly
Crisis System	1. Crisis Hotline Calls	a. # of incoming calls b. # of calls answered c. # of call answer timeliness (within 30 seconds) d. Average speed of answer (sec) e. Abandonment Rate	1a. BHO 1b. BHO 1c. BHO (if available) 1d. BHO (if available) 2a. BHO	1a. HCA/AIM 1b. HCA/AIM 2a. HCA/AIM	1a. Monthly 1b. Monthly 1c. Monthly 1d. Monthly 2a. Monthly
		a. # of Mental Health ITA Investigations b. # of SUD ITA Investigations c. # Detained d. # Voluntary Admit e. # Discharged with Referral	1e. BHO (if available) 2a. BHO 2b. BHO 2c. BHO 2d. BHO 2e. BHO	1a. BH-ASO 1b. BH-ASO 1c. BH-ASO 1d. BH-ASO 1e. BH-ASO 2a. BH-ASO 2b. BH-ASO 2c. BH-ASO 2d. BH-ASO 2e. BH-ASO	1a. Monthly 1b. Monthly 1c. Monthly 1d. Monthly 1e. Monthly 2a. Monthly 2b. Monthly 2c. Monthly 2d. Monthly 2e. Monthly
	3. DMHP	a. DMHP response time	3a. BHO	3a. BH-ASO	3a. Monthly
	4. Bed Availability	a. # of No Bed reports b. # of Single Bed Certifications	4a. RDA RDA	4a. BH-ASO BH-ASO	4a. Monthly 4b. Monthly
		a. Average Daily census b. Forensic Flips census c. Discharges	1a. RDA 1b. RDA 1c. RDA	1a. RDA 1b. RDA 1c. RDA	1a. Monthly 1b. Monthly 1c. Monthly
State Hospitals- WSH & ESH	1. Bed Census				

## Early Warning System

### Monthly Monitoring Webinars

- Monthly Webinars hosted by NCACH
- Will review EWS Indicators and flag any items that need attention
- Okanogan County only
- Start 3<sup>rd</sup>/4<sup>th</sup> week of February
  - Day/Time Recommendation
- Who should be on these calls?





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# Client Communications

## Client Communications

### NCACH Activities


- Press Release
- Radio PSAs

### Provider Activities

- PowerPoint Presentation
- Print Materials
- Information on Website
- Social Media Posts

Delivering Integrated  
Managed Care to  
Okanogan County

Changes coming January 1, 2019



<http://www.mydocvault.us/okanogan-county-fimc.html>

With support from  
North Central Accountable  
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## HCA Update



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## Provider, MCO, and BH-ASO Updates



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**Next Meeting – December 11<sup>th</sup>?**