



NORTH CENTRAL WASHINGTON
**BEHAVIORAL
HEALTH**

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Mid-Adopter Closeout Activities Summary

And here we are, 30 days or less. NCWBH is focused on tying up loose ends while the provider network shifts their attention to the MCOs and ASO. Termination notices are out, contracts for the new system are in the works, and staff are packing their boxes. Tamara, Rosa, and Karen are making plans for their continuation into 2018 to *really* close out operations so two final countdowns are ticking away.

*** Completed activities are indicated in the following way: ~~Meeting July 11, 2017.~~*

NCWBH-Douglas County and Personnel Activities

NCWBH is a department of Douglas County. In preparation for closure, Douglas County Human Resources and legal advisor will assist in ensuring appropriate handling of employee termination. Employees were initially notified of NCWBH's intent to close in September 2016 with the release of the Binding Letter of Intent. Douglas County will also assist in termination of leases, utilities contracting, liquidation and surplus of inventory, and vacating office space.

Personnel

- Governing Board and Administrator review of needs beyond transition – ~~Initial review May 17, 2017~~
- Final performance evaluations – Completed at employee yearly anniversary, prior to resignation/termination date, or by December 1, 2017, whichever occurs first
- Formal notification of retention guidelines with signed agreements by eligible employees – ~~Completed~~

Office Space/Inventory

- Review of necessary notifications for contracts of office services, supplies, and other non-clinical needs – Completed ~~September 29, 2017~~
 - Per contracts and agreements, notifications of non-renewal or termination will be completed within timelines required. Many services will remain into the first quarter of 2018 to complete operations
- Inventory of NCWBH and Douglas County office property – ~~August/September 2017~~
 - Final edits to inventory to be completed by ~~November 10, 2017~~ and submitted to DBHR
- Move-out and final determinations of inventory, service contracts, etc. – by March 31, 2018

Financial Activities

NCWBH Fiscal and Contracts Manager and Douglas County financial staff will maintain oversight of contractual requirements through expiration/termination. Additional payment activities will occur into early 2018. All parties will adhere to contract stipulations regarding payments in/out of NCWBH accounts for Medicaid and State funds.

Knowledge Transfer Meetings

- ~~June 20, 2017~~
- ~~July 11, 2017~~

Additional Activities

Created May, 2017; **Updates:** 6/2/2017; 7/5/17; 8/4/17; 9/6/17; 10/11/17; 11/2/17; 12/1/17

- Discussion with DBHR regarding financial expectations following contract termination – ~~To be scheduled~~
- Calculation of projected costs beyond transition for review with Governing Board – November for review in December 2017
- Receive and review final Revenue and Expense Reports from Providers – January 31, 2018
- Submission of Revenue and Expense Reports to the State
 - ~~May 15, 2017~~
 - ~~August 15, 2017~~
 - ~~November 15, 2017~~
 - February 15, 2018
 - May 15, 2018
- Payment for December services on cost-reimbursement schedule by January 31, 2018
 - Children’s Home Society and Grant Integrated Services – WISe services
 - Columbia Valley Community Health – Outpatient services
 - Catholic Family and Child Service and Grant Integrated Services – Mental Health Block Grant
 - Catholic Family and Child Service – Stabilization 5480 Funds
 - Catholic Family and Child Service – PATH funds
 - Pathways – Peer Bridgers
- Receive and review payments received for additional services and contracts – January through May 2018
- Completion of final State Financial audit – To be scheduled Fall of 2017
- Payments on invoices for mental health inpatient and substance use disorder residential stays authorized prior to December 31, 2017 – ongoing through 2018

Block Grant Plans for Mental Health and Substance Abuse were approved by Advisory Board in March and April of 2017. Federal Block Grant (mental health) dollars continue to be routed to provider network for spend-down appropriate to the agency’s plans. Substance Abuse Block Grant dollars will be used for substance use disorder residential stays.

Medicaid and State Reserve accounts will be funded at contractually agreed upon amounts. Funds will be used for invoice payments upon receipt with service verification, including invoices received after December 31, 2017 for services authorized prior to NCWBH close-out date. NCWBH submitted a spend-down plan for review by DBHR which at the time of this update has not been approved. Discussions regarding intent for available dollars continue. NCWBH will continue working with DBHR to collaborate on an agreeable plan that ensures sufficient funding for continuing payments into 2018 with appropriate and beneficial use of existing dollars.

Contracts and financial activities related to Parkside will continue through 2018 until completion or determination of transfer, including contracts with Forte Architects and the Department of Commerce.

Contracts and Agreements Activities

NCWBH contracts with State of Washington Department of Social and Health Services, including Division of Behavioral Health and Recovery, terminate on or before December 31, 2017 with formal notification of termination of necessary contracts by November 30, 2017. All stipulations contained therein will be followed up through the close-out and into 2018 as necessary. NCWBH expects to work closely with Washington State DSHS and DBHR representatives to ensure completion of all activities.

All NCWBH network oversight contracts will expire or terminate on or before December 31, 2017. Formal notification timelines will be followed. Notices of non-renewal to network providers will include a summary of final close-out expectations. Contracts will expire or terminate on the schedule listed below.

Knowledge Transfer Meetings

- ~~June 20, 2017~~
- ~~July 11, 2017~~

2017 Contract Expirations

NCWBH will maintain oversight of BEST funding and PORCH program funding until otherwise notified by DBHR. Contracts are in process, both from DBHR to NCWBH and from NCWBH to providers of these services. No current date is known for the transition to the Third-Party Administrator for oversight.

- BEST with Grant Integrated Services (Supported Employment) – Contract end date September 30, 2017
 - Extended contracts completed ~~October 2, 2017~~
- PORCH with Catholic Family and Child Service (Supportive Housing) – Contract end date September 30, 2017
 - Extended contracts completed ~~October 2, 2017~~

December 31, 2017 Expirations/Terminations

- Behavioral Healthcare Options – Notice of termination ~~June 30, 2017~~
- Confluence Health Medical Director – Notice of termination ~~September 29, 2017~~
- All network provider Integrated Services contracts – Notice of non-renewal ~~November 1, 2017~~
- PATH with Catholic Family and Child Service – Notice of non-renewal ~~November 1, 2017~~
- Federal Block Grant with Grant Integrated Services and Catholic Family and Child Service – Notice of non-renewal ~~November 1, 2017~~
- WISe Services with Children’s Home Society – Notice of non-renewal ~~November 1, 2017~~
- WISe Services with Grant Integrated Services – Notice of non-renewal ~~November 1, 2017~~
- Aging and Adult Care (Ombuds and Quality Review Team) – Notice of non-renewal ~~November 1, 2017~~
- Behavioral Health Response Worldwide (crisis line services) – Notice of termination ~~November 1, 2017~~
- Jail Liaison services with Grant Integrated Services and Catholic Family and Child Service – Notice of non-renewal ~~November 1, 2017~~
- Pathways (Peer Bridger Services) – Notice of non-renewal ~~November 1, 2017~~
- STR PATH with Catholic Family and Child Service – Notice of non-renewal ~~November 1, 2017~~
- STR MAT (undecided provider at this time) – Notice of non-renewal ~~November 1, 2017~~
- All out-of-network contracts for SUD Residential and Acute Detox – Notice of non-renewal ~~November 1, 2017~~

Transfer of knowledge and coordination on current NCWBH contract structure occurred on ~~June 20, 2017~~. Additional meetings are expected to follow.

Parkside operations successful bidder was chosen and announced: American Behavioral Health Systems. Meetings with the City of Wenatchee, Douglas County, ABHS, MCOs, ASO, and all other interested parties have been and continue to be coordinated to ensure transition of contracts and oversight into 2018.

Clinical Services Activities

NCWBH Provider network will continue providing clinical services for enrollees through the transition. It is expected all current providers will maintain similar service contracts with MCOs and ASO with little to no interruption in clinical service for service recipients.

NCWBH received a workbook template for organization of active authorization for all services and programs from HCA. NCWBH will complete this workbook weekly through December to ensure current information is provided. It will be submitted to HCA on the following dates:

- December 7, 2017
- December 14, 2017
- December 21, 2017
- December 28, 2017
- December 29, 2017

Health Care Authority scheduled a Continuity of Care Workbook and Process meeting to review expectations of how client information, including authorizations and programs, will be prepared for transfer to HCA/MCOs. This is scheduled for November 7, 2017. Additional details on dates for completion of items related to the Workbook will be added to the timeline after that meeting.

Enrollee Notification

Notification of the regional transfer to MCO/ASO network is expected to be completed by Health Care Authority and Accountable Community of Health. These documents are in development in the Consumer Engagement Workgroup of the FIMC Advisory Board (meeting monthly). NCWBH will assist in their development and bring materials to NCWBH Advisory Board for review. Additional materials will be provided to all network providers to assist in the transition. NCWBH will ensure all NCWBH staff are aware of information relayed to assist in answering questions as needed.

NCWBH website will be updated to indicate the transfer and provide ongoing contact information for all contracted MCOs, ASO, Third Party Administrator, Health Care Authority, behavioral health service providers, etc. Contact information for access to historical records will also be published. Updates will be developed by December 15, 2017 with go-live on January 1, 2018.

Authorizations and Census/Enrollment

NCWBH is in the processing of scheduling a meeting with Behavioral Healthcare Options to review termination of contract and outline steps for transfer of information. NCWBH will set dates for receiving final submissions of authorizations, copies of Notice of Adverse Benefit Determination letters, and final open authorization information. It is not expected that this service will be necessary for the region after the transition.

Crisis Hotline

NCWBH contracts with Behavior Health Response Worldwide for regional crisis hotline services. Long-standing phone numbers for Grant and Chelan/Douglas counties are routed to the service 24/7. This contract will terminate on December 31, 2017 with formal notification at least 60 days prior. It is expected that Beacon Health as the ASO will assist providers in continued contracting and transition of the Crisis Hotline. Information will be provided with meetings scheduled as necessary. Beacon Health has initiated marketing strategies regarding crisis hotline and crisis services.

~~Knowledge Transfer Meeting rescheduled for October 17, 2017~~

WISe Oversight

WISe oversight will continue to be performed by the MCO of enrollment for each individual in the program. Information on oversight, including use of BHAS and all PDSA projects/results will be provided to all MCOs. Current enrollment census will be provided near the end of December with all additional special programming enrollment information. Children's Home Society and Grant Integrated Services are currently contracted for these services which are expected to be continued into 2018.

~~Knowledge Transfer Meeting August 8, 2017~~

PACT Services

Catholic Family and Child Service is contracted for a half-PACT. As a non-Medicaid program, it is tentatively expected that oversight and contracting of this program will be transferred to the ASO. Once this is confirmed, information will be shared regarding expectations and oversight. Current enrollment census will be provided near the end of December with all additional special programming enrollment information.

~~Knowledge Transfer Meeting August 8, 2017~~

Mental Health Inpatient

NCWBH delegates care management and discharge transition activities to Hospital Liaisons employed by the provider agencies contracted for Crisis Services. Hospital Liaisons update NCWBH Clinical Director weekly on census and

Created May, 2017; **Updates:** 6/2/2017; 7/5/17; 8/4/17; 9/6/17; 10/11/17; 11/2/17; 12/1/17

discharge planning for individuals. MCO and ASO participation in activities is planned for November and December 2017 to assist in the transition. NCWBH will provide copies of hospital agreements and BHO Transfer Agreements and any other operational paperwork required in this area by November for coordination. Behavioral Healthcare Options will provide a final open authorization list for inpatient mental health services to be shared with ASO and MCOs. Continuing bed allocation will be determined by MCOs and ASO for the three counties. All inpatient stays active on the date of transition will be paid by NCWBH reserve funding as outlined in Financial Activities.

~~Knowledge Transfer Meeting August 8, 2017~~

~~Knowledge Transfer Meeting regarding inpatient authorizations and RSN/BHO Transfer Agreements scheduled for October 3, 2017~~

Additional Knowledge Transfer Meeting scheduled for November 7, 2017

Designated Mental Health Professionals (Designated Crisis Responders)

NCWBH will review the County designation process with incoming MCOs and ASO to coordinate continuing designation of DMHPs (to be transitioned to DCR in April 2018). Efforts will be made to assist entities in connecting with County representatives to complete Designation of existing DMHPs into the new system prior to December 31, 2017 to avoid interruptions to duties. All available information on the transition to DCRs will be provided.

NCWBH will notify existing court representatives of upcoming transition of oversight and make efforts to connect MCO and ASO representatives with local court representatives for coordination of ongoing court processes and payments.

Peer Bridgers

NCWBH has contracted with Pathways for these services. They have hired staff and necessary data processes have been established. Discussions with ASO for knowledge transfer of these contracts and service will be scheduled.

~~Knowledge Transfer Meeting scheduled for October 3, 2017~~

Less Restrictive Alternative (LRA) Monitoring

Catholic Family and Child Service and Grant Integrated Services provide LRA Monitoring for adults and youth. Children's Home Society additionally provides this service for youth. LRA Monitoring can be done as part of outpatient services with Medicaid funding or in Crisis Services for non-Medicaid individuals. Information on process of oversight will be provided to MCOs/ASO as scheduled.

~~Knowledge Transfer Meeting August 8, 2017~~

Jail Services

NCWBH contracts with Catholic Family and Child Service and Grant Integrated Services for Jail Transition Services in their respective counties. This service is provided as a bridge to outpatient services upon release. Both providers work closely with local law enforcement and corrections facilities to accept referrals and coordinate community resources. Census of this program will be provided to ASO at the time of transition.

~~Knowledge Transfer Meeting August 8, 2017~~

Medicaid Personal Care

NCWBH will notify referral sources of changes to oversight and approval process by November 1, 2017. Who will maintain approvals and information on this process after the transition is yet to be determined. Records of MPC approvals and denials will be available into 2018 for payment verification. NCWBH will work with MCOs and ASO as appropriate to review existing procedures.

~~Knowledge Transfer Meeting rescheduled for October 3, 2017~~

Additional Knowledge Transfer Meeting scheduled ~~November 7, 2017~~

Created May, 2017; **Updates:** 6/2/2017; 7/5/17; 8/4/17; 9/6/17; 10/11/17; 11/2/17; 12/1/17

CLIP

Upon identification of which entity(ies) will maintain oversight of CLIP application activities, efforts will be made to coordinate a transfer of CLIP Review Committee, Care Management activities (treatment plan reviews and discharge planning), and provision of application assistance when requested. A list of placements as of December 31, 2017 will be provided.

Knowledge Transfer Meeting August 22, 2017

Substance Use Disorder Out of Network Residential

NCWBH will request a final list of open authorizations for SUD Residential treatment for coordination of continuing service and cost projection. Out of network SUD providers will receive a notice of non-renewal with instructions or requests for close-out assistance. All SUD residential stays active on the date of transition will be paid by NCWBH reserve funding or Substance Abuse Block Grant as outlined in Financial Activities. Information on out-of-network contracting will be provided to MCOs and ASO as requested.

Tribal Agreements

NCWBH Tribal Agreements remain on hold. Discussions will continue with DBHR regarding requirements of these agreements when no qualifying tribal lands or tribes fall within the regional area. Any agreements if made prior to December 31, 2017 will be provided to MCOs and ASO as appropriate.

Knowledge Transfer Meeting cancelled, topic not yet moved to another meeting

Additional Coordination of Services/With Allied systems

NCWBH and providers coordinate services with many additional systems. Discussions on the expectations and local resources will occur during Knowledge Transfer Meetings.

Knowledge Transfer Meeting scheduled for ~~October 3, 2017~~

Data Submission and Transition Activities

Contractual obligations in data submission will be met through December 31, 2017 for providers and NCWBH. Rosa Guerrero will remain on staff to finalize service data, ensure accuracy, and complete final NCWBH data submissions through March of 2018. When all submissions are verified and complete, NCWBH will begin procedures to close the electronic health record system.

Per recommendations based on issues with the Southwest region's transition, activities in IT/IS and data submissions have been ongoing since the informal announcement of mid-adoption for the region. NCWBH coordinated with Netsmart Technologies to review current use of the MyAvatar EHR and options for continued use. Qualis Health completed an assessment for the Practice Transformation Hub to identify areas of concern for NCWBH providers. This assessment identifies areas necessary for technical assistance to prepare for the transition. NCWBH, Netsmart, Qualis, and the FIMC Technology Workgroup will continue discussing the data transition with representatives from existing providers, MCOs, ASO, HCA, and ACH to prepare providers for a change in data submission processes.

A specific timeline of data activities has been developed for review with providers and contractors. Primary target dates for select activities are included in this report. The Data Timeline report will be attached when tentative dates are finalized.

- Provider letter of intent regarding EHR choice (keep or leave Netsmart, join Consortium) – ~~May 31, 2017~~
 - Additional data activities will be added as providers voice their EHR plans and request assistance
- Qualis Technical Assistance Assessment results – reviewed with providers by ~~June 30, 2017~~
- Submission of NCWBH Encounter Data Validation report – ~~June 30, 2017~~
- Review and preparation of necessary reports to close-out – through ~~November 2017~~
- Submission of NCWBH Encounter Data Validation report – December 15, 2017

Created May, 2017; **Updates:** 6/2/2017; 7/5/17; 8/4/17; 9/6/17; 10/11/17; 11/2/17; 12/1/17

- Notification to Great Rivers BHO of termination of Washington State Consortium membership (interlocal agreement) – minimum 60 days prior for formal termination, informational notification letter sent ~~October 15, 2017~~
 - Formal termination notice – ~~November 30, 2017~~
- Final monthly data submission by providers – January 10, 2018
- Receipt of final Encounter Data Validations from network providers – January 31, 2018
- Data extraction for record retention – To be determined
- Closure of MyAvatar system access for all but prearranged final user licenses – January 31, 2018

Records Retention and Account Access

NCWBH will meet with a representative of State Archives for the Central Region to review requirements for retention of records and develop a plan for identifying necessary records, ensuring secure maintenance, and secure transport and storage of physical records. To complete financial activities after December 31, 2017, a set of records related to service provision and payments will be maintained and available to Douglas County designee to verify accuracy. NCWBH service data records will be extracted from the electronic health record in a timeline of activities outlined in the Data Submission and Transition section.

- Meet with State Archives – ~~June 29, 2017~~
 - Follow-up meeting to review retention schedules and organization of files - ~~November 21, 2017~~
 - Phone call to check-in with additional questions - ~~December 4, 2017~~
- Develop plan with Douglas County IT/IS regarding archival or disposal of electronic and digital files, including staff email – ~~by October 31, 2017~~
- Organization of physical and digital records – continuing through December 29, 2017
- Arrange and complete destruction of hard drive, server, and other hardware – by January 31, 2018 for unused technology, upon completion of necessary use for continuing technology

Employees of NCWBH have access to a variety of secure systems. All staff will develop a list of systems access to coordinate closure of accounts upon voluntary termination or December 31, 2017. Any staff needing to continue an account beyond December 31, 2017 for closing activities should note this on their list with an expected closure date. Staff will submit this list by ~~July 31, 2017~~.

Audits and Monitoring

NCWBH will complete reviews and audits as required through the expiration/termination of contracts and completion of transition activities.

- Behavior Healthcare Options – ~~May 2-5, 2017~~
- SUD Residential using state-wide tool – ~~November 2, 2017~~
- Provider Encounter Data Validation for service dates October 1, 2016-September 30, 2017 – Completion and report submission by ~~November 30, 2017~~
- Qualis EQRO – ~~September 18-22, 2017; September 25-29, 2017~~
- Provider Clinical Monitoring – ~~Complete~~, results compiled for inclusion in Administrative Review
- Provider Contract Monitoring (Administrative Review) – ~~November 27 – December 1, 2017~~, final results December 15, 2017
- Financial Review of providers – ~~Completed during Administrative Review~~

Quality Management and Other Deliverables

NCWBH will complete necessary quality management activities as described in the Quality Management Plan and/or as required by contract, including submission of deliverables where indicated, through 2018.

- Monitoring of initiatives as indicated in the Quality Management Work Plan – ongoing, final analysis by December 18, 2017 to present to Advisory Board
- Performance Improvement Project data collection and report submissions – ongoing, final analysis by December 18, 2017 to present to Advisory Board
- Grievance Report
 - ~~July 31, 2017~~
 - ~~October 31, 2017~~
 - January 31, 2018
- WISe Progress Reports
 - ~~May 31, 2017~~
 - ~~July 31, 2017~~
 - ~~September 30, 2017~~
 - November 30, 2017
 - January 31, 2018
- ~~PACT Outcomes Quarterly Report – No longer required per contract amendment~~
- CLAS Standards Report – December 31, 2017
- Incident Reporting
 - Review open incidents for follow-up and closure – by ~~November 30, 2017~~
 - Knowledge Transfer Meeting scheduled ~~November 7, 2017~~
- IMD Stays Reports
 - ~~August 10, 2017~~
 - ~~September 10, 2017~~
 - ~~October 10, 2017~~
 - ~~November 10, 2017~~
 - December 10, 2017
 - January 10, 2018

Committee, Board, and Other Transfer Activities

NCWBH maintains a Governing Board, Advisory Board, FYSVRT Committee, CLIP Committee, Compliance Committee, and Quality Review Team either through direct oversight or contract. Many of these will continue into the MCO/ASO system.

Advisory Board

Current Advisory Board members have indicated they plan to remain members as the network transitions. Apparently successful MCOs and ASO attended the July 24, 2017 meeting to briefly present on their transition plans and answer questions. They are expected to continue attendance and coordination through the close-out period. Ongoing meetings into 2018 have been scheduled.

FYSVRT

NCWBH employs a FYSVRT Coordinator. Transfer of responsibility for FYSVRT Strategic Plan, Activities Outline, and meeting coordination will be transitioned to the entity(ies) providing ongoing oversight. All membership information and existing Plans and Outlines will be provided, with meeting attendance expected.

~~Knowledge Transfer Meeting August 22, 2017~~

CLIP Committee

NCWBH reviews CLIP applications for recommendation to the State. This committee meets as needed. When oversight of CLIP review for submission is determined NCWBH Clinical Director will provide contact information members and a review of existing process.

~~Knowledge Transfer Meeting August 22, 2017~~

Compliance Committee

NCWBH will provide committee membership information to all selected MCOs and ASO for recommendation of continued attendance to any Compliance Committees maintained beyond the transition. NCWBH held its final Compliance Committee Meeting on ~~November 1, 2017~~.

Quality Review Team

Discussions are held regarding the continuation of QRT in the FIMC system. Feedback was provided by Ombuds and Aging and Adult Care regarding formation and maintenance of QRT thus far and hopes for the future. If final decision is that it will continue, NCWBH will facilitate coordination for MCOs/ASO to meet with Aging and Adult Care for knowledge transfer.

WISe Community Collaborative

Requirements to maintain the WISe Community Collaborative have been removed from oversight. However, NCWBH was required to submit details on how concerns or issues with WISe services are addressed with consumer and community input (through Advisory Board and FYSPRT as necessary). This information will be relayed to all MCOs for continuation if needed.

~~Knowledge Transfer Meeting August 8, 2017~~