



NORTH CENTRAL WASHINGTON
**BEHAVIORAL
HEALTH**

300 South Columbia Street
Third Floor
Wenatchee, WA 98801
509.886.6318 | F: 509.886.6320
Toll-free: 1-877-563-3678

Mid-Adopter Closeout Activities Summary

Representatives of Chelan, Douglas, and Grant counties signed and submitted a binding letter of intent to become “mid-adopters” of healthcare integration in September of 2016 with a transition date for North Central Washington Behavioral Health organization (NCWBH) of December 31, 2017. Managed Care Organizations (MCOs) and an Administrative Service Organization (ASO) will begin oversight of the regional behavioral health network beginning January 1, 2018. NCWBH will dissolve at the conclusion of necessary close-out activities.

Request for Proposal for MCO and ASO oversight organizations were released in February 2017 with selection process and announcement of successful contracts planned for May and June of 2017. NCWBH will work with the Health Care Authority, Accountable Community of Health, Division of Behavioral Health and Recovery, and other involved entities up through the announcement and then additionally with the chosen MCOs and ASO to complete the transfer of network oversight. Additionally, NCWBH representatives will attend the Fully Integrated Managed Care Advisory meetings and selected workgroups. To whom all activities conducted and managed by NCWBH will transition is yet to be determined. As these determinations are made, NCWBH will ensure necessary information is provided to the next entity with involvement in final activities where appropriate. Updates to this timeline are expected throughout the transition.

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 – To be determined
- Formal notification of employee termination – December 1, 2017

Office Space/Inventory

- Discussion with DBHR regarding return of property and materials – To be scheduled
- Notification to leasing agents and utilities for termination of contracts – September 29, 2017
 - Office building and included utilities
 - Xerox Copier
 - Water Cooler
 - Cashmere Valley Bank Safe deposit/storage box
- Inventory of NCWBH and Douglas County office property – early August 2017
- Separation of property for return and/or liquidation – late December 2017
- Liquidation/Surplus of NCWBH office property and return of Douglas County property – January 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.

- 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.

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. Transfer of knowledge and coordination with incoming MCO and ASO systems will be scheduled as appropriate.

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.

2017 Contract Expirations

- BEST with Grant Integrated Services (Supported Employment) – Contract end date September 30, 2017; Notice of non-renewal August 1, 2017
- PORCH with Catholic Family and Child Service (Supportive Housing) – Contract end date September 30, 2017; Notice of non-renewal August 1, 2017

December 31, 2017 Expirations/Terminations

- Behavioral Healthcare Options (authorizations) – 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
- All out-of-network contracts for SUD Residential and Acute Detox – Notice of non-renewal November 1, 2017

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

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 will prepare census and enrollment information in early December of 2017 for organization of continuing care management for CLIP, mental health inpatient, SUD out-of-network residential, and all special programming for Medicaid and non-Medicaid contracted services.

Enrollee Notification

Notification of the regional transfer to MCO network is expected to be completed by Health Care Authority and Accountable Community of Health. NCWBH will ensure providers and 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. Updates will be developed by December 15, 2017 with go-live on January 1, 2018.

Authorizations and Census/Enrollment

NCWBH will meet with Behavioral Healthcare Options in October of 2017 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 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. Providers contracted to maintain crisis hotline after transition to MCOs will be assisted in rerouting respective crisis lines to their chosen system.

WISe Oversight

Upon identification of which entity(ies) will maintain oversight of WISe activities, efforts will be made to coordinate a transfer of BHAS data information, administrative oversight of BHAS, and WISe Community Collaborative meetings. Current enrollment data will be collected and provided at the time of transfer. Children's Home Society and Grant Integrated Services are currently contracted for these services which are expected to be continued into 2018.

PACT Services

PACT services are contracted with one provider in the network. NCWBH will complete a transfer of information regarding contract requirements and the fidelity model to MCOs/ASO as necessary to ensure smooth transition of this program.

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 discharge planning for individuals. Once identified, MCO and ASO participation in activities is planned for December 2017 to assist in the transition. NCWBH will provide copies of hospital agreements and BHO Transfer Agreements. 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.

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.

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 is working to establish a contract for and clinical oversight of the Peer Bridgers program. The level of implementation of this service by December 31, 2017 will determine the necessary transfer activities to ASO/MCO system.

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.

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.

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.

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.

Data Submission and Transition Activities

Contractual obligations in data submission will be met through December 31, 2017 for providers and NCWBH. An IS employee will be delegated to finalize service data, ensure accuracy, and complete final NCWBH data submissions through early 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.

- 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 – November 30, 2017
- Identification of continuing data needs for payment verification – November 7, 2017
- Final monthly data submission by providers – January 10, 2018
- Completion of corrections and submission preparation – January 22, 2018
- Closure of EDI and data submissions between PM and MSO Avatar Systems – upon verification of data accuracy
- Data compilation for final submission – January 30, 2018
- Receipt of final Encounter Data Validations from network providers – January 31, 2018
- Data extraction for record retention – To be determined
- Notification to Great Rivers BHO of termination of Washington State Consortium membership (interlocal agreement) – at least 60 days prior to closing of Avatar systems
- Installation of development to “close-out” the MyAvatar MSO system – To be determined

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

- 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 records – by November 30, 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 – by August 31, 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 – ongoing, final results analyzed and submitted with Administrative Review
- Provider Contract Monitoring (Administrative Review) – November 1-15, 2017, final results December 8, 2017
- Financial Review of providers – by November 30, 2017

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 31, 2017
- Performance Improvement Project data collection and report submissions – ongoing, final report submissions by December 31, 2017
- 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
- CLAS Standards Report – December 31, 2017

Committee, Board, and Other Transfer Activities

NCWBH maintains a Governing Board, Advisory Board, FYSPT Committee, CLIP Committee, WISe Community Collaborative, 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. When the oversight entity is known, NCWBH will ensure they attend final meetings. Board membership information will be provided.

FYSPRT

NCWBH employs a FYSPRT Coordinator. Transfer of responsibility for FYSPRT 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.

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.

WISe Community Collaborative

As a Medicaid service, it is expected that all selected MCOs and ASO will participate in WISe oversight. When determinations are made for the structure of BHO-level activities, meeting attendance will be arranged with discussions regarding oversight requirements.

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.

Quality Review Team

NCWBH contracts responsibility of QRT to Aging and Adult Care as part of Ombuds Services. When oversight responsibility is determined, NCWBH will assist in connecting MCOs/ASO with Aging and Adult Care to transition these services. Existing membership information will be provided.