

Dear BHACA Community,

We're wishing you well this October, [ADHD awareness month](#).

**BHACA Blast #22 Headlines:**

- ***BHACA Webinar Next Week: First of Four Webinars in a new BHACA Webinar Series – Physical Health 101: Understanding Physical Health for Behavioral Health Providers***  
***Date & Time:*** Thursday, October 30, 2014, 12:30 pm – 1:30 pm CST  
***Focus:*** Part I: Diseases with Increased Prevalence in People Living with Severe Mental Illness  
***Presenter:*** John Oldham, MD, Senior Vice President and Chief of Staff, The Menninger Clinic. An expert in personality disorders and recognized internationally as a leader in psychiatric medicine, Dr. Oldham is board certified in psychiatry, psychoanalysis and forensic psychiatry.  
***To Register:*** <http://bit.ly/BHACAPhysicalHealth101>
  
- A recording of BHACA's most recent webinar, "*Get Paid: Financing Integrated Health Care in Texas*," is available along with PowerPoint slides online at: [www.mhahouston.org/get-paid-financing-integrated-health-care/](http://www.mhahouston.org/get-paid-financing-integrated-health-care/)
  
- ***This Week's BHACA Featured Outcome Measure is the:*** CANS – Child and Adolescent Needs and Strengths. Find more information below in the Outcome-Based Evaluation section.

All best,  
The BHACA Team

*Marion Coleman, NBHP Executive Director ([nbhp.marion@gmail.com](mailto:nbhp.marion@gmail.com))*  
*Alejandra Posada, MHA IHC Project Director ([aposada@mhahouston.org](mailto:aposada@mhahouston.org))*  
*Elizabeth Reed, Assistant Project Manager ([nbhp.elizabeth@gmail.com](mailto:nbhp.elizabeth@gmail.com))*  
*Jessica Cohen, Evaluation Specialist ([nbhp.jessica@gmail.com](mailto:nbhp.jessica@gmail.com))*  
*Gabynely Solis, Program Coordinator ([gsolis@mhahouston.org](mailto:gsolis@mhahouston.org))*

NBHP website – [www.nbhp.org](http://www.nbhp.org)  
MHA website – [www.mhahouston.org](http://www.mhahouston.org)

**BHACA: Integrated Health Care (IHC)**

- ***Population Management in Community Mental Health Center-Based Health Homes – (Description abridged from CIHS)*** – In order to

succeed in the new health care ecosystem, integrated health providers need to become experts at population management. Population management requires that providers utilize data to choose which patients to select for specific evidence-based interventions and treatments, such as ensuring that children with asthma and ADHD or older adults with diabetes and schizophrenia are getting the right services at the right time. Steps integrated care providers can take to implement population health management can be found here:

[www.integration.samhsa.gov/integrated-care-models/14\\_Population\\_Management\\_v3.pdf](http://www.integration.samhsa.gov/integrated-care-models/14_Population_Management_v3.pdf)

- ***Safety Net Medical Home Initiative Implementation Guide Series – Behavioral Health Integration*** – This Implementation Guide is a tool for primary care practices to develop a vision for integrated care, create a customized implementation plan, and build strong integrated care teams. The goal of the Safety Net Medical Home Initiative (2008-2013) was to develop and demonstrate a replicable and sustainable implementation model to transform primary care safety net practices into patient-centered medical homes with benchmark performance in quality, efficiency, and patient experience.  
<http://www.integration.samhsa.gov/news/Implementation-Guide-Behavioral-Health-Integration.pdf>

### **BHACA: Choosing a Certified Electronic Health Record System**

- ***Explore the latest articles on EHRs and interoperability from Healthcare IT News:*** [www.healthcareitnews.com](http://www.healthcareitnews.com)

### **BHACA: Maximizing Third Party Funding Streams – Insurance Credentialing and Billing & Coding Resources**

***Know your insurance regulatory bodies:*** Is your behavioral health agency having issues with certain reimbursements? Do you feel you have exhausted options for resolving the issue? It may be a good time to know your regulatory body, and that they even have hotlines to provide help. A brief overview and contact information is provided below. (Thanks to Charles Reyna IV, Program Specialist, MCQA Office, Texas Department of Insurance, for the majority of this information below.)

#### ***General Overview and Helpful Resources:***

- **Texas Department of Insurance (TDI) – Health Provider Resources** (including how to file a complaint): [www.tdi.texas.gov/hprovider/index.html](http://www.tdi.texas.gov/hprovider/index.html)

- **Note: you will know if a client’s plan is regulated by TDI if...** the member ID card has the letters “TDI” or “DOI” written on it. That means as well that the plan is a “fully-insured” plan. You may call TDI by phone at 1-800-252-3439 to ask any questions or to ask for help.
- **Beyond TDI regulated plans, you have government programs and “self-insured” or “self-funded” plans** (the latter is when benefits may have been arranged by an employer under federal law, state law or county/local authority). In those cases, please read more below.

***Government Programs:***

- **Medicaid (Insurers & HMOs):** The Texas Health and Human Services Commission (HHSC) establishes the benefits and program requirements. Contact HHSC for help with Medicaid – [www.hhsc.state.tx.us](http://www.hhsc.state.tx.us). Medicaid Client Hotline: 1-800-252-8263. The “Texas Medicaid Program Quick Reference Guide” was most recently updated 9/3/14, and can be found online here: [www.tmhp.com/TMHP\\_File\\_Library/Medicaid/Quick%20Reference%20Guide/Quick%20Reference%20Guide.pdf](http://www.tmhp.com/TMHP_File_Library/Medicaid/Quick%20Reference%20Guide/Quick%20Reference%20Guide.pdf).
- **CHIP (HMOs only):** Texas Department of Insurance (TDI) and HHSC work together to make a prototype HMO plan. Each HMO must submit and receive prior approval for the plan. Contact HHSC for help with CHIP – [www.hhsc.state.tx.us](http://www.hhsc.state.tx.us). CHIP Call Center: 1-877-543-7669 or 1-800-647-6558.
- **Medicare and Medicare Advantage (Insurers and HMOs):** The Centers for Medicare & Medicaid Services (CMS) set the benefits and all program requirements. (Please note: TDI forwards most Medicare issues to CMS, except in the case when a complaint alleges agent misconduct, in which case TDI investigates and resolves the complaint.) Contact CMS for help with Medicare and Medicare Advantage – [www.cms.gov](http://www.cms.gov). Medicare Service Center: 1-800-MEDICARE (1-800-633-4227).

***Self-Insured or Self-Funded Plans (TDI is not the regulatory body for these):***

- **U.S. Department of Labor:** Enforces compliance for Employee Retirement Income Security Act of 1974 (“ERISA” plans). Link to USDOL ERISA Compliance Resource: [www.dol.gov/compliance/laws/comp-erisa.htm](http://www.dol.gov/compliance/laws/comp-erisa.htm)
- **Employee Retirement System (ERS), Teachers’ Retirement System (TRS), UT, TAMU, etc.** – Issues regarding insurance plans arranged by the employer under authority provided in the Texas Insurance Code should be addressed to the governing agency (ERS/TRS/UT/TAMU) for resolution.

**BHACA: Outcome-Based Evaluation**

- ***BHACA Blast #22: Featured Outcome Measure – CANS (Child and Adolescent Needs and Strengths)***

- **What is CANS?**

The Child and Adolescent Needs and Strengths (CANS) is a multi-purpose tool developed for children's services. The CANS was developed from a communication perspective so as to facilitate the linkage between the assessment process and the design of individualized service plans including the application of evidence-based practices.

<http://www.praedfoundation.org/About%20the%20CANS.html>

- **What does it measure?**

The Child and Adolescent Needs and Strengths (CANS) is a multi-purpose tool developed for children's services to support decision making, including level of care and service planning, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services. The way the CANS works is that each item suggests different pathways for service planning. There are four levels of each item with anchored definitions.

- **For which populations/age(s) is the CANS appropriate?**

There are two different forms for the CANS; one form is for children from birth to four, and the second form is for children ages five to 20.

<http://www.mass.gov/eohhs/gov/commissions-and-initiatives/cbhi/child-and-adolescent-needs-and-strengths-cans/cans-forms.html>

- **How long does the measure take to complete?**

The CANS takes approximately one hour to complete.

- **How is it administered?**

The CANS is an open domain tool that is free for anyone to use. The CANS can be easily administered by anyone with a bachelor's degree, although some applications require a high degree and specialties. However, providers who are required to use CANS must be CANS-certified.

- **How do you become CANS-certified?**

To become CANS-certified, providers must complete an online or in-person training program and pass an online CANS-certification examination.

- **Can I get the CANS in other languages?**

The CANS is available in English, Spanish and French. In addition to the languages previously listed, CANS consent forms can be found in Russian, Portuguese, Chinese and Vietnamese.

- **A note about BHACA's Featured Outcome Measures**

Our intention is to expand awareness of and knowledge about existing outcome measures within the BHACA community. In featuring a measure, we do not mean to endorse it as the right fit for your practice, because the appropriateness of a measure for any one behavioral health practice must be evaluated with that specific practice in mind. We hope you enjoy our featured outcome measures section.

- ***American Psychiatric Association (2014) – Online assessment measures as in the DSM-5:*** [www.psychiatry.org/practice/dsm/dsm5/online-assessment-measures](http://www.psychiatry.org/practice/dsm/dsm5/online-assessment-measures)
- ***Outcome-Based Evaluation WEBINAR Next Week: Building an Outcomes Program to Measure and Improve Performance***  
***Date & Time:*** Wednesday, October 29, 1:00 PM Central time  
***Speakers:*** Christy Winter, LMSW Manager of Clinical Informatics and Outcomes Qualifacts and Peter Engle, Manager of Information Technology Independence Center  
***Description:*** Being able to build a successful outcomes management program is a fundamental step to utilizing the data your organization collects and understanding the effectiveness of your programs.  
***To Register:*** <http://tinyurl.com/o7hj7wg>

### **BHACA: Additional Items of General Interest**

- ***Save the Date: SAMHSA Listening Session on Improving Community Mental Health Services***  
***Save the Date:*** Wednesday, November 12, 2014, 8 am–4 p.m. CST  
***Description:*** A listening session about criteria development for the Demonstration Programs to Improve Community Mental Health Services ([Section 223](#) of the Protecting Access to Medicare Act of 2014).  
**Registration information is forthcoming from SAMHSA.**

**About BHACA:** The Behavioral Health Affordable Care Act (BHACA) Initiative is a major collaborative endeavor of the Network of Behavioral Health Providers (NBHP) and Mental Health America of Greater Houston (MHA) designed to support Greater Houston area mental health and substance use providers in responding to the Patient Protection and Affordable Care Act and other recent healthcare reforms across four domains: (1) enhancing and increasing the delivery of integrated health care (IHC), (2) maximizing third party funding streams revenue, (3) adopting certified electronic health

record (EHR) systems, and (4) developing outcome-based evaluations. The BHACA Initiative is generously funded by Houston Endowment Inc., The Meadows Foundation and United Way of Greater Houston Community Response Fund.