

MHO CONTRACTS & RULES WORKGROUP
November 14, 2007

MHOs Attending: Bruce Abel (LaneCare), Dave Bast (JBH) Seth Bernstein (ABHA), Kim Burgess (Washington Co), Julie Carpenter (FCI), Deborah Friedman (CMHO), Joan Rice (Verity), Jim Russell (BCN)

AMH Attending: Jon Collins, Tracey Robichaud, Kellie Skenandore, Ralph Summers

Item	Discussion	Action	Due Date
1. 2008 contract status	The CMS review of the DMAP contract raised issues regarding the Grievance System that apply to the MHO contract as well. Current contract language has the plan due process and state fair hearing process run sequentially. The timeframes for those two processes are outside the CFR requirement. AMH is committed to streamlining the hearing process which would bring the entire process into compliance with the CFR. This will require a rule change and an amendment to the contract for mid-2008.	Rule change and contract amendment required.	7/1/2008
2. ISA Progress Review Instrument	<p><u>Proposed Instruments:</u> The MHOs presented an instrument that incorporates the BERS-2 and a few additional items at the September meeting. AMH has provided a "Version 5" of their proposed instrument, which also now incorporates the BERS-2. MHOs sought feedback on Versions 4 & 5 of the AMH instrument, as well as the BERS-2 version.</p> <p><u>Stakeholder feedback:</u> General themes in the feedback received from staff, families and other stakeholders by the MHOs:</p> <ul style="list-style-type: none"> ▪ BERS generally preferred because it engages the family/caregiver and because caregivers are more likely to be 	AMH will draft instructions and mock-up the required data elements.	January 2008 meeting and beyond as needed

	<p>able to respond to the questions</p> <ul style="list-style-type: none"> ▪ Concerns were expressed by Care Coordinators regarding work load if they are required to complete the instrument ▪ Version 5 presented by AMH acceptable for most <p>It was proposed by the MHOs that we accept Version 5 presented by AMH with some changes in format and with items 9, 11b & 12 added as caregiver items.</p> <p>It was agreed that we will use the BERS-2 and the additional questions in Version 5 as a list of minimum data elements/questions to be answered and submitted to AMH. There will not be a single instrument developed by the MHOs or AMH. Each MHO will create its own instrument for data collection. AMH has some concerns regarding methodological issues as MHOs implement different instruments, but as data is submitted and analyzed, these issues can be identified and addressed.</p> <p><u>Contract language:</u> Required data elements will be included in the 2009 contract. Language in the 2008 contract allows MHOs to implement the data collection instrument in 2008; revised language may be included in the 7/1/2008 amendment. It was agreed that non-prescriptive language is preferred so the instrument and collection process can evolve with our collective experience.</p> <p><u>Data submission:</u> It was agreed that having a uniform data submission system will be critical for consistency. AMH will create an</p>	<p>There will be further discussion of contract language regarding implementation of the instrument at future meetings.</p> <p>AMH will bring specifications to the next meeting, to be followed by a discussion of reporting needs.</p>	
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	Access database to be used by the MHOs for data submission, similar to the electronic CPMS.		
3. OHP 3001 Complaint form	The OHP 3001 Complaint Form was developed consistent with the complaint process used by FCHPs, which does not delegate acceptance of complaints to providers. Because mental health services are generally provided by agencies, it is more feasible to have a provider-based complaint process. This is a value the MHOs want to continue to support. It is felt the form as currently written will not serve our clients well. Instructions on the form are not clear in terms of how the form is to be routed, and whether a client can submit the form to a provider.	AMH agreed to take our concerns to DMAP and to request a revised form. Kellie asked that comments be provided to her within the next week.	Revised form available for January 1, 2008
4. Contract Issues Tracker	The 2008 Contract Issues Tracker has been distributed. Most of the items will be reviewed by AMH for clean-up in the 2009 contract. Three items, #1, 29 & 30 on the issues tracker are questions regarding apparent conflicts in language. AMH requested that the background on each of these items be provided for their review and response.	Deborah will provide a background summary of items 1, 29 & 30. AMH will bring a response or clarification to the January meeting.	January 2008

Next meeting: January 16, 2008

Agenda: ISA Progress Review Instrument

- **Draft instructions and mock-up of required data elements**
- **Data submission specifications**

Performance Measures – update from QI Committee

Contract Issues Tracker