

## **Behavioral Health Delivery Workgroup Meeting Minutes December 15, 2023**

### **Participants**

#### **Committee Members**

Adam Cohen, Brian Monsen, Joel Johnson, Russ Elbel, Representative James Dunnigan, Kyle Snow, Jennifer Strohecker, and Brent Kelsey.

#### **Committee Members Absent**

Senator Michael Kennedy, Dr. Katherine Carlson, Tim Whalen, Jed Burton, Patrick Fleming, Julie Ewing, Nina Ferrell, Lisa Heaton, and Jake Shoff.

#### **Division of Integrated Healthcare Staff**

Jennifer Meyer-Smart, Greg Trollan, Dave Wilde, Becky Johnson, Brian Roach, and Sharon Steigerwalt.

#### **Attendees**

Emma Chacon, Kristeen Jones, Mark Greenwood, Andrew Riggle, Emily Zheutlin, and Jared Sanford.

### **Welcome**

Jennifer Strohecker started the meeting welcoming everyone and proceeded with the approval of the September meeting minutes.

### **Approval of September 22, 2023 Meeting Minutes**

Russ Elbel motioned to approve the minutes. Brian Monsen seconded the motion. No opposed. Motion passed to approve the minutes.

### **Legislative directed work completed and collecting feedback**

Jennifer Strohecker stated this workgroup has been meeting for the past year and half along with additional breakout groups meeting to work on the requirements outlined in HB 413. An email was sent out three weeks ago to the workgroup members to provide feedback or any final thoughts on the elements outlined in HB 413. The department only

heard back from three of the sixteen assigned workgroup members. Additional individuals completed the survey, but not enough of the assigned members completed the survey. Jennifer would like to make a recommendation in this legislative session to have this working group close. The request is to have a summary of the final recommendations. Jennifer solicited feedback or questions from the attendees. Members expressed to have the department collect the notes from previous meetings and interest in seeing the survey results. **Action Item:** The department will collect notes from past meetings and add them to the feedback received in the survey and will present the results at the next meeting.

Jennifer outlined the progress this group has made and are continuing to make towards payments, looking at the credentialing processes, and discussing utilization management procedures. Ultimately the goal here was a recommendation on what to do with the TAM population, but the conversations led to working on the UMIC contracts and the UMIC model and moving from the payer integration to some more clinical integration. Jennifer stated the department has appreciated the dialogue and partnership from the different representatives who have attended.

Becky Johnson gave an overview of the efforts for claims management, utilization for prior authorizations, and the credential process for providers. The department worked with both providers and the plans on these efforts. The department completed a three month survey of the plans on claims processing and the results were that the plans were meeting the expectations for the percentage of claims paid out each month. The plans are conducting regular meetings with their key providers to address claims concerns. Behavioral health providers are also meeting regularly with the plans. No significant claims issues have been brought forth recently. The department and the plans have been working on utilization management for prior authorizations. There are some challenges that have to be worked through. Accreditation has certain requirements the plans have to meet and everyone will continue that discussion in the UMIC meetings. There was a work group composed of the plans that met to discuss credentialing processes and having a more uniform process. They developed a form to use and Emma Chacon is working on incorporating all the feedback into that form. The work group really worked hard to come up with a universal process.

Brent Kelsey spoke to recognize the positive changes and discussions that have occurred, but also stated that we are not finished with the work in terms of moving this system forward. Reviewing the feedback is the next step and then taking action on those recommendations would come next.

Several members and attendees spoke to the work this group has done, the current state of the service delivery system and what work they would like to see continue. It was asked for the department to continue the dialogue and if any changes are made to policies or reauthorization to have them written with the member in mind.

Brent asked the workgroup if they should review the survey results and without any department staff involved and develop a consensus of recommendations to the department. Jennifer stated that we would be happy to support that effort if the group wants to go in that direction. The group can decide when the department receives the feedback.

### **Next Steps**

Jennifer stated there could be significant changes coming for the TAM and Adult expansion populations. We are committed to promote integration and continue to work towards an integrated model of care. We may not know the exact solution that we will land on with regard to this but helping to address some of the bifurcation and some of the challenges that you face as providers, individuals face as members, we face as different stakeholders certainly is a commitment that we have. The collective work that has been done to bring the current UMIC contract to where it is today and we will continue to move forward with that work. We are trying to answer the question of is the UMIC model effective? Where is it doing well? Is it achieving its intended results? What do we know so far? Where is it maybe not performing? We still want to evaluate the UMIC model and compare it with the other adult expansion members and compare the models. The department is putting together a draft analysis of a proposal to evaluate effectiveness and will share it with stakeholders once it is complete. We will engage Milliman to conduct the analysis and will share the draft and will finalize it in the following weeks after.

Members and attendees expressed concerns that members did not use services during the pandemic and the value of evaluating the data now versus waiting. It was discussed about utilizing and evaluating qualitative data versus the anecdotal experiences of the members for the evaluation of the UMIC integration.

### **Justice-involved Waiver Update**

Jennifer Strohecker introduced the policy changes implementing in January 2024 of 12 months coverage for postpartum, 12 months continuous coverage for children, benefit change from non-traditional to traditional benefits, and the state CHIP program. The department is prioritizing our conversations with the justice-involved population and are hopeful as it is in the governor's budget will seek to mend our current waiver. We have

been working on this for the last 8-10 months. We are beginning to engage in stakeholders in the beginning of the year and we are going to move forward and keep an eye on it as it goes through the legislative session. Also, looking at the expansion of existing housing support services to provide rental assistance, housing, and intensive case management.

**Action Item:** Reissue the survey to obtain feedback on the workgroup recommendations.

## **Adjourn**

Jennifer Strohecker adjourned the meeting at 2:33 p.m.