

## ATTACHMENT B

### DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP2 ANNUAL REPORT RESPONSE FORM

#### PART 1: PY2 ANNUAL REPORT EXECUTIVE SUMMARY

##### General Information

<b>Full CP Name:</b>	Behavioral Health Partners of MetroWest (BHPMW)
<b>CP Address:</b>	1881 Worcester Road, Framingham, MA 01701

##### Part 1. PY2 Annual Report Executive Summary

Behavioral Health Partners of MetroWest LLC (BHPMW) BHCP includes LLC members Advocates, South Middlesex Opportunity Council, Spectrum Health Systems, and Wayside Youth Family Support Network as Consortium Entities (CE) and an Affiliated Partner (AP), Family Continuity. These agencies, embedded in our BHCP Service Areas - Central and Northern Massachusetts - utilize their experience, locations, continuums of care, and community partnerships to provide BHCP supports to diverse populations enrolled in 13 ACO and MCOs.

##### *Use of DSRIP funds during Budget Period (BP) 2*

- **Technology-** IT Staffing, Care Management Software Development, Mobile Technologies for Staff, and Other Technology Expenses
- **Workforce Development-** Workforce Development Staffing, Recruitment Expenses, Training Expenses, and Retention Expenses
- **Operational Infrastructure-** Operational Staffing and Other Operational Expenses-interpretation, translation, and legal services; marketing/member facing materials; audit and tax filing; Consumer Advisory Board expenses; and Enrollee and staff incentives

##### *Successes during BP2*

- BHPMW BHCP received 3,050 newly assigned Enrollees in BP2. We conducted 41,343 successful Outreach or Care Coordination Qualifying Activities (QA) and 20,312 non-billable outreach attempts. Our average contacts per Enrollee increased as compared to BP1. We averaged 3.69 Outreach QAs per Enrollee, an 85% increase and 8.96 Care Coordination QAs, a 156% increase, totaling an average of 12.65 Outreach and Care Coordination QAs per Enrollee, a 130% increase.
- At the end of BP2, we had 2,462 active Enrollees; 1,439 (58%) had signed Participation Forms (up from 28% at the end of BP1); 1,055 (43%) were engaged with a PCP-signed Person-Centered Treatment Plan (PCTP), (up from <1% at the end of BP1).
- We successfully transitioned our data and staff to the eHana care management platform.
- We provided staff trainings related to Person-Centered Treatment Planning, Case to Care Management, outreach and engagement, marketing skills, and Care Team Building.

- We hired a MassHealth-certified application counselor as our Eligibility Specialist who works across the BHCP to manage all the eligibility problems that arise with Enrollees.
- We began receiving Patient Ping event notifications which enables us to better locate Enrollees and initiate follow up after discharge and transitions of care.
- We implemented Enrollee and staff incentives that helped increase engagement.
- Milliman, Population Health Management Technical Assistance (TA) vendor, analyzed MassHealth claims data; produced population and member data including total cost of care; and identified top utilizers by ACO/MCO to focus our work with these Enrollees.
- ACO Specialist interviewed each ACO/MCO to develop strategies to improve our performance, working relationships, and opportunities for preferred relationships.
- We engaged with several ACO/MCOs in case conferences to discuss Enrollees, sign PCTPs, and increase collaboration between the BHCP and their care management teams.
- BHPMW BHCP has systems in place to monitor our spending of DSRIP funding and adjust our budget plan if needed. We developed a template on which the BHPMW and each CE and AP report their year-to-date program and infrastructure spending quarterly.