

ATTACHMENT B

DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP4 ANNUAL REPORT RESPONSE FORM

PART 1: BP4 ANNUAL REPORT EXECUTIVE SUMMARY

General Information

Full CP Name:	Community Healthlink (CHL) BH CP
CP Address:	199 Chandler St. Worcester MA

Part 1. BP4 Annual Report Executive Summary

Community Healthlink's Behavioral Health Community Partner (BH CP) is continuing in Budget Period 4 with many of the DSRIP investments we began in earlier Budget Periods. Our activities focus on (1) Technology – Electronic Record Development, IT Staffing and Technology for Service Delivery; (2) Workforce Development – Recruitment Staffing and training; (3) Ramp-up Costs; (4) Operational Infrastructure – Operation Staffing.

In Budget Period 4 Community Healthlink continued our Electronic Medical Record Development – improving our Care Plan, creating new quality reports and improving our billing work flow. In addition, we worked on systems related to accepting and utilizing the information on the 834s. This development and 834 work was done by CHL IT staff funded through DSRIP. We are working with our EHR provider on improvements to the Carelogic system related to reporting which will enhance our ability to monitor quality measures and funding development to run large batch eligibility checks within the EHR system. We have purchased additional computers and mobile devices and equipment for video conferencing to help with the communication between our two main offices and our satellite in Fitchburg.

We allocated time of a recruitment specialist to assist the BH CP managers in both recruiting and hiring of Care Coordinators as the program has had turnover in that position. The recruiters work to successfully match applicants with program positions, verify credentials and follow-up on references.

We have trainings scheduled with Center for Health Impact in advanced Motivational Interviewing; mental health first aid; trauma informed care and secondary trauma training and training on engagement skill building. In addition, we have training scheduled in suicide prevention and a review of Wraparound.

In Budget Period 4 we continued to use a portion of the DSRIP allocation for Ramp-up-Costs. We are working to increase or monthly PMPM payments as part of our plan for 2021 to cover operation costs without DSRIP funds.

We increased our operational infrastructure – finance, quality management, billing and data analysis with BP4 DSRIP funds. Part-time billing and eligibility expertise are increasing our successful and efficient billing processes. QM is working on projects related to our meeting Performance Goals.

In addition, we have funds for incentives for Enrollees to complete the assessments and PCTPs and to attend their yearly physical appointments. The use of the incentives has had a positive impact on our ability to complete the required paperwork.