

## 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>	Northeast Behavioral Health Corporation d/b/a Beth Israel Lahey Health Behavioral Services
<b>CP Address:</b>	199 Rosewood Drive, Suite 250, Danvers, MA 01923

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

During BP2, Beth Israel Lahey Health Behavioral Services' (BILH BS) BHCP had a successful site visit with MassHealth where we were able to present client journeys as they moved through our program as well as successes, lessons learned and areas for opportunity. Our staff highlighted processes which we have put into place to increase engagement rates. BILH BS is pleased to report that these processes have resulted in a significant increase in the number of engaged members.

We are committed to serving MassHealth Enrollees in the Northeast Region in partnership with 10 ACOs and 2 MCOs. Our BHCP continued to collaborate with these partners to improve the total healthcare needs (medical, behavioral health and social) of this complex population. Our efforts during this reporting period also resulted in relationships with housing agencies, fuel assistance programs, faith-based organizations and social-service agencies.

BILH BS concentrated on workforce development during this reporting period. While we onboarded 30 new staff in various positions, we continue to operate with up to 20% of vacancies.

BILH BS administered client incentives during this reporting period by providing grocery gift cards to clients based on progress toward goals in their enrollment and/or on their care plan. Clients are eligible to receive a grocery gift card when they meet certain milestones in their engagement process.

BILH BS successfully went live with a new care management platform in December 2019. We chose eHana due to its robust functionality to support the BHCP program. eHana brings a wealth of experience and knowledge given it is currently working with the majority of the BHCP programs in Massachusetts. This platform is equipped with the clinical logic necessary to capture, manage and report Qualifying Activities as well as billing and reporting capabilities.

In this reporting period, we focused on staff training to ensure and support the skills needed to work with the complex needs of this population. The BHCP Director identified a training need for our diverse workforce related to promoting cultural sensitivity and supporting implicit bias in caring for our clients.

As such, we engaged our larger BILH system partners for assistance due to expertise within Organizational Development.

Lastly, our Data Analyst responsible for performance measurement continued to monitor quality metrics which include but are not limited to::

- Improve Enrollee Engagement
- Annual Treatment Plan Completion
- Annual Primary Care Visit
- Follow-up after Hospitalization for Mental Illness (7 days)