



Provider Bulletin

for the Adult Mental Health Division

February 2010

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If you have any questions about information in this Provider Bulletin, please contact AMHD Provider Relations at (808) 586-4689.

Aloha!

The purpose of this communication tool is to provide Purchase of Service (POS) providers with up-to-date new or revised information, and to assist us when implementing new Adult Mental Health Division (AMHD) business activities and initiatives. We welcome your ongoing feedback and suggestions for improvement as we work to develop this valuable communication tool. Please contact us if there are any topics you would like to see in the Provider Bulletin.

AMHD Chief Corner (Acting Chief, Dr. William Sheehan)

I hope your New Year is going well, and 2010 is a successful one for you. I know the political and economic situation of our State is a challenge; I thank you for helping our consumers have a better life and I appreciate the services you provide.

This month, I'd like to share some observations I've made in reading the AMHD Business Compliance On-site Monitoring Reviews before I sign and send them out.

I'm pleased to see that the Medicare/Medicaid Documentation Guidelines are improving. Especially, most of you are doing a pretty good job at noting the specific service rendered, the date and time of the actual service, the person who provided the service, the setting in which the service was rendered, and the amount of time it took to deliver the service. There was a time when adherence to these standards was a problem. Thank you!

There continues to be areas that present opportunities for improvement. In previous months, both Dr. Goetz and I have written about Suicide Assessments and interventions to mitigate that risk. Suicide Prevention continues to a major area of concern.

There are areas of the AMHD Business Compliance Reviews that are notable for being problematic at many provider organizations (but not all, as there are some providers who are doing well in these areas). These problematic areas are familiar to you, as they have been challenges for years: Recovery Plans; Crisis Plans; Progress Notes; Covered Services.

- Recovery Plans should be current, relevant, updated, measurable, and involve the consumer's input. The Plan should have goals, objectives, and outcomes.
- Crisis Plans should be current, relevant, updated, and involve the consumer's input.
- Progress Notes should reference the Recovery Plan goal being addressed and the notes should be relevant to the Recovery Plan.

- Covered Services do not include transportation or assisted living, and billing should not be done for those services.

It will be great to see these areas improve. Please advise your supervisors to guide your staff to make these improvements at your program.

AMHD RFI's & RFP's

There is a correction to the announcement in the January 2010 AMHD Provider Bulletin. The AMHD will release a Request for Proposal (RFP) for RFP No. HTH 420-6-10, Crisis Services, statewide, the week of February 1, 2010.

Current and future procurement notices are posted on the State Procurement Office's Procurement Notice website, which may be accessed from: <http://www4.hawaii.gov/bidapps/>. If you have any questions on current or future RFI's and RFP's, please contact the AMHD Contracts Unit at (808) 586-8287.

Representative Payee

The Representative Payee Provider Orientation meeting will be held on Tuesday, February 9, 2010, from 9:00 am – 11:00 am, @ AMHD – 2385 Waimano Home Road, in Room 10. Contract awards were made to Hale Ipu Kuku'i Alaka'i and Helping Hands Hawaii on Oahu; Office for Social Ministry on the Big Island; St. Michael's Church on Kauai; and Family Life Center on Maui. Representative Payee services will now be available Statewide, allowing better access to consumers for services, effective April 1, 2010.

With the start of the new contract, AMHD will more closely monitor and assure that consumers meet the eligibility criteria for AMHD's Representative Payee services and are making documented progress toward developing the financial and budgeting skills needed to manage their own finances within a reasonable time period. In the past, the majority of AMHD Representative Payee consumers received Representative Payee services for two years or more without documentation of such progress.

We would like to remind our provider network that consumers who have not made or are not expected to make progress towards financial self-management within a reasonable timeframe would more appropriately be served at the less intensive level of fee-for-service Social Security Representative Payee services, which AMHD does not pay for, but which can be provided by any non-profit Representative Payee agency. The reimbursement rate for this lower level of service (\$37/mo.) is automatically deducted directly from consumers' benefits checks (e.g., SSI, SSDI) and paid by SSA to the Representative Payee.

We look forward to working with our previous and new providers in the provision of this beneficial, empowering and recovery-based service to AMHD consumers.

Supported Employment Program

The AMHD Evidence-Based Supported Employment Services contract was awarded to Steadfast Housing Development Corporation (SHDC) for the island of Oahu. The contract implementation date is planned for April 1, 2010. No bids were received for the neighbor islands, so AMHD supported employment consumers being served by SHDC Supported Employment on Maui and Big Island are being transitioned, in collaboration with their case managers, to alternative supports in the community, such as Community Based Case Management, Vocational Rehabilitation, Clubhouse and Employment Networks.

All AMHD provider agencies are encouraged to take advantage of available federal funding opportunities under the Social Security Ticket to Work Employment Network (EN) program (www.choosework.net) for continued provision of support services to their employed and employment-seeking consumers. EN funding provides an ideal opportunity to enhance your agency's capacity for providing more integrated supported employment services for consumers within these programs for consumers without access to SHDC supported employment services.

E-ARCH Program

As the current legislative session gets underway, we encourage you to stay updated with legislative activities, especially those that address mental health care services in Hawaii. One way that you may be able to keep updated is to visit the Network of Care for Behavioral Health. This website offers an excellent array of resources that are not only meant for the consumer receiving services but also for service providers, advocates and the community at-large. Please visit the website and explore what's available including the legislative feature which tracks bills, both state and federal, and sign-up to receive e-mail alerts and/or communicate directly with lawmakers so that your voice is heard. The website address is <http://hawaii.networkofcare.org>

Monthly Provider Meeting:

- Check your 2010 E-ARCH Provider Meeting Schedule for the new meeting days. Attendance is voluntary for most meetings. We will let you know in advance which meetings are mandatory. Thank you for adding these meeting dates to your calendar!
- Please RSVP by calling 453-6397 if you plan to attend the next AMHD E-ARCH provider meeting. This month's meeting is an educational meeting and will focus on progress notes/chart notes and supporting documentation.

Tuesday, February 23, 2010

9:30 a.m. – 10:30 a.m.

870 Fourth Street, Pearl City (Linda Appel's and Stacy Haitsuka's Office)

AMHD E-ARCH Program News:

- There were no program admissions and one program discharge in January (as of 01/27/10).
- There are several AMHD E-ARCH consumers who are waiting to be accepted for AMHD E-ARCH placement (majority are males). If you have an open E-ARCH bed and would like to schedule a screening appointment, please call Stacy Haitsuka.
- A list of program activities for calendar year 2010 will be sent to you. Please review and if you have questions, please call Stacy Haitsuka.

AMHD Administrative Updates:

- AMHD furlough days for the month of February 2010 are Friday, 02/05/10 and Friday, 02/12/10.
- We continue to monitor the status of timely claims payment. If you are experiencing a payment delay and have questions, please call Stacy Haitsuka.

Topic of the Month: "Getting Out of the House for Some Fresh Air and Change of Scenery"

- How often does your AMHD E-ARCH resident participate in outings or other out-of-the-house activities? In other words, does your resident spend quality time out of the E-ARCH?

Certainly there are reasons why it would be appropriate for certain AMHD E-ARCH residents to be primarily home bound. Medical and psychiatric care issues may prevent or not support outings or limit the amount of interaction that the resident experiences outside the home. If a health and/or safety concern is involved, please document this information as part of the official activity orders, chart notes, and care plan.

When there is an opportunity to consider coordinating an outing for your resident, please consider doing so. Talk with the consumer and their treatment team members, including the consumer's psychiatrist and primary care physician (PCP), to identify risk issues, behavior/socialization concerns, crisis plan, and logistics (i.e., pre-outing preparedness, transportation, home lunch, spending money, etc.). Asking the consumer, "What would you like to do?" or "Where would you like to go?" may empower the consumer to share their thoughts and feel included in the decision making process.

Outings can be short or long, goal-based, recreational in nature, group/individual, and/or routine. You may want to sit down with the consumer and plan outings by scheduling time on a calendar so that they have those activities to look forward to. Some consumers may attend Clubhouse or other day programs which may address this topic.

For consumers whose primary daily routine includes a significant “at home” or “in home” time, consider activities such as:

- Grocery shopping and assisting with selecting items;
- Accompanying you to help run errands;
- Group picnic at the park/beach;
- Talking a walk at the park;
- Library/bookstore;
- Swap meet or shopping mall;
- Public museum; or
- Community/public event.

Goals in this area include increasing socialization skills, increasing independence, and increasing positive healthy lifestyle choices. You can imagine how you’d feel if you stayed home most of your day, almost everyday so this topic is meant to generate discussion about the possibility of including consumer outings and community-based interactions in your AMHD E-ARCH resident’s routine. You may enjoy the fresh air and change of scenery too!

Reminders:

- 5th Annual AMHD E-ARCH 3-Day Training for PCGs and Private Pay RN CMs:
Save the dates!! April 28, 29, and 30, 2010. We are currently accepting pre-registration for the next 3-day training. If you have not attended the training in the last two years, we recommend you/your staff consider attending. Please continue to refer your E-ARCH colleagues, especially those who would like to be an AMHD E-ARCH provider. Please call (808) 453-6397 to pre-register.
- Vacation Notification Submitted to AMHD:
Please do not forget to send a copy of your official leave/vacation notice to the OSAA office. At minimum, the notice should include your name/E-ARCH address, leave start and end dates, and names/contact numbers for your substitute staff. We ask that you send your notice to us at least two weeks prior to the start of your leave/vacation so that we may coordinate with your substitute and the AMHD E-ARCH consumer’s team prior to your departure. If you prefer to fax a copy, our fax number is 453-6399.
- Psych Care Plan on File in Care Home:
If your AMHD E-ARCH resident does not have a current psych care plan on file in their care home chart, please request it from the consumer and/or their psych case manager. PCGs are responsible for keeping a current copy in the chart. Recovery Plans are updated every six months. RN case managers are responsible for attaching the Recovery Plan to the medical care plan. Care home staff need to be aware of the contents of the psych care plan including, but not limited to, the consumer’s crisis plan, needs, and goals. We will be asking PCGs to confirm they have a current psych care plan on file.

Please continue to contact the Oahu Service Area Administration (OSAA) Team anytime you need assistance (808) 453-6397 office; (808) 453-6399 fax.

Learning Opportunities & Opportunities for Growth

SAVE THE DATE! 5th Annual Mental Health Mahalo Awards Luncheon

May 4, 2010, Ala Moana Hotel, 410 Atkinson Dr., Honolulu, 11:30am to 1:30 pm.

The event will celebrate our community leaders and agencies that have dedicated themselves to enhancing the care and treatment of people with mental health problems through positive and innovative programs and leadership, and have reduced the stigma of mental illness. It is important to recognize the long years of commitment so many have given to improving the mental health of our entire community.