



Behavioral Health Intervention Services (BHIS) is a supportive, directive and teaching intervention service provided in a community-based or residential group care environment designed to improve the individual’s level of functioning as it relates to a mental illness, with a primary goal of assisting the individual and his or her family to learn age-appropriate skills to manage behavior, and regain or retain self-control.

Formerly named Remedial Services managed by Iowa Medicaid Enterprise, BHIS (pronounced BEE-HISS) became an Iowa Plan service as of July 1, 2011 and is managed by Magellan Behavioral Care of Iowa, as contractor for the Iowa Plan.

By recommendation of the Remedial Services Transition Committee, several opportunities for improvement have been taken to enhance the quality and effectiveness of the BHIS services. They include:

- **Utilization management guidelines** to increase assurance that services rendered are based on established criteria with the goal of ensuring people receive the appropriate services and benefit from them
- **Provider credentialing standards** that set requirements for service provider qualifications; organizational infrastructure and oversight; clinical support and supervision
- **Service authorization process** to assure appropriate type and amount of services are delivered to address the individual’s mental health needs
- **Comprehensive, quality management plan** to assure education and training of providers; to conduct ongoing measurement of member outcomes, provider performance and Iowa Plan performance; and to improve overall program integrity

BHIS DATA July – December 2011

MEMBERS SERVED (claims-based): 12,627

- On average, 8,616 children and their families receive BHIS services each month

AUTHORIZATION DATA:

Community-Based BHIS Authorizations - (Initial and Concurrent Authorizations)

	Total Units	Distinct Children (<21)	Avg Units/Child	# Denied
July	190,401	1,374	139 (5.8 hrs/mo)	42(3.1%)
August	274,909	1,882	146 (6.1)	26 (1.4%)
September	294,921	2,029	155 (6.5)	11 (0.5%)
October	283,294	1,949	145 (6.4)	14 (0.7%)
November	262,344	1,887	139 (5.8)	10(0.5%)
December	260,090	1,825	143(6.0)	11(0.6%)
Total	1,566,932	9,961	157 (6.5)	93 (0.9%)

- 87% of community based authorizations are for 6 months. Those given shorter timeframes are due to clinical reasons.


Residential/Group Home Authorizations - (Initial and Concurrent Authorizations)

	Total Units	Distinct Children (<21)	Avg Units/Child	# Denied
July	18,967	174	109 (21 weeks)	2 (1.1%)
August	21,528	184	117 (23)	1 (0.5%)
September	20,737	186	111 (22)	0 (0.0%)
October	16,456	159	103 (20)	2 (1.3%)
November	17,830	164	108 (21)	0 (0.0%)
December	16,172	145	112 (22)	0 (0.0%)
Total	112,405	946	119(24)	5 (0.6%)

- 81% of group home authorizations are for 6 months. Those given shorter timeframes are due to clinical reasons.
- The Iowa Plan overall denial rate of **1.05%** compares with a 2% denial rate under Remedial Services for both Community and Residential/Group Home combined for FY2011.

APPEALS DATA:

- Of the 98 denials, 16 appeals have been filed. Of those, 13 were upheld and 3 were overturned.
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DISTINCT MEMBERS ACCESSING BHIS SERVICES BY MONTH OF SERVICE (Claims Data):

Level of Care	July 2011	August 2011	September 2011	October 2011	November 2011
Individual - Children	6,573	6,897	6,900	6,858	6,715
Group - Children	377	319	252	225	190
Family - Children	5,751	6,073	5,942	6,107	6,010
Crisis Intervention	199	189	234	162	177
Individual - Adult	416	456	452	458	462
Residential/Group Care - Daily	761	792	750	747	742
TOTAL	8,333	8,686	8,710	8,735	** 8664

** (Claims data reported as of January 5, 2012– Data for November is incomplete because of the normal lag in claims submission)

BHIS SERVICE DELIVERY LOCATION:

	School	Office/CMHC/FQHC	Home	Group care	Other Community (not school or home)
Total Client	2,630	4,379	10,261	1,057	214
% of Total Units Authorized	7.1%	17.9%	66.9%	7.7%	0.4%



ENHANCING COORDINATION OF CHILDREN’S MENTAL HEALTH SERVICES:

MEMBERS RECEIVING IOWA PLAN CLINICAL SERVICE(S) AND BHIS (claims-based):

Performance Indicator Goal: 5% increase by year end

	July 2011	August 2011	September 2011	October 2011	Increase to Date
Percentage % Increase	37.1%	41.9%	40.9%	42.2%	5.1% increase

- This data above reflects an additional 400+ children receiving coordinated clinical and skills intervention services.
- Many opportunities for discussions with Magellan care managers and the treating clinical provider or assessor in suggestions for treatment and/or goal planning. A discussion of child strengths is notable in many conversations.
- The phone calls with Magellan and group homes have enhanced the discussion of discharge planning and coordination between the group and DHS/JCS.

BHIS PROVIDER NETWORK ESTABLISHED:

- 95 BHIS providers are in the network statewide
- BHIS network is comprised of group care providers and community-based providers

QUALITY ENHANCEMENTS:

- **Enhanced provider credentialing standards** - Established new requirements for service provider qualifications regarding organizational infrastructure and oversight, clinical supervision and minimum standards for staff education and training
- **Phone care management reviews** - Moved from paper reviews with IME to phone care management reviews, providing for live discussion of the client’s current status and plan for care
- **New client authorization option** - New BHIS client reviews can be completed through an online process, not requiring a phone review. Online reviews that are authorized within 2 days of submission are given 50 BHIS service units in order to get the service started immediately.
- **Dedicated review time slots** - Provider organizations serving more than 50 BHIS clients are offered ongoing weekly time slots for care management reviews to maximize clinician and care manager time.
- **Joint Treatment Planning (JTP)** - Care management staff work closely with group care providers when BHIS is not clinically indicated to develop a plan for achievement of set goals. ICM staff, whom are all Masters-prepared mental health clinicians, take the lead to schedule joint treatment planning meetings with the family, providers, school personnel and other key people who can provide input about the child’s service needs. The goal of the JTP is to generate a solid treatment plan that is client/family-centered and promotes the child receiving the most appropriate services in the least restrictive setting.



- **BHIS School-based guidance** - Team of school personnel, Department of Education personnel, BHIS providers and Magellan staff developed specified guidance for school-based BHIS delivery to ensure access, while improving service quality
- **Continous quality oversight** - To assure quality services are delivered on an ongoing basis, a multi-pronged quality plan is in place including onsite clinical file reviews of provider service delivery documentation, grievances and appeals processes, fraud and abuse reviews, critical incident reviews
- **Training and Technical Assistance** – A series of provider-directed trainings have been, and continue to be, offered and posted on the website to educate providers of BHIS practices and procedures. Extensive Frequently Asked Questions (FAQ) were developed. Magellan quality review staff provide regular onsite technical assistance to provider agencies statewide.

GETTING MORE INFORMATION:

- **Call** - Contact Magellan Customer Service at **1-800-317-3738** to get directed to a staff person who can help.
- **Online** - Visit www.Magellanoflowa.com for information about BHIS. Under **For Providers**, on the homepage, click on the link to Behavioral Health Intervention Services (BHIS).
- **The Iowa Plan Provider Handbook:**
<http://www.magellanofiowa.com/for-providers-ia/provider-handbook.aspx>