

Welcome



BHPN Connections Meeting

June 2021



Announcements & Reminders

Continuing Education Event – Goal Writing for Meaningful Progress

- Tuesday, August 24 | 12:00-1:30pm
- Friday, August 27 | 9-10:30am



Update:

- The Parent-Led ABA Consultation Zoom is no longer occurring. Contact your Care Team for individual consultation.

COVID Update

- On Thursday, May 13, The Centers for Disease Control and Prevention (CDC) released guidance stating that people who have completed vaccination against COVID-19 can safely resume many activities that were done prior to the start of the pandemic. The CDC guidance specifically highlights: “Fully vaccinated people can resume activities without wearing a mask or physically distancing.”
- Local and state guidelines must be followed.
- However, there are important **exceptions** to the CDC’s guidance change on masking and distancing. The new guidelines are **not** intended for:
 - **Health care settings, including hospitals and nursing homes. Employees, physicians, members, patients, and visitors must continue to adhere to current masking and distancing requirements.**
- Children 11 and under are not yet able to be vaccinated.

COVID Reminders

- You still **must use PPE** even if vaccinated.
- Submit the direct exposure form - Call Customer Service within 2 hours of known **direct exposure** and send in completed form within 24 hours.
- Don't forget about the "**COVID-19 & the BHPN Informational Guide**" for Caregivers.
- Encourage families and clients to **follow CDC guidelines**, including mask toleration.

Stay diligent!

Changes to Communication Strategy with the Network



MONTHLY CALENDAR

- Please use the portal for updates and all communications moving forward.



CONNECTIONS – Operational Meetings

- Meeting will encompass both operational and clinical updates
- Move to quarterly and focus on Operational Updates (unless an emergency meeting is needed due to changing times)
- Deck will be provided following the meeting and posted on the Portal when available



Continuing EDUCATION

- Continuing Education topic will be clearly communicated in the portal.

Transfer Reports



AS A REMINDER...

Diagnostic Evaluations, the BHT IA (if conducted in the last year) and any reports that were completed in the last 6 months are included at the time of transfer for the new provider.

Transfer REPORT



For clients who have a known upcoming transfer, requirement will be to have the report submitted **within 2 business days after the last session**



Options for **unexpected transfers**:

- May take a little longer than 2 business days to submit a report
 - It should be no longer than 10 days
- For complicated cases, possible collaboration call with both providers and CCM



Implementation date: July 1, 2021

Report Revision Date

- We need to be able to identify different versions of a clinical report
- When you need to make a revision to a report, please do the following:
 - **Update the date signed & Date of Report at the top right**

Please contact us or your BHPN Clinical Case Manager at 855-843-2476 (855-the-BHPN) directly with any additional questions or comments related to this report.

Respectfully Submitted,

Click or tap here to enter text.	Click or tap here to enter text.	Click or tap to enter a date.
Signature	Print Name and Title	License/Cert.#
		Date

Client Name:Click or tap here to enter text.

MRN:Click or tap here to enter text.

Date of Report:Click or tap to enter a date.

Implementation date: July 1, 2021

Provider Portal





Provider Portal Website Highlights

The BHPN Provider Portal will allow you to easily:

- Check out upcoming events
- Stay up-to-date with your communications through our news feed on the Home Page
- Make better Client Placement Requests through our Client Placement Application
- Allow you to view and download reports and templates
- Quickly search to locate specific documents

Provider Portal Client Placement Application Highlights

- The first release of the Provider Portal will only include referrals for BHT services
- Daily referral list will open from 9am – 3pm each day
- Documents will still be sent by the BHPN Client Placement Team
- Your agency will only view referrals for the services provided
- Only users who need access to make placement decisions should have access to this application



The last Excel “Daily Placement List” Sent After 6/4



Work With Your Provider Portal Administrator to Get Appropriate Access

- Every provider agency has at least 1 provider portal administrator.
- Portal Administrators have the ability to grant access to the portal for any staff at their agency.
- If you would like access, please reach out to your portal administrator. If you don't know who your portal administrator is for your agency, please contact the BHPN.

Access to The Provider Portal via Company Website



About the BHPN

We are the BHPN (the Behavioral Health Provider Network), a network of behavioral health and therapy providers in Northern California that offers evidence-based treatment, including Applied Behavior Analysis (ABA), Occupational Therapy and Speech Therapy for clients.

Working collaboratively with our behavioral health and therapy providers, clients and their families, we ensure timely access to quality treatment.

Facebook Twitter LinkedIn

“How Can I Get My Portal Questions Answered?”

The image shows a 'Contact Us' form with several input fields and a dropdown menu. Green arrows point from text boxes on the right to the corresponding form fields. The form fields are: Contact Name, Email, Phone, Subject, Description, and Case Reason. The Case Reason dropdown is open, showing options: --Select--, Client Placement/Referral Issue, General Technical Support, and Articles/Resources Feedback.

Contact Us

Contact Name
[Text Input Field] → First and Last Name

Email
[Text Input Field] → Unique Email Address

Phone
[Text Input Field]

Subject
[Text Input Field] → “Portal Article Problem”

Description
[Text Input Field] → I am unable to download the latest version of the provider manual – Help!

Case Reason
--Select--

Submit

Case Reason
--Select--
--Select--
Client Placement/Referral Issue
General Technical Support
Articles/Resources Feedback

Provider Data



Provider Data



Need for clear shared data between BHPN & providers



Data will help **bring clarity** to a provider's clinical and operational performance in the network



Attention to data will **help improve client care** and quality standards



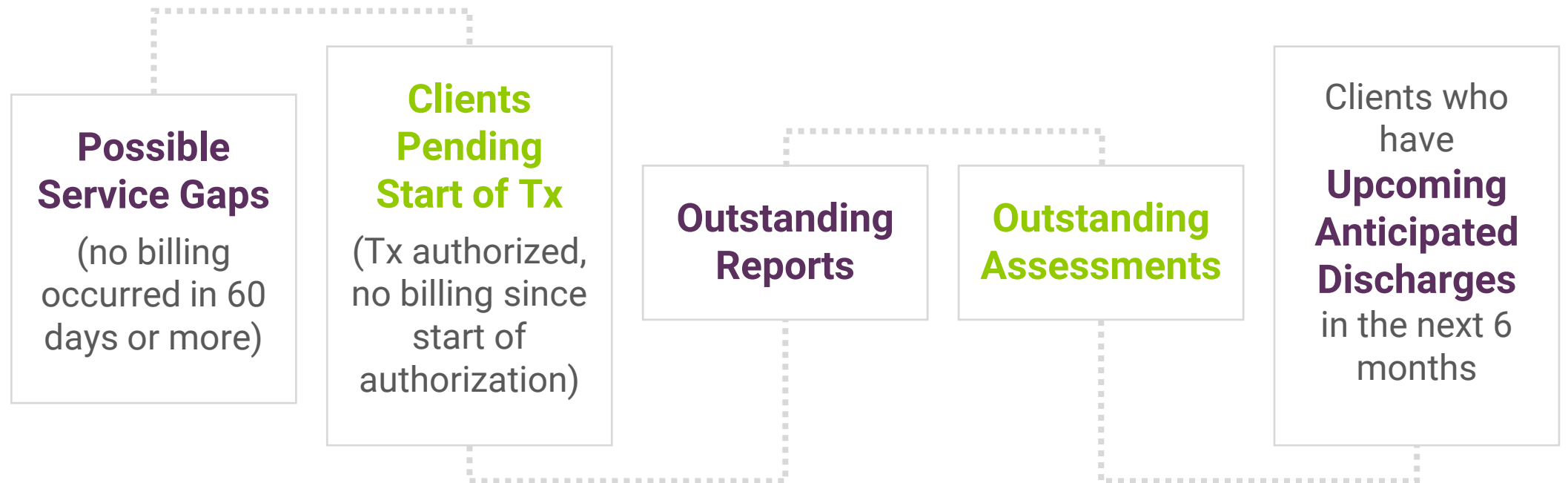
If there is a performance concern identified through the data, the **provider will know early** and have the opportunity to course correct



Provider Collaboration Report

Sent Monthly

Client level monthly report
to be discussed in Care Team meetings



Provider Data

Sent Monthly

CSAT

Transfer & return rate

Clinical report reviews

- ✓ Percentage of returned reports for revisions
 - Top 3 clinical and administrative reasons for return
- ✓ Percentage of reports submitted on time
- ✓ Percentage of assessments exceeding 30 days

**Percentage discharges
in alignment with
anticipated discharge date**

**Percent of goals met
(total client/caregiver)**

Over the next month, your Care Team will have a working session to review this data individually with each provider.

Referrals are based on performance & client fit

Questions & Comments

