To: Chief Executive Officer
Community Behavioral Health Service Providers

From: Nicole Griep
Director, Quality Management

Subject: FY19 Behavioral Health and Crisis Stabilization Unit Quality Reviews Updates

The purpose of this memorandum is to notify you about upcoming changes to the Behavioral Health Quality Reviews (BHQR) and Crisis Stabilization Unit Quality Reviews (CSUQR). This information is targeted to all behavioral health providers who receive Quality Reviews from The Georgia Collaborative ASO.

The following are updates/reminders for the FY19 BHQR/CSUQR process and procedures:

- **FY19 Review Tools**
  - The FY19 Review Tools are posted on The Georgia Collaborative Website and can be accessed by clicking the following link: [BHQR & CSUQR FY19 Tools](#)

- **Review Frequency**
  - As of July 1, 2018, the threshold for the Overall and Billing Scores has increased to 90% (from 80%)
  - **Overall Score & Billing Score**
    - 90% - 100%: Reviewed a minimum of once per year (if provider has available claims)
    - 89% and below: Reviewed once approximately every six months onsite
    - Providers must obtain two subsequent Overall & Billing Scores of 90% or above in order to move to once per year frequency

- **Voided/Adjusted Claims**
  - Effective December 1, 2017, providers may not void/adjust any claims after the date of BHQR/CSUQR notification
    - Providers may resume voiding/making adjustments to claims after the Exit Conference
    - Voids submitted prior to the date of BHQR/CSUQR notification will be accepted
    - Documentation to support a voided/adjusted claim must be presented at the time of the review and include the date of adjustment

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[GeorgiaCollaborative.com](http://GeorgiaCollaborative.com)
• **Sample Size**
  - The FY19 BHQR sample sizes remains the same as FY18 (see table below)
  - For both the BHQR and the CSUQR, an oversampling of Individuals will be included to assure sample sizes are met

<table>
<thead>
<tr>
<th>Size of Provider</th>
<th>Individuals Served 6 months</th>
<th>Sample Size</th>
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</thead>
<tbody>
<tr>
<td>Small</td>
<td>≤ 50</td>
<td>Minimum 5 &amp; Maximum 10</td>
</tr>
<tr>
<td>Medium</td>
<td>51-100</td>
<td>20</td>
</tr>
<tr>
<td>Large</td>
<td>≥ 101</td>
<td>30</td>
</tr>
</tbody>
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• **BHQR and CSUQR Processes and Procedures**
  - For complete information pertaining to the BHQR and CSUQR processes, please refer to [The Georgia Collaborative Provider Handbook](#)

We request you communicate the information in this letter as soon as possible to the appropriate personnel in your organization, including specifically: utilization management staff, clinical staff, billing and claims staff.

Please direct any questions to Nicole.Griep@beaconhealthoptions.com.

Thank you.

cc: Melissa Sperbeck  
Anna Bourque  
Virginia Sizemore  
Regional Coordinators  
Glenn Stanton (CEO – The Georgia Collaborative ASO)