FY 2017 Behavioral Health Quality Reviews:  
Intensive Family Intervention

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The Georgia Collaborative ASO
What are Behavioral Health Quality Reviews?

• Behavioral Health Quality Reviews (BHQR) are conducted for all eligible providers at least 1x/year
• Number of Records – up to 30 records
• Billing – Up to 10 paid claims per Individual
• Each eligible service provided is included in at least one record reviewed
• Four scored categories each represent 25% of the Overall Score
The Georgia Collaborative Website

• Information pertaining to the BHQR process can be found at The Georgia Collaborative website:
  • GeorgiaCollaborative.com
    • Final Assessment Reports
    • BHQR Tools
    • BHQR Process
    • Appeals Form
    • Provider Feedback Survey
    • Training and Education
## Behavioral Health Providers

### Providers
- Batch Provider Resources
- Bulletins & Memos
- Clinical
- Find a Provider
- Forms
- Frequently Asked Questions
- Georgia Crisis and Access Line (GCAL)
- Policies & Procedures
- Provider Enrollment
- ProviderConnect
- Quality Management

### BHQR and CSUQR Final Assessment Reports

#### BHQR and CSUQR Tools

- BHQR Tool – Individual Interview (4-1-2018)
- BHQR Tool – Staff Interview (4-1-2018)
- BHQR Tool – Assessment and Planning (4-1-2018)
- BHQR Tool – Billing Validation (4-1-2018)
- BHQR Tool – Compliance with Service Guidelines (4-1-2018)
- BHQR Tool – Focused Outcome Areas (4-1-2018)
- CSUQR Tool – Individual Interview (4-1-2018)
- CSUQR Tool – Individual Record Review (4-1-2018)
- CSUQR Tool – Programmatic Review (4-1-2018)
Final Assessment Reports

- Final Assessments are posted to the Georgia Collaborative website within 30 business days of the Exit Conference.

BH Final Quality Assessment Reports

<table>
<thead>
<tr>
<th>Reports</th>
<th>Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Reporting (access required)</td>
<td>A Family First Community Services</td>
</tr>
<tr>
<td>Quality Management Reports</td>
<td>A-Positive Intervention, Inc</td>
</tr>
<tr>
<td>Utilization Management Reporting</td>
<td>Academy for Family Empowerment, Inc</td>
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<tr>
<td></td>
<td>Access Mental Health Agency, LLC</td>
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<td></td>
<td>ACE Community Support Services, LLC</td>
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<td></td>
<td>Advance Therapeutic Concepts</td>
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<td></td>
<td>Advantage Behavioral Health Systems</td>
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<td></td>
<td>Affinity Counseling Center, LLC</td>
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<td></td>
<td>Albany Area CSB dba Aspire Behavioral Health and Developmental Disability Services</td>
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<td></td>
<td>Alliance Recovery Center</td>
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</tbody>
</table>
Behavioral Health Quality Reviews FY17 Highlights

Reviews Conducted
FY17 State: 167
FY17 IFI: 37

Providers Reviewed
FY17 State: 132
FY17 IFI: 26
FY17 BHQR & IFI Average Scores Overview

- **Overall**
  - FY17 State: 84%
  - FY17 IFI: 84%

- **Billing Validation**
  - FY17 State: 84%
  - FY17 IFI: 82%

- **Focused Outcome Areas**
  - FY17 State: 89%
  - FY17 IFI: 88%

- **Assess. & Planning**
  - FY17 State: 77%
  - FY17 IFI: 82%

- **Service Guidelines**
  - FY17 State: 88%
  - FY17 IFI: 85%

FY17 State N = 167 Reviews
FY17 IFI N = 37 Reviews
IFI Overall Score Distribution FY 2017

Overall
State: 84%
IFI FY17: 84%

FY17 IFI N = 37 Reviews
IFI FY17 Billing Validation

FY17 IFI Total Amount Reviewed: $344,672.56
FY17 State Total Amount Reviewed: $2,934,560.52
IFI Represents 11.7% of FY17 State Total Amount Reviewed
IFI Billing Score Distribution FY 2017

Billing Validation
State: 84%
IFI FY17: 82%

FY17 IFI N = 37 Reviews
IFI – Top 4 Billing Discrepancies

- Progress Note Missing (#2 State)
- Staff Credential Missing
- Credential Not Supported by Documentation
- Units Billed Exceeded Time/Units Documented
IFI FY17 Assessment and Planning

**FY2017 State**
- All assessed needs are addressed: 53%

**FY2017 IFI**
- Co-occurring health conditions addressed in IRP: 84%
- Current behavioral health assessment: 94%
- Current medical screening is present: 97%
- Discharge plan defines criteria: 89%
- Goals/objectives honor hopes, choice, preferences, outcomes: 89%
- Individual meets admission criteria: 98%
- Interventions/objectives are goal-linked & service-consistent: 95%
- IRP is individualized in personalized language: 87%
- Whole health & wellness in IRP: 55%

FY17 State N = 167 Reviews
FY17 IFI N = 37 Reviews
IFI FY17 Focused Outcome Areas

Whole Health
FY17 State: 74%
FY17 IFI: 65%

Safety
FY17 State: 83%
FY17 IFI: 87%

Person Centered
FY17 State: 91%
FY17 IFI: 87%

Community
FY17 State: 93%
FY17 IFI: 92%

Choice
FY17 State: 96%
FY17 IFI: 95%

Rights
FY17 State: 93%
FY17 IFI: 94%

FOA
FY17 State: 89%
FY17 IFI: 87%

FY17 State N = 167 Reviews
FY17 IFI N = 37 Reviews
Focused Outcome Areas – Highest Scores

• Safety
  • Services offered in an environment that ensures Individual’s safety (100%)

• Person Centered
  • Documentation demonstrates the Individuals is receiving individualized services (98%)

• Community Life
  • Documentation supports that Individuals are assessed for their need to make changes in their Living, Learning, Working, and/or Social Environments (98%)
Focused Outcome Areas – Highest Scores

• Choice
  • Individual is provided with options of supports and services (95%)

• Whole Health
  • Ongoing assessments for external referrals for physical health services, supports and treatment (85%)

• Rights
  • All IFI applicable questions to scored 90% or higher
IFI FY17 Service Guidelines

- The Team Leader is licensed/credentialed or CAC-II or equivalent: 100%
- Services over six hours are crisis related and have supporting documentation: 100%
- Individual response to intervention provided in progress notes: 97%
- The individual meets admission, continued stay or discharge criteria: 96%
- Provider helping the parents/caregivers increase capacity to care for their children: 92%
- A team approach is used: 92%
- Services are a mix according to the needs of the individual/family: 87%

N = 37 Reviews
IFI FY17 Service Guidelines

- The staff interventions in the progress notes correspond to treatment plan: 87%
- Individual's progress (or lack of) documented: 85%
- Safety planning in the record at onset of services: 84%
- The team is making at least three (3) contacts a week: 76%
- The Team Leader is meeting with families at least 2x/month: 68%
- Tapering of services is documented: 37%

N = 37 Reviews
BHQR – Results

Final Assessment Report contains scores for the individual services reviewed, strengths and opportunities for improvement

Compliance With Service Guidelines

- Community Support: 83%
- Family Counseling/Training: 100%
- Individual Counseling: 100%
- Intensive Family Intervention: 100%
- Nursing Assessment and Care: 100%
- Psychiatric Treatment: 100%
BHQR – Review Detail

• After the BHQR has been finalized, providers can request the Review Detail
• The Review Detail contains each scored question by Individual and the score (Yes, No, NA)
• Providers can utilize the Review Detail to conduct internal audits, identify trends, etc.
• Upon notification your Final Report has been posted to The Georgia Collaborative website, you may request a copy of the Review Detail
• The Review Detail contains no PHI; providers will utilize the Individual Key given at the start of the review to identify Individuals
**BHQR – Review Detail**

<table>
<thead>
<tr>
<th>Individual 4</th>
<th>Compliance with Service Guidelines</th>
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<tbody>
<tr>
<td></td>
<td>Intensive Family Intervention: Safety planning with the family and all parties involved evident in the</td>
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<tr>
<td></td>
<td>record from the onset of services.</td>
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<td></td>
<td>Intensive Family Intervention: A team approach is used, as evidenced by more than one person and at</td>
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<tr>
<td></td>
<td>least one licensed team member. (Review authorization period.)</td>
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<td></td>
<td>Intensive Family Intervention: Services are a mix of individual/family counseling and skill development</td>
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<td>according to the needs of the individual/family. (Review authorization period.)</td>
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<td>Intensive Family Intervention: There is evidence that the provider is helping the parents/responsible</td>
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<td>caregivers increase capacity to care for their children. (Review authorization period.)</td>
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<td></td>
<td>Intensive Family Intervention: The Team Leader is licensed/credentialed or CAC-II or equivalent.</td>
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<td>Intensive Family Intervention: Documentation reflects a tapering of services. Answer N/A if not</td>
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<td>appropriate.</td>
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<td></td>
<td>Intensive Family Intervention: The team is making at least three (3) contacts a week and at a frequency</td>
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<td>that is clinically appropriate. (Review authorization period.)</td>
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<td></td>
<td>Intensive Family Intervention: Services over six (6) hours are related to a crisis and has supporting</td>
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<td>documentation signed by the Team Leader.</td>
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<td></td>
<td>Intensive Family Intervention: Progress notes contain documentation of the individual's progress (or</td>
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<td>lack of) toward specific goals/objectives on the treatment plan.</td>
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<td>Intensive Family Intervention: The staff interventions reflected in the progress notes are related to</td>
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<td>the staff interventions listed on the treatment plan. (same issue referenced earlier re: use of negative</td>
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<td>language)</td>
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<td>Intensive Family Intervention: The progress notes document individual response to the staff intervention</td>
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<td>provided.(as above)</td>
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<tr>
<td></td>
<td>Psychiatric Treatment: Progress notes contain documentation of the individual's progress (or lack of)</td>
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<td></td>
<td>toward specific goals/objectives on the treatment plan.</td>
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<td>Psychiatric Treatment: The staff interventions reflected in the progress notes are related to the staff</td>
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<td>interventions listed on the treatment plan.</td>
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<td>provided.</td>
</tr>
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<td>H0036U4U7, 11/16/2018, 8</td>
<td>Claim Justified: Claim is justified.</td>
</tr>
<tr>
<td>99214GTV1, 12/16/2018, 1</td>
<td>Claim Justified: Claim is justified.</td>
</tr>
<tr>
<td>H0036U4U7, 12/23/2018, 8</td>
<td>Claim Justified: Claim is justified.</td>
</tr>
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**The Georgia Collaborative ASO**
Helpful Resources

The Georgia Collaborative Website contains:

- Quality Management Annual Report details data and scoring from all BHQRs
- Training and Education
  - Past Training Webinars and PowerPoints are posted
- Contact list for all Quality Staff
  - Quality Assessors are available for Technical Assistance via phone or email
Questions and Feedback

The Georgia Collaborative ASO
Thank you

For Georgia Collaborative ASO general inquiry or questions please email:

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