

# Transitioning BH-MCO Oversight to DHS

Plan for Streamlining and  
Enhancing Oversight Processes

January 2022



# Introduction

- **Program summary.** As the state's primary contractor for Medicaid-funded behavioral health (BH) care services (HealthChoices), Allegheny County DHS is responsible for \$420M in state managed care funding to deliver **behavioral health services** to approximately **260,000 county residents** through its contracted partnership with Community Care Behavioral Health.
- **How it works today.** Historically, as the primary contractor to the state for the HealthChoices program, DHS has delegated its oversight and monitoring functions for this program to Allegheny Health Choices, Inc. (AHCI), and **AHCI has done tremendous work** helping the County to meet state obligations over the years.
- Increasingly however, the County has determined that making **a structural change** to bring monitoring and oversight in-house can streamline those functions and further strengthen the HC program for Allegheny County.
- **What is changing.** For this reason, the County, together with DHS, has made the decision to transition HealthChoices oversight and monitoring functions from AHCI to DHS.
- **When will this change happen.** In the first quarter of 2023.

# Why DHS is Bringing Oversight Functions In-House

## DHS is Taking Steps to Transition Oversight of our BehavioralHealthChoices Program for Four Main Reasons:

- 1) As the state's primary contractor, DHS is already responsible for overseeing the managed care behavioral health system; but DHS can only do its best work when it is directly responsible for the work product.
- 2) We expect that making this structural change will afford us the chance to strengthen and build upon the success of our HealthChoices Program; it can tighten our accountability to the people we serve, clarify our responsibility to the state, and streamline existing oversight processes.
- 3) With our robust track record in analytics, evaluation, policy research and development, policy analysis, and user-centered system design, DHS is positioned for success in this role. We are building additional capacity in financial analytics as well.
- 4) Finally, over the longer term, assuming HealthChoices oversight responsibility advances DHS' objective to further braid its BH revenues (and other revenue sources that allow us to address the full needs of members) into a unified and coordinated public behavioral health system.

# What the transition process will look like

## The transition process will run along three parallel tracks:

- 1) DHS and AHCI are partnering on a **transition plan** that provides for a structured, **year-long period of knowledge transfer**. After executing the plan and completing the transfer:
  - ❑ Critical BH-MCO oversight business processes will be detailed, documented, and established at DHS (including financial processes and quality oversight reporting)
  - ❑ Information systems and applications will be installed at DHS to support BH-MCO oversight processes
  - ❑ BH-MCO claims and program data will feed directly through DHS
- 2) DHS is designing and **building its ~16-person BH-MCO oversight team for 2023** and beyond;
  - ❑ To build needed capacity, DHS is hiring for leadership roles in HealthChoices Finance; HealthChoices Quality Oversight and Policy; and HealthChoices Data and Analytics; among others
- 3) DHS is **partnering closely with PA-DHS and Community Care** throughout the transition

# The non-MCO work AHCI performs today - Assessment of Provider Impact

## Provider Support and Technical Assistance: the *non-MCO oversight* work performed today by AHCI.

- In addition to performing monitoring and oversight of Community Care, AHCI performs terrific work supporting providers to deliver several programs and services, including Community Treatment Teams, Supportive Employment, Mental Health First Aid, and others.
- AHCI also provides important support to the provider community in connection with the State's Consolidated Community Reporting Initiative (CCRI).

## What is the impact of DHS' transition plan on these activities

- Our highest priority is to ensure continuity of support services for providers through the transition
- We are planning now for how to transition these supports so that providers do not experience adverse impacts from this change.
- As of now, we expect to build capacity within OBH to continue this work in 2023 and beyond. This will mean hiring for at least 3 roles to deliver provider training, EBP monitoring, and T/A for providers from within our OBH organization.

## We'd like to hear from you

- We're distributing a short survey now for your review and input
- We hope to hear from you about what supports AHCI provides for you and your organization today and about what you'd want DHS to consider as the transition unfolds

# Timeframe Recap

## For all of 2022:

- the current oversight structure and allocation of responsibilities between AHCI and DHS will remain as they are today throughout 2022;
- In parallel, DHS is coordinating with AHCI to execute a functional transfer of BH oversight processes from AHCI to DHS; and
- DHS is building its organization's capacity to perform BH oversight in the future

## 2023:

- DHS is planning for a “go-live” date – the time when it will perform BH oversight – of Q1 in 2023

# Discussion & Survey

1) We want to understand the impact of this transition on your organization and we hope to hear from you about DHS's transition plan. Please use this link to take a very short survey:

➤ [https://allegHENYcounty.az1.qualtrics.com/jfe/form/SV\\_20lJrdSTLaqInYW](https://allegHENYcounty.az1.qualtrics.com/jfe/form/SV_20lJrdSTLaqInYW)

2) General reactions

3) What supports do you and your organization receive from AHCI today

4) From your perspective, what should DHS be aware of as it makes this transition

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Thank you for your time