



State of Louisiana

Department of Health and Hospitals Office of Behavioral Health

Provider and Member Integration Communication Activities

Integration Website

- This portal was created as a means to keep the most up to date information provided to the public and providers on progress toward integration: <http://new.dhh.louisiana.gov/index.cfm/subhome/43>
- The public can access a running list of frequently asked questions via the integration homepage by selecting "FAQS" or going here: <http://new.dhh.louisiana.gov/index.cfm/faq/category/106/n/438>
- DHH created a method for the public and providers to submit inquiries relative to integration via email, which is also linked through the integration website when you click "submit an inquiry": integratedhealthcare@la.gov

Integration Advisory Group (IAG)

- The IAG was composed primarily of behavioral health providers, with participation across all LBHP provider types. Also included were other stakeholders including the judiciary, LGEs, behavioral health advocates, the Louisiana Hospital Association, wraparound agencies, state boards, and partner agencies such as the Department of Children and Family Services.
- The public was also invited to attend and participate in the feedback sessions.
- The IAG met on January 30, February 20, March 20, and April 29 of 2015 and was asked to provide recommendations to DHH on specific topics for integration that could be considered for contract implementation with the Bayou Health plans. A consolidation of these recommendations and individual responses from DHH can be found on the integration homepage.
- Minutes of these meetings are posted on the integration website under "Meeting Archives"
- On April 29, 2015, DHH presented on the current status of integration decisions at that point in time for a report out to the group. A copy of this presentation can be found on the integration homepage.

Member Focus Groups/Roadshow

- The first focus group was held with Peer Support Specialists on April 29, 2015
- Medicaid hired contractor Q2Insights to organize additional groups in phases:
 - **Phase One:** Focus groups with clients, caregivers and parents in four regions across Louisiana to develop communications and a communications plan to address the integration of specialized behavioral health services into Bayou Health's benefit plans that were held July 27, 28, and 29, 2015
 - **Phase Two:** Communications development and deployment by DHH and the contracted enrollment broker, Maximus, on all relevant marketing channels
 - **Phase Three:** Depth interviews with providers to obtain provider input to the transition and identify any issues or concerns they have about the transition
 - **Phase Four:** Planning and execution of a roadshow (October 2015), including one event in each of the nine DHH regions throughout the State of Louisiana

Magellan E-Blasts

Magellan also sends regular e-blasts to providers with information on integration including but not limited to:

- Info on decommissioning Clinical Advisor
- Notices about the monthly provider call
- Webinar opportunities offered through DHH's technical assistance consultants.

Technical Assistance Webinars

- DHH has contracted with the National Council on Behavioral Health to provide technical assistance to providers regarding integration.
- The consultants have conducted an initial provider readiness assessment or survey, which is assisting with identifying specific areas in need of targeted technical assistance.
- Based on these results, the consultants are preparing a series of webinars for providers inclusive of high concern areas for providers and how to navigate in an integrated managed care model.

Informational Bulletins

- As new topics arise that require further clarification for our providers, Medicaid issues topic specific informational bulletins, posted here: <http://new.dhh.louisiana.gov/index.cfm/page/1198/n/311>
- Most recently, an informational bulletin on certification (15-8) was issued to help guide providers through the next year's certification process with OBH.
- Currently, Medicaid is drafting a new bulletin on contracting next steps for providers, which is anticipated to be released shortly.

Health Plan Advisories

- In addition to informational bulletins, Medicaid issues health plan advisories that are specifically catered to the Bayou Health plans to clarify certain expectations or contractual requirements.
- These are posted here: <http://dhh.louisiana.gov/index.cfm/page/1734>
- DHH is using this format to help guide the health plans into a better understanding of integration expectations and behavioral health issues. For example, HPA 15-17 was issued to explain current "in lieu of" practices by Magellan that have been deemed cost effective and successful in closing access gaps.