December 12th 2018 | 2:30-3:30pm | GoToMeeting

DISCUSSION

* Rapid Response calls
  + - Call schedule & expectations
      * M/W/F through January, 9:30-10am (first call January 2)
      * Call on first two Saturdays as well, 1/6 and 1/12 from 9:00-9:30
      * Calendar invitations coming soon from HCA
      * See webpage for more information: <http://www.betterhealthtogether.org/bold-solutions-content/rapid-response>
    - Designate champion
      * Recommend that each agency designate a “champion” - One person who is regularly attending calls on behalf of org, acting as point of contact to collect questions, etc.
* Updated standard indicators
  + HCA tracking number of claims denied by MCOs, weekly 4-question survey to providers to check on billing issues (due by 5th of each month)
  + Additional indicators to track interpreter services, crisis services
* Region-specific indicators
  + - Baseline data
      * HCA will start webinars in February, will talk with individual agencies offline about obtaining baseline data (Frontier, Spokane CARES, BH-ASO)
    - Timeline & submission
      * Scheduling webinars in third or fourth week of the month – invites coming soon
        + Region reports data by 10th day of the month for previous month
        + BH Provider survey by 5th day of the month

NEXT STEPS

* Continuing into 2019
  + - IMC Workgroups - Interest in continuing this call in January (in addition to Rapid Response)?
      * Wait until January to decide
    - Xpio support
      * Will continue to provide TA to providers through January 31, 2019
      * BHT is looking at additional TA for providers in 2019 – stay tuned!