

Behavioral Health Integration Advisory Hub Meeting #5 (July 2024)
Summary of Stakeholder Feedback

The Behavioral Health (BH) Integration Advisory Hub met on July 26, 2024. Facilitators, including leaders from the Division of Mental Health and Addiction Services (DMHAS) and the Division of Medical Assistance and Health Services (DMAHS) shared an update on the behavioral health promoting interoperability program (BH PIP) technical assistance and milestone incentives, which launched on July 1, 2024. Next, facilitators reviewed the confirmed policies for phase 1 of the transition to BH integration, which include policies related to provider network, prior authorization, rates, credentialing, and billing and claims. Participants shared concern about service rates during the transition period, which will remain at current fee for service levels.

DMAHS will be releasing additional information for stakeholders to understand these policies in future months, including a series of provider materials and trainings that will take place from September to December 2024.

Facilitators invited Advisory Hub participant feedback on potential policy opportunities related to provider networks and member access. A summary of the discussion for this policy area is below, and more information can be found in the meeting slides shared via email with the Advisory Hub email list and posted online at the [Behavioral Health Integration Stakeholder Information website](#).

- Potential policy opportunities were informed by past Advisory Hub feedback on this topic to prioritize continuity of care, accuracy of provider network information, access to telehealth and transportation, and applying an equity lens to measure access
- Potential policy options shared included:
 - Ongoing monitoring of network adequacy standards to ensure equitable member access is being maintained; enhancements to be made if/as applicable
 - Exploring mechanisms for members to flag provider directory errors
 - Strengthening DMAHS' monitoring of MCO outreach to inactive providers and relevant directory updates
 - Bolstering DMAHS auditing of directory/network, including regular comparisons of provider network files and directory, audits, and live reviews with MCOs
 - Expanding ways MCOs can address cultural competency needs through provider network (e.g., MCO report on languages spoken by providers and racial and ethnic demographics of providers in network)
 - Improving MCO telehealth reporting to monitor telehealth network and utilization
 - Including mental health partial care transportation as of January 2025
- Advisory hub participants shared a range of feedback on these options. This feedback will be brought back to an internal workgroup to inform new policies for the January 2025 MCO contracts. Ideas shared included:
 - Considering improving upon existing time and distance standards
 - Considering mechanisms to improve telehealth capacity
 - Pursuing opportunities to improve provider cultural competency and sensitivity, including reimbursement changes for clinical supervision; training and resources for

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providers to better understand client needs within their cultural context; policies to lift barriers to care (e.g., lack of diversity in staffing, costly language assistance, higher cost of bilingual physicians); and lessons from how peer states monitor MCO cultural sensitivity

Additionally, more information was provided on quality monitoring. With behavioral health integration, MCO plans will be required to complete an annual quality report and live presentation to DMAHS on member and provider satisfaction, as well as selected outcome measures. Advisory hub member feedback from the April 2024 meeting informed outcome metrics for the report, which will be based on member claims. The state is also finalizing items for a standardized provider satisfaction survey to measure their experience with the MCOs.

Facilitators shared updates on upcoming provider and member engagement activities:

- Conducting a member focus group in Fall 2024 to understand member perspectives and experiences
- Hosting a member-centered meeting to inform members about upcoming changes
- Publishing topic-specific FAQ documents on the BH integration website
- A “go-live ready” training series with topic-specific educational information and provider readiness training to take place monthly from September to December 2024

The slides from this meeting will be shared with all Advisory Hub participants. If stakeholders have any questions please contact the DMAHS Behavioral Health Unit at dmahs.behavioralhealth@dhs.nj.gov. The next meeting of the Advisory Hub will take place on September 27, 2024 from 10:00 – 11:30 am.