



Request for Proposals

EHR Platform

Addendum III

Key Business Areas

Issued: April 13, 2018

Proposals Due: May 09, 2018

Nueces County MHMR Community Center d/b/a Behavioral Health Center of Nueces County (BHCNC)

Key Business Areas

History

Nueces County MHMR Community Center—operating as Behavioral Health Center of Nueces County (BHCNC) was created under the Texas Mental Health and Mental Retardation Act of 1965, which established a statewide system of locally, governed public community mental health and intellectual & developmental disability centers. In 1969, after considerable research and planning by community and state leaders, the Center opened its doors to the people of Nueces County.

Each year, the Center serves approximately 5,157 adults with mental illness, 1,031 children and adolescents with an emotional disturbance or mental disorder and 1,257 people with developmental disabilities. Since its opening almost 50 years ago, the Center has provided services to over 10,000 people in the Nueces County Area. The mission of the Center is “working together for better lives”.

The communities served look to BHCNC as a provider of services for a very a special segment of the population, specifically the serious and persistent mentally ill including persons with schizophrenia, bipolar disorder and major depression. The Center also addresses the needs of persons with intellectual functioning and developmental disabilities.

Summary

BHCNC operates the following Service Programs:

Adult Mental Health

Crisis Hotline/Screening & Intervention – A continuously staffed telephone service available 24-hours a day, seven days a week to provide information, support, and referrals to individuals experiencing a psychiatric crisis. Screenings are conducted by telephone or face-to-face by a qualified professional to determine the need for an in-depth assessment. Consultation with a psychiatrist is available based on the seriousness of the crisis. Referrals to services are made as needed.

Mobile Crisis Outreach Team – Crisis services including follow-up and relapse prevention are provided to individuals experiencing crises. Services are designed to reach individuals at their place of residence, school and/or other community-based safe locations, 24 hours per day, 365 days per year. The Mobile Crisis Outreach Team may transport an individual for the purpose of obtaining crisis services or if the Team determines the person cannot be transported safely, staff may arrange for or coordinate transportation with law enforcement.

Mental Health First Aid – An 8 hour training course that teaches course participants how to help someone who is developing a mental health problem or experiencing a mental health crisis. Course participants learn how to identify, understand, and respond to signs of mental illnesses and addictions. The course is delivered by certified Mental Health First Aid (MHFA) USA instructors who complete a 5-day training and meet certification requirements. There are two courses available Adult MHFA and Youth MHFA. Each course teaches risk factors, introduces the 5 step action plan, and provides resources.

Assertive Community Treatment (ACT) – An evidenced based, intensive community-based psychosocial rehabilitation service provided to individuals with severe and persistent mental illnesses who have a history of multiple psychiatric hospitalizations, chronic homelessness, and involvement with the judicial system. The program provides an interdisciplinary treatment team which consists of a dedicated psychiatrist, nurses, peer specialist, and Rehab Teachers to assist individuals in obtaining and maintaining independence within our community. Staff provide education about mental illness, training on how to decrease and manage symptoms using the evidenced based Illness Management and Recovery Curricula. Services may also include individualized assistance in finding and maintaining community-based housing.

Assertive Rehabilitation Treatment (ART) – Provides continuity of care for special needs offenders leaving the Texas Department of Criminal Justice Correctional Institutions. In addition, ART provides intensive and transitional case management programs for special needs offenders on probation or parole living in the community. These programs pair a specially trained qualified mental health professional with a specialized criminal justice supervision officer to provide a hybrid model of criminal justice supervision and mental health care focused on diversion and extended community tenure. Services include case management, psychiatric services, rehabilitative skills training, individual or group counseling, and pre-release screening.

Cognitive Behavioral Therapy – In addition to case management services persons who qualify based on assessment are eligible to receive counseling services for short-term counseling needs. Services are provided by Licensed Professional Counselors and Licensed Professional Counselor Interns.

Medication Management – Psychiatric medication management is provided to those we serve by licensed Psychiatrists, Advanced Nurse Practitioners, and Physicians Assistants. Services also include medication training and education on the role of psychiatric medications, helping those who suffer from mental illness better understand and manage their symptoms and recover from mental illness.

Projects for Assistance in Transition from Homelessness (PATH) – Identifies homeless individuals who have a mental illness and links them to ongoing mental health services and resources. Services include outreach screening, diagnostic assessment, treatment and assistance with housing needs. In addition, services to reach homeless individuals are also offered.

Psychosocial Rehabilitation – Provides education about mental illness, training on how to decrease and manage symptoms, reduces relapse and hospitalizations while increasing quality of life. Our staff work in collaboration with those we serve utilizing the evidenced based Illness Management and Recovery curricula. Services include community and office based individual and group training which focuses on goals for recovery as defined by those we serve. Staff assist individuals in developing their natural supports, community resources, and personal strengths so that individuals can live the life they desire. Services may also include individualized assistance in obtaining and maintaining community-based housing.

Routine Case Management and Skills Training – Case Managers assist individuals in gaining access to medical, social, educational, and other community based resources which help increase their quality of life, independence, and community connection. Service activities include individualized recovery planning which focuses on the goals the individual develops for themselves in collaboration with staff, education about mental illness, skills training in symptom management, budgeting, housing, and employment. Services may also include individualized assistance in obtaining and maintaining community-based housing.

Supported Employment – The goal is to secure and maintain employment for individuals with a mental illness. Service activities include providing individualized assistance in choosing and obtaining employment, integrating work sites in regular community jobs, and creating long-term support systems, provided by identified staff, which assist consumers in learning to maintain employment and/or search for employment on

their own. Additional services include job readiness, job interview training, job coaching, job search, job development and follow-up with the individual and the employer.

Chronic Homeless Intervention Program (CHIP) – For individuals/families experiencing homelessness, CHIP provides substance abuse services and mental health services which include detox, residential and outpatient substance abuse treatment, counseling, case management, psychiatric services, permanent housing, emergency shelter, transportation, job training and placement and medical care.

Crisis Respite – “Pathways” Home – Provides twenty-four hour respite and crisis intervention/prevention services. The goal is to provide support during crisis situations, after hospitalizations and to prevent hospitalizations when not medically necessary. Services are provided in a non-medical setting to assist persons in managing their crisis situation and to help them return to community living as soon as possible.

La Mariposa New Life Wellness Center – Certified Peer Specialists provide open access to support and resources on a daily basis at the Peer-Run Day Center. Services and support offered include Whole Health and Resiliency groups, exercise, computer resources, and health education.

Robstown Clinic – Provides services to people eligible and residing in the western portion of Nueces County. Services include assessments, psychiatric services, psychiatric medications, nursing services, service coordination, rehabilitative services and counseling services for adults and children.

Continuity of Care – Continuity of Care staff work closely with the local courts, the state hospital system, local hospitals, and members of the community to help coordinate and monitor inpatient care for individuals from Nueces County who are entering or exiting the state hospital system. They work to ensure persons served are linked to appropriate resources and receive follow up care. Services provided Monday – Friday 8am – 5pm.

Outpatient Competency Restoration – Serves persons who are charged with a crime but due to their mental illness, are unable to participate in due process. Services focus on medication stabilization, education, and rehabilitation skills to assist individuals in understanding their charge, court proceedings, and their legal rights with the goal of restoring them to competency so they can stand trial for the crime they have committed. Often individuals are returned to the community upon restoration for ongoing services. Services provided Monday – Friday 8am – 5pm. With 24 hour monitoring.

Pre-Admission Screening and Resident Review (PASRR) – PASSR staff provide screening and engagement services to individuals in nursing facilities to determine the need for community based mental health services. If eligible, individuals are engaged in outpatient services to receive mental health care treatment to meet their needs and return them to the community and independence.

Turning Point – Provides counseling services to individuals through the Crime Victims Assistance Grant (OVAG). Counseling is provided on site at no cost to those served. The program utilizes interns from TAMUCC to provide the majority of counseling. Services are provided Monday – Friday 8am – 5pm.

Veteran Support Services – Initiates, enhances, and expands awareness for community-based behavioral health resources and services for veterans. Facilitates the establishment of veteran-facilitated peer-to-peer support groups for behavioral health issues utilizing BRING EVERYONE IN THE ZONE curriculum-based training. Provides community resource coordination related to basic needs (e.g. food, shelter, clothing, employment, mental health, physical health) for veterans.

Child & Adolescent Mental Health

Services for Youth ages 3-17 – Mental Health Services are available for children & adolescents. An assessment is completed by a licensed professional to access a comprehensive array of behavioral health services that are designed to improve a child's functioning and reduce symptoms associated with behavioral and emotional disorders. Services include assessment, medication training and support, parent support groups, family partner, psychiatric evaluation, pharmacological management, counseling, skills training and development, case management, crisis intervention and inpatient crisis stabilization.

Youth Empowerment Services (YES) Waiver – A Medicaid Home and Community-Based Services Waiver that allows for more flexibility in the funding of intensive community-based services to assist children and adolescents with severe emotional disturbance to live in the community with their families.

Intellectual and Developmental Disabilities

Community Living Options Information Process (CLOIP) – This grant funded program provides information, education, and community tours to adult individuals residing at the Corpus Christi State Supported Living Center. Each resident and their legal authorized representative is provided with information related to community living options. The CLOIP department works to minimize any conflict of interest between the Corpus Christi State Supported Living Center and community living option preferences.

Community First Choice (CFC) – Individuals with Star Plus or Star Kids Medicaid receive services to help them live more independently in the community. Services include personal assistance with daily living skills, habilitation services to help them to care for themselves, emergency response services, and support for persons who choose to select and manage their own attendants.

Crisis Intervention Services and Crisis Respite – A Crisis Intervention Specialist (CIS) is available to respond to persons with an IDD diagnosis who are in crisis, to assist Service Coordinators and providers in managing crisis, and to provide training to staff and the community on the needs of individuals with IDD diagnosis when they are in crisis. Short-term crisis respite in-home and out-of-home provided to individuals with significant behavioral and psychiatric challenges.

General Revenue (GR) – Individuals receive services in their home and in the community including training, support, respite, and vocational or employment services. These services are limited in scope and are provided to those with the greatest need. Enrollment into an IDD waiver program disqualifies an individual from continuing in GR services.

Community Supports/Community Training – Provides individualized activities consistent with the person-directed plan, provided in the home and at various community locations as appropriate. Provides habilitation and support activities to improve the ability to perform daily living activities. Includes support services to the family to help preserve the family unity and prevent or limit out-of-home placement.

Respite – Provides short-term relief services for the unpaid caregiver when the caregiver is temporarily unavailable to provide support. Respite also provides personal assistance in daily living activities, functional living tasks, and supervision for safety and security. This service includes habilitation activities, social interaction, participation in leisure activities, and use of natural support system and typical community services available to all people.

Pre-Admission Screening and Resident Review (PASRR) – Services are provided to individuals residing

in or at risk of placement in a Nursing Facility. Individuals receive Specialized Services including occupational therapy, speech therapy, physical therapy, a customized manual wheelchair, and durable medical equipment from their Nursing Facilities. Individuals also receive additional Specialized Services from the LIDDA including Day Habilitation, Behavioral Support, Community Support, and Vocational Services. Individuals are also provided with Community Living Options to ensure they are aware of their ability to divert from a Nursing Facility before entering and their ability to transition to the community if they are already residing in a facility.

Service Coordination – A person-directed process to link, coordinate services, and support people to achieve their personal outcomes. Service Coordination includes writing, reviewing, revising, implementing and monitoring the plan of services provided. Service Coordinators assist people in securing and maintaining services in the community including education, training, transportation, specialized therapies, advocacy, food, housing, financial benefits and crisis management. Service Coordination is provided for individuals enrolled in General Revenue Services, the Texas Home Living waiver program, the Home and Community Based Services waiver program, the Community First Choice Program, and the Pre-Admission Screening and Resident Review Program.

Transition Support Team (TST) – Provides assistance, training, and case consultation to contracted local intellectual and developmental disabilities authorities (LIDDAs), Home and Community-based Services (HCS) program providers, and Texas Home Living (TxHmL) program providers within the entire south Texas region in supporting individuals with both IDD and complex medical/behavioral health needs. These individuals are transitioning from or at risk of being sent to institutional settings including State Supported Living Centers and nursing facilities.

Vocational Training – is provided on site and in the community to enable the individual to obtain employment.

Employment Assistance – assists the individual to locate paid individualized competitive employment in the community by helping him/her identify employment preferences, job skills, work requirements and conditions, and prospective employers offering employment compatible with the individual's identified preferences, skills, and requirements. The goal is to match the person's skills with their desired career and to develop natural support systems in the work environment.

Supportive Employment – is competitive employment in an integrated setting with on-going individualized support services consistent with the individual's person-directed plan. The service includes supervision and training, essential to sustain paid competitive work by an individual.

The Center operates and manages Ability One contracts with the Corpus Christi Army Depot and TIBH contracts with the Texas Department of Transportation which provide paid training and employment opportunities for persons with disabilities.

Home & Community-Based Services (HCS) – Supports eligible individuals living in their own home, a family home, or in a host home. Offers an array of services based on the needs of the person, including day habilitation, personal attendant services/ habilitation, respite, transportation, dental, nursing, supported employment/employment assistance, and specialized therapies. Encourages personal choice and maximum level of independence while using natural support system to achieve goals.

Specialized Therapies – Contracted services include assessments and treatment by licensed or certified professionals including dietary assessments, audiology, occupational therapy, speech therapy, and behavioral support.

Texas Home Living Services (TxHmL) – Services similar to those offered in the Home & Community Services Program (as listed above). However host home and other residential services are not available in this program. If you desire services in the HCS or TxHmL waiver programs, you must contact the locally authority to be placed on the statewide interest list. When openings are made available by the state, the local authority will notify individuals that they have received an offer and will determine eligibility.

Administration Service Descriptions

Billing: The billing unit ensures that all clinical services (traditional and non-traditional) are billed appropriately across a mix of public and private payers. Payers range from Texas Medicaid/CHIP, Medicare and commercial private payers, self-pay patients, and sliding fee arrangements based on an individual/family's ability to pay. Following is some detailed information on the billing processes:

- Billing is performed in-house through one tax ID, electronically on a weekly basis.
- The top payor is Medicaid.
- BHCNC currently uses one clearinghouses— Claim MD, and files claims under multiple NPIs.
- BHCNC utilizes one sliding fee schedule to determine a maximum monthly fee (MMF). This can be used in combination with commercial insurance.

Accounting: BHCNC's financial system vendor is Blackbaud Financial Edge. Utilization of this system consist of:

- Cost Accounting
- General Ledger
- Budget

This degree of integration is NOT a requirement of this RFP.

Medical Records: The medical record unit maintains patient records as the central repository for planning patient care and documenting communication among patients/caretakers and health care professionals contributing to the patient's care. Records are maintained in both paper and electronic formats. BHCNC currently utilizes multiple systems which interact with Medical Records. Iserv is our current Clinical System which addresses our contractual requirements of our HHSC Contracts for DSHS Behavioral Health (LMHA) and DADS LIDDA needs. We also utilize Laserfiche for scanning and attaching segments of the Medical Record.