

Meeting Minutes -



Arkansas
Behavioral Health
Integration Network

Location: Zoom

Date: November 8, 2024

Meeting: AR CoCM Community Stakeholders Meeting

Time: 12:00-1:00

Attendees:

- | | | |
|--------------------|---------------------|---------------------|
| 1. Kim Shuler | 5. Caitlyn Johnson | 9. Michael Keck |
| 2. Tisha Deen | 6. Miste Trent | 10. Rhonda Roper |
| 3. Sarah Bernes | 7. Mary Beth Rogers | 11. Sarah Matsumoto |
| 4. Amanda Lunsford | 8. Virna Little | |

Agenda:

1. Welcome/Updates/Announcements
2. IBHA Executive Committee Meeting Update
3. CFHA Conference Review
4. CoCM Update from DHS
5. UAMS Update
6. CoCM Events and Resources

Meeting Notes:

Quick recap

The team discussed the financial sustainability of the project, potential for commercial insurers to waive cost-sharing, and also shared experiences and strategies for patient care, including mechanisms for patients to get things waived or have small payment plans. Lastly, they reviewed upcoming events and training opportunities.

Welcome/Announcements

Kim started the meeting, acknowledging the absence of David Jones but reported there was no update from the State. She welcomed everyone and expressed gratitude for their time, despite their busy schedules. She also highlighted the significant role of Collaborative Care Management (COCM) in the national space for behavioral health integration, as well as referenced changes in the Medicare physician fee schedule final rule 2025.

Virna clarified that the new safety planning interventions could be billed directly by the care manager, not necessarily by the primary care provider. She also mentioned that the team lost the battle to change the FQHCs to use the CPT code, but there are still some care planning codes to consider.

Eastern Arkansas Team Progress and COCM

Kim expressed excitement about the progress of Eastern Arkansas' team, who are preparing to go live with their new BHCM and psychiatric consultants. They will onboard a new BHCM starting December 2nd and prepare for ABHINs team training visit.

UAMS

Tisha provided an update on the hiring and onboarding of new behavioral health care managers, the upcoming addition of a psychiatrist, and the expansion of services to Helena, Pine Bluff, and Texarkana over the next 3 months. She also shared preliminary data on patient uptake and plans to work with the Epic team to streamline the referral process for UAMS clinics.

Project Sustainability and Expansion Plans

In the meeting, Virna discussed the financial sustainability of the project, emphasizing the importance of volume and the potential for self-sustainability using specific codes. She also shared information about the codes and offered to share more details.

Addressing High Charge Rates and Patient Support

The team discussed the potential for commercial insurers to waive cost-sharing and the importance of Medicaid paying the codes in Arkansas. Sarah Matsumoto with Mindoula Health, a new member of the team, introduced herself and expressed interest in the project. She raised concerns about the high charge rates versus allowables for providers, which often result in high estimates for patients needing financial support.

Tisha shared her experience from UAMS, where they have mechanisms for patients to get things waived or have small payment plans and emphasized the importance of working with patients to ensure they don't go bankrupt to get care.

Virna suggested that these processes should be folded into organizational policy for consistency. Kim highlighted the importance of educating patients about the value of the services provided by collaborative care. Several members mentioned that they have created a document to help their outreach and intake team navigate conversations with patients about the goals of collaborative care and its limitations.

Upcoming Events and Training Opportunities

In the meeting, Kim and Caitlyn discussed upcoming events and training opportunities. Caitlyn shared details about a CFHA training opportunity for CoCM webinar about Care Manager Skillset Immersion on November 13th, ABHIN's monthly webinar on November 14th on substance use in adolescence, and a Northwest Arkansas Schizophrenia Conference on January 30th (Please see links below).

Important Date(s):

- ▶ **Wednesday, November 13th, 11:00 – 1:00**, [CFHA – CoCM Care Manager Skillset Immersion Webinar](#)
- ▶ **Thursday, November 14th, 8:00 – 9:00**, ABHIN Webinar: [Managing Adolescent and Youth Substance Use Disorder](#)
- ▶ **Thursday, November 14th, 5:30 – 9:30 pm**, Conway, AR – Ida Waldran Auditorium
[Warner Brothers Fentanyl Documentary](#)
- ▶ **Thursday, January 30th, 8:00-2:00**, Fayetteville, AR – Fayetteville Town Center
[Northwest Arkansas Schizophrenia Conference](#)

CoCM Resources:

- ▶ [ABHIN CoCM Training & Resource webpage](#)
- ▶ [AIMS Center: Collaborative Care Monthly Finance Office Hours](#)
- ▶ [AIMS Center: Collaborative Care Monthly Implementation Office Hours](#)
- ▶ ABHIN *While You Wait* Podcast now streaming:
 - [Amazon](#)
 - [Spotify](#)
 - [YouTube](#)

