Single Stories about our work

- Single Story at the state about CMHCs
 - All they want to do is bill skills
- Single Story from providers about the state
- What are other single stories we encounter?
 - Counties/Sheriffs

Problems are never completely solved

Every problem is unique

Can take a long time to evaluate solutions

There is no clear problem defintion

Solutions are not right/ wrong, but better/worse

Wicked Problems

Are multicausal multiscalar & interconnected

Every solution ramifies throughout the system

Every wicked problem is connected to others

Straddle organizational & disciplinary boundaries Multiple stakeholders with conflicting agendas

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DMHA Strategic Priorities

Informed by FSSA's guiding principles, DMHA is targeting its investment of federal coronavirus relief funds in four strategic priority areas.



SUSTAINABILE STRUCTURES

Build out sustainable programs and partnerships to address existing gaps in the continuum of care



ACCESS TO SERVICES

Invest in communities and providers to grow capacity and equitably increase the availability of care



QUALITY OF SYSTEMS & SERVICES

Improve data systems and enhance the use of evidence-based practices to improve the quality of services

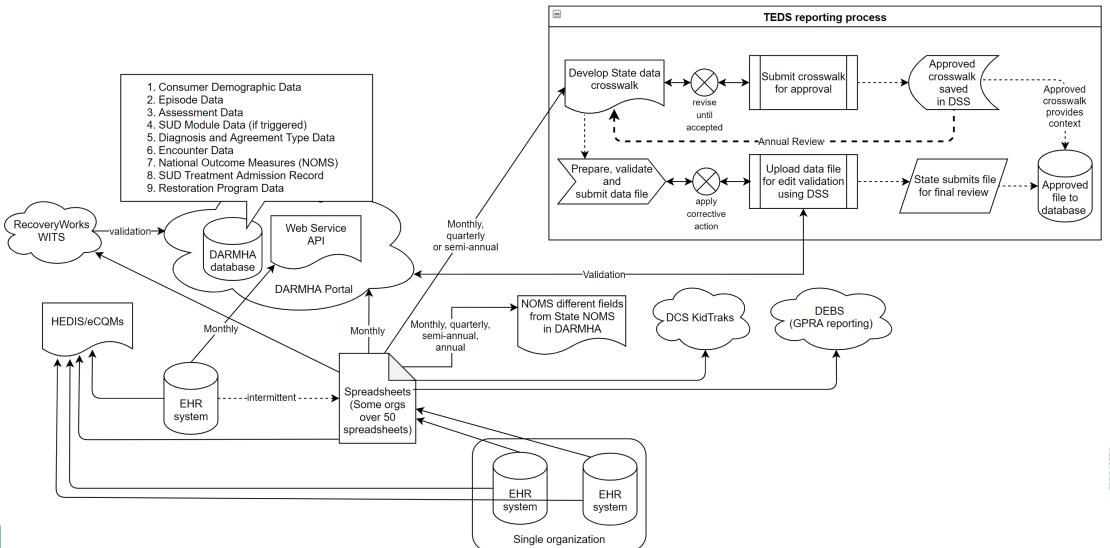


WORKFORCE

Advance recruitment, retention, and training efforts targeting the behavioral health workforce



REMEMBER THIS?

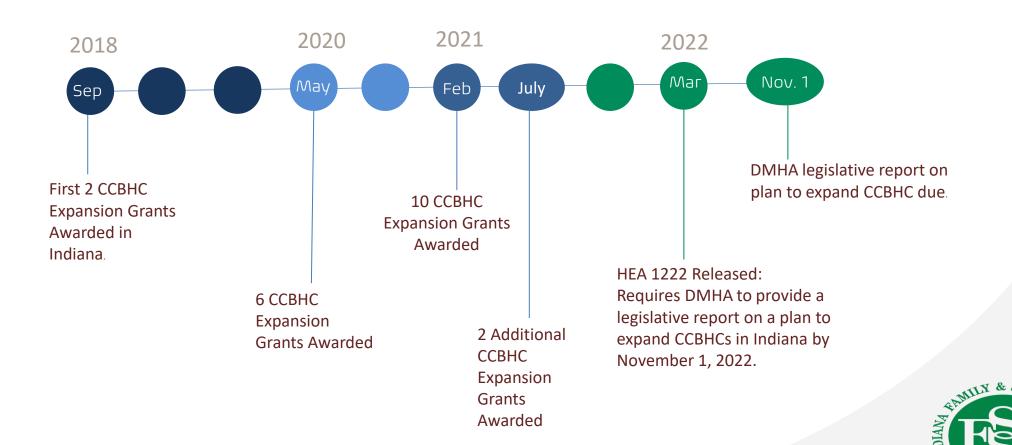


Main Objectives of the new System

- Visibility of provider compliance across all DMHA teams

 staff can see all audits, corrective actions, incidents and complaints for a specific provider
- 2. Dashboard(s) for DMHA staff showing **DMHA provider** information and performance across the system, including Medicaid claim information (cost, member count) and contract dollars
- 3. Provider portal has **certification and licensure and provider approval applications and renewal process** to replace the multiple, duplicative paper-based processes
- 4. Provider portal allows providers to report an incident, provide corrective action plans and respond to a complaint. System allows QA staff to document their audit activities and keep audit documents.
- 5. Have an **online portal for complaints** that can be utilized by the Consumer Service Line vendor and the public
- 6. Manage **Medicaid appeals**

CCBHC Growth in Indiana



Open Brainstorming: CCBHC plan

HEA 1222: Not later than November 1, 2022, the division [DMHA] shall establish a plan to expand the use of certified community behavioral health clinics in Indiana. The plan will include:

- Detail Coordination of CCBHCs with 988
- Use of SAMHSA Expansion Grants
- Potential Expansion of Medicaid CCBHC
- Restructuring State Funding through a proposed PPS rate or another financial model.

• If you were writing the plan, what would you put in there?

Open discussion

- Behavioral Health Commission brief update
- Impact of HCBS grants?
- Other items?