



BEHAVIORAL HEALTH HOME (BHH) AND MANAGED CARE

Roles and Responsibilities

	FAMILIES AND CHILDREN	SPECIAL NEEDS BASIC CARE (SNBC)	MINNESOTA SENIOR HEALTH OPTIONS (MSHO) MINNESOTA SENIOR CARE PLUS (MSC+)
START BHH SERVICES	BHH provider must provide copy of the Determination of Eligibility for BHH services form to the MCO within 30 days of intake.	BHH provider must provide copy of the Determination of Eligibility for BHH services form to the MCO within 30 days of intake.	BHH provider must provide copy of the Determination of Eligibility for BHH services form to the MCO within 30 days of intake.
STOP BHH SERVICES	BHH provider must notify the MCO within 30 days of the date the consumer notifies the BHH provider that he or she has chosen to stop participation in BHH services.	BHH provider must notify the MCO within 30 days of the date the consumer notifies the BHH provider that he or she has chosen to stop participation in BHH services.	BHH provider must notify the MCO within 30 days of the date the consumer notifies the BHH provider that he or she has chosen to stop participation in BHH services.
ASSESSMENT, CARE PLAN AND MONITORING	<p>If the individual receiving BHH services has been assigned a case manager or care manager by the health plan, the BHH team must record the case manager or care coordinator's name and contact information in the individual's BHH records and a schedule for how frequently the BHH team will check in with the individual's case manager or care coordinator.</p> <p>If an enrollee receiving BHH services has been assigned a case manager or care coordinator, the MCO must include the name and contact information for the enrollee's BHH team in the enrollee's records and a schedule for how frequently the assigned case manager or care coordinator will check in with the enrollee's BHH team.</p>	<p>If the individual receiving BHH services has been assigned a case manager by the health plan, the BHH team must record the case manager's name and contact information in the individual's BHH records and a schedule for how frequently the BHH team will check in with the individual's case manager.</p> <p>If an enrollee receiving BHH services has been assigned a case manager, the MCO must include the name and contact information for the enrollee's BHH team in the enrollee's care plan and include information about how frequently the assigned case manager will check in with the enrollee's BHH team.</p>	<p>If the individual receiving BHH services has been assigned a case manager or care coordinator by the health plan, the BHH team must record the case manager or care coordinator's name and contact information in the individual's BHH records and how frequently the BHH team will check in with the individual's case manager or care coordinator.</p> <p>If an enrollee receiving BHH services has been assigned a case manager or care coordinator, the MCO must include the name and contact information for the enrollee's BHH team in the enrollee's records and how frequently the assigned case manager or care coordinator will check in with the enrollee's BHH team.</p>
INPATIENT HOSPITALIZATION	<p>If the BHH provider learns that the enrollee is or has been hospitalized, the BHH provider must notify the MCO in a timely manner.</p> <p>If the MCO learns that the enrollee has been or is hospitalized, the MCO must notify the BHH provider in a timely manner.</p>	<p>If the BHH provider learns that the enrollee is or has been hospitalized, the BHH provider must notify the MCO in a timely manner.</p> <p>If the MCO learns that the enrollee has been or is hospitalized, the MCO must notify the BHH provider in a timely manner.</p>	<p>If the BHH provider learns that the enrollee is or has been hospitalized, the BHH provider must notify the MCO in a timely manner.</p> <p>If the MCO learns that the enrollee has been or is hospitalized, the MCO must notify the BHH provider in a timely manner.</p>

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EMERGENCY DEPARTMENT UTILIZATION	<p>BHH provider must notify the MCO if the BHH learns that the enrollee was treated in the emergency department.</p> <p>The MCO must notify the BHH provider if the MCO learns that the enrollee was treated in the emergency department.</p>	<p>BHH provider must notify the MCO if the BHH learns that the enrollee was treated in the emergency department.</p> <p>The MCO must notify the BHH provider if the MCO learns that the enrollee was treated in the emergency department.</p>	<p>BHH provider must notify the MCO if the BHH learns that the enrollee was treated in the emergency department.</p> <p>The MCO must notify the BHH provider if the MCO learns that the enrollee was treated in the emergency department.</p>
TRANSITIONS OF CARE	<p>BHH provider must contact the MCO if the enrollee requires assistance to ensure access to needed treatment or services upon discharge.</p> <p>If the MCO is providing care management services to the enrollee during the transition of care, the MCO must provide the BHH with MCO's post-discharge plan for the member if the MCO has created a follow up plan.</p> <p>The BHH provider is responsible for having contact with the consumer, his or her family, or other identified supports to ensure that the consumer is able to access all needed services and supports at the time of discharge or other transition.</p>	<p>BHH provider must contact the MCO if the enrollee requires assistance to ensure access to needed treatment or services upon discharge.</p> <p>If the MCO is providing care management services to the enrollee during the transition of care, the SNBC case manager must provide the BHH with MCO's post-discharge plan for the member if the MCO has created a follow up plan.</p> <p>The BHH provider is responsible for having contact with the consumer, his or her family, or other identified supports to ensure that the consumer is able to access all needed services and supports at the time of discharge or other transition.</p>	<p>BHH provider must contact the MCO if the enrollee requires assistance to ensure access to needed treatment or services upon discharge.</p> <p>If the MCO is providing care management services to the enrollee during the transition of care, the MSHO or MSC+ care coordinator must provide the BHH with MCO's post-discharge plan for the member if the MCO has created a follow up plan.</p> <p>The BHH provider is responsible for having contact with the consumer, his or her family, or other identified supports to ensure that the consumer is able to access all needed services and supports at the time of discharge or other transition.</p>