

Behavioral Health Urgent Care Quarterly Reporting Guidance

Purpose: The purpose of this document is to provide each Behavioral Health Urgent Care (BHUC) with detailed guidance on how to interpret, collect, and input information required for BHUC quarterly reporting. Reporting on measures is included in the attestation process and is an important mechanism for MassHealth, the Massachusetts Behavioral Health Partnership (MBHP), and BHUCs to ensure quality access and care are being provided to MassHealth members. The following changes have been made to the reporting structure in order to:

1. Align more fully with BHUC program requirements,
2. Reduce provider reporting burden, and
3. Collect more meaningful data on the valuable services that BHUCs provide. This document is intended to clarify measure definitions to ensure accurate and accessible data collection.

Please send questions regarding the reporting form to Michelle Sarsfield at michelle.sarsfield@carelon.com

Reporting Guidelines: BHUCs will receive a reminder from the Massachusetts Behavioral Health Access (MABHA) site to enter data. The reporting period is quarterly, described below:

Reporting Period	Submission Period
Q1: January 1 - March 31	April 1 - April 30
Q2: April 1 - June 30	July 1 - July 31
Q3: July 1 - September 30	October 1 - October 31
Q4: October 1 - December 31	January 1 - January 31

Each of the four measures are stratified by Youth and Adult, for a total of eight measures. “Youth” is defined as under the age of 21. “Adult” is defined as 21 years of age and over.

All measure numerators and denominators include MassHealth members **only**. All measures are intended to capture appointments that were completed.

“Notes” Field Guidance: Each measure has its own “Notes” field. Please add notes relevant to each measure in the correct notes field. Notes can include further information or context explaining the data input on the form, or other items relevant to reporting.

Numerator Field Guidance: When a numerator field is entered as “0” for any of the above measures, reporters will be prompted to choose an explanation from a drop-down menu with the following options:

1. No member requests/need for appointment type during reporting period
2. Site unable to provide appointment type during reporting period
3. All members requiring appointment type did not show

This selection is required. The purpose of this selection is to enhance data analysis. Please use the Notes section associated with each measure to input additional information on why zero relevant appointment types were scheduled during the reporting period.

Table 1 of this document provides a brief description of each of the four measures.

Table 2 contains definitions relevant for BHUC reporting including initial contact/request.

Table 3 provides a detailed overview of the numerator and denominator for each measure.

Table 1: Measures Overview

Measure #	Name	Description
1	Same Day Appointments	The number of visits for MassHealth members completed within one clinic day of initial member contact/request, out of all MassHealth member visits completed in the reporting period.
2	Next Day Appointments	The number of visits for MassHealth members completed the next clinic day of initial member contact/request, out of all MassHealth member visits completed in the reporting period.
3	14 Day Follow-Up	All routine visits for MassHealth members completed within 14 days of initial appointment <u>and</u> all follow up visits for MassHealth members completed within 14 days of initial appointment, out of all MassHealth routine visits and follow up visits completed in the reporting period.
4	Appointments During Extended Hours	The number of visits for MassHealth members completed during extended hours, out of all MassHealth member visits completed in the reporting period.

Table 2: Relevant BHUC Reporting Definitions

Definition	Detail
Initial contact/request	<p>The first time the member (or family or guardian if the person is a child or has a guardian) contacts the BHUC to obtain services. Initial contact may include a phone call or a walk-in. Not limited to new members.</p> <p>The following list represents possible initial contact scenarios and is not exhaustive. When the initial contact occurs is marked with an asterisk *.</p> <p><u>Scenario 1:</u> Member calls, intake/triage occurs over the phone</p> <ol style="list-style-type: none"> 1. *Member calls BHUC, intake and triage to appointment type occurs based on their needs over the phone 2. Appointment is completed within specified timeframe <p><u>Scenario 2:</u> Member calls, is told to come in person for intake/triage</p> <ol style="list-style-type: none"> 1. Member calls BHUC 2. BHUC does <i>not</i> do intake or triage over the phone; instead, BHUC tells member to come in person 3. *Member walks into the BHUC and requests services, intake/triage to appointment type occurs based on their needs 4. Appointment is completed within specified time frame <p><u>Scenario 3:</u> Member walks in, is immediately seen for triage/intake</p> <ol style="list-style-type: none"> 1. *Member walks into the BHUC and requests services, intake/triage to appointment type occurs based on their needs 2. Appointment is completed within specified time frame
All visits	All visits by MassHealth members that occur at the behavioral health urgent care clinic where a billable service/s was rendered, inclusive of both urgent and non-urgent services.
Clinic day	A day of clinic operation in which the clinic is open and available to see members.
Extended hours	<ul style="list-style-type: none"> • Mondays through Fridays outside the hours of 9am-5pm. • Any weekend hours.
Routine and follow-up visits	<p>Non-urgent treatment appointments and follow-up appointments; ongoing therapeutic appointments for existing clients who have received an initial diagnostic evaluation and are not currently in need of urgent behavioral health care. Routine and follow-up visits are <i>not</i> one of the following:</p> <ol style="list-style-type: none"> 1. Diagnostic evaluations for new clients not clinically indicated to require same or next day evaluation based on initial intake 2. Urgent appointments for existing clients <ol style="list-style-type: none"> a. Urgent behavioral health needs are characterized by changes in behavior or thinking, role dysfunction, emerging intent of self-

	injury, or threats to others, but do not include immediate risk of harm to self or others
	3. Urgent psychopharmacology appointments and Medication for Addiction Treatment evaluation

Table 3: Measures Details

Age Group	Denominator	Numerator
Measure #1: Same Day Appointments		
<i>Percent of visits completed on the same clinic day as initial member contact/request</i>		
Youth	All visits completed for members <21yo at BHUC site during reporting period.	All visits completed for members <21yo at BHUC site on same clinic day as initial member contact/request.
Adult	All visits completed for members 21+yo at BHUC site during reporting period.	All visits completed for members 21+yo at BHUC site on same clinic day as initial member contact/request.
Measure #2: Next Day Appointments		
<i>Percent of visits completed the next clinic day after initial member contact/request</i>		
Youth	All visits completed for members <21yo at BHUC site during reporting period.	All visits completed for members <21yo at BHUC site on the next clinic day as initial member contact/request.
Adult	All visits completed for members 21+yo at BHUC site during reporting period.	All visits completed for members 21+yo at BHUC site on the next clinic day as initial member contact/request.
Measure #3: 14 Day Routine and Follow-up Appointments		
<i>Percent of routine and follow-up visits completed within 14 calendar days from initial appointment</i>		
Youth	All routine <u>and</u> follow up visits completed for members <21yo at BHUC site during reporting period.	All routine visits completed for members <21yo at BHUC site within 14 days of initial appointment <u>and</u> all follow up visits completed for members <21yo at BHUC site within 14 days from initial appointment
Adult	All routine <u>and</u> follow up visits completed for members 21+yo at BHUC site during reporting period.	All routine visits completed for members 21+yo at BHUC site within 14 days of initial appointment <u>and</u> all follow up visits completed for members 21+yo at BHUC site within 14 days from initial appointment
Measure #4: Appointments During Extended Hours		
<i>Percent of visits completed during extended clinic hours.</i>		

Age Group	Denominator	Numerator
Youth	All visits completed for members <21yo at BHUC site during reporting period.	All visits completed for members <21yo at BHUC site during extended hours (Weekday: before 9am or after 5pm; any weekend hours)
Adult	All visits completed for members 21+yo at BHUC site during reporting period.	All visits completed for members 21+yo at BHUC site during extended hours (Weekday: before 9am or after 5pm; any weekend hours)