



Daily Inpatient Psychiatric Census Report Overview

March 2019

Goals

The goals of this effort are to:

- Improve transitions out of behavioral health (BH) inpatient stays for Members
 - Better quality of care; increased community tenure
- Encourage PCCs to communicate with the Member's team at inpatient psychiatric hospitals
- Increase the PCC's involvement in:
 - Sharing pertinent clinical information such as medication reconciliation;
 - Sharing pertinent treatment history;
 - Transition planning; and
 - Addressing post-discharge needs.

Establishing Connections at Hospitals

- It is encouraged that the PCC practice identify MBHP-contracted psychiatric hospitals in its area, or where patients on the practice's panel are frequently admitted.
- Schedule meetings/calls with key contacts from identified hospitals.
- During the call/meeting, discuss how to best collaborate around Member care and address any issues that arise related to communication and data sharing.
- The goal is to initiate a relationship so that the inpatient facility understands the context and will be responsive.

Daily Census and Follow Up

- MBHP will distribute inpatient psychiatric hospital census data on a daily basis, Monday through Friday.
 - Data will be sent via encrypted email to an identified contact person at the PCC's office.
- The PCC identified contact, or “point person,” will follow up with the inpatient hospital with the goal of exchanging pertinent information including medical and psychiatric information, medication reconciliation, and to work on discharge planning needs.

Report Elements

Title	Column	Description
NAME_ACO	A	Plan Name (Will always indicate PCC Plan)
PCC_SITENUM	B	PCC Plan Site ID
PCC_SITENAME	C	PCC Plan Site Name
VENDOR_REGION	D	Inpatient Provider Region
VEND_NAME	E	Inpatient Provider Name
MEMBNAM	F	PCC Plan Member Name
MEMREGNAM	G	PCC Plan Member Region
MEMBNO	H	PCC Plan Member ID
ALTNUM	I	Alternate PCC Plan Member ID
MEMBDOB	J	Member Date of Birth
MEMAGE	K	Member Age
APRDYS	L	Approved Days
EFFDATE	M	Effective Date
EXPDATE	N	Expiration Date

Report Example

Copy of 5865 Inpatient BH Admits Report - email - Excel

Rebello, Jeremy

PCC Plan Member Behavioral Health Inpatient Census Report

NAME_ACO	PIDSL_PCC	PCC_SITENAM	VENDOR_REGION	VEND_NAME	MEMBNAM	MEMREGNAM	MEMBNO	ALTNUM	MEMBDOB	MEMAGE	APRDYS	EFFDATE	EXPDATE
MBHP PCC PLAN	MAM110000000A	PRIMARY CARE SITE NAME	CENTRAL	INPATIENT PROVIDER NAME	MEMBER'S NAME	CENTRAL	11000000000001	110000000000	01/01/2000	18	5	10/22/2018	10/26/2018
MBHP PCC PLAN	MAM110000000A	PRIMARY CARE SITE NAME	BOSTON	INPATIENT PROVIDER NAME	MEMBER'S NAME	BOSTON	11000000000101	110000000001	01/01/2000	18	5	10/22/2018	10/26/2018
MBHP PCC PLAN	MAM110000000A	PRIMARY CARE SITE NAME	METRO-BOSTON	INPATIENT PROVIDER NAME	MEMBER'S NAME	METRO-BOSTON	11000000000201	110000000002	01/01/2000	18	5	10/22/2018	10/26/2018
MBHP PCC PLAN	MAM110000000A	PRIMARY CARE SITE NAME	NORTHEAST	INPATIENT PROVIDER NAME	MEMBER'S NAME	NORTHEAST	11000000000301	110000000003	01/01/2000	18	5	10/22/2018	10/26/2018
MBHP PCC PLAN	MAM110000000A	PRIMARY CARE SITE NAME	WESTERN MASSACHU	INPATIENT PROVIDER NAME	MEMBER'S NAME	WESTERN MASS	11000000000401	110000000004	01/01/2000	18	5	10/22/2018	10/26/2018
Oct 24, 2018												9:00 AM	

Additional Supports Available to Members

- Some PCC Plan Members on your report could benefit from utilizing Community Support Programs (CSPs). CSPs assist PCC Plan Members in obtaining services that will help them better address their complex needs. CSPs are available to all PCC Plan Members who meet medical necessity criteria.
- CSPs can assist Members in obtaining services by:
 - Providing service coordination and linkages to community services and behavioral health providers
 - Providing temporary assistance with transportation to medical appointments
 - Assisting with obtaining benefits, housing, and other basic needs
- [Additional CSP Information](#)

Additional Supports Available to Members (cont.)

- Some PCC Plan Members on the report might be eligible for MBHP's Integrated Care Management Program (ICMP). ICMP assists with the following:
 - initial assessment and goal setting;
 - supporting medication reconciliation;
 - navigating the MassHealth system;
 - providing Member education;
 - facilitating communication among providers; and
 - assisting with linkages to community-based supports and resources.

Members can be referred to ICMP by going to

<https://www.masspartnership.com/provider/ICMP.aspx>.

Ongoing Assistance from MBHP

- PCCs can contact MBHP's regional staff (PCC Support Manager or Provider Quality Regional Director) when encountering any difficulty with getting return calls from hospitals or when they need assistance in connecting to or accessing behavioral health services.
- MBHP is available on an ongoing basis to facilitate relationship-building with inpatient hospitals.

Contact Information: Support Managers

PCC Plan Support Managers (SMs) are available to answer questions about these reports and to assist PCCs in connecting to and accessing behavioral health providers

Region	PCC Plan Support Manager	Phone	Email
Boston/Metro Boston, Northeast, Southeast	Kelly McMullin	(617) 790-4106	Kelly.Mcmullin@beaconhealthoptions.com
Central, West	Sarah Drenzek	(413) 250-3902	Sarah.Drenzek@beaconhealthoptions.com

You can also contact MBHP's main number, 1-800-495-0086, and ask for the PCC Plan Support Services Program Department for assistance.

Contact Information: Provider Quality Regional Directors

MBHP Provider Quality Regional Directors are available if PCCs encounter any difficulty with getting return calls from inpatient psychiatric facilities.

Region	Regional Behavioral Health Director	Phone	Email
Boston/Metro Boston	Eric Adelman	(978) 716-3554	Eric.Adelman@beaconhealthoptions.com
Central, West	Jennifer LaRoche	(508) 890-6406	Jennifer.LaRoche@beaconhealthoptions.com
Northeast	Eric Adelman	(978) 716-3354	Eric.Adelman@beaconhealthoptions.com
Southeast	Tracey Thornton	(508) 217-3233	Tracey.Thornton@beaconhealthoptions.com



Questions

Thank You

Contact Us

 617-790-4000

 www.masspartnership.com