

Behavioral Health Home (BHH) Services Providers and Managed Care Organizations (MCOs) Collaboration: Roles and Responsibilities

This document is intended to provide guidance for the roles and responsibilities for communication between MCOs and BHH services providers.

Activity	BHH services provider	Managed Care Organization
Starting BHH services	The BHH services provider must send a copy of the Notification of Eligibility for BHH Services (DHS-4797) (PDF) to the MCO within 30 days of intake.	If the MCO has assigned a care coordinator or case manager for an enrollee and the enrollee is enrolled in BHH services, the care coordinator must respond to the BHH services provider upon receiving notice of BHH services enrollment.
Stopping BHH services	The BHH services provider must notify the MCO within 30 days of the date the person notifies the BHH services of their decision to stop participating in BHH services, or if the person was discharged from BHH services as outlined in BHH Services Provider Standards, 5E .	
Assessment, care plan, and monitoring	If the individual receiving BHH services has been assigned a case manager or care coordinator by the health plan, the BHH services team must record the case manager or care coordinator's name and contact information in the person's BHH services record(s), and a schedule for how frequently the BHH services team will check in with the person's case manager or care coordinator.	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 services 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 services team.
Inpatient hospitalization	If the BHH services provider learns that the enrollee is or has been hospitalized, the BHH services provider must notify the MCO in a timely manner.	If the MCO learns that the enrollee has been or is hospitalized, the MCO must notify the BHH services provider in a timely manner.
Emergency department use	If the BHH services providers learns that the enrollee was treated in the emergency department, the BHH services provider must notify the MCO in a timely manner.	If the MCO learns that the enrollee was treated in the emergency department, the MCO must notify the BHH services provider in a timely manner.

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Transitions of care	<p>The BHH services providers must contact the MCO if the person receiving services requires assistance to access needed treatment or services upon discharge.</p> <p>The BHH services provider is responsible for having contact with the person receiving BHH services and their identified supports to ensure that the person can access all the services and supports needed at the time of discharge or other transition.</p>	<p>If the MCO is providing care management services to the enrollee during the transition of care, the MCO must provide the BHH services provider with the MCO's post-discharge or follow-up plan for the member if the MCO has created one.</p>

If you have any questions about this document, contact the DHS BHH services team at: Behavioral.Health.Home.Services@state.mn.us.