

Behavioral Health Sustainability A Deep Dive

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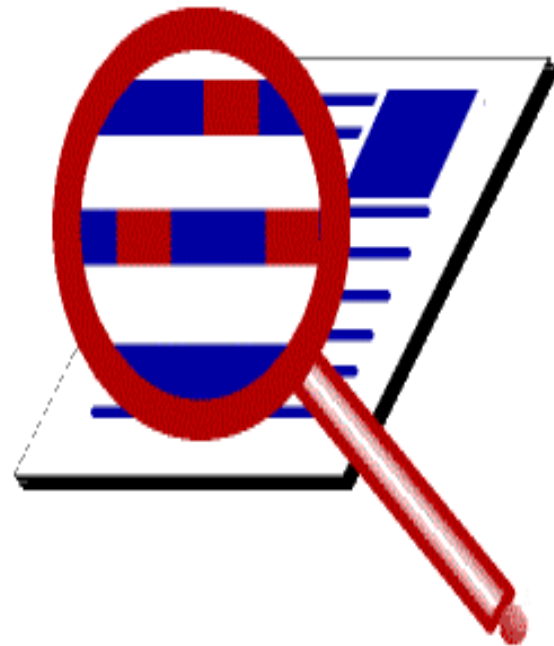


Funding for some of these webinars and learning community calls was made possible in part by grant #5H79TI025998-02 from SAMHSA. The views expressed in written conference materials or publications or speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.



Sustainability Plan Review

- Front End
- Back End
- Costs
- Expenses
- Billing, Coding
- Contracting
- Dashboard

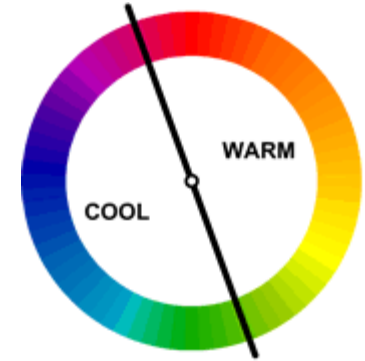


Objectives

- Answer questions specific to your organizations around sustainability
- Provide more detailed information on developing a plan for sustainability
- Respond to feedback and requests from the prior webinar



Warm Handoffs

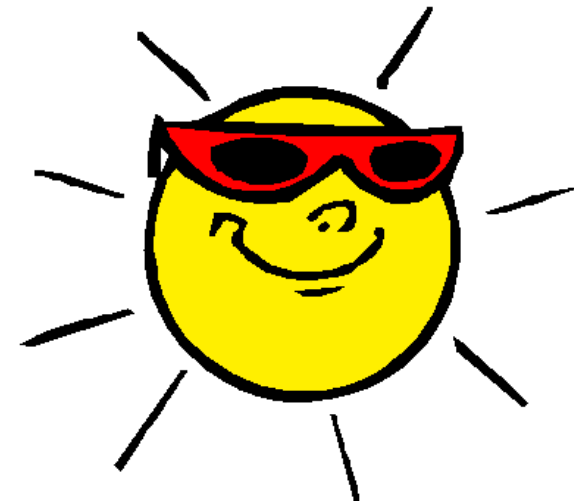


- To bill or not to bill.....
- Workflows that support billing (empty slots, handoffs for billable payers)
- What do I code if I do bill ?
- How do I measure abstract revenue for doing hand-offs?
- What is an effective hand-off ?
- Who to use for hand offs (non billable)

Behavioral Health Codes-Optimal

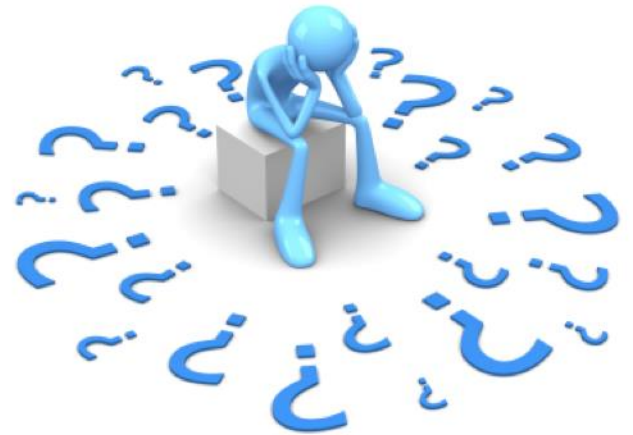
- Behavioral health providers are licensed providers to treat mental illness....

Per CFR Title 42, Part 410.73(b)(1) the services of a clinical social worker are limited to the diagnosis and treatment of mental illness.



Some Asked About...

- HBAI Codes 96150 series
- Prevention Codes 99401 series
- These are not optimal.....
- Payment
- Services provided
- Optimizing/top of scope
- Prenatal



No Mental Health Diagnosis..F54

- Applicable To Psychological factors affecting physical conditions
- Approximate Synonyms Psychogenic skin disease
- Psychological factor in medical disorder
- Psychological factors affecting medical condition
- Psychosomatic factor in physical condition
- Skin disease, psychogenic
- Code First the associated physical disorder, such as:
- asthma ([J45.-](#))
- dermatitis ([L23-L25](#))
- gastric ulcer ([K25.-](#))
- mucous colitis ([K58.-](#))
- ulcerative colitis ([K51.-](#))
- urticaria ([L50.-](#))
- Type 2 Excludes tension-type headache

Sustainability Calculations

Data Points

- Staff Salary plus fringe and overhead 75,000
- Average reimbursement for visit 100.00
- $100 \text{ into } 75,000 = 750$ (HRSA 1550)
- 44 work weeks in a year
- 3.5 patients a day
- How does this change if you only collect 80% of what you bill ?
- What if some of these are same day or not billable, these are only billable visits



Productivity and Capacity

- Calculation of billable visits is what percentage of day ? Includes “intakes, treatment, crisis”
- What percentage of visits are not billable- some hands offs, same day, too short , case management
- Capacity 1.36 a day for 8 hour day
- Helps to start to paint the picture....



Now You Can Start to Paint the Picture



Screening Codes

- 96127 PHQ9, PHQ2
- 96110 MCHAT, Vanderbilt
- Substance Abuse (H0049)

- Code for tracking and billing
- Coding helps paint the picture



SBIRTING Much ?

- Screening – H0049
- Brief Interventions –
- Referral – how can you track them both internal and external ?
- Treatment- internal or external, perhaps consults
- SBIRT Codes



What is a **Crisis**

- A 90839 !
- May not need authorization
- Discontinue 60 minute visits that are not a crisis
- Helps with VBP
- Again, helps to paint the picture !

Scheduling

- Largest barrier for sustainability in many organizations
- Gap- full schedules and open slots
- Not training front desk (how to cancel, pre appt)
- Shadow scheduling
- Scheduling out by clinicians
- Not incorporating open access



Your Patients are Telling a Story- Listen to Them

- Not keeping intakes
- Second appointments
- Length of treatment
- Keeping my slot technique



Who pays you?



Payer Mix

Know Your Payers !

- Know your payer mix
- Know what they pay for (MAT,)
- Know who they pay for
- Know how much you should get paid
- Know why the deny claims(sa)
- Know who credentials your providers



Some Data Points

- Denials, average denials
- Collection percentage
- Average reimbursement
- Open Encounters
- Open Slots (remember 20%)
- Average Collection (how much a month)



Key Points

Remember time lapse for information

Where Do I Start ?

- Follow your own advice- chunk it down !
- Pick one area to work on like scheduling or denials to optimize
- Identify the largest fire



Questions/Thoughts

