

Crisis Calls – 988 NCMHS

988 Franklin County Metrics: Jan 2022 – Jan 2023

| North Central Mental Health Services (Columbus, OH) (OH131000) NSPL Call Metrics | | | | | | | | | | | | | |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| | Jan 2022 | Feb 2022 | Mar 2022 | Apr 2022 | May 2022 | Jun 2022 | Jul 2022 | Aug 2022 | Sep 2022 | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 |
| Offered | 190 | 92 | 182 | 73 | 116 | 126 | 174 | 180 | 334 | 165 | 396 | 1,050 | 1,568 |
| Answered | 185 | 91 | 179 | 71 | 115 | 126 | 173 | 180 | 234 | 101 | 281 | 641 | 976 |
| Answer Rate | 97% | 99% | 98% | 97% | 99% | 100% | 99% | 100% | 70% | 61% | 71% | 61% | 62% |
| ASA | 00:09 | 00:08 | 00:08 | 00:08 | 00:08 | 00:09 | 00:14 | 00:13 | 00:16 | 00:16 | 00:18 | 00:18 | 00:17 |

Franklin County, calls are up 400+% YOY

- 976 Jan 2023
- 185 Jan 2022

Answer rates dipped from 100% in August to 62% in January

- Reflects post August ramp-up in paid staff capacity
- Unanswered calls flow to Netcare as 988 backup

Franklin County Jan. 2023 Call Summary

- 1,568 calls offered
- 976 answered
- 217 abandoned (14% abandoned)
- 375 “Flowout” calls offered to the next center in the routing table

Crisis Mobile Response

Community-based, clinician/peer crisis response for Youth and Adults

MRSS – Nationwide Children’s Hospital

- Implemented services on August 30, 2022
- Available from 9am – 9pm, Monday through Friday
- Recently completed their 100th run
- 30% of interventions related to behavioral issues/70% related to self harm and safety
- Less than 10% of those served are in need of psychiatric hospitalization
- Provide follow up services for up to 42 days

CMT Pilot – Netcare

- Implemented services on January 30, 2023
- Available from 10am – 10pm, Monday through Saturday, noon – 10pm Sunday
- ## number of runs to date
- Provide follow up for up to 14 days

Crisis Center Services at 199 S. Central Ave.

Update from RI

Progress toward re-establishing services

- Minor building renovations complete
- Site specific protocols and procedures nearing completion
- Pharmacy license obtained and provider contract complete
- More than 90% staff hired and trained
- Anticipate a short ramp up from daytime services to 24 hours
- Will share open date in the coming weeks

Claims and Enrollments Team and SmartCare Updates

Rob Lonardo

Senior Director of Data and Analytics

Claims and Enrollments Team Updates

C&E Team Updates

- Claims and enrollments team has moved to Planning and Evaluation alongside the data team
- Welcome Delmecia Wilkins as Director of Claims and Enrollments

SmartCare Updates

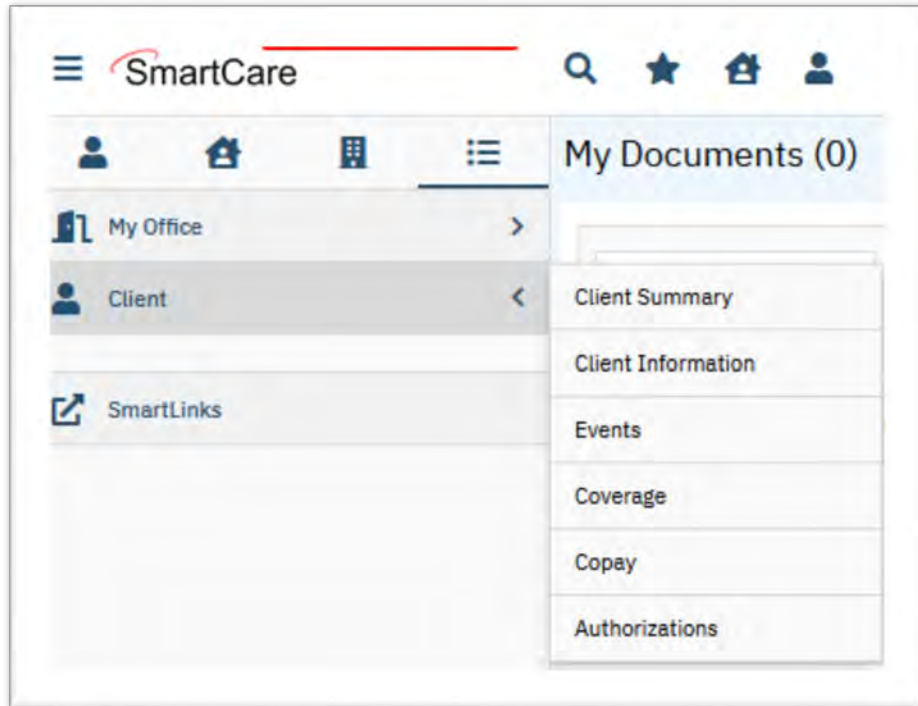
2022 Claims Close-out

- February 15 was 2022 claims submission deadline
- Through March 29, continue reviewing and working 2022 claims
- Enrollments for 2022 services should be entered by March 15
- Secondary claims for 2022 dates of service not processed as expected will be accounted for during reconciliation
- Medicaid eligibility lookups moved to new Ohio Department of Medicaid vendor on February 1

2023 Billing

- On February 15, contract rates and billing codes ready for 2023 claiming
- Secondary claims entered are now recognized by SmartCare
- Copay spans based on new 2023 public subsidy scale
- New Services and Billing Codes Guide available on the ADAMH website provider portal

SmartCare Version “R6”



- New version of SmartCare set for go-live April 1
- What’s changing?
 - Modernized appearance of user interface along with some updates to navigation
- What’s not changing?
 - Most of the user experience (like process for enrolling clients or submitting claims) is remaining identical to the current version
- Documentation and self-guided training resources coming soon

Legislative Update

State Budget Timeline

By January 31

Governor Releases the Executive Budget

February – April

Budget Deliberated in House of Representatives

April – June

Budget Deliberated in Senate

June

Conference Committee Meets to Reconcile Differences

By June 30

Governor Signs Budget Bill

House Committees to Watch

Behavioral Health Committee

Likely will handle bills related to addiction and mental health

- Rep. Latyna Humphrey (Ranking Member)
- Rep. Munira Abdullahi

Finance Committee

Committee responsible for leading the budget process and any legislation with appropriations.

- Rep. Dontavius Jarrells
- Rep. Beth Liston

Finance Subcommittee on Health and Human Services

Committee charged with budget provisions related to HHS

- Rep. Beth Liston

Health Provider Services Committee

Likely will handle bills on “scope of practice” issues

- Rep. Anita Somani (Ranking Member)
- Rep Beth Liston

Public Health Policy Committee

Likely handle controversial bills related to vaccines or abortion

- Rep. Beth Liston (Ranking Member)
- Rep. Munira Abdullahi
- Rep. Anita Somani

Primary and Secondary Education Committee

Will handle all K-12 related education bills

- Rep. Mary Lightbody

Higher Education

Will handle all bills related to higher education

- Rep. Munira Abdullahi
- Rep. Mary Lightbody
- Rep. David Dobos

Senate Committees to Watch

Community Revitalization Committee

New committee that will handle bills on various relief programs for addiction recovery, seniors, people with disability and other communities. Follow-up to the Addiction and Community Revitalization Committee from previous General Assembly.

- Senator Michele Reynolds

Education Committee

Will handle all bills related to K-12 education

- Senator Michele Reynolds

Finance Committee

Committee responsible for leading the budget process and any legislation with appropriations.

- Senator Hearcel Craig

Health Committee

Will see all health-related bills (excluding Medicaid related)

- No Franklin County representation

Medicaid Committee

Committee focused entirely on overseeing the Ohio Department of Medicaid

- Senator Hearcel Craig

Workforce & Higher Education

Will handle legislation related to workforce credentialing and higher education requirements

- Senator Michele Reynolds

Legislation to Watch



- House Bill 33 – Operating Budget Bill
- Senate Bill 1/ House Bill 12 – Reform Ohio Department of Education
- Senate Bill 60 – Mental Health Assistant Licensure
- House Bill 6 – “Save Women’s Sports Act”

Medicaid Unwinding

Background

- Ohio commenced reinstatement of routine eligibility operations on February 1, 2023, meaning individuals can be terminated beginning on April 1, 2023.
- Per CMS guidance, states may not redetermine more than 1/9 of their total Medicaid caseload each month.
- The state will first attempt to renew coverage through an automated process that compares available electronic data sources with an individual's case record to determine continued eligibility.
- **If the state is unable to verify a member's eligibility with available data, a renewal packet will be mailed, prompting them to go through the renewal process.**

Key Messages

- Communicate to Medicaid members the importance of updating their contact information and responding to requests for information
- Share with members the importance of responding to their renewal packets
- Ensure Medicaid Members take the necessary steps to transition to other coverage if no longer eligible for Medicaid

Legend

- Ohio Department of Medicaid activity
- Key Federal dates
- Monthly Medicaid renewal process*

**Note: illustrative example for renewals due in April 2023. This process will repeat monthly throughout the Unwinding period.*

Ohio's Return to Routine Renewal Operations

RETURN TO ROUTINE OPERATIONS

As allowed by the CAA, 2023, Ohio will resume routine eligibility and enrollment operations on February 1, 2023



Efforts to ensure member contact information is up to date

ODM has received authority from CMS via a 1902(e)(14)(A) waiver to partner with MCOs to update beneficiary contact information and establish linkages with the United States Postal Service and National Change of Address database. In the coming months, robocalls will be deployed to confirm accuracy of member addresses before the renewal process begins.

Resources

Medicaid Unwinding

[Ohio Department of Medicaid Unwinding Communications Partner Packet](#)

State Budget

Legislative Service Commission – Budget Central

- Main Operating Budget: <https://www.lsc.ohio.gov/budget/135/main-operating-budget/as-introduced>

House Committee Updates

- Visit ohiohouse.gov/committees and click on “Mailing List” at the top of the Committee page

Advocates for Ohio’s Future Newsletter

- <https://www.advocatesforohio.org/>

Questions? Email: mcerrezuela@adamhfranklin.org