

Behavioral Health Comparison Rate Development: Cost and Wage Survey Training



Washington State Health Care Authority

SEPTEMBER 29, 2022



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Behavioral Health Provider Cost and Wage Survey Background

- **Survey purpose**

- Help HCA meet a legislative requirement to develop behavioral health comparison rates that will provide transparent payment rate benchmarks for Medicaid-funded behavioral health services (2021-2023 State Operating Budget, Section 215, proviso #98 of Engrossed Substitute Senate Bill 5693)
- Understand provider costs associated with the delivery of Medicaid-funded behavioral health services
- Support refining and updating behavioral health comparison rates developed in 2022

- **Providers being asked to complete the survey:**

- Providers delivering services under Section 13d Rehabilitative Services of Washington's Medicaid State Plan
- Mental health and substance use disorder (SUD) outpatient providers, SUD and mental health residential providers, and WISe and PACT service providers

For more information about HCA's behavioral health comparison rate project, please visit:
<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources>.

Key Questions

- **When is the survey due?**

November 10th

- **Where can I find the survey?**

The Excel-based survey and all support materials can be downloaded from the HCA website:

<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources>

If you are unable to use Excel, email us at AppleHealth.Info@Milliman.com and we will send you a pdf version of the survey that can be printed and completed as a hard copy, and then returned via email as a scanned document.

Key Questions (Continued)

- **How do I submit the survey?**

After downloading and completing the survey, attach to an email and send to:

AppleHealth.Info@Milliman.com

- **Important notes**

- Providers should submit one completed survey only.
- You may receive more than one notice of the survey if you contract with more than one MCO.
- A single submitted survey may include information for multiple NPI numbers used for billing.

Overview of Survey Data Elements

- **General information and attestation** – provider’s identification and contact information, attestation, and organization-wide information regarding type of services, turnover, and employee raises
- **Wages and Bonuses** – number of full-time equivalents, wages, training, and payment differentials including signing and retention bonuses
- **Administrative and Program Support Costs** – overall cost structure including administrative and program support costs, clinical/direct care workers and supervisors’ salaries and wages, employee related expenses, transportation costs, and health benefits.
- **Productivity** – paid time off, training hours, and other productivity-related information
- **WISe and PACT** – number of teams and corresponding number of recipients served, geographic location and average monthly miles travel. Monthly staffing by provider group for each team
- **SUD Residential** – number of SUD facilities and related facility characteristics, and staffing information for each type of SUD service provided.
- **Mental Health Residential** – number of mental health residential facilities and related facility characteristics. Total number of mental health technician FTEs and clinical care FTEs
- **Group Services** – average mental health and SUD group size, number of clinical staff leading each group, and average number of groups per week

Which Worksheets Do I Need to Fill Out?

TAB	WISE AND/OR PACT ONLY	SUD RESIDENTIAL ONLY	MH RESIDENTIAL ONLY*	ALL OTHER PROVIDERS
A General	X	X	X	X
B Productivity				X
C Wages for Non-WISE and PACT		X	X	X
D Wages for WISE and PACT	X			
E Bonuses	X	X	X	X
F Admin and Prog Support Costs	X	X	X	X
G WISE Teams and Staffing	X			
H PACT Teams and Staffing	X			
I SUD Res Services / Staffing		X		
J Mental Health Res Services			X	
K Group Services				X
L Feedback	X	X	X	X

*(billing using H0018 and H0019)

Ongoing Support

- **Instructions, training materials, and FAQs** posted on the HCA website

<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources>

- **Dedicated email** for questions that are not answered in the instructions, training materials, or FAQs
AppleHealth.Info@Milliman.com

- **Q&A “live” session** offered on Thursday, October 20th, 9:00 am.

- Register in advance using the below link:

<https://us02web.zoom.us/meeting/register/tZEtdEUoqT8sHdZBhFc8sGBfpqfr1hj7LMx0>

- Please submit questions for consideration to AppleHealth.Info@milliman.com by October 14th.
- If you are not able to attend this session, refer to the FAQs online, which will be updated as needed based on the questions asked.

Walkthrough of the Survey Workbook

Questions and Answers

Questions and Answers

- **Who will have access to the survey data?**

Information reported by providers will not be available to HCA or any other providers or related entities. Individually reported information will be used and maintained only by Milliman and not externally shared with additional parties. Any information shared with HCA may become public record and subject to *Freedom of Information Act (FOIA) requests*. Therefore, Milliman will not be sharing the individual workbooks or provider-specific information with HCA.

- **Why is my participation important?**

The data that you and other providers submit will provide important insights into behavioral health provider costs and wages and inform the payment rate assumptions used to refine the behavioral health comparison rates developed in Phase 1.

- **Who should complete the survey?**

Providers delivering services under Section 13d Rehabilitative Services of Washington's Medicaid State Plan. These include mental health and substance use disorder outpatient providers, substance use disorder and mental health residential providers, and WISe and PACT service providers. Note that the term "provider" refers to an individual or entity engaged in the delivery, ordering, or referring of the above-mentioned services.

Questions and Answers (Continued)

- **Should I still complete the survey if I don't provide BH services anymore, but have provided BH Medicaid services in the past?**

Yes, if you have an active Medicaid provider agreement and have provided BH services in the last year, you should complete the survey.

- **I have questions on the Cost and Wage Survey, can somebody please call me to discuss?**

Please review all instructions and training materials. If you still have questions after reviewing the support materials, please email Milliman your question at AppleHealth.Info@Milliman.com for additional support.

- **If we work with multiple MCOs, do we need to complete one Cost and Wage Survey for each contract?**

Providers only need to submit one survey for all services provided. Providers may report more than one billing ID number in the workbook. Providers should only submit one survey on behalf of everyone for which are an employer of record.

- **Can I resubmit a survey that was submitted in error?**

Yes, please resubmit the survey and we will exclude the previously submitted survey from our analysis.

Questions and Answers (Continued)

- **Where can I get a copy of the survey?**

The Excel-based survey and all support materials can be downloaded from the HCA website:

<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources>

If you are unable to use Excel, email us at AppleHealth.Info@Milliman.com and we will send you a pdf version of the survey that can be printed and completed as a hard copy, and then returned via email as a scanned document.

- **How do I submit the survey?**

After downloading and completing the survey, attach the completed survey file to an email and send to:

AppleHealth.Info@Milliman.com

Next Steps

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- Reach out across your organization as needed for the data to complete the survey.
- Check the HCA website to download and review the survey instructions and updates to the FAQs.
- Attend Q&A session offered on Thursday, October 20th, 9:00 am.
 - Register in advance using the below link:
<https://us02web.zoom.us/meeting/register/tZEtdEUoqT8sHdZBhFc8sGBfpqfr1hj7LMx0>
 - Please submit questions for consideration to AppleHealth.Info@Milliman.com by Friday, October 14th.
 - If you are not able to attend this session, refer to the FAQs online, which will be updated as needed based on the questions asked.

Additional questions? Please visit HCA's website regarding this important initiative (<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources>), or email (AppleHealth.Info@Milliman.com)

Thank you!

Limitations

This survey training presentation is subject to the terms and conditions of the Master Services Agreement between Contract Agreement between the State of Washington, Health Care Authority (HCA) and Milliman, Inc. (Milliman) signed on July 14, 2021.

This survey training presentation has been prepared solely for the internal business use of HCA for purposes of supporting data collection to inform the development of behavioral health comparison rates. This survey training presentation will be shared with Washington behavioral health providers in conjunction with the survey template and survey instructions. This survey training presentation should not be provided to any other party without Milliman's prior written consent. In the event such consent is provided, the survey training presentation must be provided in its entirety. Milliman does not intend to benefit any third party recipient of its work product, even if Milliman consents to the release of its work product to such third party.

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