

## **Lakeshore Regional Entity (LRE) Provider Network Stability Plan**

### **Guiding Principle:**

To assure there is a provider network that is sufficient to provide appropriate access to covered Medicaid services.

### **Introduction**

The COVID-19 pandemic has created significant challenges for many providers contracted by or through funds provided by the Lakeshore Regional Entity and its member Community Mental Health agencies. We need to assess the impact of the COVID-19 pandemic on the stability and viability of the provider network. We also need an avenue for providers to identify their financial needs so that we can identify the challenges accurately and support providers in their efforts to continue offering essential and sufficient services.

We are committed to working in good faith with our member CMHSPs and network providers to provide available supports for the behavioral health system in our region.

### **Current Steps Taken**

Since the beginning of the COVID-19 pandemic, the LRE has been meeting regularly with the CMHSPs to discuss all aspects of impact on consumers and the provider network. Within the Region the following initiatives are currently taking place:

1. The LRE created a regional COVID-19 Task Force to address ongoing concerns.
2. CMHSPs conducted regular local network provider meetings to address concerns regarding service delivery and stressors related to COVID-19.
3. Held meetings to problem-solve with Specialized Residential AFC providers, who were recognized as a high risk, high need group.
4. Provided guidance and technical assistance on the implementation of MDHHS advisory memos affecting billing, authorization, and telehealth options.
5. Updated websites for COVID-19 updates.
6. Provided information from the CDC, State of Michigan, County Health Departments, LARA and other organizations regarding issues of proper use of PPE, sanitizing facilities, and infectious disease control.
7. Surveyed providers regarding financial experience during the crisis.
8. Distributed information and support on COVID-19 testing.
9. CMHSPS have responded to unique local needs from network providers through initiatives such as:

- a. Provided Psychological First Aid to providers
- b. Provided virtual support groups including SMART Recovery
- c. Provided COVID-19 screenings for those in specialized residential and educated providers regarding stay at home orders
- d. Assisted in procuring PPE for residential providers
- e. Offered tablets to homes to support continued support and engagement with folks in residential settings

### **Step One: Data Gathering and Analysis**

The LRE, Beacon Health Options and CMHSPs will work together to further analyze and understand the current status of our region.

1. Regional provider survey sent to provider network on June 10. We are currently reviewing submissions and assisting with follow up questions. Intended completion goal is June 24. Survey purpose is to understand current and future concerns along with past and anticipated future additional costs due to the COVID-19 pandemic.,
2. Analyze any variations in the volume of encounters since the onset of the COVID-19 crisis. Initiate on June 14 to allow for full review of encounters through April 2020.
3. Request information from CMHSPs on variations in the volume of claims paid providers and verify spending levels through review of financial reports.
4. Continue financial analysis by CMHSPs to assure regional consistency in funds distribution.

### **Step Two: Application for Support**

The LRE and CMHSPs will develop a process for providers to submit requests for stabilization funding. A request for enhanced funding will be placed on the websites of the LRE and CMHSP's by June 24, 2020.

1. Detailed information will be gathered to assess moves to telehealth, continued service delivery, and expected future challenges of their organization. Claims data (including estimates as applicable) will be compared to baseline pre-COVID levels. Provider cost information will be reviewed, as will be options for additional revenues from other sources identified to assist businesses.
2. The Joint Operating Committee composed of LRE/Beacon/CMHPs will be responsible for:
  - a. Evaluating and discerning needs
  - b. Recommending distribution of funds
  - c. Establishing approaches that are effective and comply with applicable regulations

- d. Distinguish COVID-19 related needs from those of provider rate issues or other business/operations concerns
- e. Prioritizing responses based on need
- f. Responding and providing a response to providers within 10 business days
- g. Verifying that funds are used consistent with their purpose and within the funding allocations of MDHHS to the LRE region.

The LRE and its member CMHSPs value our provider partners and understand the importance their services have in the lives of the people we serve and support – as well as their communities.

Our aim is to preserve access to high quality, cost effective services and supports through the pandemic response period and well into the future. Our plan as a public entity will offer transparency to our State and Provider partners and flexibility for our service purchasing partners while providing some regional standardization.