



Dane County Department of Human Services Behavioral Health Division

Dane County Executive – Joe Parisi
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CCS Coordination Committee Minutes

Zoom Virtual Meeting
March 20, 2024
12:00-1:30 p.m.

Present: Linda Aroonsavath, Melodie Berry, Michelle Danielson, Kimberly Disch-French, Amber Hofmaster, Corri Kohn, Veronica McMurray, Nikyra McCann, Chloe Moore, Tyson Rittenmeyer, Tracey Scherr, Vanessa Statam, Julie Meister (Chair)

Present (Non-Members): Jenna Ramaker, Niki Sustr

1. Public comment time (5 min/speaker max. up to 15 minutes total allocation)
2. Comments about, or corrections to, 1/17/2023 minutes.
 - a. Approval of minutes
All in favor, minutes approved
3. Welcome to new CCS Coordination Committee members.
 - a. Amber Hofmaster
 - b. Chloe Moore
4. Progress update (as of 3/14/2024)
 - a. CCS enrollment update: 2,361 total participants
 - i. Adults = 1739 (down 14)
 - ii. Youth = 622 (up 25)
 - iii. Discharges
 - 2021 average discharges: 26/month
 - 2022 average discharges: 36/month
 - 2023 average discharges: 40/month
5. Telehealth Policy
 - a. Review, discussion, approve.

Total enrollments this period = 113 Total discharges this period = 102 Net change in enrollment = +11
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Julie reviewed the proposed Telehealth Policy. The requirement to have a Telehealth Policy was recently added to DHS 36. The draft CCS policy includes wording from ForwardHealth published policy to ensure that Dane County CCS is staying in compliance with the Medicaid rules. CCS Coordination Committee members were especially pleased with the requirement that both the participant and the provider must agree for telehealth to be provided—otherwise the services must be provided in person.

Tyson asked if there are specific standards for internet capability.

Julie: The proposed policy requires that the quality of the transmission has to be comparable to in-person visit. We did include that failure to follow the telehealth guidelines could lead to claim denials or other actions. This would include transmission problems.

Michelle asked: What if someone accepts telehealth in the beginning and 6 months in, they realize telehealth is not the greatest?

Julie: CCS participants can decide at any given time that telehealth is not working for them and the policy indicates that the provider must be willing to refer the person to an in-person provider.

Melodie stated that people want to do CCS groups as they did during or post COVID, how can the confidentiality be regulated via telehealth.

Julie: The proposed policy includes privacy considerations when it comes to groups. The service provider should be making sure that each person in the group is in a private location during the group meeting and understands privacy considerations.

Linda asked if there is a general telehealth form that CCS can provide.

Julie: Each agency should have their own, there are many telehealth consent templates online and agencies would likely be willing to share what they use.

Chloe mentioned, given that consumers have choice in whether or not they want telehealth services, if they called a provider and they offer therapy by only with telehealth, the consumer might assume they have to take telehealth. I wonder if adding that to the directory with who provides telehealth and/or in-person services.

Linda requested that members have some additional time to review the details of the policy. Suggestion to email feedback to Julie by March 29. If no feedback received, we can approve policy. All committee members voted in favor of approving the policy as long as there is no feedback submitted to Julie by March 29. If feedback is received, the Telehealth Policy will be brought back to the May CCS Coordination Committee meeting for review.

6. Conduct Policy Revision

- a. Review, discussion, approve.

Added language- The clinical supervisor of the established provider's agency they are leaving the clinical supervisor of the established provider's agency they are beginning employment with Dane County CCS Administrator and Dane County CCS Service Director.

All in favor to approve.

7. Results of 2023 Consumer Satisfaction Survey (Jenna)

- a. Full report not finalized, will be placed on website

Jenna reviewed results of 2023 Consumer Satisfaction Survey.

8. 2024 QI Plan

- a. Review and edit 2023 QI plan for 2024, first review of #6-#9
b. Goals for quality improvement during the coming year

Did not have time to review the QI plan during this meeting.

9. Items for future meetings:

- a. QI Plan update (finish in May, if needed)
b. Explore improvements to the administration of MHSIP for 2024 (May)

Jenna will review telehealth, prescriber access, and social connectedness results from the 2023 Consumer Satisfaction survey.

10. Completion of timesheets.

- a. Julie will email timesheets to those that need them to review. Either sign electronically with Adobe Acrobat or send email back to Julie confirming that you agree with time sheet (counts as your signature) and Julie will submit to payroll.

Next Meeting

5/15/24, 12:00-1:30pm

Zoom Virtual Meeting