



## **Transition Planning Update: September 28, 2016**

### Organizational Development and Hiring Plan

The NTBHA transition team continues to post positions according to the approved hiring plan. Candidates are currently being evaluated and interviews are being scheduled for the Quality Management Manager, Finance Manager, and Staff Accountant positions. We have extended an offer for the IT Support Specialist position with a start date of October 3, 2016.

The following positions are currently posted:

- QM Manager
- Administrative Assistant
- Care Manager – Dallas 1115 Waiver Crisis Services Project
- State Hospital Liaison
- OSAR Counselor
- Programmer I

### Communication Plan

NTBHA began mailing letters to current NorthSTAR providers on September 27, 2016 in order to provide information on the upcoming changes to the indigent behavioral health system. The letters included a detailed list of the outpatient mental health and substance use disorder network effective January 1, 2017. NTBHA has requested that providers begin assisting consumers who will be impacted to ensure continuity of care if a change to a network provider and/or level of care is needed.

NTBHA will begin sending letters to impacted consumers on October 4, 2016 to inform them of changes and provide necessary information to facilitate a smooth transition in services.

NTBHA has developed a Frequently Asked Questions (FAQ) document that will be posted on the NTBHA website. Staff training is underway to ensure customer service staff are prepared to answer questions and assist with referrals as needed.

### Procurement and Provider Network Development

NTBHA continues to focus on provider network development.



NTBHA began distributing Substance Use Disorder Provider contracts to awarded entities on Monday, September 12, 2016. NTBHA staff held individual meetings with SUD contractors on September 22 and September 23 in order to review the contract documents and discuss service rates and targets. The NTBHA Contracts Coordinator is working closely with providers to ensure all contracts are executed and necessary documentation is submitted to HHSC by September 30, 2016.

NTBHA will begin distributing Comprehensive Mental Health Provider contracts to awarded entities by September 28, 2016. The target execution date for all comprehensive mental health provider contracts is October 17, 2016.

Anticipated agenda items for consideration and approval at the October 12th Board meeting include but are not limited to the following:

- Award Approval - Recovery Support Services – Community Based Organizations (SUD)
- Award Approval - Pharmacy Benefit Manager
- Contract Approval – Comprehensive Mental Health Service Providers
- Contract Approval – YES Waiver Services
- Contract Approval – Hotline and Mobile Crisis Outreach Services
- Consideration of Appeal – RFP#2016-07-06