

Montana's Provider Rate Study – Why Participate as a Behavioral Health Services Participant?

Minutes

May 19, 2022

4:00 PM (MST) – 6:00 PM (MST)

1. Welcome

Jamin Barber welcomed attendees to the meeting, presented the agenda for the meeting, and began facilitating.

2. Background on Why the Rate Study is Happening

Guidehouse presented a background on the rate study.

3. How the Rate Study Impacts You

Guidehouse presented on “How the Rate Study Impacts You”

4. Participant Feedback

Guidehouse opened the floor for feedback from the audience.

- Attendee: Hello. I am a billing resolution specialist with our HCBS provider location, and I know that my healthcare administrator and manager have difficulty finding caregivers willing to work at the current reimbursement rate. We believe this to be a significant part of the issue. Thank you.
 - GH: Yes, and in addition to rates, there are other several factors impacting a healthy workforce.
- Attendee: At the department, we hear that insufficient rates cause higher turnover and impact quality of service received due to lack of ongoing relationship with caregivers.
 - GH: There are real benefits to consistency in care; to know individual preferences and how a person likes to receive services versus having to train new staff often. A great point with research to back it up.
- Attendee: I am a clinical psychologist in private practice, so I am not sure I am on point here. But are rates for outpatient therapists being considered?
 - Jackie: Requested email address to follow up directly.

- Attendee: I would love feedback on CM. We get lots of feedback from providers. would love to hear from people receiving CM in the community. And would also love to hear from providers on the call.
 - Attendee: From what we have experienced, there have been high turnover rates with low training in the field; which leaves many of our clients confused and upset with the level of service, specific to case management.
- Attendee: Thank you all for making the information available and for the opportunity to comment.
- Attendee: GH you have done a great job in providing opportunities for people to comment
- GH: There is a high level of expertise present in the workgroups and committees working on the rate study. We are regularly talking about these concerns.

5. Answer Questions

Attendee: This was very helpful to our current provider situation, and I will definitely contact with more questions. Thank you.

Adjournment @ 6:00 PM (MST)

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