

# **The Harris Center for Mental Health and IDD**

(Formerly known as MHMRA of Harris County)

## **Mental Health Network Development Plan FY '16**



# 2016 Provider Network Development Plan

Complete and submit in Word format (do not PDF) to [performance.contracts@dshs.state.tx.us](mailto:performance.contracts@dshs.state.tx.us) no later than March 1, 2016.

All LMHAs must complete Part I, which includes a baseline data about services and contracts and documentation of the LMHA's assessment of provider availability, and Part III, which documents PNAC involvement and public comment.

Only LMHAs with interested providers are required to complete Part II, which includes procurement plans.

When completing the template:

- ◆ Be concise, concrete, and specific. Use bullet format whenever possible.
- ◆ Provide information only for the period since submission of the 2012 Local Provider Network Development Plan (LPND Plan).
- ◆ When completing a table, insert additional rows as needed.

NOTE:

- 1) This process applies only to services funded through DSHS; it does not apply to services funded through Medicaid Managed Care. Throughout the document, data is requested only for the non-Medicaid population.
- 2) The rules governing Local Planning have been revised. Please review the new rules before completing the template. Key changes include:
  - 1) The requirements for network development pertain only to provider organizations and complete levels of care or specialty services. Routine or discrete outpatient services and services provided by individual practitioners are governed by local needs and priorities and are not included in the assessment of provider availability or plans for procurement.
  - 2) The public comment period on the draft plan must be at least 30 days.
  - 3) The requirement to post procurement documents for public comment has been eliminated.
  - 4) A post-procurement report must be submitted to the department within 30 days of completing a procurement described in the LMHAs approved plan.
  - 5) LMHAs must establish an appeals process for providers.

# PART I: Required for all LMHAs

## Local Service Area

1) Provide the following information about your local service area. Most of the data for this section can be accessed from the following reports in MBOW, using data from the following report: 2014 LMHA Area and Population Stats (in the General Warehouse folder).

<b>Population</b>	4,441,370	<b>Number of counties (total)</b>	1
<b>Square miles</b>	1,703.48	♦ <b>Number of urban counties</b>	1
<b>Population density</b>	2,607	♦ <b>Number of rural counties</b>	0

Major populations centers (add additional rows as needed):

<b>Name of City</b>	<b>Name of County</b>	<b>City Population</b>	<b>County Population</b>	<b>County Population Density</b>	<b>County Percent of Total Population</b>
Houston	Harris	2,239,558	4,441,370	2,607	100%

## Current Services and Contracts

- 2) Complete the table below to provide an overview of current services and contracts. Insert additional rows as needed within each section.
- 3) List the service capacity based on FY 2015 data.
  - a) For Levels of Care, list the non-Medicaid average monthly served. (Note: This information can be found in MBOW, using data from the following report in the General Warehouse folder: LOC-A by Center (Non-Medicaid Only and All Clients).
  - b) For residential programs, list the total number of beds and total discharges (all clients).
  - c) For other services, identify the unit of service (all clients).
  - d) Estimate the FY 2016 service capacity. If no change is anticipated, enter the same information as Column A.
  - e) State the total percent of each service contracted out to external providers in 2015. In the sections for Complete Levels of Care, do not include contracts for discrete services within those levels of care when calculating percentages.

	<b>FY 2015 service capacity (non-Medicaid only)</b>	<b>Estimated FY 2016 service capacity (non-Medicaid only)</b>	<b>Percent total non-Medicaid capacity provided by external providers in FY 2015*</b>
<b>Adult Services: Complete Levels of Care</b>			
Adult LOC 1m	17	19	0%
Adult LOC 1s	5,246	5,771	0%
Adult LOC 2	790	869	0%
Adult LOC 3	619	681	0%
Adult LOC 4	31	34	0%
Adult LOC 5	149	164	0%

<b>Child and Youth Services: Complete Levels of Care</b>	<b>FY 2015 service capacity (non-Medicaid only)</b>	<b>Estimated FY 2016 service capacity (non-Medicaid only)</b>	<b>Percent total non-Medicaid capacity provided by external providers in FY 2015*</b>
Children's LOC 1	56	62	0%
Children's LOC 2	338	372	0%
Children's LOC 3	37	41	0%
Children's LOC 4	1	1	0%
Children's CYC	7	8	0%
Children's LOC 5	11	12	0%

<b>Crisis Services</b>	<b>FY 2015 service capacity</b>	<b>Estimated FY 2016 service capacity</b>	<b>Percent total capacity provided by external providers in FY 2015*</b>
Crisis Hotline	228,152 total	Same	0%
Mobile Crisis Outreach Team	2,056	Same	0%
Other (Please list all PESC Projects and other Crisis Services):			
PES	10,938	Same	0%
CIRT	6,955	Same	0% (except police partners)
ICC	3,780	Same	0%
CCSI	91	Same	0%
HCPI	761	Same	0%
BRANARD	184 served/4,968 bed days	Same	0%
COD	158 served/9,430 bed days	Same	100%
CRU	484 served/6,292 bed days	Same	0%
PHCRU	76 served/1,596 bed days	228/4788	0%
CSU	1,377 served/4,568 bed days	Same	0%
CTI	123	Same	0%

- 4) List **all** of your FY 2015 Contracts in the tables below. Include contracts with provider organizations and individual practitioners for discrete services. If you have a lengthy list, you may submit it as an attachment using the same format.
- In the Provider column, list the name of the provider organization or individual practitioner. The LMHA must have written consent to include the name of an individual peer support provider. For peer providers that do not wish to have their names listed, state the number of individuals (e.g., “3 Individuals”).
  - List the services provided by each contractor, including full levels of care, discrete services (such as CBT, physician services, or family partner services), crisis and other specialty services, and support services (such as pharmacy benefits management, laboratory, etc.).

<b>Provider Organizations</b>	<b>Service(s)</b>
Randall’s	Pharmacy
CPL	Laboratory
JSA Health, LLC	Telemedicine

Baylor College of Medicine and Univ. of Texas	Physicians Consultants
Baylor College of Medicine	EKG Readings
Baylor College of Medicine	Physical Examinations
Bay Area Recovery Center Cheyenne Center Directions of Recovery Passages, Inc. Pathways to Serenity Santa Maria Hostel, Inc. Volunteers of America (withdrew contract 8/31/15)	CPEP Contracts (Dual Disorders-Residential Programs)
Healthcare for the Homeless	Jail In-Reach and Crisis Follow-up/Relapse Prevention
Harris County Psychiatric Center (HCPC)	Inpatient Services
Harris County Psychiatric Center Civil Beds (HCPC)	Inpatient Services
Harris County Psychiatric Center Competency Restoration Beds (HCPC)	Inpatient Services
Pooled-Psychiatric Beds Services Behavioral Hospital of Bellaire, LLC Intracare Hospital d/b/a Intracare North Hospital	Hospital Diversion
CTI Transitional Housing Pathway to Serenity Directions of Recovery Santa Maria Hostel, Inc. Turning Point Center for Recovery and Wellness Resources	Housing
Houston Police Department and Harris County Sheriff Office	CIRT teams and HOT teams
X-Ray (X-Ray X Press)	Medical Services

<b>Individual Practitioners</b>	<b>Service(s)</b>
Vanesia Johnson, LCSW	Discrete CBT Therapy – LOC 2 Adults & CAS; contract training requirements not completed by applicant therefore no patients chosen and no services provided yet.

## Provider Availability

*NOTE: The LPND process is specific to provider organizations interested in providing full levels of care to the non-Medicaid population or specialty services. It is not necessary to assess the availability of individual practitioners. Procurement for the services of individual practitioners is governed by local needs and priorities.*

5) *Using bullet format, list steps the LMHA took to identify potential external providers for this planning cycle.*

- The Harris Center has had a Request for Applications/Information for Adult, Children, or Crisis Services since 2003. Most Open Enrollment periods have been on full 2 year open cycles. The Harris Center has had well over 500 inquiries from providers: Results- 1 full service contractor 2007; 3 submitted written applications for full service resulting in 0 contracts (either incomplete application, not qualified, or not approved). Approximately 25 contracts for discrete services (Substance Abuse, Competency, Crisis services, Foster Care, CBT).
  - The Harris Center has had a contract with 1 full service provider that contracted with us to provide the full array of services from 2007 for approximately 2 years until they termed operations.
  - 1 full service provider applied, was credentialed to contract in May 2008 to provide the full array of services but was termed as of 12/18/09 due to no follow-up/response from the provider.
  - 1 full service contractor applied with full application but was not approved in 2009.
  - 1 full service contractor with incomplete application; never responded in 2011 for missing information.
  - The other inquires have come mostly from private discrete service providers for Cognitive Behavioral therapy or Crisis Services.
- The Harris Center meets regularly with stakeholder groups for input and expansion opportunities around network development.
- Please reference The Harris Center's prior LPND Plans for 2008, 2010, 2012 for extensive history of planning, procurement, and contracting.
- Since 2012, The Harris Center has engaged in discussions with over 100 providers from last LPND plan release: The Harris Center has advertised the open enrollments on their external website as well as DSHS website continuously. The Harris Center has had 15 written applications for discrete services: 1 possible full service though questionable since no psychiatrist attached to practice- had no response to our questions and 14 discrete CBT/Crisis applications—results: 1 signed CBT contract; 1 pending for CBT contract; 1 pending Crisis Contract.
  - June 2013: Adult Service Packages 1, 2, 3, and 4 were released for procurement which resulted in 5 discrete service incomplete applications and 1 possible full service provider though questionable since no psychiatrist attached to practice- had no response/incomplete application; resulting in 0 contracts.
  - January 2014: Harris County released a RFP for Crisis Respite Services which resulted in 2 interested providers attending a mandatory meeting and another 1 sent a notice to “Not to participate;” resulting in 0 contracts.
  - January 2014: Harris County released a RFA for Co-Occurring Disorders Services which resulted in 1 application thus 1 pending contract.
  - June 2014: Harris County reposted all Adult and Children & Adolescent services which resulted in 6 incomplete applications for discrete services and 2 full applications for discrete CBT services: resulting in 1 executed contract and 1 pending contract.
- The Harris Center inquired approximately 273 community stakeholders including: NAMI, Gateway to Care, Family Services of Greater Houston, Houston Psychiatric Society, Psychiatric Hospitals, Baylor College of Medicine, Legacy Community Health Services, as well as other relevant professional organizations and advocacy groups and individuals about interest in providing a full levels of care array of services for the non-Medicaid

population per the Texas Administrative Code, Chapter 412, Subchapter P, in relation to Provider Network Development (TAC 412 P). No inquires about contracting at this time; responses only to stay on stakeholder list for future.

- The DSHS website also provided a venue for provider organizations to express their interest in by submitting a Provider Inquiry Form. The Harris Center received one inquiry form; result- not qualified applicant for full service; will continue to review contract renewal for discrete services CBT.

6) Complete the following table, inserting additional rows as needed.

- ♦ List each potential provider identified during the process described in Item 5 of this section. Include all current contractors, provider organizations that registered on the DSHS website and provider organizations that have submitted written inquiries since submission of 2012 LPND plan. You will receive notification from DSHS if a provider expresses interest in contracting with you via the DSHS website. Provider inquiry forms will be accepted through the DSHS website through December 31, 2015. **Note:** Do not finalize your provider availability assessment or post the LPND plan for public comment before January 6, 2016.
- ♦ Note the source used to identify the provider (e.g., current contract, DSHS website, LMHA website, e-mail, written inquiry).
- ♦ Summarize the content of the follow-up contact described in Appendix A. If the provider did not respond to your invitation within 14 days, document your actions and the provider's response. In the final column, note the conclusion regarding the provider's availability. For those deemed to be potential providers, include the type of services the provider can provide and the provider's service capacity.

Provider	Source of Identification	Summary of Follow-up Meeting or Teleconference	Assessment of Provider Availability, Services, and Capacity
Vanesia Johnson, LCSW	DSHS Website: Provider Inquiry Form 2015	The meeting discussed her business (VRJ & Associates) currently providing therapy services with LCSWs, LPCs, and LCDC professionals. Currently not eligible to provide full array of services. Will continue to pursue renewing her individual contract for discrete CBT services with The Harris Center.	Not qualified applicant for full array of services. Will continue to review a renewal contract for discrete CBT services with her as individual practitioner.
Randall's	Current contractor	Received no response	NA-not full service outpatient provider
CPL	Current contractor	Received no response	NA-not full service outpatient provider
JSA Health, LLC	Current contractor	Received no response	NA-not full service outpatient provider
Baylor College of Medicine	Current contractor	Received no response	NA-no response
Intracare Hospital d/b/a Intracare North Hospital		Received no response	NA-not full service outpatient provider
Bay Area Recovery	Current	Received no response	NA-not full service outpatient provider



Center Cheyenne Center Directions of Recovery Passages, Inc. Pathways to Serenity Santa Maria Hostel, Inc. Volunteers of America (withdrew contract 8/31/15)	contractors		
Healthcare for the Homeless	Current contractor	Received no response	NA-no response
Harris County Psychiatric Center (HCPC)	Current contractor	Received no response	NA-no response
Behavioral Hospital of Bellaire, LLC	Current contractor	Received no response	NA-not full service outpatient provider
Turning Point Center for Recovery and Wellness Resources	Current contractor	Received no response	NA-not full service outpatient provider
Houston Police Department and Harris County Sheriff Office	Current contractor	Received no response	NA-not full service outpatient provider
X-Ray (X-Ray X Press)	Current contractor	Received no response	NA-not full service outpatient provider
Wellness Counseling Ctr.	Written inquiry 2013	Received no response	Therapy/ Discrete provider-Withdrew application
VRJ, LLC	Written inquiry since 2012	FY 15 contractor- provider reviewing contract renewal for FY 16	Therapy/ Discrete provider-CBT Contractor FY 15
ARS	Written inquiry since 2012	FY 15 pending contractor-contract never returned signed contract	Therapy/ Discrete provider-Pending CBT contractor FY 15

Sydney Casares, LCSW	Written inquiry 2014	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Rosenberg Clinic	Written inquiry 2014	Received no response	Not located in Harris County
Sada Okolo, LPC	Written inquiry 2014	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Tamara Pena, LPC	Written inquiry 2013	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Chasity Wrater/ Renew Counseling	Written inquiry 2014	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Heather Richard, LPC	Written inquiry 2014	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Moving Forward, LLC	Written inquiry 2014	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Houston Discovery Community, LLC	Written inquiry 2015	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Porcha Lawson	Written inquiry 2014	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Keisha Johnson, PhD	Written inquiry 2013/2014	Received no response	Therapy/ Discrete provider-no response from provider to our Incomplete application questions
Totus Counseling Group: Obuuko Uwanogho	Written inquiry 2013	Received no response	Unknown Service provider (CAS 1.1 and AMH 2 application but unsure staffing; no psychiatrist attached to practice)-Incomplete Application submitted and no response to our questions

# Part II: Required for LMHAs with potential for network development- N/A

## Procurement Plans

If the assessment of provider availability indicates potential for network development, the LMHA must initiate procurement. 25 TAC §412.754 describes the conditions under which an LMHA may continue to provide services when there are available and appropriate external providers. Include plans to procure complete levels of care or specialty services from provider organizations. Do not include procurement for individual practitioners to provide discrete services.

- 7) Complete the following table, inserting additional rows as need.
- ◆ Identify the service(s) to be procured. Make a separate entry for each service or combination of services that will be procured as a separate contracting unit. Specify Adult or Child if applicable.
  - ◆ State the capacity to be procured, and the percent of total capacity for that service.
  - ◆ Identify the geographic area for which the service will be procured: all counties or name selected counties.
  - ◆ State the method of procurement—open enrollment (RFA) or request for proposal.
  - ◆ Document the planned begin and end dates for the procurement, and the planned contract start date.

Service or Combination of Services to be Procured	Capacity to be Procured	Method (RFA or RFP)	Geographic Area(s) in Which Service(s) will be Procured	Posting Start Date	Posting End Date	Contract Start Date

## Rationale for Limitations

NOTE: Network development includes the addition of new provider organizations, services, or capacity to an LMHA’s external provider network.

- 8) Complete the following table. Please review 25 TAC §412.755 carefully to be sure the rationale addresses the requirements specified in the rule (See Appendix B).
- ◆ Based on the LMHA's assessment of provider availability, respond to each of the following questions.
  - ◆ If the response to any question is Yes, provide a clear rationale for the restriction based on one of the conditions described in 25 TAC §412.755.
  - ◆ If the restriction applies to multiple procurements, the rationale must address each of the restricted procurements or state that it is applicable to all of the restricted procurements.
  - ◆ The rationale must provide a basis for the proposed level of restriction, including the volume of services to be provided by the LMHA.

	Yes	No	Rationale
1) Are there any services with potential for network development that are not scheduled for procurement?			
2) Are any limitations being placed on percentage of total capacity or volume of services external providers will be able to provide for any service?			
3) Are any of the procurements limited to certain counties within the local service area?			
4) Is there a limitation on the number of providers that will be accepted for any of the procurements?			

- 9) If the LMHA will not be procuring all available capacity offered by external contractors for one or more services, identify the planned transition period and the year in which the LMHA anticipates procuring the full external provider capacity currently available (not to exceed the LMHA's capacity).

Service	Transition Period	Year of Full Procurement

### Capacity Development

- 10) Using bullet format, describe the strategies the LMHA will use to minimize overhead and administrative costs and achieve purchasing and other administrative efficiencies.

- ◆
- ◆

- 11) List partnerships with other LMHAs related to planning, administration, purchasing and procurement or other authority functions, or service delivery. Include only current, ongoing partnerships.

Start Date	Partner(s)	Functions

12) In the table below, document your procurement activity since the submission of your 2012 LPND Plan. Include procurements implemented as part of the LPND plan and any other procurements for complete levels of care and specialty services that have been conducted.

- ♦ List each service separately, including the percent of capacity offered and the geographic area in which the service was procured.
- ♦ State the results, including the number of providers obtained and the percent of service capacity contracted as a result of the procurement. If no providers were obtained as a result of procurement efforts, state "none."

Year	Procurement (Service, Percent of Capacity, Geographic Area)	Results (Providers and Capacity)

## PART III: Required for all LMHAs –

### **PNAC Involvement**

13) Show the involvement of the Planning and Network Advisory Committee (PNAC) in the table below. PNAC activities should include input into the development of the plan and review of the draft plan. Briefly document the activity and the committee's recommendations.

Date	PNAC Activity and Recommendations
11/17/15	DSHS updated their website to reflect the new LPND guidelines and template for the FY 16 planning cycle. A Provider Inquiry Form was made available to community for completion. The Harris Center received one form 12/10/15 on DSHS website. On 12/15/15, The Harris Center met with the provider who is not a full service array provider and it was determined the practice was not qualified but The Harris Center will continue to pursue contracting for discrete services this year with the provider.
12/8/15	The Harris Center inquired approximately 273 community stakeholders including the local NDAC local committee including: NAMI, Gateway to Care, Family Services of Greater Houston, Houston Psychiatric Society, Psychiatric Hospitals, Baylor College of Medicine, Legacy Community Health Services, as well as other relevant professional organizations and advocacy groups and individuals about interest in providing a full levels of care array of services for the non-Medicaid population per the Texas Administrative Code, Chapter 412, Subchapter P, in relation to Provider Network Development (TAC 412 P). No inquires about contracting for full services at this time were made; responses received only asked to stay on the stakeholder list for the future and to continue our individual service contracts.
1/11/16	Draft LPND FY 16 plan was sent out to the stakeholders, opened for public comment on The Harris Center's external website, DSHS website has The Harris Center RFA link continuously since approximately 2010, and the plan was sent to professional organizations for public comment and feedback. The Harris Center received support and minimal comments. The posting expired for public comment on February 11, 2016.

## Stakeholder Comments on Draft Plan and LMHA Response

Allow at least 30 days for public comment on draft plan. Do not post plans for public comment before January 6, 2016.

In the following table, summarize the public comments received on the draft plan. If no comments were received, state "None." Use a separate line for each major point identified during the public comment period, and identify the stakeholder group(s) offering the comment. Describe the LMHA's response, which might include:

- ♦ Accepting the comment in full and making corresponding modifications to the plan;
- ♦ Accepting the comment in part and making corresponding modifications to the plan; or
- ♦ Rejecting the comment. Please explain the LMHA's rationale for rejecting the comment.

Comment	Stakeholder Group(s)	LMHA Response and Rationale
Supports The Harris Center's efforts. Wants to continue contracting for COD services	Passages	N/A
Alarmed and concerned there are so many unsuccessful small provider applications. "Believes there should be some 'how to' training to contract with MHMRA for single providers or small group practices."	Vanesia Johnson, LCSW	N/A

**COMPLETE AND SUBMIT ENTIRE PLAN TO [performance.contracts@dshs.state.tx.us](mailto:performance.contracts@dshs.state.tx.us) by March 1, 2016.**

## **Appendix A**

### **Assessing Provider Availability**

Provider organizations can indicate interest in contracting with an LMHA through the DSHS website or by contacting the LMHA directly. On the DSHS website, a provider organization can submit a Provider Inquiry Form that includes key information about the provider. DSHS will notify both the provider and the LMHA when the Provider Inquiry Form is posted.

During its assessment of provider availability, it is the responsibility of the LMHA to contact potential providers to schedule a time for further discussion. This discussion provides both the LMHA and the provider an opportunity to share information so that both parties can make a more informed decision about potential procurements.

The LMHA must work with the provider to find a mutually convenient time. If the provider does not respond to the invitation or is not able to accommodate a teleconference or a site visit within 14 days of the LMHA's initial contact, the LMHA may conclude that the provider is not interested in contracting with the LMHA.

If the LMHA does not contact the provider, the LMHA must assume the provider is interested in contracting with the LMHA.

An LMHA may not eliminate the provider from consideration during the planning process without evidence that the provider is no longer interested or is clearly not qualified or capable of provider services in accordance with applicable state and local laws and regulations.



## Appendix B

### 25 TAC §412.755. Conditions Permitting LMHA Service Delivery.

An LMHA may only provide services if one or more of the following conditions is present.

- (1) The LMHA determines that interested, qualified providers are not available to provide services in the LMHA's service area or that no providers meet procurement specifications.
- (2) The network of external providers does not provide the minimum level of individual choice. A minimal level of individual choice is present if individuals and their legally authorized representatives can choose from two or more qualified providers.
- (3) The network of external providers does not provide individuals with access to services that is equal to or better than the level of access in the local network, including services provided by the LMHA, as of a date determined by the department. An LMHA relying on this condition must submit the information necessary for the department to verify the level of access.
- (4) The combined volume of services delivered by external providers is not sufficient to meet 100 percent of the LMHA's service capacity for each level of care identified in the LMHA's plan.
- (5) Existing agreements restrict the LMHA's ability to contract with external providers for specific services during the two-year period covered by the LMHA's plan. If the LMHA relies on this condition, the department shall require the LMHA to submit copies of relevant agreements.
- (6) The LMHA documents that it is necessary for the LMHA to provide specified services during the two-year period covered by the LMHA's plan to preserve critical infrastructure needed to ensure continuous provision of services. An LMHA relying on this condition must:
  - (A) document that it has evaluated a range of other measures to ensure continuous delivery of services, including but not limited to those identified by the LANAC and the department at the beginning of each planning cycle;
  - (B) document implementation of appropriate other measures;
  - (C) identify a timeframe for transitioning to an external provider network, during which the LMHA shall procure an increasing proportion of the service capacity from external provider in successive procurement cycles; and
  - (D) give up its role as a service provider at the end of the transition period if the network has multiple external providers and the LMHA determines that external providers are willing and able to provide sufficient added service volume within a reasonable period of time to compensate for service volume lost should any one of the external provider contracts be terminated.