

## Massa, Cody

---

**From:** Brent Patton <brent.patton@bhcpns.org>  
**Sent:** Friday, June 3, 2022 4:52 PM  
**To:** solicitation.questions  
**Subject:** Access Behavioral Health response to RFI 014-21/22  
**Attachments:** Access Behavioral Health Response to RFI 014-2122.doc

Dear Mr. Massa,

ABH is please to submit our response to this RFI. Attached is our response, I will submit the redacted version in a separate email.

Best regards,

Brent Patton, PMP  
Director, Access Behavioral Health  
a division of Lakeview Center, Inc.  
Phone: (850) 469-3505

All electronic data transmissions originating from or sent to Baptist Health Care Corporation (BHC) are subject to monitoring. If the reader of this message is not the intended recipient, please take notice that any use, copying, printing, forwarding or distribution of this message, in any form, is strictly prohibited and may violate State or Federal Law. If you have received this transmission in error, please delete or destroy all copies of this message. Rev.04/24/2014.  
<https://www.eBaptistHealthCare.org>

## Massa, Cody

---

**From:** Brent Patton <brent.patton@bhcpns.org>  
**Sent:** Friday, June 3, 2022 4:54 PM  
**To:** solicitation.questions  
**Subject:** Fw: Access Behavioral Health response to RFI 014-21/22  
**Attachments:** Access Behavioral Health Response to RFI 014-2122 - Redacted.doc

Dear Mr. Massa,

Attached is our redacted version.

Best regards,

Brent Patton, PMP  
Director, Access Behavioral Health  
a division of Lakeview Center, Inc.  
Phone: (850) 469-3505

---

**From:** Brent Patton  
**Sent:** Friday, June 3, 2022 3:52 PM  
**To:** solicitation.questions@ahca.myflorida.com <solicitation.questions@ahca.myflorida.com>  
**Subject:** Access Behavioral Health response to RFI 014-21/22

Dear Mr. Massa,

ABH is please to submit our response to this RFI. Attached is our response, I will submit the redacted version in a separate email.

Best regards,

Brent Patton, PMP  
Director, Access Behavioral Health  
a division of Lakeview Center, Inc.  
Phone: (850) 469-3505

All electronic data transmissions originating from or sent to Baptist Health Care Corporation (BHC) are subject to monitoring. If the reader of this message is not the intended recipient, please take notice that any use, copying, printing, forwarding or distribution of this message, in any form, is strictly prohibited and may violate State or Federal Law. If you have received this transmission in error, please delete or destroy all copies of this message. Rev.04/24/2014.  
<https://www.eBaptistHealthCare.org>



Lakeview Center, Inc. d.b.a Access Behavioral Health response to  
RFI 014-21/22 Re-Procurement of the Statewide Medicaid  
Managed Care Program.

Cody Massa  
Procurement Officer

Dear Mr. Massa,

Lakeview Center, Inc., doing business as Access Behavioral Health, is pleased to submit this response to RFI 014-21/22.

Current Relevant/Past Experience

Lakeview Center, Inc. is a 501(c)(3) not-for-profit organization under Chapter 617, Florida Statutes. Lakeview Center, Inc. is registered to do business in Florida with Florida Corporate Charter Number 703335 and Federal Employer Identification Number 59-0737872. Lakeview Center's network of behavioral health, vocational and child protective services helps people who are experiencing mental illnesses, addiction disorders, disabilities, and children who have been abused or neglected. We provide behavioral health, substance use disorder treatment, and child protective services throughout Northwest Florida in a four-county area: Escambia, Santa Rosa, Okaloosa and Walton counties.

Locally, Lakeview Center is best known for its caring, compassionate treatment for people with mental health issues, drug and alcohol dependencies, or intellectual disabilities. The breadth and depth of these services are the most comprehensive in the region. They range from inpatient and residential treatment to a gamut of outpatient programs including trauma services, psychiatry, counseling, day treatment, and intensive, round-the-clock outpatient services to help people with severe mental illnesses safely remain in the community. We reach people of all ages from babies and children to adolescents and adults. In all, we offer more than 60 programs and services for the people of Northwest Florida.

Lakeview Center, Inc., d.b.a. Access Behavioral Health (ABH) is an NCQA Accredited MBHO and licensed as a Florida insurance entity. As Lakeview's



MCO division, ABH started in 2001 as a pilot program with AHCA to be the PMHP in FL Region 1. ABH was also the former Managing Entity in DCF Circuit 1 prior to 2013 and was responsible for implementing Trauma Informed Care in Region 1. ABH has served the Medicaid members of Region 1 for over 20 years and added MBHO contracts in Region 2 in 2019.

ABH currently manages behavioral health contracts in Regions 1 and 2 for Humana and in Region 1 for Sunshine. ABH has maintained its Behavioral Health Home model since 2001, which now consists of the four largest Community Mental Health Centers in Region 1 (Lakeview Center and Bridgeway Center) and Region 2 (Life Management Center and Apalachee Center). ABH utilizes full risk value based agreements strive to simultaneously increase quality, reduce costs, improve access to care, and ensure the strength of the largest safety net providers in the regions by allowing them to reap the rewards of the full risk agreements keeping more of the dollars assigned for Medicaid members in the communities serving those members. Further, ABH is committed to providing the best provider experience possible by minimizing both fee for service and capitated provider's administrative burden while also ensuring timely payment.

Lakeview and ABH's experience serving in these roles with both AHCA and DCF give us a unique perspective on integration of care and data from these separate fund sources.

### Value Based Payment designs and outcomes

ABH utilizes a full risk sub-capitated Behavioral Health Home (BHH) model. The focus of this model is to incentivize the BHHs to provide quality care and develop innovative approaches to do so. Reducing risk by providing quality services allows for sustainability of the safety net providers and promotes innovation from within.

Improving MH outcomes for all members, not just children and adolescents, is built into this model because prevention of members admitting or readmitting to acute care settings results in savings and the BHHs are able to keep more of their capitation.

Increase timely access to providers and services



ABH utilizes fee for service providers to round out its behavioral health network. This ensures we are meeting adequacy requirements, ensures member choice, and increases the availability of timely access to services. All BHHs and most network providers offer telehealth options to members assisting with transportation issues and/or member preference.

### Operational Strategies

Some of the strategies ABH utilizes in partnership with the BHHs include limiting high cost services like TCM and PSR to the BHH. A focus on hospital follow up appointments within 7 days has been implemented. ABH provided discharge reports to the BHHs and ABH care coordination department conducts follow up calls for members discharging from the hospital to ensure the member remembers their follow up appointment. Additionally, hospital scorecards were recently implemented to bring awareness to the hospitals around discharge planning and ensure members have a follow up appointment scheduled prior to discharge. Monthly/Quarterly operations meetings between ABH and BHHs are scheduled on a recurring basis throughout the year. Monthly High utilizer reports are disseminated to the BHHs to bring awareness and ensure the members are engaged for targeted/intensive case management. ABH's readmission rates in 2021 were well below the targets, with 4% for 7 day and 15% for the 30 day metrics.

### Align Quality metrics with Florida Health Improvement Plan

ABH is in the early stages of pilot programs to address gaps in data capture caused by services being provided through fund sources not recognized by Medicaid. This pilot is a collaborative approach with the BHHs to capture services like Mobile Response Team services or other services provided under grants that limit the ability of the provider to report the service to multiple payers. The baseline data collected from the largest of our BHHs show an improvement in the HEDIS FHM measure by 2% in 2021. ABH has worked with our largest Health plan partner, BHHs, and NCQA to establish a methodology for capturing, reporting, and receiving credit for these gap services. Additionally, ABH has started a Lab services pilot to address instances where labs are missed in encounter data due to occurring during a hospitalization. Providers find it wasteful to require additional labs if member just had them in Hospital, but



because these services are not detailed in the encounters they are being missed. ABH recommends additional consideration by AHCA to develop a standard approach to capturing these instances beyond the Medicaid encounter/claims process to ensure complete data is being used for quality scores.

### Improve provider experience with SMMC Programs

With a wealth of experience from both the provider and payer side, Lakeview/ABH strives to reduce administrative burden of providers by requiring no prior authorization requirements for outpatient services, within Medicaid handbook limits, for which the provider is contracted. Additionally, ABH does not require prior authorization from Hospitals before members are admitted. ABH believes members are entitled to the limits in the handbooks when medically necessary. If the BHHs, network providers, and hospitals are providing comprehensive quality services to members the sustainability of this model continues to work. Additionally, ABH prides itself in getting things right and getting providers paid in a timely manner. ABH places a premium on being a trusted partner and has open communication with all network providers, provides bi annual provider training, and is committed to helping its providers resolve claims issues in a timely manner.

### Requests for consideration during re-procurement

Lakeview/ABH's mission is "Helping people throughout life's journey." As a not for profit organization that is governed by a volunteer board of community members, we formally requests that AHCA give preference points to SMMC plans that contract with entities like ABH where profits are reinvested in the communities they serve as a foundational element of their mission.

### Contacts

Primary | Brent Patton | Director of Access Behavioral Health | A division of Lakeview Center, Inc. | 1221 West Lakeview Ave. | Pensacola, FL 32566 | 850-469-3505 | Brent.Patton@bhcpns.org

Secondary | Mike Potters | Director of Provider Network Management | Access Behavioral Health | 1221 West Lakeview Ave. | Pensacola, FL 32566 | 850-469-3742 | Mike.Potters@bhcpns.org