



# BHA Technology Office Hours

April 12, 2023



**COLORADO**  
Behavioral Health  
Administration

# Agenda

- Quick Updates:
  - Upcoming Admin Burden Research
  - BHAE Implementation [Next Month]
- Bed Capacity Tracking Research Results
  - Current State Map Feedback Jam
- Open Discussion / Q&A





# Quick Updates

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# Upcoming Admin Burden Research

## Research Focus

- Better understand provider data and information collection with a focus on CCAR/DACODS
- Consider broader provider data collection activities and their drivers
- Understand the relationship between clinical service and data reporting workflows
- Promote recommendations that reduce CCAR/DACODS administrative burden for providers (to the benefit of people seeking care)

Interviews [1 hour] - May

Site visits [half-day+] - Late April/May

More information or to  
participate

[mark.gammon@state.co.us](mailto:mark.gammon@state.co.us)

[abigail.fisher@state.co.us](mailto:abigail.fisher@state.co.us)





# Additional Bed Capacity Tracking Research Results

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# How might we balance these priorities within our technology portfolio?

Administrative  
Burden



Transparency &  
Equity

# Transparency & Equity

“We absolutely pour our heart and soul into finding treatment for someone suffering, only to not hear back from the 30-40 resources we’ve phoned. We train our staff: ‘don’t wait to hear back, call them again!’”

- Executive Director, SUD Residential Treatment/Detox

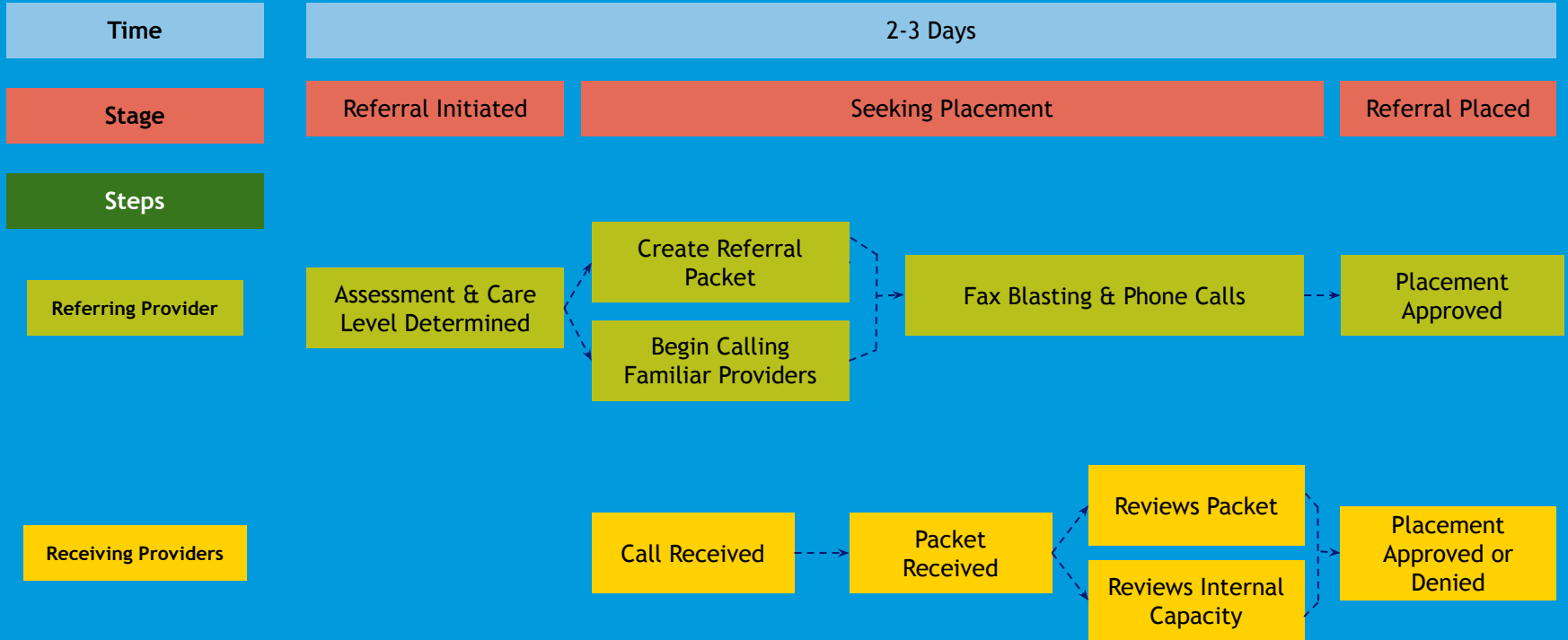
# Referral Processes

When providers feel they have run out of options, they resort to “**fax blasting**” lengthy patient-specific referral packets to all providers they can find. These packets, which are typically between 30-50 pages, take time to create and read through and are sent to many providers who would **never be able to accept the patient** based on their own eligibility criteria.

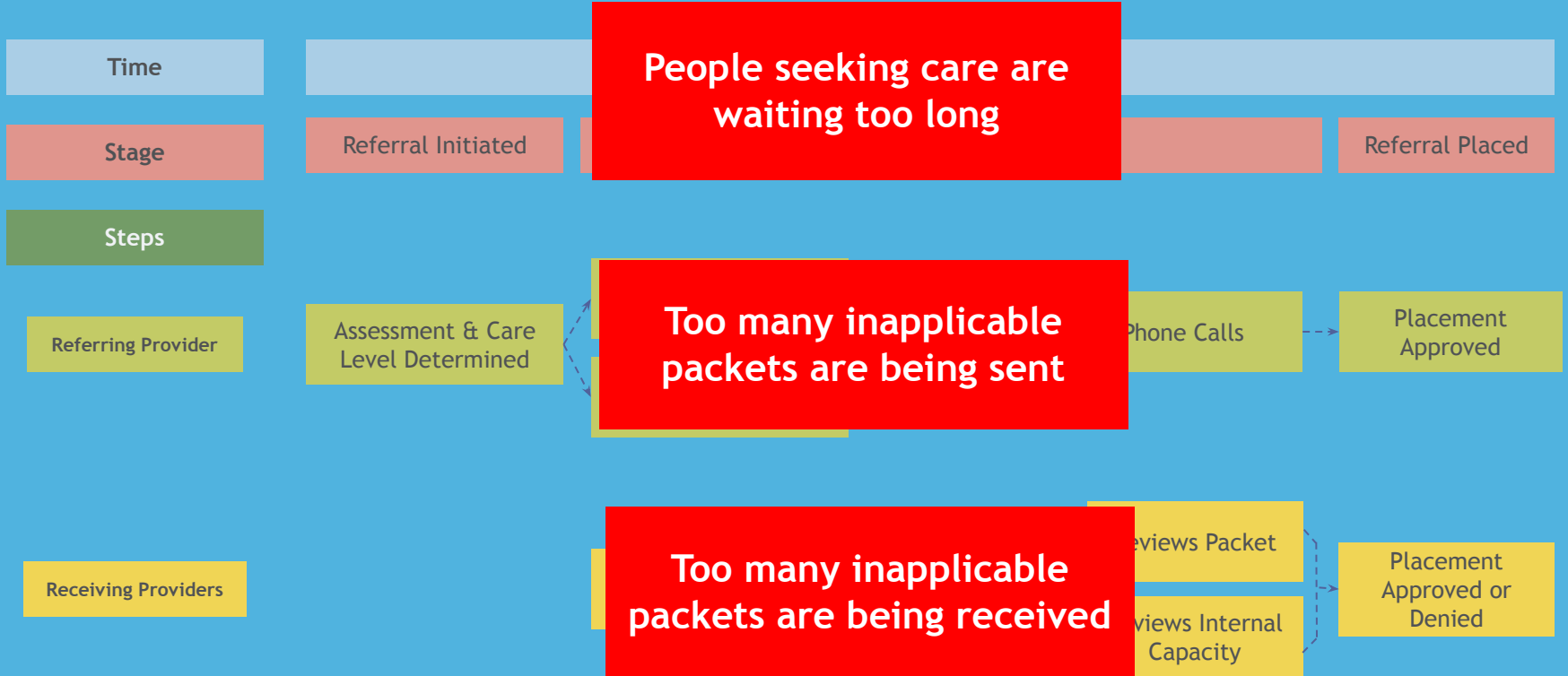
- “*Cherry picking*” is when providers pick which referrals to accept based on perceptions about people who will provide more payment or will be the least hassle. **As a result, some people in Colorado are systematically edged out of care.**
- “*Patient offloading*” is when a provider has a client they don’t want to serve and so they “offload” them on another provider to deal with.



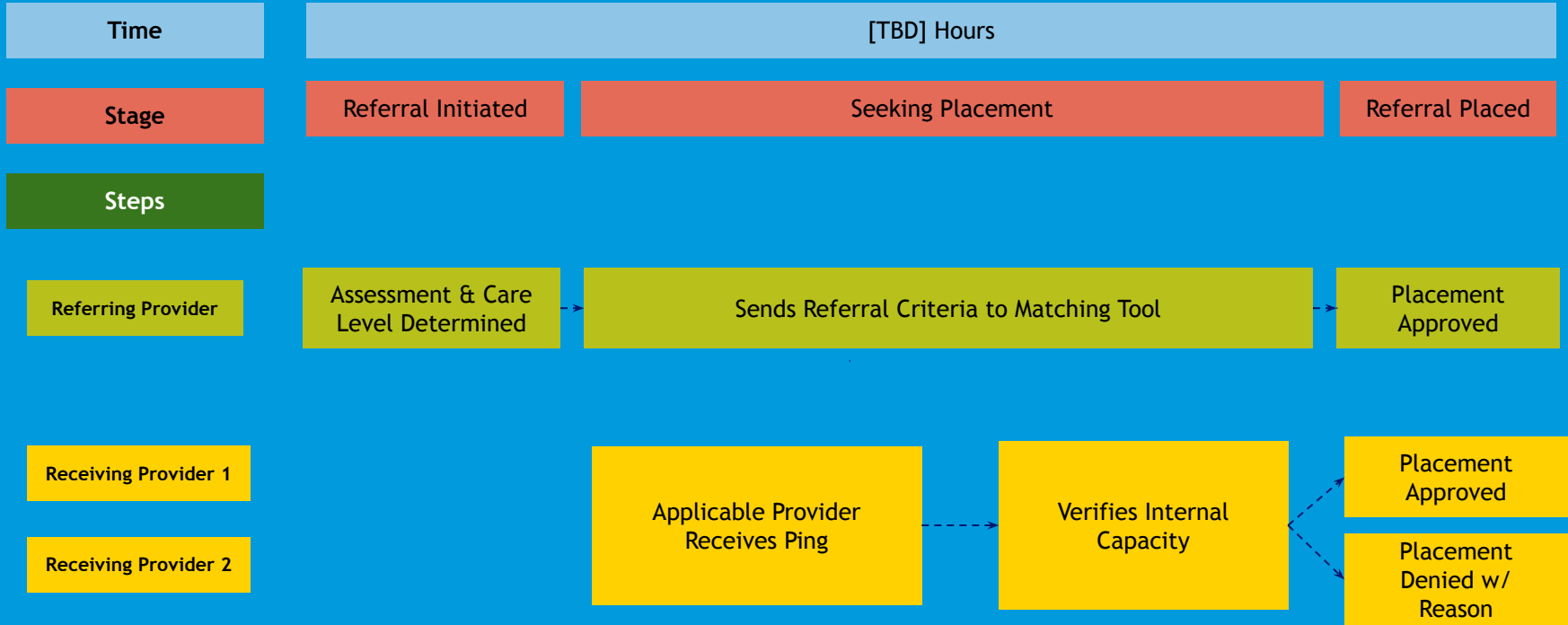
# Current State



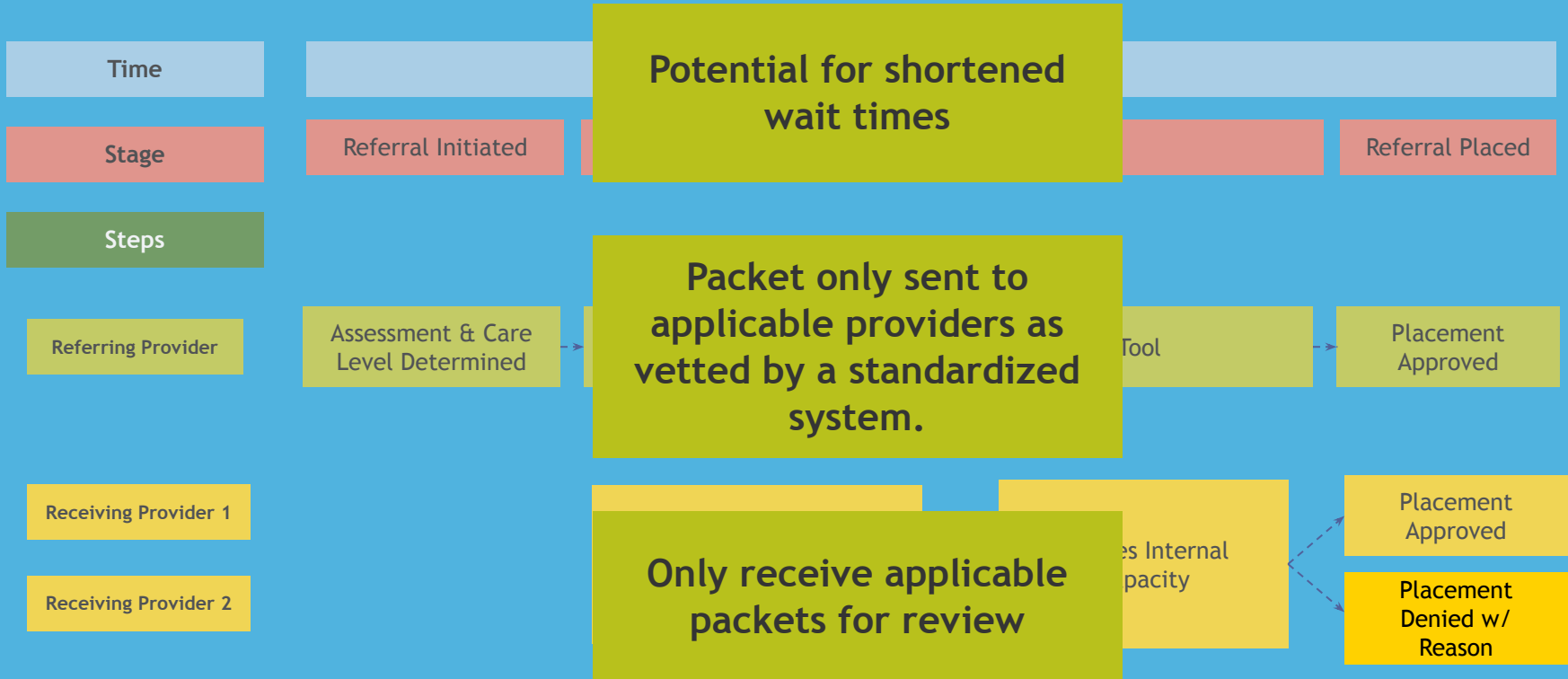
# Current State



# Draft Future State



# Draft Future State



# Key Recommendations

1. Treat capacity tracking data as one part of an overall behavioral health navigation hub with three components
  - a. Provider Services Directory
    - i. Capacity data input (*built but not made public until Referrals tech is built*)
  - b. Referrals
2. Use **a phased approach** (for both implementation and rollout) to learn from the process and build trust with providers.
3. Prioritize providers' time, effort and usability because without easy daily engagement system will not be successful.
4. Leverage integrations between various components of BHA's tech portfolio as opposed to created a siloed tool.



# Additional Planned Research:

More information or to  
participate  
[abigail.fisher@state.co.us](mailto:abigail.fisher@state.co.us)

1. Capacity taxonomy/language user testing
  - a. How might we create a standardized data set to accurately collect capacity across different provider types?
  
2. Dedicated referrals research
  - a. How might we better understand how the BHA can help to facilitate a more efficient and equitable referrals process?
  
3. Public-facing effort to determine appropriate referral and capacity information to surface potentially via OwnPath
  - a. How might we determine which types of information and in what context would create the most benefit and minimize the most harm for people seeking care?





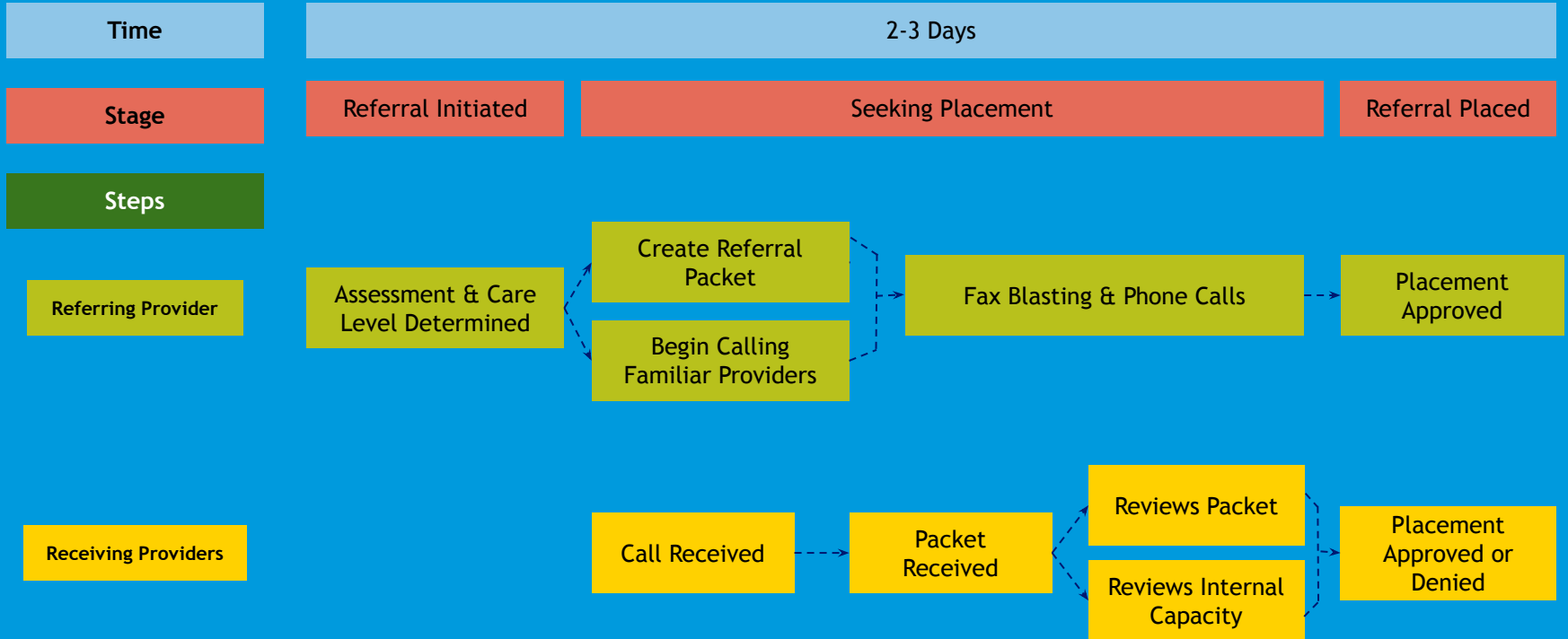
# Feedback Activity

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What updates or  
nuances would you  
make to this current  
state diagram?



# Current State





## Open Discussion / Q&A

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# What questions do you have for us?

We want to be thoughtful so we may follow up afterwards if we don't have answer or right people to address your question.



## Future Office Hours

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# Next Steps & Updates:

- Take our survey for next month's hot topics!
- BHA Provider website page is now Office Hours source of truth!
  - For agendas
  - For slides and recordings
  - For Zoom meeting registration
  - For monthly hot topic survey
- Contact: [cdhs\\_bha\\_provider\\_support@state.co.us](mailto:cdhs_bha_provider_support@state.co.us) with the subject line “Office Hours” if you have any questions!

# Office Hours 2023 Schedule

- Second Wednesday of the month:
  - May 10th
  - June 14th
  - July 12th
  - August 9th
  - September 13th
  - October 11th
  - November 8th
  - December 13th



# Questions

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Future Office Hour Info: <https://bha.colorado.gov/resources-for-providers>

Contact Us:

[cdhs\\_bha\\_provider\\_support@state.co.us](mailto:cdhs_bha_provider_support@state.co.us)