

WISe Interest List Quality Improvement and Monitoring

WISe Quality Improvement

WISe Quality Improvement Review Tool (QIRT) – guidance for January 2024 through December 2024.

In 2024, the WISe QIRT will be replaced by a quality improvement activity to increase timeliness and accuracy of the WISe Interest List. CANS timeliness was a finding in a recent state audit.

This section of the document provides additional guidance for fulfilling the contractual requirements found in 9.5.23 of the Apple Health Integrated Managed Care Contracts, which specify that MCOs “shall ensure WISe Providers adhere to the WISe Manual and participate in all WISe-related quality activities.”

For calendar year 2024, the internal QIRT review process requirement (per 9.5.23.1 of the MCO contract) is fulfilled by completion of the quality improvement project described below. WISe providers can opt to complete file review activities in addition to this project, but are not required to do so. Technical assistance for completing this project is available from HCA and from the WISe Workforce Collaborative.

WISe 2024 Quality Improvement project to fulfill internal QIRT review requirements:

Project aims:

- WISe CANS Screens that are marked “closed pending enrollment” in BHAS are accurate and correspond to a youth who is still actively on the WISe interest list.
- Screens for youth who leave the interest list before entering WISe are appropriately marked “closed.”
- HCA’s review of the data entered into BHAS demonstrates that this information is sufficiently reliable to track the WISe interest list on an ongoing basis.

Interest list requirements:

- Youth who are on the WISe interest list must have a WISe CANS Screen in BHAS that is marked “closed pending enrollment.”
- Youth & family must be offered interim services while on the WISe interest list. Those who enrolled with an MCO must be offered care coordination and/or case management.
- All screens that are “closed pending enrollment” and that have been open longer than 60 days must be reviewed to determine whether the youth & family want to remain on the interest list.
- All screens that are “closed pending enrollment” must be monitored monthly.

Monitoring by HCA:

- HCA will pull baseline data in January 2024 to identify needed improvements
- HCA will monitor progress on a quarterly basis via BHAS reports and will provide feedback to the MCOs
- HCA and the WISe Workforce Collaborative will offer technical assistance to MCOs and WISe providers
- HCA will continue to monitor screening timeliness to ensure screens are not inappropriately delayed.

Why these outcomes are important:

- Attaining this outcome will eliminate the need for WISe Providers to submit separate reports on their current interest list to their contracted MCO, reducing administrative burden.
- Creating a centralized process for tracking the WISe interest list will enable HCA to monitor the utilization of and demand for WISe in a more timely manner.

- Reliable and complete interest list tracking will ensure that HCA remains in compliance with state and federal regulations, as well as commitments established via past litigation.

Interest List Monitoring

The BHAS “Closed Pending Enrollment” status is currently in place to demonstrate that a youth is eligible for WISE and is not yet enrolled.

MCOs and Providers need to ensure this list is timely, up to date, and accurate to track and understand capacity needs and how long it takes people to get into WISE. It is critical that screens are entered into BHAS on time and that the screens are accurately categorized as ‘closed pending’ when the youth is on the interest list.

BHAS “Closed Pending” lists are required to be reviewed regularly by MCO’s and Providers.

Note: Per existing requirements, MCOs and/or WISE providers are responsible for providing information and access to crisis services to the youth and/or family, while they await the WISE screen and intake. For youth who have expressed interest in WISE and have completed a CANS screen with a result of “WISE recommended” or clinical override into WISE but are not actively enrolled in WISE are considered to be on the WISE interest list.

Children and youth should be placed on the interest list as soon as the CANS screen show WISE is recommended or it is determined the CANS screen outcome will be overridden regardless of mental health intake completion. This **is not** considered a waitlist and **children and youth should be offered and receive state plan services timely.** Waitlists are not allowed by Medicaid.

Process

1. Ensure the screen is filled out completely. Clearly indicate the client’s referral destination, especially when directing them to WISE. If there’s insufficient space, note the temporary placement in outpatient until WISE availability. Set the enrollment date as the first WISE service date, and it must be either in the past or the current date – future dates will not be accepted. (figure 1)
2. In the case that you do over-ride, still choose the option to refer to WISE and explain the reason for the over-ride. (figure 2)
3. Once you have a WISE service completed, you will need to close the ‘closed pending’ screen by clicking on the CLOSED PENDING assessment. (figure 3) If the screen was completed by another agency, the closed pending screen will show up in your agency’s list. Do NOT complete a new screen unless it has been more than six months.
4. Enter the Enrollment date (figure 4)
5. Enter Completed (figure 5)

Images

Figure 1

WA Administrator Administrator Client Reports

Intensive Mental Health Services CANS Screen

Algorithm Result

Based on assessment information, this child is **RECOMMENDED for WISe**

Screening Outcome

The screening outcome is where you send the youth for services after this screening process. Based on the algorithm result, **WISe is the selected screening outcome**. To override this result, select another screening outcome and explain the reason for override.

Referral To * WISe

Enrollment Date

Note: Clicking 'Closed Pending Enrollment' button will not save the Enrollment Date

Client Name * Test Case

Birth Date * 01/08/2022

P1 ID * 212121213

Gender * Male

Figure 2

WA Administrator Administrator Client Reports

Intensive Mental Health Services CANS Screen

Algorithm Result

Based on assessment information, this child is **NOT RECOMMENDED for WISe**

Screening Outcome

The screening outcome is where you send the youth for services after this screening process. Based on the algorithm result, **the expected screening outcome is a service other than WISe**. To override this result, select WISe and explain the reason for override.

Referral To * WISe

Enrollment Date

Note: Clicking 'Closed Pending Enrollment' button will not save the Enrollment Date

Please explain reason for override * Family needs that level of attention

Client Name * Test Case

Birth Date * 01/08/2022

Figure 3

Assessment Information Table:

ASSESSMENT #	TOOL	REGION	ASSIGNMENT	STATUS	LOCATION	DMTR	START DATE	COMPLETED DATE	REF	REPORT	DT/FT	CHANGE STATUS
10932	CANS Screen 5.0	Initial	CLOSED Pending Enrollment	Kibap	Amelstrup	11/15/2023	11/16/2023		Report			Change Status

Figure 4

WA Administrator Administrator Client Reports

Intensive Mental Health Services CANS Screen

Algorithm Result

Based on assessment information, this child is **NOT RECOMMENDED for WISe**

Screening Outcome

The screening outcome is where you send the youth for services after this screening process. Based on the algorithm result, **the expected screening outcome is a service other than WISe**. To override this result, select WISe and explain the reason for override.

Referral To * WISe

Enrollment Date 11/14/2023

Note: Clicking 'Closed Pending Enrollment' button will not save the Enrollment Date

Please explain reason for override * Family needs that level of attention

Client Name * Test Case

Figure 5

Relationship * Sister

Referral Source Information

Referral Source * j2. Mental Health Provider-CLIP/Currently CLIP Service (Periodic re-screen)

Additional Comments

Contacted Date * 01/01/2023

Service Requested by Referral Source * WISe

Completed Closed Pending Enrollment