

Behavioral Health Home Administrative Services Organization Functions

Function	Tasks	Potential Tasks
Provider Credentialing	<ul style="list-style-type: none"> -Develop credentialing application based on provider requirements -Manage the credentialing process -Recommend providers for contracting 	-Assistance with contracting
Provider Training and Member/Provider Relations	<ul style="list-style-type: none"> -Develop learning community for providers -On and off-site training of providers -Conduct site visits and audits -Provider direct customer assistance through a call center -Manage complaints and grievances 	
Data Analytics and Enrollment	<ul style="list-style-type: none"> -Conduct data analysis to target enrollment based on eligibility information -Attribute eligible individuals to health homes -Provide notification of attribution and opportunity to choose another provider or to opt-out -Track eligible individuals through their BHH enrollment 	
Health Information Technology Development	<ul style="list-style-type: none"> -Develop a HIPAA compliant web-based EHR for providers to input and retrieve data -Data to include BHH services, auth and claims, assessment and recovery planning, quality/outcome measures 	<ul style="list-style-type: none"> -Medical and BH information -Client access to EHR -Claims payment
Data Management and Reporting	<ul style="list-style-type: none"> -Collection and synthesis of data to include outcomes/quality measures, productivity, individuals served, etc. -Development of reports based on data collection for providers, DMHAS, and CMS 	-Notification of inpt/ED utilization