



Practice Innovation Program

UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS

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Department of Healthcare Policy
and Finance per House-Bill 22-1302
Healthcare Practice Transformation



COLORADO
Department of Health Care
Policy & Financing

1302 Behavioral Health Integration Practice Learning Community

March 12, 2024



Department of
Family Medicine



Welcome!

Please put your name, pronouns, practice name, and role in the chat.

You can ask questions via the chat we will monitor it as we go along. We will also pause for questions periodically.

These slides and the recording will be made available on the

[Practice Innovation Program website.](#)



TODAY'S TOPIC

Establishing Best Practices for Warm Hand Offs

Courtney Legge, PsyD, Licensed Psychologist



ESTABLISHING BEST PRACTICES FOR WARM HAND OFFS

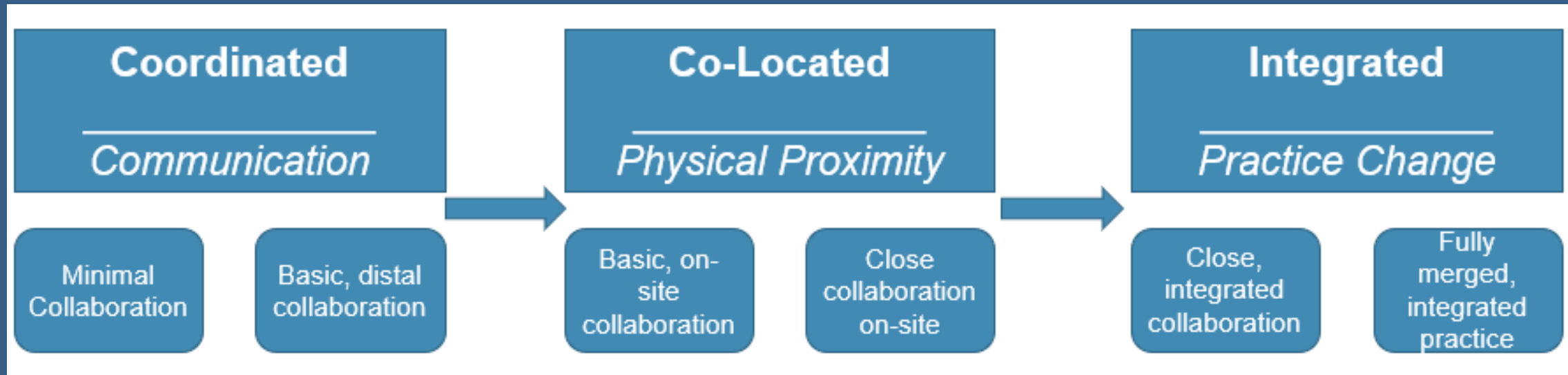
Courtney Legge PsyD

University of Colorado

Department of Psychiatry

PARADIGM SHIFT

“INTEGRATION MUST BE ACCESSIBLE AND ROUTINE.”





PARADIGM SHIFT

G - Generalist

A - Accessible

T - Team-Based

H - High Productivity

E - Educator

R - Routine

PARADIGM SHIFT

Dimension	Primary Care Behavioral Health	Traditional Mental Health System
Model of Care	Population-Based	Client-Based
Primary consumer	PCP	Patient/Client
Care context	Team based	Autonomous
Accessibility	On-demand	Scheduled
Ownership of care	PCP	Therapist
Referral generation	Results-based	Independent of outcome
Productivity	High	Low
Problem scope	Wide	Narrow/specialized
Termination of care	Patient progressing toward goals	Patient has met goals

RATIONALE - WARM HAND OFFS

Patient must be able to access care when they need it or feel ready for it.

Warm Hand Offs (WHOs) =
Same day visit as a PCP visit



OPERATIONS

- Seating
 - The Behavioral Health Provider (BHP) must be visible to the primary care team. Where will you have the BHP sit?
- Schedule
 - 50% of BHP's day available for scheduled visits to flexibility for WHO's
 - 30-minute Visits

Contact System

- How will PCP/MA outreach BHP?
 - Epic Chat
 - Paging Systems
- BHP to send ETA if not immediately available
 - MA = Essential part of workflow

OPERATIONS

Workflows

- BHP may be asked to see a patient
 - Before PCP Visit
 - Co-Visit
 - After PCP Visit
- Rooming
 - Where will BHP complete visit?
 - PCP Exam Room
 - Alternative Exam Room
 - Identified Office/Extra Space

Tracking

- Best Option:
 - Place patient on BHP's schedule
- Alternatives:
 - Document in PCP's chart
- What are we tracking?
 - Number of WHO's
 - Population Penetration

Additional Skills:

- Concurrent documentation

SAMPLE SCHEDULE TEMPLATE

Time	Type of Visit
8:00 AM	30 Minute Scheduled Visit
	Warm Hand Off Availability
9:00 AM	30 Minute Scheduled Visit
	Warm Hand Off Availability
10:00 AM	30 Minute Scheduled Visit
	Warm Hand Off Availability
11:00 AM	30 Minute Scheduled Visit
	Warm Hand Off Availability
1:00 PM	30 Minute Scheduled Visit
	Warm Hand Off Availability
2:00 PM	30 Minute Scheduled Visit
	Warm Hand Off Availability
3:00 PM	30 Minute Scheduled Visit
	Warm Hand Off Availability
4:00 PM	30 Minute Scheduled Visit
	Warm Hand Off Availability



TIMING



Introduction (1-2 Minutes)



Identifying/Clarifying Consultation Problem (1 Minute)



Conducting Functional Assessment (12-15 Minutes) *Including contextual factors



Summarizing your understanding of the problem (1-2 Minutes)



Reviewing options for change plan (1-2 Minutes)



Starting a change plan (5-10 Minutes)



*Debrief with PCP

FUNCTIONAL ASSESSMENT

5 A's Model

Assess

Advise

Agree

Assist

Arrange

BILLING



PSYCHOTHERAPY
CODES



HEALTH & BEHAVIOR
CODES



INSURANCE

BILLING

CPT code	Service
96156	Health & Behavior Assessment or Re-Assessment
96158	Health & Behavior Intervention, Individual, Initial 30 Minutes
96159	Health & Behavior Intervention, Individual, Additional 15 Minutes
96164 +96165	Intervention: Group
96167 +96168	Intervention: Family w/ patient
96170 +96171	Intervention: Family w/o patient

CPT code	Service
90791	Psychiatric Diagnostic Evaluation
90832	Individual Psychotherapy (16-37 Minutes)
90834	Individual Psychotherapy (38-52 Minutes)
90847	Family Psychotherapy w/ patient
90846	Family Psychotherapy w/o patient
90853	Group Psychotherapy

“WHY AM I NOT GETTING ANY WARM HAND OFFS?”

Assessment:

- How accessible am I?
- Do providers know how to reach me?
- Does the clinic know I am a generalist?

Helpful Practices:

- Morning Huddles
- Schedule Scrubbing
- Behavioral Health Newsletter
 - Presenting Problem of the Month
- Pair with PCP

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QUESTIONS?



Register Now!

Business Operations to Support Sustainable Behavioral Health Integration

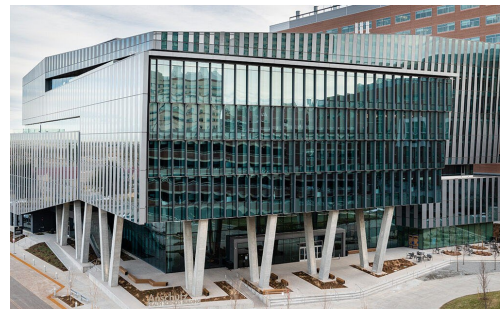
2024 1302 Collaborative Learning Sessions

- All practices and Practice Transformation Organizations participating in the 1302 Behavioral Health Integration project are strongly encouraged to register and attend one of the two collaborative learning sessions in April.
- Learn from peers and subject matter experts who understand your journey to integrate behavioral health.
- Prepare your practice to sustain integrated behavioral health.
- Each practice is welcome to send two representatives to attend.

**Register Now! – click the
link or scan the QR
code**



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**Anschutz Medical Campus
Health Sciences Building
Aurora, CO
April 17, 2024**



**DoubleTree by
Hilton Hotel
Grand Junction, CO
April 30, 2024**

QUESTIONS?

Scan to complete evaluation



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THANK YOU!

