



SOUTHEAST IOWA LINK (SEIL)
MENTAL HEALTH AND DISABILITY SERVICES REGION

DES MOINES, HENRY, JEFFERSON,
KEOKUK, LEE, LOUISA, VAN BUREN
& WASHINGTON COUNTIES

Motion to approve claims for Fiscal Agent Account
By Chris Ball

Second Michal Berg

Motion passes

6. Receive and File Fiscal Agent Report- August

The reports were reviewed via overhead projector. Revenues reflect the payments of member counties for their fiscal agent contribution and a client reimbursement. Claims approved at the August governing board meeting match the claims paid amount in the report.

Motion to receive and file the August Fiscal Agent Report
By Tom Broeker

Second Dee Sandquist

Motion passes

7. Presentation on Crisis Assessment

Tracy Liptak presented on the Optimae crisis assessment services. Optimae started providing crisis assessments in Jefferson County in 2014. They provide twenty-four-hour, seven day a week face to face coverage in Jefferson and Van Buren Counties. They provide nights and weekends coverage at the two hospitals in Lee County and have a goal to eventually provide twenty-four-hour seven day a week services. Denise Stutes, Pat Huebner-Vaughn and Rochelle Phelps provide the services in Lee County. Rochelle Phelps, Anne Lindyberg, Liv Evergreen and Travis Underwood provide the services in Jefferson and Van Buren County. During fiscal year 2018 they averaged 25 calls a month and the region pays for three - seven of those calls the rest are covered by insurance. They provide crisis assessment services for children. In Jefferson and Van Buren Counties there is a strong connection with the sheriff and police departments. Optimae will do crisis assessments in the jail if requested. Optimae offers crisis assessments in the office during business hours. The hospital emergency department doctor decides if Optimae is called in; they don't call when they are certain the patient needs inpatient services. Sixty-nine percent of the people they saw were released from the emergency department to return home with a crisis plan in place, six percent have gone to residential crisis services in the region and twenty-five percent go to inpatient psychiatric services.

Chris Betsworth presented on the Hillcrest crisis assessment services. Hillcrest operates similarly to Optimae in this process. Crisis service providers have met to compare how the teams operate in the communities to enhance partnerships and conduct business in a similar manner. Hillcrest provides crisis assessments in Washington, Henry and Keokuk Counties emergency departments as well as the mental health centers in Washington, Henry and Louisa Counties. Their assessment looks at immediate risk and need of the patient then they make a recommendation on the level of care needed. Seventy percent of the patients go to outpatient services or the residential crisis services in the region. Hillcrest can do a good high quality clinical assessment due to the funding from the SEIL Region. An indirect benefit from the service in the emergency department is doctors have developed a greater awareness of the needs of the patient which is enhancing the doctor and patient interactions.

Heather Boatman presented on the Great River Medical Center crisis assessment services. Their program works within a health team. The Behavioral Health Assessment Team (BHAT) coordinates their services in the emergency department. They staff with three social workers during day hours and three psychiatric registered nurses in the evening. The staff go to other hospital departments to see patients and complete assessments. Great River Mental Health Center has urgent therapy appointments Monday through Friday. BHAT calls to find beds in other inpatient hospitals as their eight-bed unit is generally full. They see a lot of mental health and substance use treatment needs. They provide tele-assessments after hours for Henry County Health Center Emergency Department. They provide the crisis line for the SEIL Region and during August there were 18 calls. In August they saw one hundred seventy-three patients in the emergency department for mental health or substance use treatment needs. In July it was one hundred thirty-five



**SOUTHEAST IOWA LINK (SEIL)
MENTAL HEALTH AND DISABILITY SERVICES REGION**

DES MOINES, HENRY, JEFFERSON,
KEOKUK, LEE, LOUISA, VAN BUREN
& WASHINGTON COUNTIES

patients. From October 2017 through August 2018 they have seen one thousand four hundred ninety-seven patients. Three patients left against medical advice, eighteen went to Great River Mental Health, nineteen needed medical services, two went to a crisis residential service in the region, thirty-seven went to outpatient services with another provider, thirty-six left with no follow-up, three went to jail, four went to site homes, thirty-four went to other inpatient psychiatric units. One inpatient room is out of order due to a patient ripping the door of the hinges so only seven beds are available on the unit. They made seven hundred sixty-four calls for beds in the month of August. It was also noted that the crisis intervention training and the forms the crisis intervention trained officers complete is helping with the officers bringing people into the emergency departments and explaining what the situation was that lead to the patient being brought to the emergency department. A federal HRSA grant provided funding for crisis line billboards located in Henry County.

8. Discuss and Consider Approval of SEIL Fiscal Agent Cost Proposal

The cost proposal was reviewed via overhead projector. The Des Moines County Auditor is the SEIL Fiscal Agent. Cost Advisory Services Inc. (CASI) identifies the cost for services the auditor provides. CASI assessed a cost per check issued by the auditor verses cost per claim which is different. The Des Moines County Auditor asked to modify the proposal for fiscal agent services to reflect the cost. The Coordinator of Disability Services are going to work on reducing the number of claims being submitted to the Des Moines County Auditor which will be a cost savings. Auditor integration with our Community Services Network is being considered which will reduce the duplication of claims re-entry by auditor staff.

Motion to approve the Fiscal Agent Cost Proposal

By Mark Meek

Second Marc Lindeen

Motion passes cost proposal approved

9. Discuss and Consider Approval of SEIL Fiscal Agent process for payment of court ordered/Mandated service cost with retrospective approval from Governing Board

The SEIL Governing Board approved the payment of court ordered and mandated services through the fiscal agent at the last governing board meeting. The proposed process is to allow those claims to be processed through Des Moines County claim process. The claim report form will be completed, and the Des Moines County Board of Supervisors authorizes them to be paid with Tom Broeker being the authorizing signature on the claim form. The Des Moines County Auditor will know the claims are approved for payments to be issued.

Motion to approve the fiscal agent process for payment of court ordered/mandated services costs with retrospective approval from the governing board

By Marc Lindeen

Second by Chris Ball

Motion passes

10. Discuss and Consider Approval of Engagement Letter with Anderson, Larkin & Co PC for SEIL Region FY18 Audit

The engagement letter was reviewed via overhead projector. This is a normal and customary letter of engagement. Anderson, Larkin & Co. PC is the auditor for Des Moines County and the SEIL Region. The engagement letter is needed for their firm to audit SEIL.

Motion to approve the letter of engagement with Anderson, Larkin & Co. PC

By Tom Broeker

Second Michael Berg

Motion passes



SOUTHEAST IOWA LINK (SEIL)
MENTAL HEALTH AND DISABILITY SERVICES REGION

DES MOINES, HENRY, JEFFERSON,
KEOKUK, LEE, LOUISA, VAN BUREN
& WASHINGTON COUNTIES

have not passed that rate increase on to providers. United says they will begin paying the increased rate starting in October. Amerigroup needs to hear from the state this has been approved and then sixty to ninety days later they will consider paying the providers. Due to the legislative mandate it was questioned why the MCOs were not making the rate increase retroactive to July 1st.

Comments to Julie included the opinion that the MCOs are running the Medicaid process and not the Department of Human Services and State of Iowa. MCOs need to be told by the state of Iowa to pay what is owed to the providers. All the providers contracting with the MCOs have the same issues. Julie was asked who is responsible for changing the rules, so these problems don't persist. Julie stated Director Randol is committed to move the system in the right direction and is holding the MCOs accountable. The hierarchy for DHS is that Director Randol is over Medicaid, above him is DHS Director Foxhoven and the Governor is over Director Foxhoven.

Children's mental health is being identified as needing another operational structure. It was suggested to have the region CEOs help collaborate with the development of the children's mental health system. Early Childhood Iowa needs to be involved as they get funding from DHS and the schools need to be included. Julie said the Board of Education Director is involved. Our region does offer none eligibility-based services that children can access.

DHS has no answer when they are asked about outcomes to know the system is working. How does DHS know the outcomes are happening? Continuity of gathering data needs to be the same across the entire system regardless of the funder and streamline information sharing. Jane Brown is now saying data can be shared. MCOs are great with individual case data but not so great with big data.

Julie closed by saying that people are accessing services in better ways and regions are moving the system in a positive way.

15. New Business

Thank you note – Ken Hyndman read a thank you note that he received from an individual expressing gratitude for the opening of the Wellness Recovery Center in Burlington.

16. Adjourn

The location for the governing board meeting has changed to the Henry County Courthouse in Mt Pleasant. A reminder sign will be put on the door at Emergency Management.

Motion to adjourn

By Michael Berg

Second Dee Sandquist

Motion passes

Minutes submitted by Marc Lindeen, Secretary, September 27, 2018. MLsb