

B(uilding) S(atisfaction) and R(eliability)

Problem Statement

Establish objectivity during annual Billing & Service Reviews (BSR) and increase transparency & satisfaction with stakeholders.

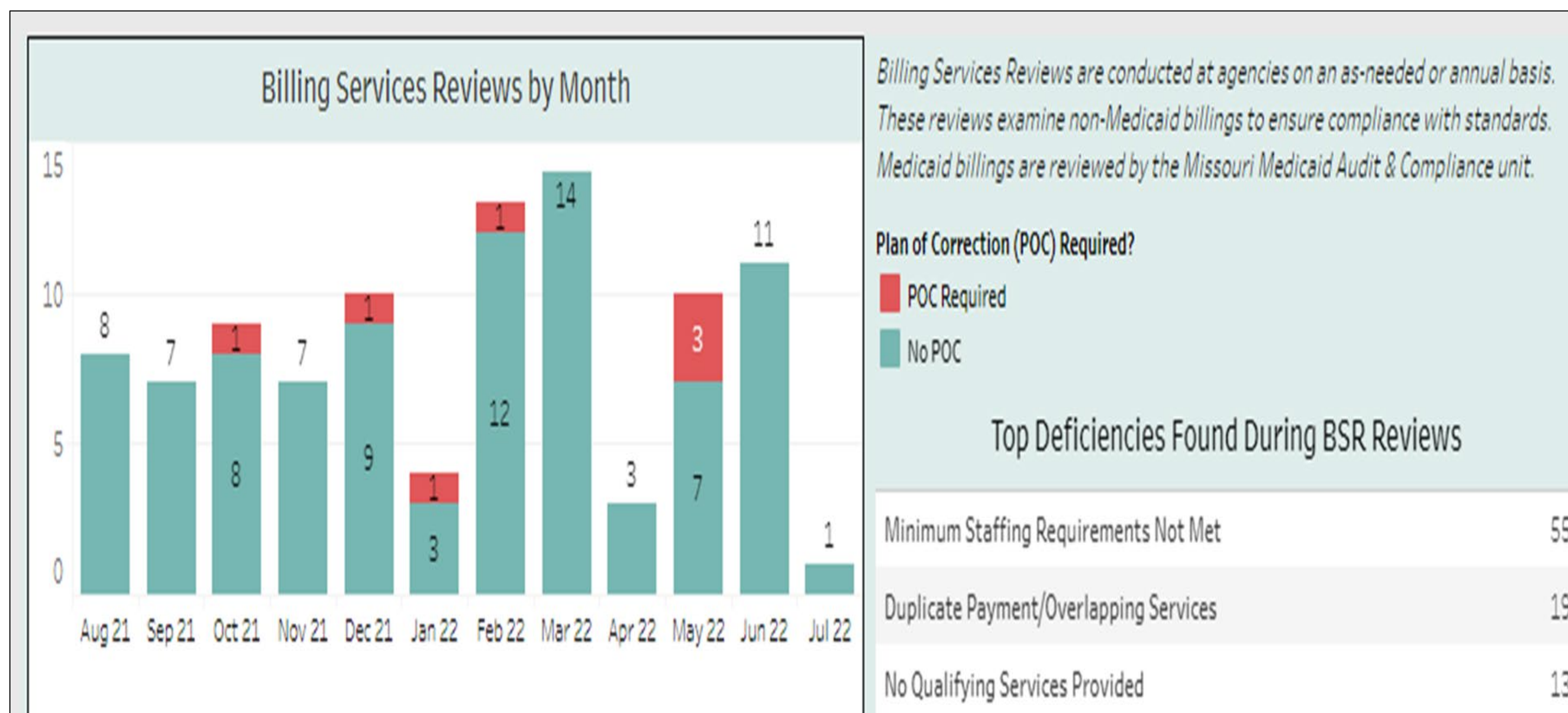
Scope

- Create clear and detailed review process with stakeholder input.
- Increase consistency and timeliness within BSR team.

Action

1. Develop manualized processes for public viewing;
2. Survey for satisfaction and ease of use regarding processes;
3. Measurement through dashboard creation.

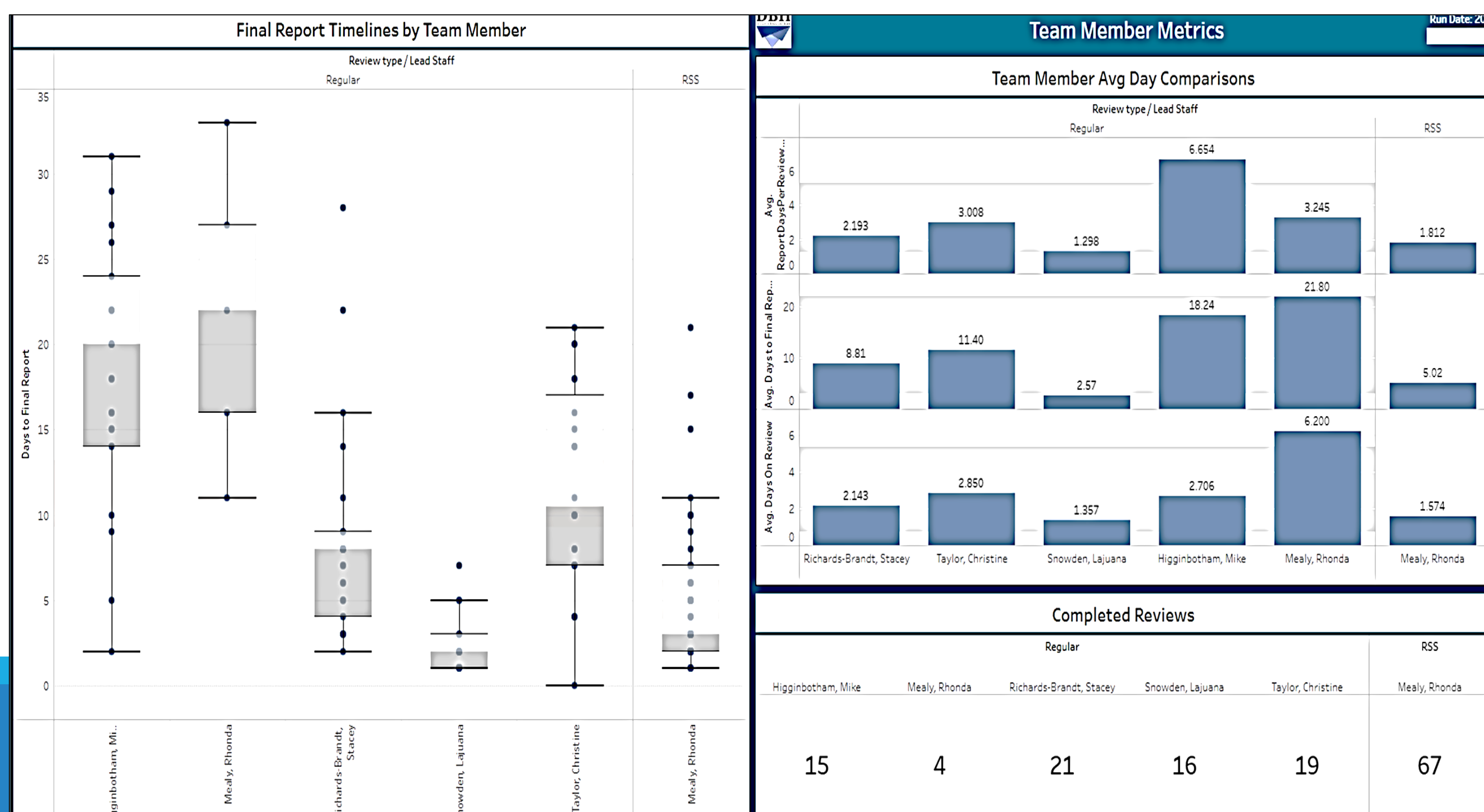
Data



Scheduled But Not Started Reviews (90 Days)					Reviews With No Lead Staff	
Month of Review	Scheduled Start	Review type	Lead Staff	Organization	Month of R...	Review type
July	7/12/2022	RSS	Mealy, Rhonda	Powerhouse Community Development Corporation	Dec 22	Regular
	7/19/2022	Regular	Taylor, Christine	Ozark Center		
	7/25/2022	RSS	Mealy, Rhonda	A Bright Life Sober Living, LLC		
	7/25/2022	Regular	Higginbotham, Mike	Assisted Recovery Centers of America, LLC (ARCA)		
	7/26/2022	RSS	Mealy, Rhonda	Child And Family Empowerment Center		
	7/26/2022	Regular	Richards-Brandt, Stacey	Boothel Counseling Services		

Unscheduled Reviews Due Within 90 Days					Appeals Due Within 3 Days	
Month of Review	Review Due Date	Review type	Lead Staff	Organization	Report Date	POC or Appeal Due ... ID
August	08/31/22	Regular	Higginbotham, Mike	Swope Health Services	5/16/2022	6/15/2022 214
			Richards-Brandt, Stacey	Ozarks Medical Center	5/17/2022	6/16/2022 218
			Snowden, Lajuana	Safety Council of Greater St. Louis	5/23/2022	6/22/2022 150
			Taylor, Christine	Truman Medical Center Behavioral Health	5/23/2022	7/8/2022 229
		RSS	Mealy, Rhonda	A & M Recovery, LLC		
				Mission Missouri Professional Development Services Inc		
September	09/30/22	Regular	Higginbotham, Mike	BJC Behavioral Health	5/16/2022	6/15/2022 214
			Richards-Brandt, Stacey	Gateway Foundation, Inc.	5/17/2022	6/16/2022 218
			Snowden, Lajuana	Compass Health Inc.	5/23/2022	6/22/2022 150
				Central States Mental Health Consultants, Inc.	5/23/2022	6/22/2022 150
			Taylor, Christine	Private Probation Services		
				North Central Missouri Mental Health Center		

Unscheduled Upcoming Reviews (Within 28 Days)		Late Edits (14 Days)



Outcomes

PROVIDER BILLING & SERVICE REVIEW GUIDE
Division of Behavioral Health

DBH Communicated Timely	Adequate Information Provided	DBH Acted with Professionalism
100%	100%	100%