

## **Liaison Report November, 2018**

**AGENCY :** Eyerly Ball      **LIAISONS:** Tim Lubinus, Austin Graber, Judy Meierkord

Eyerly Ball is a non-profit organization founded in 1969 whose mission is providing behavioral healthcare services and promoting healthy lives for persons struggling with mental illness.

**Need for the program.** Eyerly Ball provides services to persons suffering from a mental health illness who may also need support to reconnect with their community. These services include outpatient diagnosis and treatment, medication management, supported community living, integrated health services, mental health crisis intervention and substance abuse treatment. Two programs, Community Support Services and Supported Community Living, work with clients helping them with housing, food, scheduling and keeping appointments but at different levels. CSS can serve a client immediately after a referral with minimal wait time for managed care authorizations. This program fills a gap waiting for other program authorization. Visits are limited to 2 per month. SCL clients need approval and are seen twice a week, with a higher level of care needed. The Integrated Health program has 175 clients in Story County and is a single point of coordination providing patient-centered care for persons with a serious mental illness. The Connections program assists clients transitioning from hospitalization back to their community with the goal of preventing ER visits and hospital returns.

Eyerly Ball clients are about 80% Medicaid or Medicare funded. These clients cannot afford the fees associated with private mental health providers. Some clients requiring mental health care are uninsured and others with private insurance are under-insured. The past year showed 1003 unduplicated persons served.

Eyerly Ball programs address the following ASSET funder priorities:

**United Way** – Health- children, youth and adults have access to needed mental health care.

**CICS** – all core services and the core-plus service supported by evidence-based practices.

**ISU Student Government** – Substance abuse prevention and treatment.

**Program Strengths.** Eyerly Ball's affiliation with Unity Point Health began in January, 2018 and is a good fit for both. Eyerly Ball gains program support and staff training from Unity Point and Unity Point gains an organization with decades of experience responding to the needs of persons with mental health issues.

Two Accountants have been hired and are in the process of moving to new accounting software already in use by Unity Point. This change will simplify necessary reporting and will include payroll and human resource functions with the goal of faster monthly closure and better account reconciliation.

A Revenue Cycle Manager was hired in June, 2017. Two full time billing coders were hired to work with a new system, Clearinghouse, which facilitates faster billing to MCOs, cuts down coding errors and denials for less re-coding/re-entry time. A faster cash turnaround is the result.

The Mobile Crisis Response Teams started in 2018 in 11 counties. Police initiate about 50% of the calls to the teams and the person(s) involved in the crisis account for the other 50%. Their goal of 1 hour or less of response time has been met and the response time in Story County is about 30 minutes.

**Program Weaknesses.** Finding and keeping the right people will continue to challenge. As the demand for quality, experienced people continues to grow, turnover is a given. Only a LISW can do Medicare billings and this position has been difficult to keep filled.

A software change to a new electronic record keeping system involves both Eyerly Ball and Unity Point. This will take a couple years to implement and a behavioral health module will need to be developed first.

**Financial Outlook.** There are no major concerns but as MCOs change their rules and reporting, finances could also.

**Internal Management Practices.** The board is very active and informed. They have multiple committees within the board that meet separately and report to the full board.

**Agency Comments.** Eyerly Ball's priorities:

Connections Program

Non-Medicaid persons and the uninsured

Group Therapy