Community Care Behavioral Health Organization:
The Hudson River Region Behavioral Health Organization

What Stakeholders Want to Know

Community Care Behavioral Health Organization (Community Care), a nationally-recognized, recovery-oriented, nonprofit managed behavioral health organization, welcomes the opportunity to join the Hudson River Region community. Community Care is committed to collaborative relationships with consumers, providers, families, and other stakeholders to improve behavioral health outcomes and services within the region. In partnership with New York State Office of Mental Health (OMH) and Office of Alcoholism and Substance Abuse Services (OASAS), regional behavioral health leadership, and other stakeholders, Community Care believes that systems transformation within a recovery environment is best achieved through face-to-face dialogue and collaborative planning.

Community Care employs a model that is flexible, clinically competent, and driven by quality. Community Care has a rich history of managing and enhancing public sector behavioral health services. We understand that our success is due to the development of genuine, cooperative, and creative relationships with all of the stakeholders committed to public sector behavioral health. We look forward to building such relationships in the Hudson River Region.

Q: When will Community Care require service providers to contact them?

A. Community Care will continue to develop the Hudson River Region BHO program with the New York State OMH and OASAS through the end of 2011. Community Care will begin full operation on January 1, 2012. A provider who admits any consumer covered under Fee-for-Service to inpatient mental health, inpatient detoxification, or inpatient rehabilitation at or after 12:01 AM on January 1, 2012, will be required by OMH and OASAS to notify Community Care within 24 hours of admission.

Q: Where will the Community Care office be located? What is the Community Care telephone number?

A. The main office will be located at 1 Executive Boulevard in Yonkers, NY 10701. A satellite office will be located in Albany, NY. As of January 1, 2012, the telephone number for the Hudson River Region is 1-855-733-8754.

Q: Will Community Care hire local staff?

B. Community Care plans to hire 22 staff local to the Hudson River Region to work in the Yonkers and Albany offices.

Q: What is Community Care's web address?

A. Community Care's web address is www.ccbh.com.

All of the clinical templates will be available on our website for use by providers. We believe that it is important for providers to understand the requirements of the BHO and what information we will be collecting. This is done to reduce the administrative burden for providers.

Q: Will there be additional opportunities to discuss the behavioral health objectives?

A. OMH, OASAS, and Community Care will create multiple opportunities to meet with providers and other stakeholders to address all questions and concerns regarding the implementation of the Behavioral Health Organization.

Q: How will inpatient and outpatient providers learn what is required?

A. Community Care will organize several provider trainings in various locations in the region so inpatient and outpatient providers can learn what to expect and become confident about working within a changing system. Community Care will offer step by step instruction and be available to ensure each organization is successful.

Q: How will Community Care interface with the stakeholder groups who play such pivotal roles in the region's behavioral health service delivery system?

A. Community Care will bring stakeholders together meet in various locations throughout the region in order to begin a collaborative dialogue. Some of these stakeholders will include the newly proposed health homes, New York Association of Psychiatric Rehabilitation Services, New York National Alliance of Mental Illness, Future Health Homes Providers, PROS Programs, MATS Programs, Mental Health Empowerment Project, Association for Community Living, Association of Substance Abuse Providers, Office of Children and Family Services, Juvenile Justice, and other health care delivery organizations.

Q: Will providers have input in the development of the measures contained on the provider profiles?

A. OMH, OASAS, and Community Care value provider involvement. We will review the reporting requirements, performance measures, and provider profiling methodology and ensure provider/stakeholder education and review.

Q: Who can be contacted for additional questions/details?

A. Anyone with additional questions or needing more information may contact Kelly Lauletta, LCSW, Regional Director, Hudson River Region, at 347-633-2936.