



November 13, 2023

To: Division of Mental Health and Addiction  
Family and Social Services Administration  
402 W Washington St Indianapolis, IN 46204

From : Mary Givens, CCBHC Program Manager  
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To Whom it May Concern.

Oaklawn Psychiatric Center is a long standing partner of Qualifacts and has been using the Qualifacts' CareLogic EHR since July 1, 2009. Qualifacts currently supports over 170 Certified Community Behavioral Health Clinics (CCBHC) across the country which accounts for over one third of the total number of CCBHCs. We support all models of CCBHC including SAMHSA grant funded CCBHCs, state certified CCBHCs, and Demonstration CCBHCs. Our commitment to the CCBHC treatment model is strong. We are not only a technology solution for the CCBHC but also a partner and knowledge source on all things related to the CCBHC treatment model.

CareLogic is uniquely suited to support the Certified Community Behavioral Health Clinic in many ways. CareLogic is certified by the Office of the National Coordinator to the 2015 Cures Update version and CareLogic is fully certified as a Base EHR. CareLogic includes the features required to deliver the nine specific services of the CCBHC and to meet all of the CCBHC data collection and reporting requirements. Highlighted below are some of the CareLogic features and functionality critical to the success of a CCBHC:

- Ability to create an integrated treatment plan including use of the "golden thread" to support whole person care
- Flexible and configurable clinical workflows within the EHR to support the collection of outcomes data with minimal disruption to the clinical process
- Powerful reporting and analytics tools including an ad hoc reporting tool, a business intelligence tool, standard reports, and a suite of clinical, financial, and operational dashboards
- An analytics and reporting tool specific to the reporting of clinical quality measures which provides great transparency into the performance on each specific measure at the individual or group level including showing gaps in care

- Alerts and notification processes to facilitate the timely follow up and follow through for clinical interventions
- A robust integrated patient engagement tool that includes telehealth, appointment reminders, and a patient portal that allows for document exchange, email and SMS messaging, appointment setting, and prescription refill requests
- Support of alternative reimbursement models including the Prospective Payment System
- A full suite of standardized assessment and screening tools
- CareLogic includes the National Outcomes Measure (NOMS) Tool with a data extract targeted to be delivered Q1 2024 so the NOMS data can be electronically uploaded into SPARS
- An integrated ASAM Criteria tool
- A strong referral and referral tracking workflow including the ability to “close the referral loop”

Beyond the capabilities of our CareLogic EHR, Qualifacts includes the availability of a full time CCBHC Program Manager who is available for consultation at no additional cost. Our CCBHC program manager is a well-established CCBHC subject matter expert who delivers webinars, white papers, and blogs on the topic nationwide. Perhaps our greatest asset is our longstanding CCBHC Cohort. Our CCBHC Cohort is a formalized group of CCBHC customers who meet monthly to share ideas, problem solve and provide mentorship to other CCBHCs. The CCBHC includes all types of CCBHCs of all maturities who support each other through a shared community portal webpage and monthly meetings. Through this group our CCBHCs are able to brainstorm best practice workflows and share processes and procedures for meeting the CCBHC Criteria. The group is facilitated by our CCBHC Program Manager who also provides CCBHC specific training and has brought guest speakers to the cohort such as the National Council for Mental Wellbeing. The monthly meetings are well attended, and engagement is high.

Qualifacts and Oaklawn have worked very closely over these many years. Oaklawn has always been an innovative user of our CareLogic EHR including having a strong report writer. Oaklawn creatively uses the tools included in CareLogic to effectively drive outcomes and efficiency.

Oaklawn has always had strong representation in Qualifacts National User Groups, including some members of Oaklawn holding leadership roles for these groups. Oaklawn has participated in many CareLogic beta programs including their current participation in the beta testing of some analytics dashboards Qualifacts designed for the support of the CCBHC. Oaklawn is an active participant in the CCBHC Cohort. Oaklawn and the CCBHC Program Manager have had many occasions to collaborate on the use of CareLogic for the CCBHC treatment model. Oaklawn would be a great selection for showcasing the strength of the CCBHC Demonstration model.

If you have any questions, please feel free to contact Rachel or Mary.

Respectfully,

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