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DATE: June 24, 2022

TO: DMH Contracted Community Psychiatric Rehabilitation (CPR), Comprehensive Substance Treatment and Rehabilitation (CSTAR), 988 Call Centers, and Certified Community Behavioral Health Organization (CCBHO) Providers

FROM: Nora Bock, Division of Behavioral Health Director *NB*

SUBJECT: Missouri Behavioral Health Connect Utilization

Missouri is recognized as a leader in the preparation for 988 implementation, as well as in developing a more robust crisis care continuum. As part of this systemic enhancement, the Department of Mental Health (DMH) and the Missouri Behavioral Health Council (Council) are excited to introduce the **Missouri Behavioral Health Connect (MOConnect)** (*previously referred to as OpenBeds®*) platform that will identify, unify, and track all mental health and substance use disorder inpatient and outpatient treatment resources in a single, common network, available 24/7. This HIPAA-compliant, cloud-based solution:

- replaces inefficient manual tracking, search, communication, and reporting functions;
- facilitates rapid referrals and feedback; and
- fosters collaboration and coordination among hospitals, primary care, behavioral health, law enforcement, courts, crisis systems and other community service organizations.

Data and analytics will be available to those using the platform, which will help assess and improve internal processes. MOConnect will include a crisis management module for individuals in crisis, which will expedite response, assessment, access to treatment, track the journey from call to treatment, and improve coordination between stakeholders.

MOConnect will be implemented in phases beginning with onboarding contracted CPR, CSTAR, and CCBHO providers to receive referrals. Additionally, contracted 988 Call Centers, ACI providers, and mobile crisis response providers will onboard to use the crisis management module to support and collect data on 988 calls, ACI calls, and mobile crisis responses. The timelines for this phased rollout are still being developed, but please note:

- There will be a more detailed set of guidelines released for the use of MOConnect.
- Each provider will need to sign a subscription and business associate agreement with Bamboo Health to ensure data security within MOConnect with no cost to providers.
 - If your organization has multiple facilities (or referring-only locations), we intend to include all those locations within the network.

The project manager of MOConnect is Drew Burnett, Referral Network Manager at the Council. He will communicate with
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each participating member regarding information on the implementation of phases, subscription, BAA agreement, orientation, training, and network monitoring. If you have any questions, please contact Drew at 573.634.4626 x123 or dburnett@mobhc.org.

MOConnect will bridge the gap between behavioral health services, as well as help divert individuals from inappropriate use of law enforcement, emergency, and hospital resources. This will require active engagement from all behavioral health and crisis providers, and will foster a no-wrong-door approach for the individuals we serve and for all Missourians in crisis. We look forward to working with you on MOConnect.