



Integrating Physical & Behavioral Health: Planning & Implementation

March 31, 2016

A Department of Social Services
PCMH Presentation Hosted by
Community Health Network of CT, Inc.



Learning Objectives

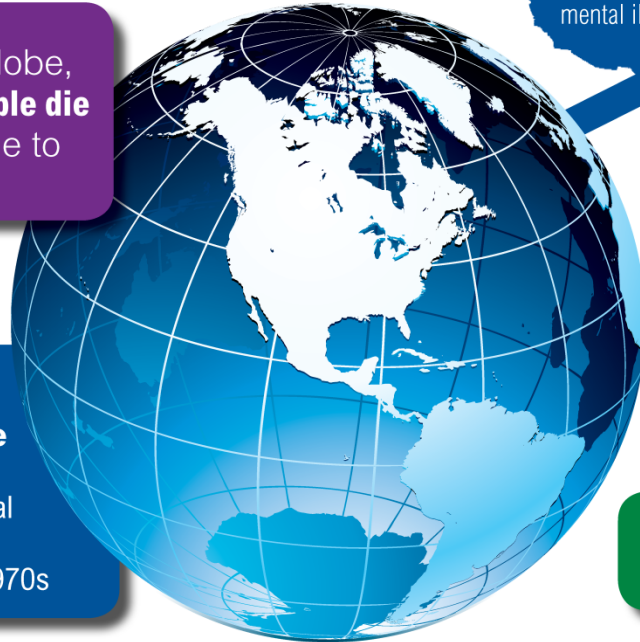
- Identify the importance of early detection of behavioral health conditions
- Define practice support to overcome barriers to treatment
- Understand your current level of integration between physical and behavioral health
- How to best use resources from the Connecticut Behavioral Health Partnership



Behavioral Health & Global Concern for Life Expectancy

Across the globe,
8 million people die
each year due to
mental illness

**People with mental
illness do not share
improvements** in life
expectancy for the general
population compared to
baseline studies in the 1970s



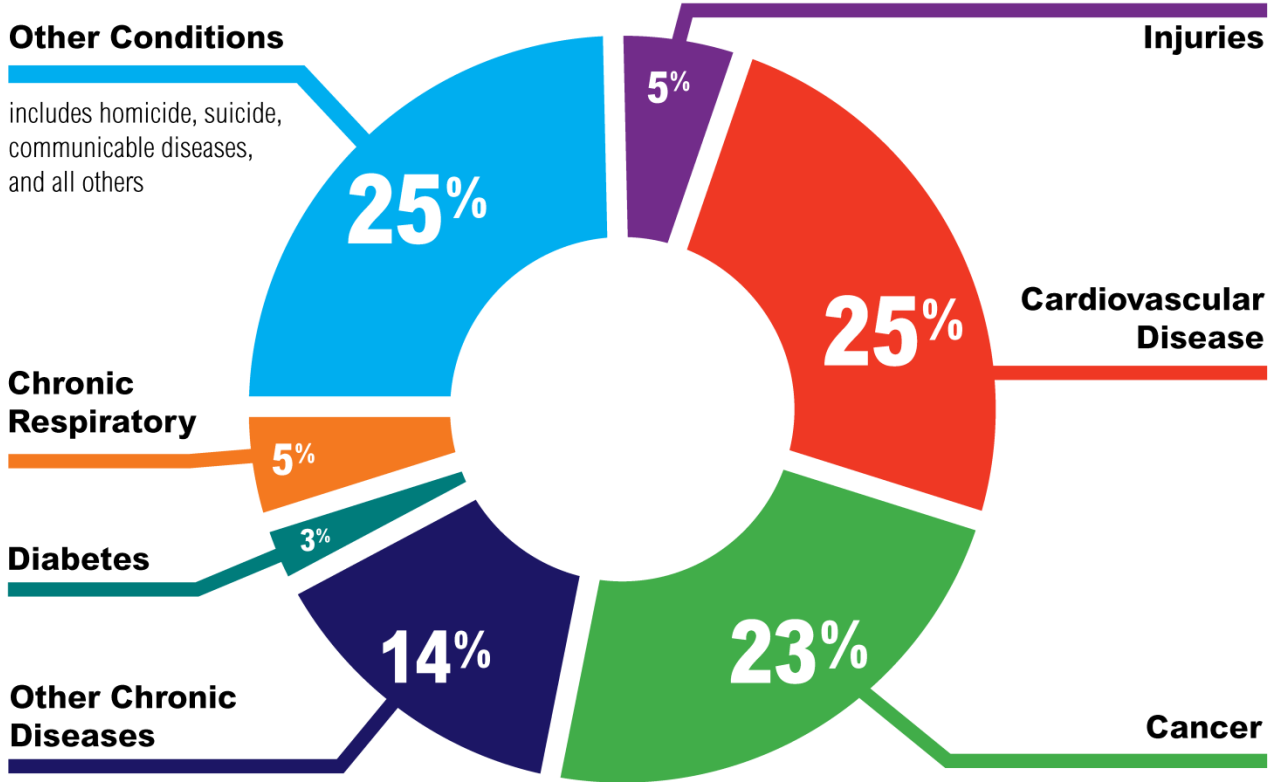
61.5 million
Americans experience
mental illness

Each year **60%** of adults
and **50%** of children ages
8–15 with mental illness **received
no mental health services.**

20% of adolescent ages 13-18
experience severe mental disorders^(NAMI)

Effective integration of medical and behavioral care
saves **\$26–\$48 billion** annually (Milliman Report)

Leading Causes of Death, United States

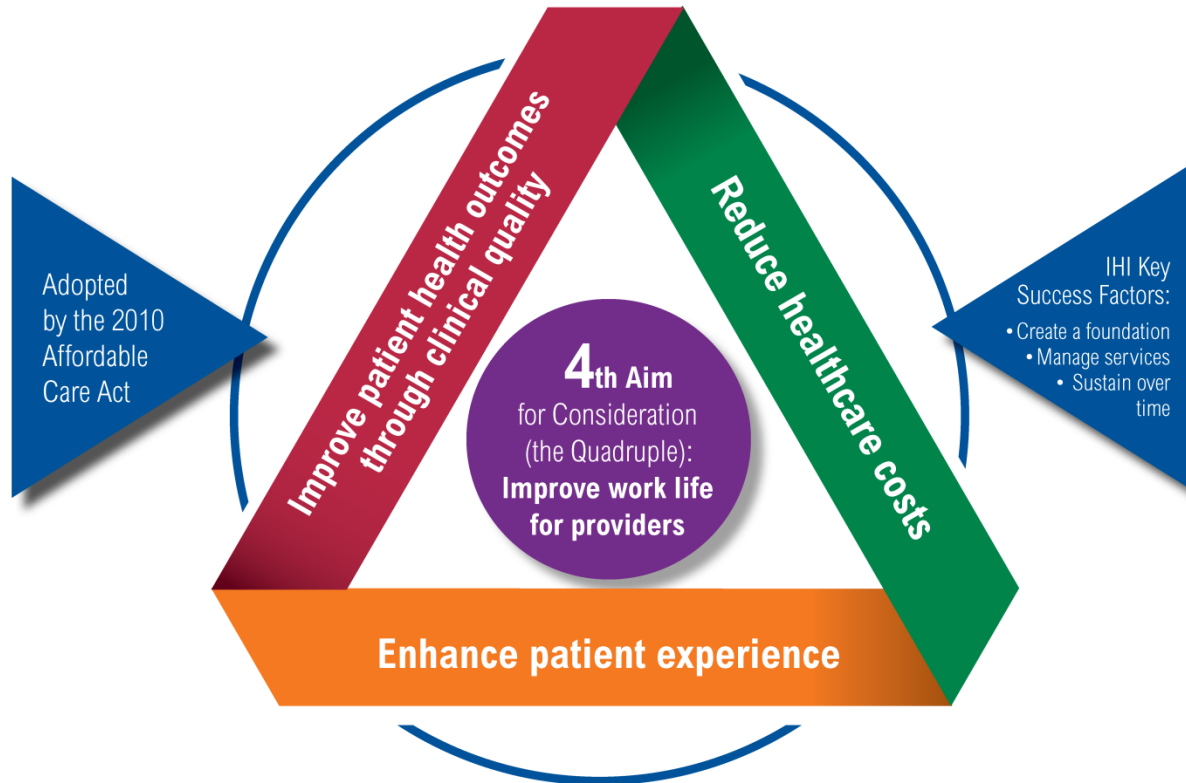


7 out of 10 deaths per year are caused by chronic disease

CDC: National Center for Chronic Disease Prevention and Health Promotion:
Division of Population Health: Mental Health and Chronic Diseases: XU, et al.,
National Vital Statistics Reports. Vol. 58, No. 19, May 20, 2010.

Triple Aim

Act with the Individual, Learn for the Population



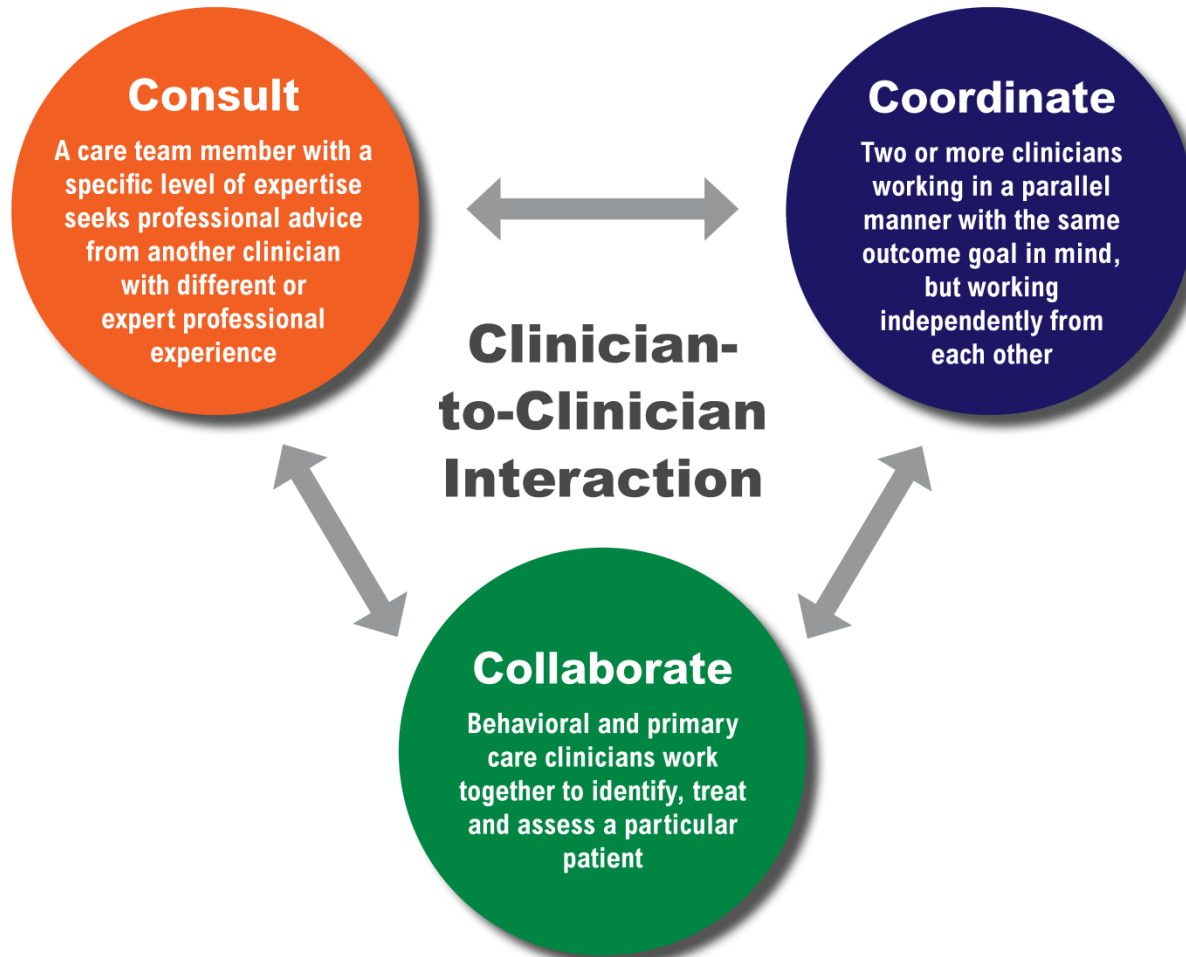
Initiated 2008 by Institute for Healthcare Improvement (IHI)

- Improved individual experience of healthcare
- Improved health of geographic communities/populations
- Reduction of per capital costs

Real World Integration

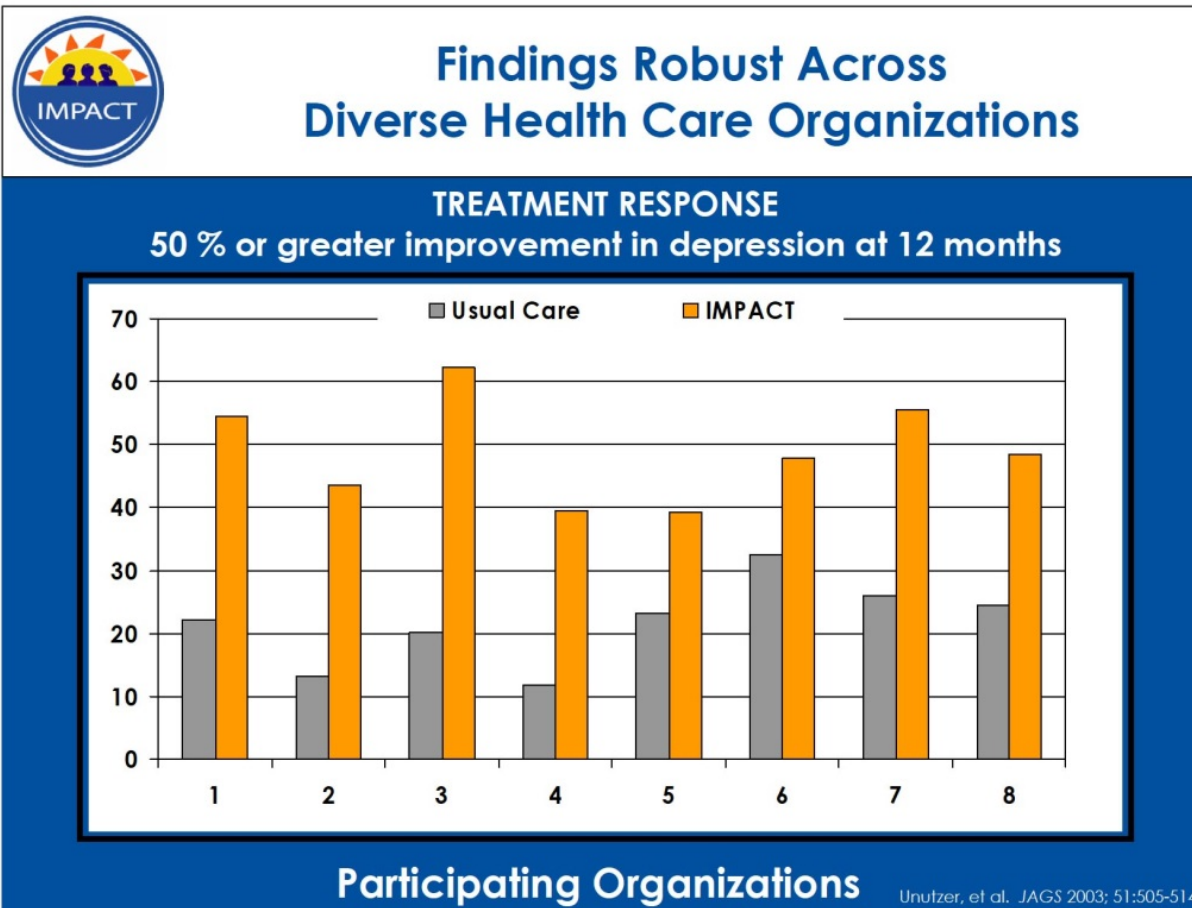
Steps in the Integration Process	Definition
Integration Reach	Identify Patient Needs & Access
Establish Care Pathways	Level of Care Provided
Approach to Patient Transitions	Warm hand-off or outside referral
Location of Integration Workforce	Physical Location for the Integration Care Team
Shared Integration Model	Care Team Use of the Same Model of Integration

Consult, Coordinate, Collaborate



IMPACT Program Trial Results

Improving **M**ood – **P**romoting **A**ccess to **C**ollaborative **T**reatment for Late-Life Depression



Evidence-based 'Team Care' for Depression

TWO PROCESSES	TWO NEW 'TEAM MEMBERS' Supporting the Primary Care Provider (PCP)	
	Care Manager	Consulting Psychiatrist
<p>1. Systematic diagnosis and outcomes tracking</p> <p>e.g., PHQ-9 to facilitate diagnosis and track depression outcomes</p>	<ul style="list-style-type: none"> - Patient education / self management support - Close follow-up to make sure pts don't 'fall through the cracks' 	<ul style="list-style-type: none"> - Caseload consultation for care manager and PCP (population-based) - Diagnostic consultation on difficult cases
<p>2. Stepped Care</p> <p>a) Change treatment according to evidence-based algorithm if patient is not improving</p> <p>b) Relapse prevention once patient is improved</p>	<ul style="list-style-type: none"> - Support anti-depressant Rx by PCP - Brief counseling (behavioral activation, PST-PC, CBT, IPT) - Facilitate treatment change / referral to mental health - Relapse prevention 	<ul style="list-style-type: none"> - Consultation focused on patients not improving as expected - Recommendations for additional treatment / referral according to evidence-based guidelines

Integration Barriers at the Practice Level

Care Team Staffing

Referral Resources

Clinical Skill Set

Space Availability

Financial Barriers

State Licensing Requirements

Patient Population Stratification

Workflow Processes

Health Insurance Portability and Accountability Act (HIPAA)

■ HIPAA Privacy Rule

- Assures protection of an individual's health information
- Facilitates sharing of health information needed to provide and promotes the highest quality of care
- Protects the public's health and well-being
- Is flexible and comprehensive in covering the disclosures that need to be addressed

■ Exception

- Stricter state laws or rules for substance abuse treatment facilities (42 CFR Part 2)

US Department of Health & Human Services (HHS) Proposal – 2/9/16

- New rule to modernize 42 CFR Part 2 to facilitate the exchange of substance use disorder information while ensuring an individual's confidentiality
- Public comment on proposed changes currently being received by HHS

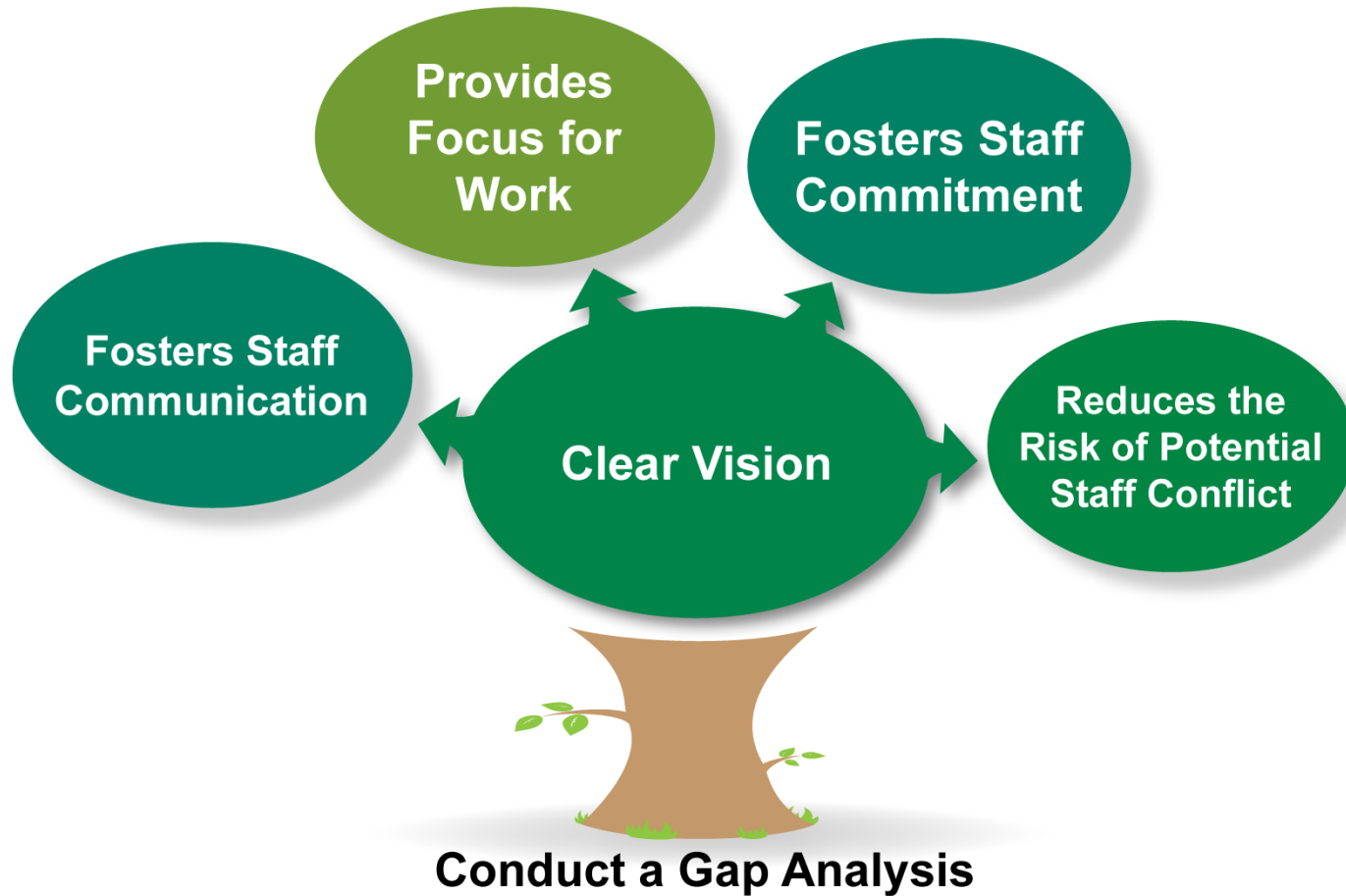




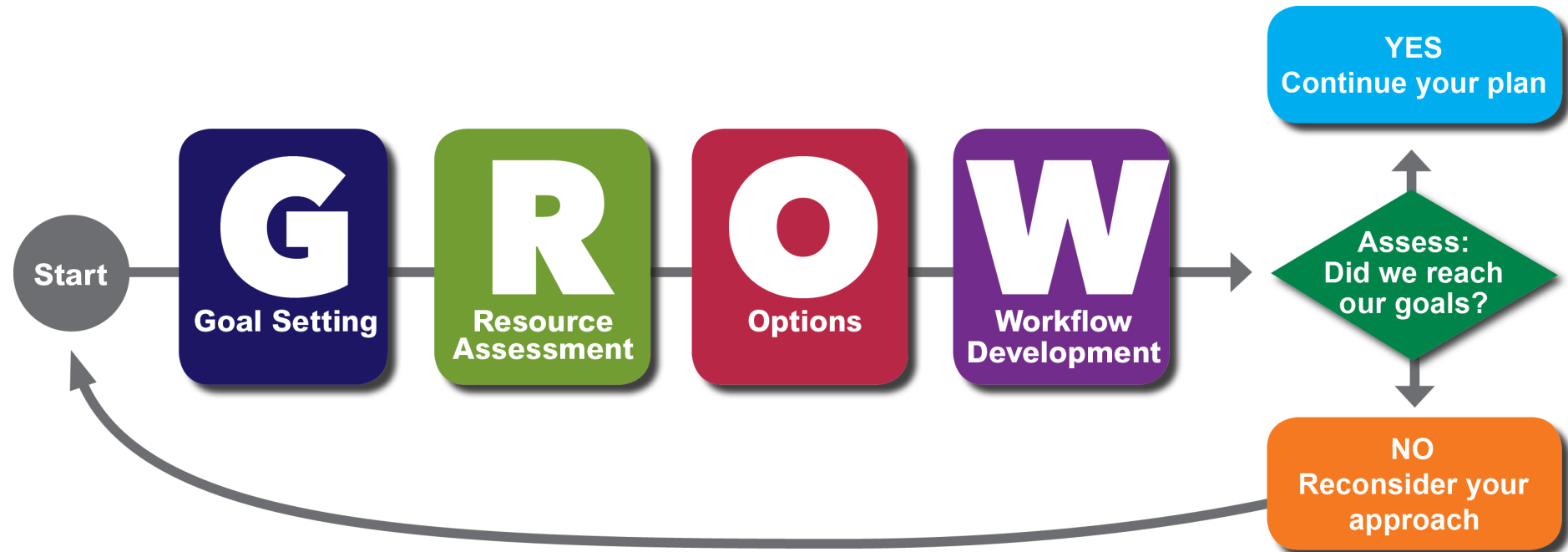
Where and How to Begin Behavioral Health Integration



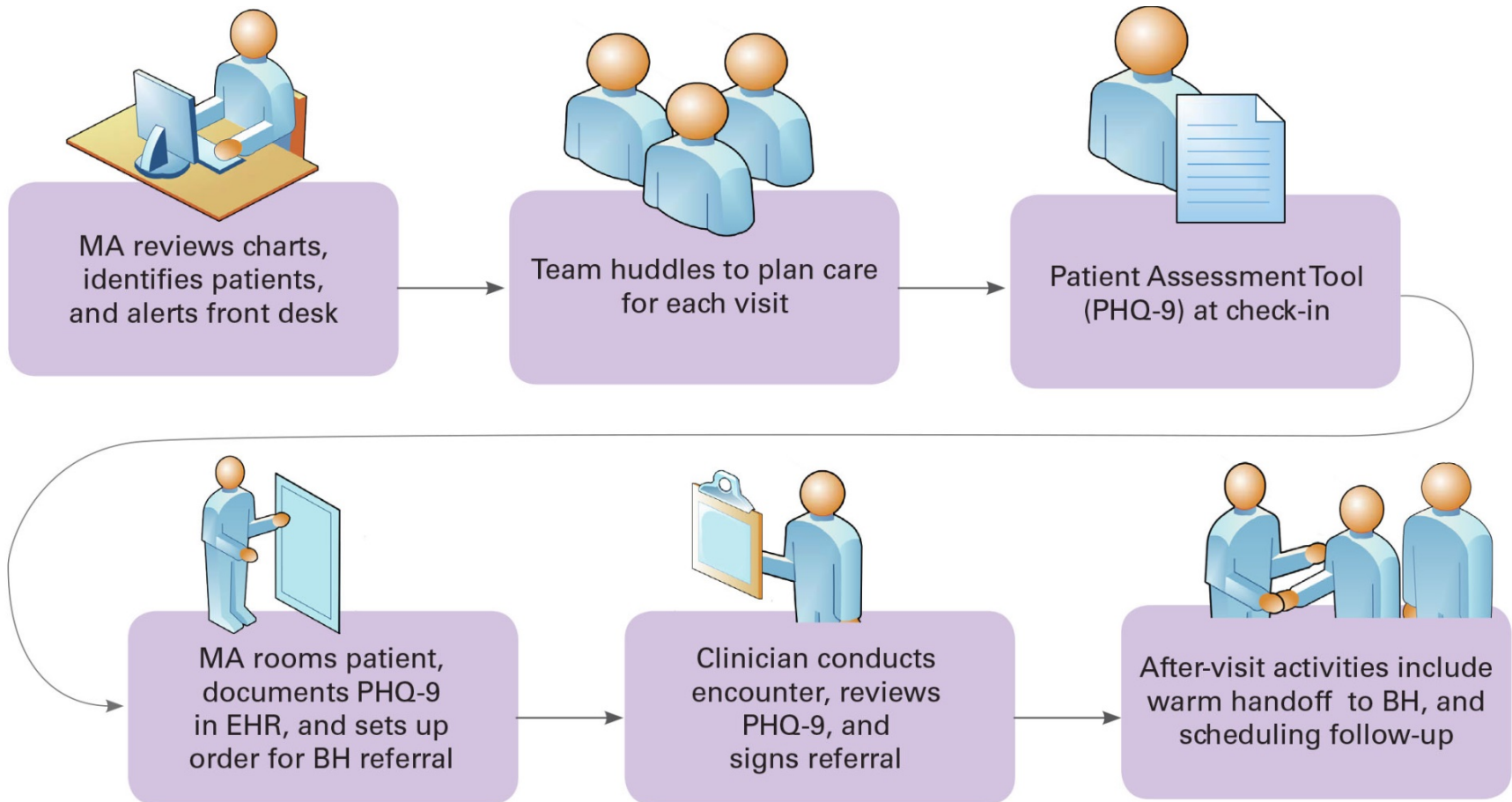
Gap Analysis



GROW Pathway to Integration Tool



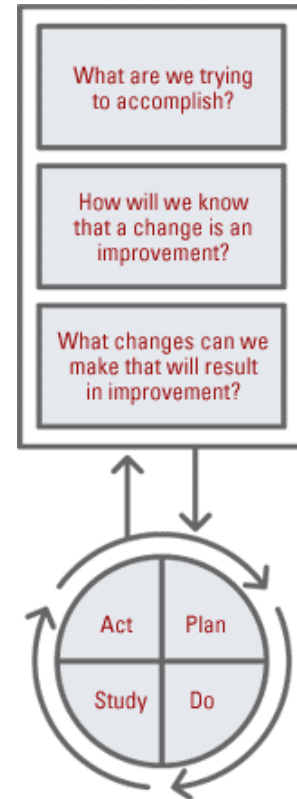
Depression Screening Workflow



Ongoing Quality Improvement (QI) Process

- Evaluate behavioral health measures based on data/reports
- Choose and define QI project
 - Assess workflows for potential improvements
 - Choose realistic, attainable and measurable goal
 - Establish timeline for implementation and achievement of goal
- Complete QI project to implement improvement
- Assess for goal achievement
- Sustain improvement

***The QI process is continuous and cyclical,
never stagnant***




BH Integration

Key Success Factors

- Allocate appropriate time to plan
- Transform practice culture
- Train staff to implement and sustain integration
- Assess and manage capacity realistically
- Identify internal champions and external stakeholders
- Utilize available and free resources





CT Behavioral Health Partnership (CT BHP) Provider Resources



CT BHP Call Center Information

Phone

- Toll Free: 1.877.55.CTBHP or 1.877.552.8247
- TTY: 1.866.218.0525



Provider selects 1 for English, 2 for Spanish and then 3 for the Provider Menu

Office Hours

- Mon – Fri – 9:00 a.m. to 7:00 p.m.
- Bi-lingual staff are available during office hours



Translation services available through our language line for all languages

Mailing Address

- 500 Enterprise Dr. Suite 4D, Rocky Hill, CT 06067



CT BHP Network

Individual & Group Practitioners

- Alcohol & Drug Counselors
- Board Certified Behavioral Analysts (Autism Services)
- Clinical Social Workers
- Marriage & Family Therapists
- Professional Counselors
- Psychiatrists
- Psychologists

Facilities

- Adult Group Homes
- Alcohol & Drug Centers
- DCF Residential Services
- Enhanced Care Clinics
- Federally Qualified Health Centers
- Hospitals
- Medical Clinics/School Based Health Centers
- Mental Health Clinics
- Methadone Maintenance Clinics
- Rehabilitation Clinics

Covered Services

- Autism Spectrum Disorder Services
- Case Management for <19 years of age (after initial 3 hours)
- Home-based Services for ≤21 years of age
 - Intensive In-home Children & Adolescent Psychiatric Services
 - Multidimensional Family Therapy
 - Multi-systemic Therapy
 - Functional Family Therapy
- Home Health Services
- Outpatient Services
- Psychological Testing

A description of these services can be found in the Provider Manual or Level of Care Guidelines on the CT BHP Website www.ctbhp.com

Click "***For Providers,***" then "***Providers Menu***"

Additional Covered Services

- Electroconvulsive Therapy
- Extended Day Treatment
- Intensive Outpatient Services
- Methadone Maintenance
- Partial Hospitalization
- Psychiatric Hospitalization
- Adult Group Homes through Department of Mental Health & Addiction Services
- Child Group Homes through Department of Children & Families (DCF)
- Detoxification – Inpatient, Residential & Ambulatory
- Psychiatric Residential Treatment Facility
- Residential Treatment Center for Children through DCF

Provider Referrals



OR



**Provider/Member calls CT
BHP for referrals
1.877.552.8247**

**Provider/Member
accesses our Online
Provider Directory
(ReferralConnect)**



**Provider/Member
receives list of BH
provider referrals**

**Provider/Member can
contact BH provider for
appointment**



Connecticut Behavioral Health Partnership

Welcome to the CT Behavioral Health Partnership. You can use this site to find information on accessing and providing behavioral health and support services.



Connecticut BHP
Supporting Health and Recovery

[For Members](#)

[For Providers](#)

[New - Autism Services](#)

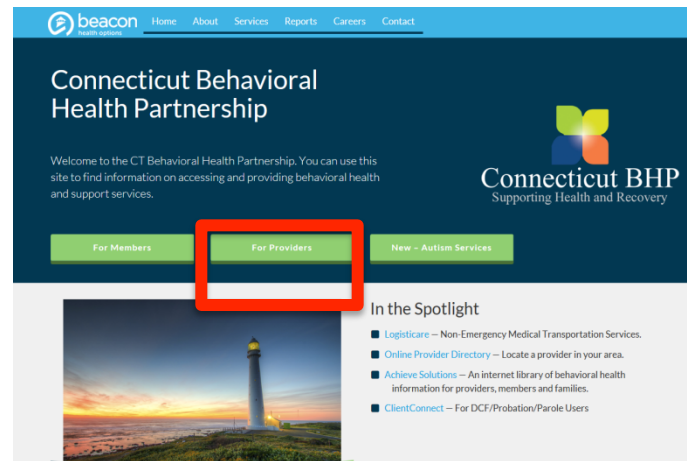


In the Spotlight

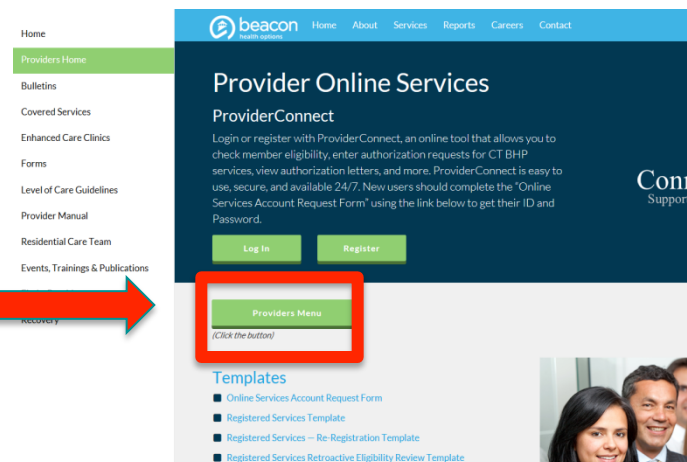
- [Logisticare](#) – Non-Emergency Medical Transportation Services.
- [Online Provider Directory](#) – Locate a provider in your area.
- [Achieve Solutions](#) – An internet library of behavioral health information for providers, members and families.
- [ClientConnect](#) – For DCF/Probation/Parole Users

www.ctbhp.com – For Providers

- Go to www.ctbhp.com
 - Click on **“For Providers”**



- Click on **“Providers Menu”** to access Navigation Menu



CT BHP Website – www.ctbhp.com

■ Full service, user-friendly website

- Covered Services
- Level of Care Guidelines
- Find a Provider
 - ReferralConnect
- List of Enhanced Care Clinics
- Achieve Solutions
- Recovery Information

The screenshot displays the website's navigation menu on the left and the main content area on the right. The navigation menu includes: Home, Providers Home (highlighted), Bulletins, Covered Services, Enhanced Care Clinics, Forms, Level of Care Guidelines, Provider Manual, Residential Care Team, Events, Trainings & Publications, Find a Provider, and Recovery. The main content area features the 'beacon health options' logo and a navigation bar with links for Home, About, Services, Reports, Careers, and Contact. The primary heading is 'Provider Online Services' with a sub-heading 'ProviderConnect'. Below this, a paragraph describes the service: 'Login or register with ProviderConnect, an online tool that allows you to check member eligibility, enter authorization requests for CT BHP services, view authorization letters, and more. ProviderConnect is easy to use, secure, and available 24/7. New users should complete the "Online Services Account Request Form" using the link below to get their ID and Password.' Two green buttons, 'Log In' and 'Register', are positioned below the text. Further down, a 'Providers Menu' section is visible with a green button and the instruction '(Click the button)'. Below this, a 'Templates' section lists four items: 'Online Services Account Request Form', 'Registered Services Template', 'Registered Services – Re-Registration Template', and 'Registered Services Retroactive Eligibility Review Template'. A photograph of three people is partially visible on the right side of the page.



Achieve Solutions

Achieve Solutions CT BHP Homepage



Home About Services Reports Careers Contact

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Connecticut BHP
Supporting Health and Recovery

For Members

For Providers

New - Autism Services



In the Spotlight

- [Logisticare](#) – Non-Emergency Medical Transportation Services.
- [Online Provider Directory](#) – Locate a provider in your area.
- [Achieve Solutions](#) – An internet library of behavioral health information for providers, members and families.
- [ClientConnect](#) – For DCF/Probation/Parole Users

Achieve Solutions

Contact Us 877-552-8247

[More Contact Options](#)

[Español](#)



Connecticut BHP
Supporting Health and Recovery

An Achieve Solutions website®

[Home](#)

[Find Services](#)

[Resources](#)

[Links](#)



Topics



Tools



© 2016 Achieve Solutions® is a Beacon Health Options website.

[Contact Us](#) | [About Services](#) | [Site Info](#) | [Terms](#) | [Privacy](#) | [What's New](#)

Achieve Solutions

- Online library of information about behavioral health care, life events and wellness resources

6,000+ articles and tip sheets on over 200 health topics:

- Behavioral and physical health and wellness
- Family care
- Depression, anxiety, substance abuse
- Work/life balance
- Resources

The screenshot shows the Achieve Solutions website. At the top, there is a header with 'Contact Us 877-552-8247' and a link to 'More Contact Options'. A language selector for 'Español' is also present. The main navigation includes 'Home', 'Find Services', and 'Resources'. A 'Quick Links' button is visible. The page features the Connecticut BHP logo with the tagline 'Supporting Health and Recovery' and the text 'An Achieve Solutions website®'. A large banner image shows a smiling man in an orange shirt with a backpack. At the bottom, there is a copyright notice: '© 2015 Achieve Solutions® is a ValueOptions® website.' and links for 'Contact Us', 'About Services', and 'Site Info'. On the right side, there is a sidebar menu titled 'Explore Info' with a 'Choose a category' dropdown. The categories listed are: 'Depression, Bipolar & Schizophrenia', 'Family, Relationships & Education', 'Fears & Stressors', 'Health & Wellness', 'Managing Your Work Life', 'Money & Legal', and 'PeerConnect'.

How can Achieve Solutions help?

1. Providers can print out articles and information for members
2. Providers can direct members to website for information on health and wellness



ReferralConnect

Online Provider Directory

ReferralConnect

beacon health options Home About Services Reports Careers Contact

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Connecticut BHP
Supporting Health and Recovery

For Members For Providers New - Autism Services

In the Spotlight

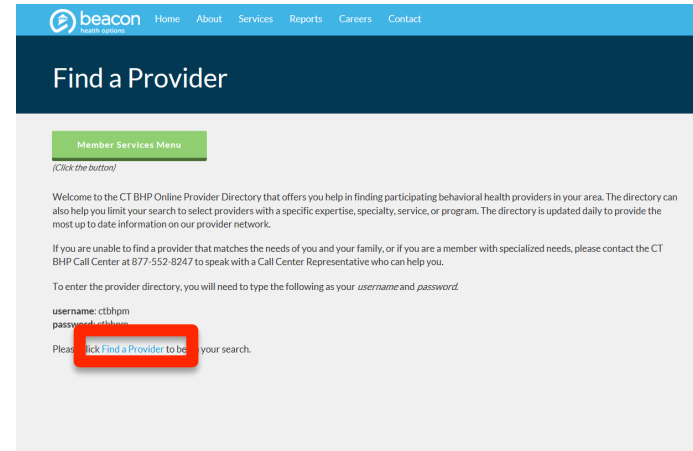
- Legal Advocacy - Non-Emergency Medical Transportation Services.
- Online Provider Directory** - Locate a provider in your area.
- Autism Services - An internet library of behavioral health information for providers, members and families.
- ClientConnect - For DCF/Probation/Parole Users

How can ReferralConnect help?

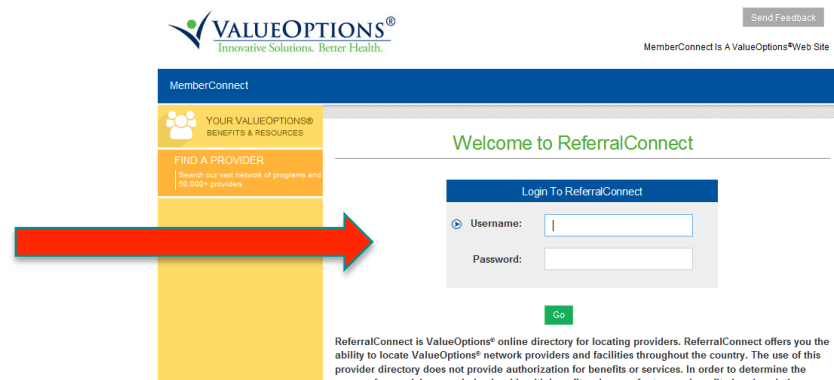
1. Providers can locate behavioral health providers closest to their practice and outreach to discuss a collaboration or referral process
2. Providers can direct members to search for behavioral health providers closest to their work or home

ReferralConnect

- Click on **“Find a Provider”**



- Enter Username & Password
 - “ctbhpm” for both
- Click **“Go”**



ReferralConnect



Send Feedback

Log Out

MemberConnect Is A ValueOptions® Web Site

MemberConnect



YOUR VALUEOPTIONS®
BENEFITS & RESOURCES

FIND A PROVIDER

Search our vast network of programs and 50,000+ providers

FIND INDIVIDUAL DOCTORS, COUNSELORS, GROUPS & CLINICS

FIND HOSPITALS AND PROGRAMS

SEARCH TIPS

FAQ

Find A Provider

Find Individual Doctors, Counselors, Groups & Clinics

Member Information

To search for providers, you must enter your address information and search parameters below.

Street:

[Search Tips](#)

City:

State:

Zip:

Include Traveling Providers (ABA providers only)? [What's this?](#)

Display:

providers



Distance:

Any Distance

miles

- Any Distance
- 2
- 5
- 10
- 25
- 50
- 100

Select the Distance

Provider Name And Inform

Entering Provider Search
change the default value

al. For the broadest possible search, do not
refine or narrow your search results, then make

Integration Care Best Practices

- Primary Care Providers outreach to behavioral health providers within their area
- Determine the level of collaboration and the information shared through Collaborative Care Referral Form or Memorandum of Understanding
- Obtain a signed Release of Information from members for medical/behavioral health information to be shared between providers



Integrated Care

Integrated Care Tools

- Go to:
www.valueoptions.com/company/Integrated.htm

The screenshot shows the ValueOptions website header with the logo and navigation menu. The main content area features a lightbulb icon with a globe inside, representing integrated care. Text to the right of the icon states: "With its extensive clinical experience and its fully integrated technology, ValueOptions is the leading integrator of primary medical care and behavioral health care, demonstrating improved care coordination, member engagement, and clinical outcomes." Below this is the "Integrated Care" section with the heading "Our Vision" and a list of five goals: "Promote healthy behavior", "Effectively manage chronic illness", "Eliminate barriers to treatment", "Increase service coordination and provider collaboration", and "Contain health care costs".

- Click **“IPAT Assessment Tool”**
or;
- “Integration Tool Kit”**

We are the ONLY company of our kind that has co-developed collaborative integration measurement tools to identify the critical features of integration responsible for better outcomes.

For more information, please contact our Integrated Care Customer & Product Strategy team at:
IntegratedCareToolkit@valueoptions.com

How Integrated Is Your Practice:

Conduct an assessment of your practice using our on-line Integrated Practice Assessment Tool (IPAT) at:

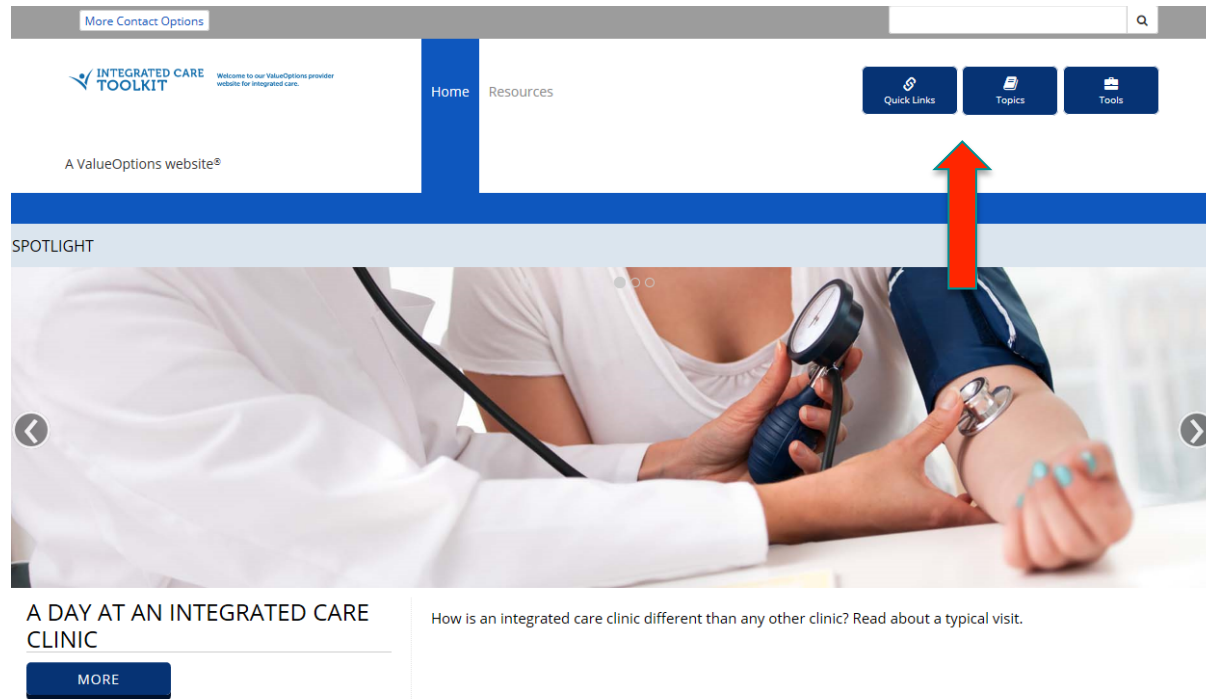
[Integrated Practice Assessment Tool](#)

Becoming More Integrated:

Additional resources to help achieve integration. Check out our comprehensive Integration Tool Kit:

[Integration Tool Kit](#)

Integration Tool Kit



Click **“Quick Links”** or **“Topics”** to get started!

Integrated Care

Comprehensive Integrated Tool Kit has a number of resources for providers and practices interested in integrating care:

- IPAT Assessment Tool
 - Conduct Assessment of your practice to determine level of integration
- Models of Integrated Care
- Screening Tools
- Articles
- FAQ's
- [Integration White Paper](#)

The screenshot shows the homepage of the Integrated Care Toolkit. At the top left, there is a logo for 'INTEGRATED CARE TOOLKIT' with a small tagline: 'Welcome to our ValueOptions provider website for integrated care.' To the right of the logo are navigation links for 'Home' and 'Resources'. Further right are three buttons: 'Quick Links', 'Topics', and 'Tools'. Below the navigation is a blue horizontal bar with the text 'A ValueOptions website®'. Underneath this bar is a 'SPOTLIGHT' section featuring a large image of two men in a clinical setting. The man on the left is a doctor in a white coat with a stethoscope, and the man on the right is wearing a blue sweater. Below the image is the text 'HOW TO IDENTIFY AN INTEGRATED CARE CLINIC' and a 'MORE' button. To the right of the image is a short paragraph: 'An ideal integrated clinic provides a one-stop setting for all health care needs. Often, this can be found in a local community clinic.'



Questions?

Thank you for your time!



- By email: pathwaytopcmh@chnct.org
- By phone: 203.949.4194
- Online: www.huskyhealthct.org/providers/pcmh.html
- All PCMH webinars located on the HUSKY Health website page “[Pathway to PCMH Webinar Recordings and Presentation Materials](#)”