Innovations in Medicaid: Meeting the Behavioral Health Needs of Medicaid Members Post-Pandemic

NORC Managed Care Organization Learning Hub Webinar Series with Support from MolinaCares Accord

7/29/2021
What is the NORC MCO Learning Hub?

- The NORC MCO Learning Hub is committed to providing information on ways to transform health equity and health care to key Medicaid and MCO leadership, consumer groups, and other key industry groups.

New Webinar Series

- MCO Learning Hub will be hosting a new six-part quarterly webinar series highlighting innovations in Medicaid.
- First session today focused on meeting the behavioral health needs of Medicaid members post-pandemic.
Webinar Logistics

- All attendees will remain in listen-only mode
- Please send any questions for presenters using the chat box at the bottom – we’ll have a Q&A session at the end
- The slides can be accessed on our website: https://www.norc.org/Research/Projects/Pages/medicaid-managed-care-organization-learning-hub.aspx
Agenda

- Introduction
- Dr. Mario San Bartolomé, Molina Healthcare Inc.
- Jonathan Ciampi, Bright Heart Health
- Open Q&A
- Conclude
Speakers

John McCarthy
Moderator
Founding Partner of Speire Healthcare Strategies and Former Medicaid Director in Ohio and the District of Columbia

Dr. Mario San Bartolomé
Speaker
Medical Director, Social Determinants of Health (SDOH) Center for Innovation at Molina Healthcare Inc.

Jonathan Ciampi
Speaker
Chief Executive Officer at Bright Heart Health
Behavioral Health & COVID-19
“The twin addiction and overdose crises have collided with the COVID-19 pandemic, each exacerbating the deleterious effects of the other, resulting in increased rates of substance use and overdose, and increased risk for serious effects of COVI-19 illness.” Nora Volkow, MD, Dir. NIDA
Service Enhancements
During COVID-19

**TeleHealth Expansion & Support**
- Tele-therapy
- Tele-Psychiatry
- Tele-MAT

**Care Connections Pilot Program**
- Tele-Health Follow-up appointments

**COVID Chat Bot**
- Self-assessment for COVID & Mental Health Symptoms

**Provider Training & Collaborations**
- PsychHub partnership
- Engagement of CBOs
- Integration & Collaborative Care Model

**Information Systems**
- Dashboards for TeleHealth, SUD, Drug Testing, Suicide, DUR and Overdose Monitoring
Moving Forward

Health Disparities

TeleHealth Audio & Video

Medication for Addiction Treatment
Innovations in Medicaid: Meeting the Behavioral Health Needs of Medicaid Members Post-Pandemic
About Bright Heart Health

Focus on Quality
• All providers licensed or have reciprocity in the state where services are provided
• Research studies with Stanford University, UCI, RTI & UCLA on outcome studies
• NIDA Clinical Trial Protocol 0102
• First Telemedicine IOP Joint Commission Accredited
On-Demand Services

Virtual Clinic is open 24/7, 365 days a year staffed with Intake Staff, Care Coordinators, Crisis Counselors.

On-demand services are available when

- Patients need care
- PCPs need to complete an assessment
- An emergency room needs to refer a patient
- A partner or spouse needs help
COVID Impact

Patient Starts by Month
Total patient starts by month.

Average Time to Appointment
Care Services

Outpatient Services:
• Medication-Assisted Treatment
• Substance Use Disorder Services
• Mental Health Services
• Eating Disorder Services
• Integrative Pain Management
• TelePsychiatry
• Post Hospitalization Follow Up (FUH, FUM, FUA)

Intensive Outpatient Services:
• Eating Disorder Program
• Substance Use Disorder Program

Screening & Assessment Services
• SBIRT
• Level of Care Assessment
Comprehensive Services

Multi-disciplinary Team:
• Physician
• Therapist
• Dietician
• Case manager
• Care navigator
• Wellness coach

AND some patients may have multiple physicians or therapists, or assigned a specialist.
Patient Referrals

Success Rate
Patient Outcomes: Return to Work

Superior Outcomes

Over 90% of patients are retained at 30 Days in Treatment, significantly above all major published studies.

Reduction in Substance Use

97% of patients are negative for opioids in 90 days, while more than 85% are negative for opioids, stimulants, and sedatives.
PHQ-9 & GAD-7 Scores Over Time

Anxiety and depression decrease as time in treatment increases

NIDA - PHQ9 & GAD7 by Retention in Treatment Days

PHQ9/GAD7 Scores

0 to 100
100 to 200
200 to 300

Patient ID# - Retention Days

PHQ9 Score-Average
GAD7 Score-Average
# Regulatory Limitations

## Direct
- Ryan Haight Act
- Licensure
- Physical Location
- Visit Limits
- Prescribing Limits

## Situational
- Pharmacy Cooperation
- EMR/e-Prescribe
- Focus on Service Delivery vs. Outcomes
  - Signing of treatment plans
  - Treatment plans updated monthly
  - Pregnancy test for women of child-bearing age
  - Behavioral Health vs Physical Health
Q&A

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Presentation Slides/Recording and Future Webinars

• For more information about the MCO Learning Hub, including accessing slides and presentation recordings, please visit our website:
  https://www.norc.org/Research/Projects/Pages/medicaid-managed-care-organization-learning-hub.aspx

• Future webinars in this series will be scheduled soon; subscribe on our website to receive notifications!
Thank you.