

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

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**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

# Trends During COVID-19

Behavioral Health & SUD



## Social Isolation

- Increased despair
- Decreases in access
- Interfering with support systems



## Mental Health

- Pandemic related stressors
- Food / Housing insecurity
- ↑ mental disorder reports



## Addiction

- Increased **triggers** prompting **recurrences**.
- Increases in + drug screens




## Overdose

- An estimated **93,000** deaths in 2020
- ~30% increase
- ↑ ER visits for OD

“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 COVID-19 illness.” Nora Volkow, MD, Dir. NIDA

# Service Enhancements

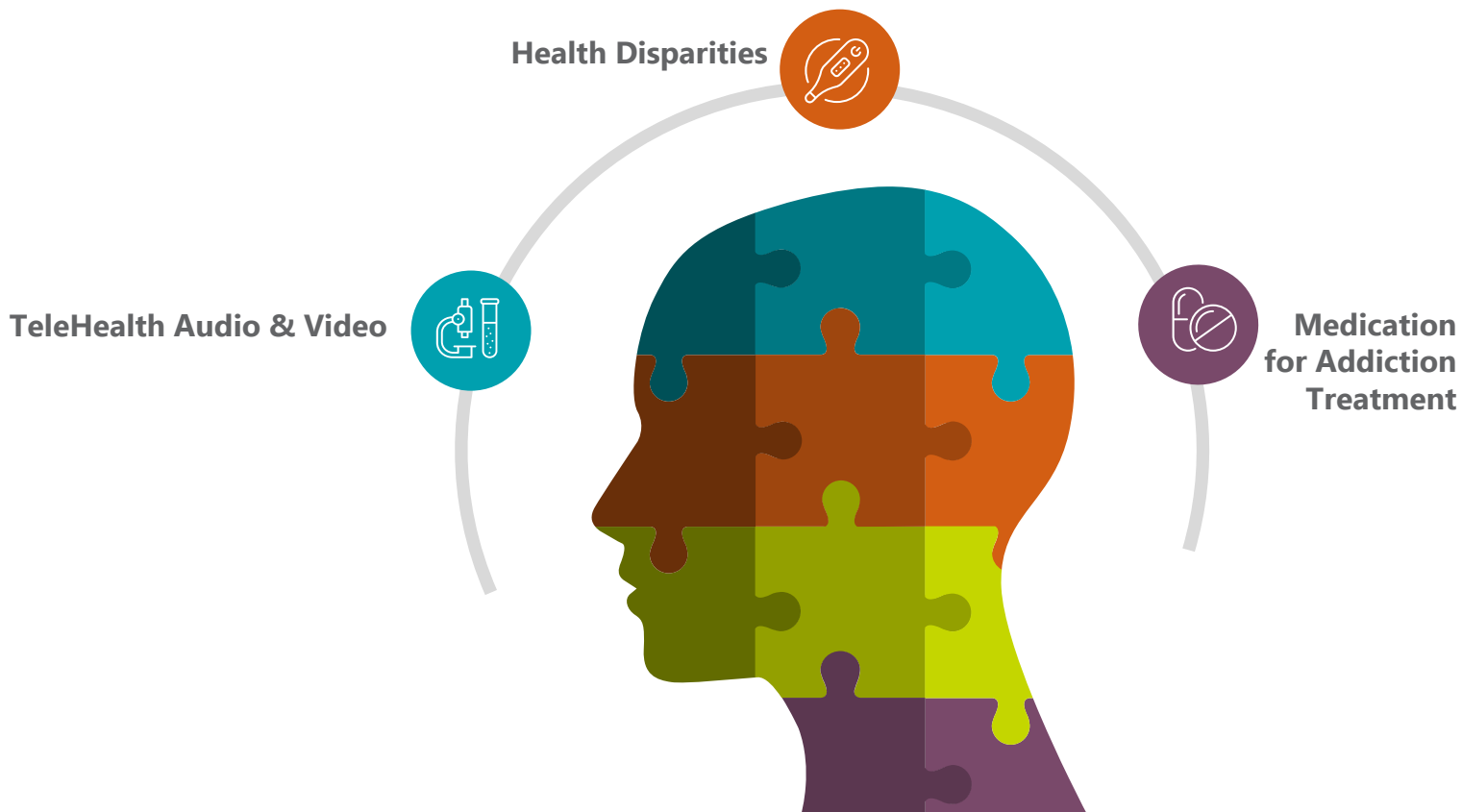
During COVID-19

-  **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



A large, stylized red heart graphic that occupies the left side of the page. It is composed of thick red lines forming the outline of a heart, with a white space in the center. The heart is positioned on the left side of the page, extending from the top to the bottom.

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



**BRIGHT HEART**  
HEALTH

# 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



Stanford  
MEDICINE



## 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

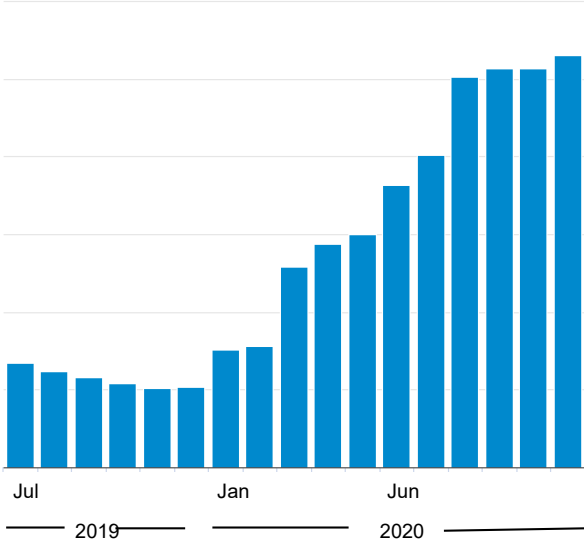
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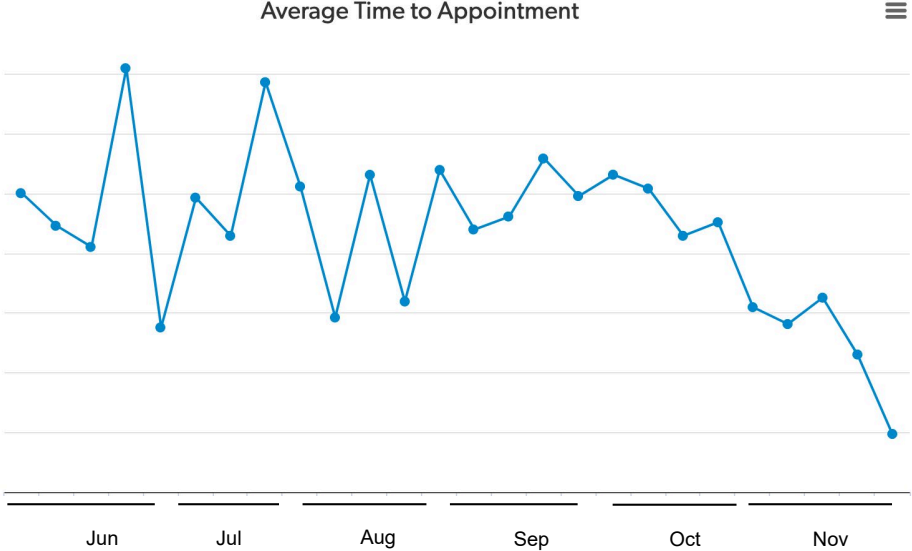
# COVID Impact

### 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)

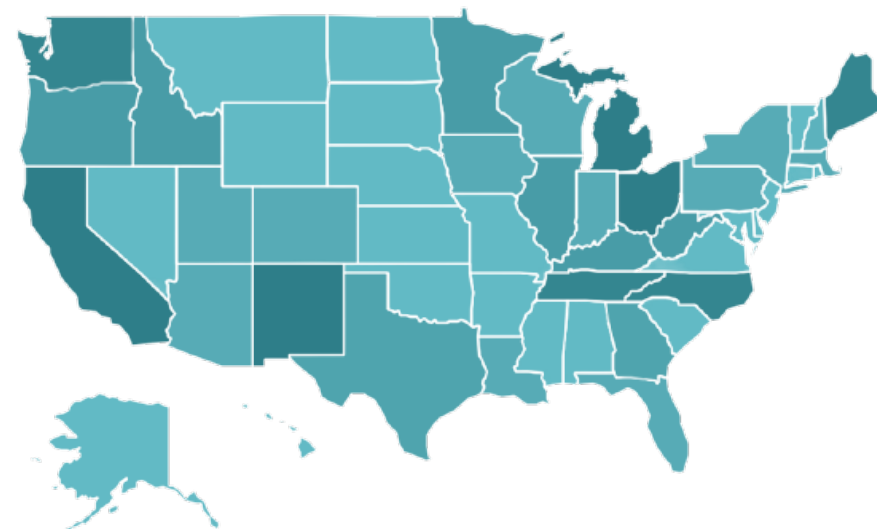
### Intensive Outpatient Services:

- Eating Disorder Program
- Substance Use Disorder Program

### Screening & Assessment Services

- SBIRT
- Level of Care Assessment

Patient Concentration



# 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.

“

You all are my silver lining in some very stormy skies.

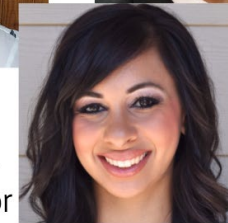
BRIGHT HEART HEALTH PATIENT



Tonya Shantel Escobar, NP



Ashley Ganem, Care Coordinator



“

Bright Heart Health saved my life - even if sometimes all that meant was telling me my life was worth saving.

BRIGHT HEART HEALTH PATIENT



David Kan, MD



“

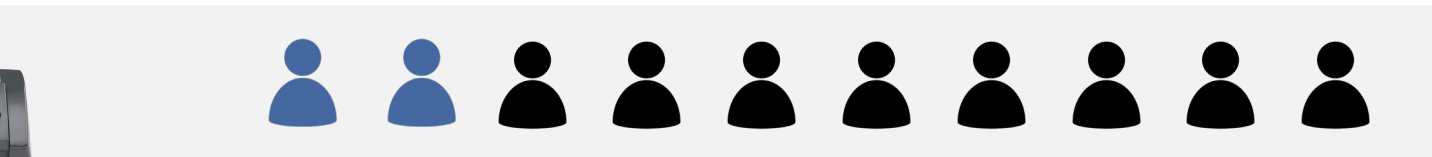
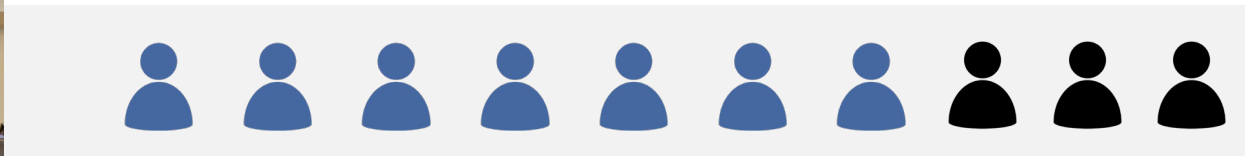
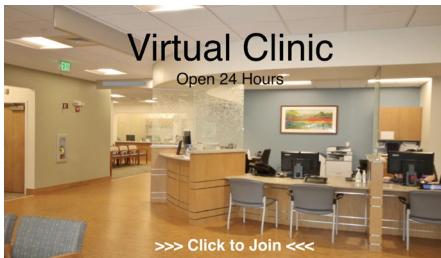
I could sit on my couch in my house with my cat. I felt safe. I didn't have to worry about who would see me.

BRIGHT HEART HEALTH PATIENT



# Patient Referrals

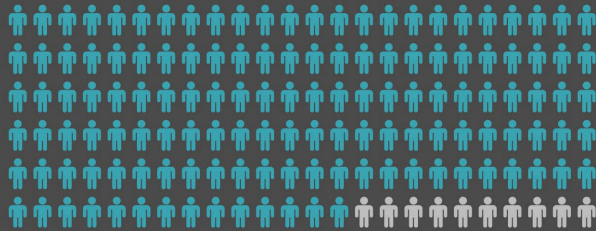
Success Rate





# Patient Outcomes: Return to Work

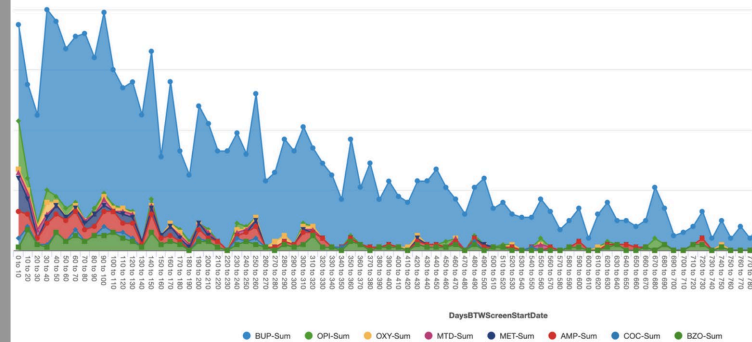
## Superior Outcomes



● 30 Days Retention ● Discontinued

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

## Reduction in Substance Use



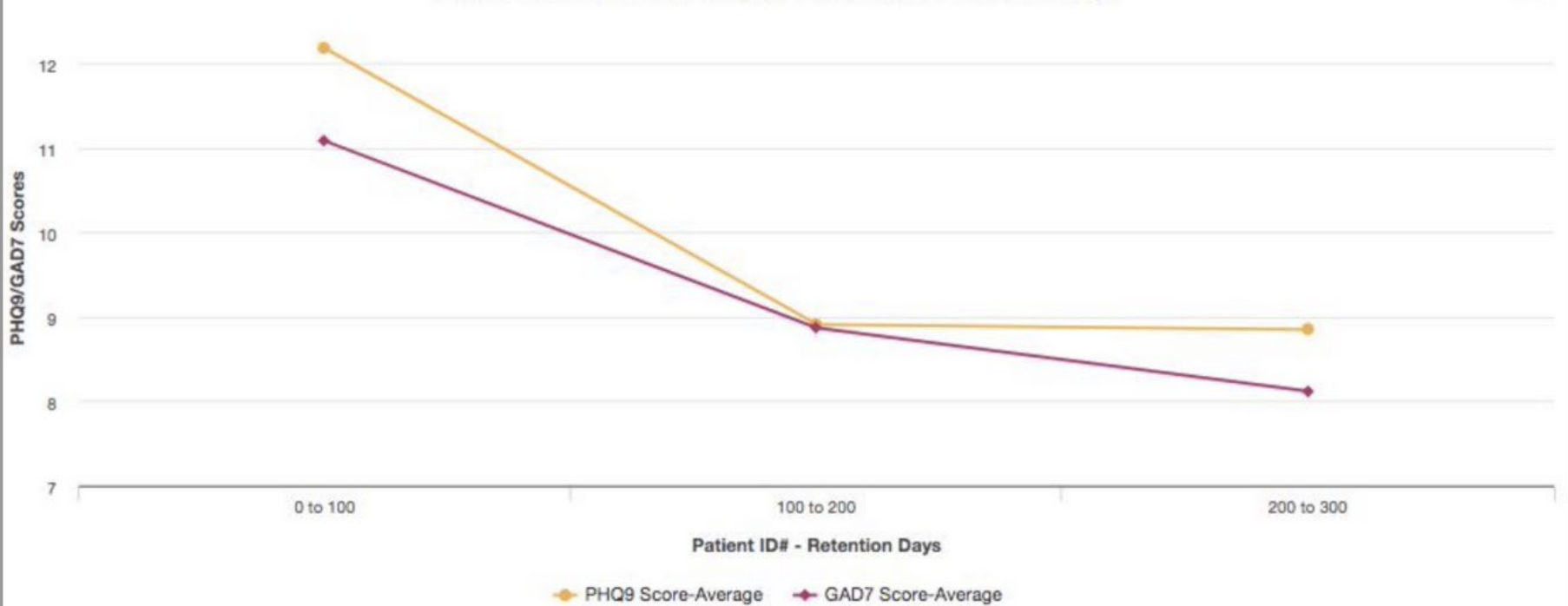
97% of patients are negative for opioids in 90 days, while more than 85% are negative for opioids, stimulants, and sedatives.



# PHQ-9 & GAD-7 Scores Over Time

*Anxiety and depression decrease as time in treatment increases*

NIDA - PHQ9 & GAD7 by Retention in Treatment Days



# 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

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- Future webinars in this series will be scheduled soon; subscribe on our website to receive notifications!

# Thank you.

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 Research You Can Trust™

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 **NORC** at the  
University of  
Chicago