



NEW DIRECTIONS<sup>®</sup>

**MEDICAL/BEHAVIORAL COLLABORATION**

August 2019

# WHAT WE'LL COVER

**Purpose:** To increase understanding of behavioral health services and demonstrate collaboration with medical health providers.

**Agenda:**

Who is New Directions

How to Access Behavioral Health Services

Resources and Tools

Behavioral Health Continuum of Care

# NEW DIRECTIONS BEHAVIORAL HEALTH

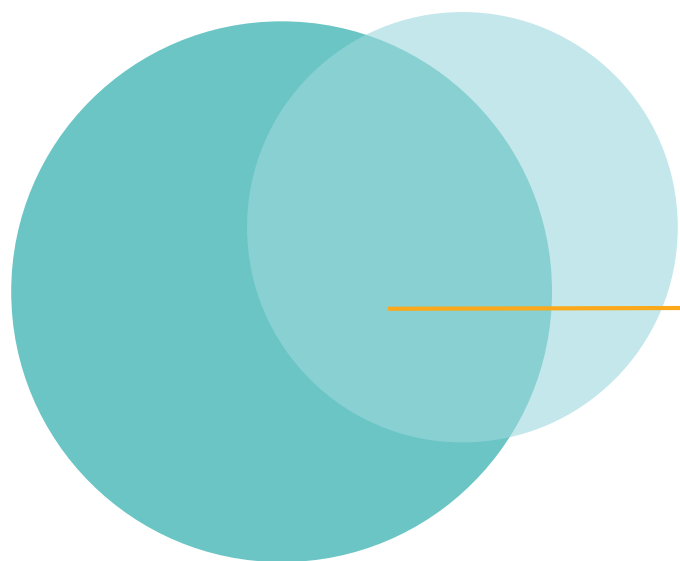
New Directions was founded in 1995 to support the behavioral health needs of individuals throughout the Kansas City area.

**New Directions is an independent behavioral health company that works with Blue Cross and Blue Shield health plans throughout the country to provide managed behavioral health and employee assistance programs.**

New Directions is committed to connecting members to the right care, in the right setting, at the right time, with the right provider.

# THE IMPORTANCE OF COLLABORATION

targeting the comorbid population



- Percent of US population with a chronic health condition
- Percent of US population with a mental health condition

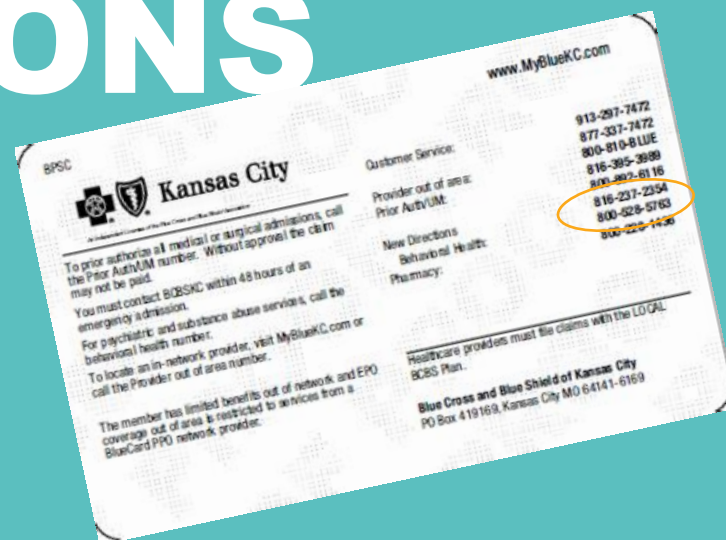
**11%** US population with comorbid conditions

*drives*

**50%** 

total healthcare spend and utilization

# BEHAVIORAL HEALTH SOLUTIONS



# GUIDING MEMBERS THROUGH CARE

Members call the behavioral health number on the back of ID card: 800-528-5763

## WHEN A MEMBER CALLS NEW DIRECTIONS

A New Directions team member will:

**Identify** the reason for call

**Ask** a few questions to determine



### IF CALL IS ROUTINE

A New Directions team member will:

**Refer** member to network provider(s) in their area with the training and specialty to treat behavioral health need

**Educate** member about different types of providers and services

**Assist** with making an appointment and reaching out to providers who can see member within a few days when needed for medication refills, escalation of behavior, or depression or anxiety interfering with normal daily activities.



### IF MEMBER IS IN CRISIS OR DISTRESSED

A New Directions team member will:

**Ask** questions to evaluate the member's safety and risk

**Educate** about different types of providers and services



### IF NEEDED

A New Directions team member will:

**Assess** if member needs emergency/urgent care

**Assist** with making an appointment within 24 hours or sooner when indicated

**Refer** member to network provider(s) in member's area with the training and specialty to treat behavioral health condition



### IF APPOINTMENT IS SCHEDULED

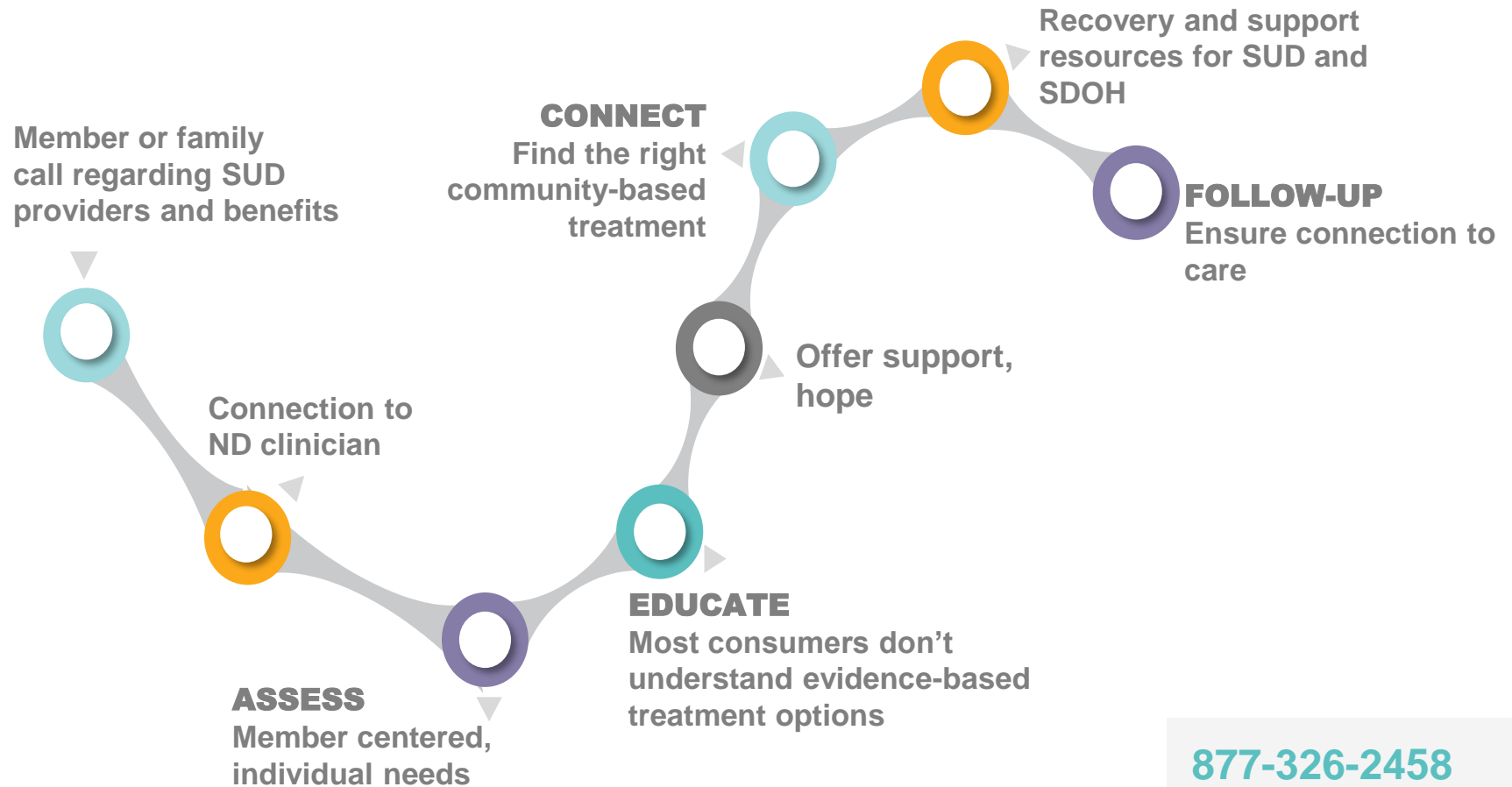
A New Directions team member will:

**Make** follow-up call(s) to be sure member was attended appointment

**Verify** that the appointment addressed members needs

If member did not attend appointment, or it did not meet their needs, New Directions will offer assistance to resolve any concerns

# SUBSTANCE USE DISORDER TREATMENT JOURNEY



877-326-2458



# SUBSTANCE USE DISORDERS

## WHAT WORKS IN TREATING SUD?

*Particularly OUD*

- ✓ Evidence Based Treatment: Chronic Care Model Condition
- ✓ Medication-MAT
- ✓ Individualized care, informed consent, home area, family





# PHYSICIAN CONSULT WITH NEW DIRECTIONS



The **Physician Consult Line**

**877-228-9370**

A dedicated phone number for physicians, nurses and medical staff to arrange a phone consultation with a New Directions psychiatrist and discuss appropriate treatment options for patients.



Our **24/7 Provider Service** offers providers access and assistance in finding in-network behavioral health providers for patient appointments.



# LEVELS OF CARE



Inpatient treatment



Residential treatment



Partial hospitalization



Intensive outpatient



Electroconvulsive therapy



Repetitive transcranial magnetic stimulation (RTMS)



Applied behavioral analysis



Psychological testing



Outpatient

# LEVELS OF CARE



## Acute Inpatient treatment

- 24-hour care used for when a person is at risk of harm due to the onset or exacerbation of symptoms.
- This care is typically short-term and designed to stabilize the individual with the goal of preventing harm to self or others.
- Care includes psychiatric and medical services including medication evaluation and adjustments.
- The person's support system are involved in the care.



## Residential treatment - Residential treatment involves a short-term 24/7 services at a treatment facility.

- 24 hour care appropriate when symptoms are severe and significantly interferes with a person's ability to adequately function in numerous areas of their life.
- This level of care may also be considered when treatment in outpatient settings has not been successful and a person's condition is deteriorating to a point where hospitalization may be the next step.
- Medical professionals are available for consultation and support.
- Involvement of family members and support systems are vital at this level of care.

# LEVELS OF CARE



**Partial hospitalization (PHP)** - The most intensive type of outpatient (ambulatory) treatment.

- PHP services may be offered 5 to 7 days/week for 6 or more hours/day.
- Ambulatory service including a combination of group, individual and family therapy, a physician, such as a psychiatrist or addictionologist, who oversee the treatment program.
- The program is an alternative to 24 hour services in a hospital or residential treatment setting and is available for those who do not need 24/7 physical medical care.



**Intensive outpatient (IOP)** –

- Individual, family and/or group therapy sessions (9-15 hours of treatment weekly).
- Ambulatory Sessions provided for several hours/day over several days/week to provide greater support than outpatient therapy.
- Persons who are experiencing moderate signs and symptoms that result in significant personal distress and/or significant psychosocial and environmental issues may benefit from IOP.
- The treatment team will include a therapist and/or psychiatrist.



**Electroconvulsive therapy (ECT)** – Is a psychiatric treatment in which seizures are electrically induced in patients to provide relief from select mental disorders.

- ECT is often used with informed consent as a last line of intervention for major depressive disorder, mania, and catatonia.
- Can be done on an outpatient basis.

# LEVELS OF CARE



**Repetitive transcranial magnetic stimulation (rTMS)** - Is a procedure in which electrical activity in the brain is influenced by a pulsed magnetic field focused onto specific areas of the cortex, or surface, of the brain.

- The magnetic field that is generated in rTMS can penetrate the scalp and skull to induce a current in specific neurons (brain cells). Because the magnetic stimulation is delivered at regular intervals, it is termed repetitive TMS, or rTMS.
- This procedure is done on an outpatient basis.



**Applied behavioral analysis** - A therapy based on the science of learning and behavior.

- ABA therapy applies our understanding of how behavior works to real situations.
- The goal is to increase behaviors that are helpful and decrease behaviors that are harmful or affect learning.
- ABA therapy programs can help: increase language and communication skills, improve attention, focus, social skills, memory, and academics; and decrease problem behaviors



**Psychological testing** - Is conducted in outpatient clinic or office by a psychologist



**Outpatient** - Meeting privately with a therapist and/or psychiatrist in their office.

# HIGH-VALUE, MEMBER-CENTRIC CLINICAL OUTREACH

**Clinical triggers determine intervention opportunities**

- **Gaps in care**
- **Condition-specific triggers**
- **Treatment or discharge issues**



## **CARE MANAGEMENT**

- Transition of Care-Focus on discharge plan and coordination of care with BH providers, medical & family
- Member activation and self-management tools
- Resources and plans to impact social determinants of health
- Address barriers to progress and offer consultation
- Identify gaps in care and develop plan

# INTEGRATED CASE MANAGEMENT

**The Integrated Case Management model used by New Directions targets two populations:**

1. Individuals who have psychosocial barriers and functional disabilities that prevent them from adhering to behavioral health service plans
2. Individuals diagnosed with both behavioral health (BH) and medical disorders (comorbid) or who may need medical support for a behavioral health disorder

## **Active Collaboration and Integration**

- Behavioral health providers
- Primary care providers
- The health plan's Case Management/Disease Management (CM/DM) teams
- Co-location of a behavioral health CM with the health plan CM team



# USE OF MYSTRENGTH WITH CARE MANAGEMENT

- ✓ Guided programs
- ✓ Mood tracking
- ✓ Coping tools
- ✓ Community/Social resources



myStrength provides a tech-enabled, personalized member experience based on proven clinical approaches

## Care Managers will:

- Guide users to relevant evidence-based resources within myStrength, including using integrated tools as components of the treatment plan
- Celebrate successes and support challenges



## BEST-IN-CLASS AUTISM CARE

- **Utilization management** review by Licensed Applied Behavior Analysts
- **Measure outcomes** through periodic testing of continuing impairments
- **Regular family contact**, with support and consultation
- High intensity **network engagement**

# NETWORK PRIORITIES

“Consistently do the right things for the right reasons”

- ✓ Identify **gap areas** for all disciplines and specialty needs
- ✓ Conduct **activities to recruit quality providers** to fill gaps and meet specialty needs
- ✓ Expand **service delivery system** models
- ✓ Conduct **Provider Performance Management** activities

# NETWORK OPERATIONS

New Directions is the initial and primary point of contact for new behavioral health providers joining the network and in-network providers across all products

**Credentialing and Contracting:** New Directions credentials and contracts all BH providers in coordination with Blue KC HMO, PPO, Medicare Advantage, Blue Select or Blue Select Plus networks.

**Specialty Services:** New Directions collects additional information from providers and primary sources to determine whether providers meet criteria for inclusion in additional programs such as Medication-Assisted Treatment (MAT) for opioids / alcohol and ABA.

**Network Management:** New Directions maintains provider information including new providers, demographic information, facility roster updates and provider terminations.

**Provider Network Composition:** New Directions continuously reviews network composition to ensure access to providers and facilities for mental health and substance use disorders.

- ✓ Coordinate **Autism Provider Advisory Committee** meetings to ensure effective collaboration with ABA/Autism provider community

# RESOURCES AND TOOLS

# PRIMARY CARE PHYSICIAN TOOLKIT

## Primary Care Provider Toolkit

As a primary care provider (PCP), you are probably faced with helping your patients with their mental health. In fact, most mental health treatment is provided by primary care providers, in primary care settings. At times, patients will simply tell you that they have a behavioral health concern or diagnosis, but often it is difficult to tell. We believe that mental health is important, not just because it affects a person's overall well-being, but also because when it goes undetected and untreated, it often gets worse. Untreated or inappropriately treated mental health concerns negatively impact a person's quality of life, can interfere with proper management of co-occurring medical treatment, and can lead to increased utilization of the healthcare system, including frequent and often lengthy primary care visits. That's why we've created a PCP toolkit.

### Resources

Screening Tools

PCP Consult Line

Care Management Services

Coordination of Care

### Toolkits

Suicide

Depression

Anxiety

PTSD

SUD

Pain Management

This toolkit designed to assist PCPs in addressing mental health and substance use issues in their patients by providing the following:

**Screening tools** allow PCPs to help determine patient treatment and referral needs

**MD Consultation line** for psychiatry (medication) consults

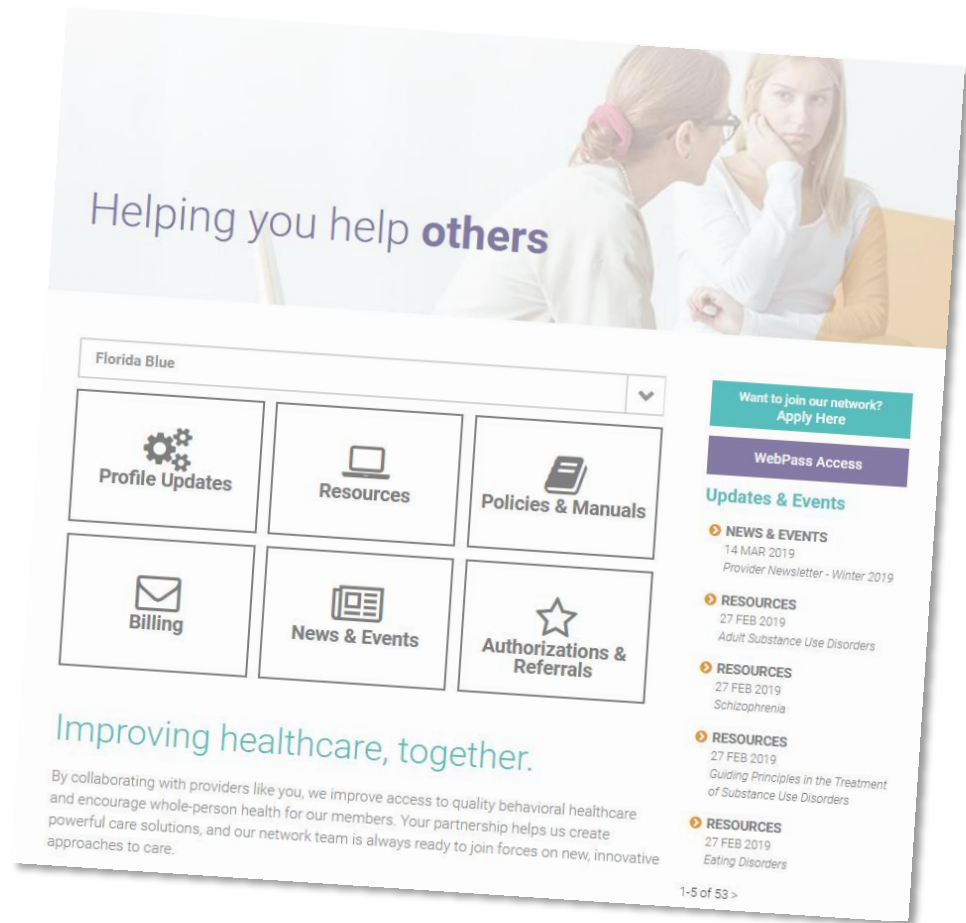
**Resources** for patient referrals and augmented treatment options (such as behavioral health case management services)

# PROVIDER EDUCATION

- Web resources

<https://www.ndbh.com/Resources>

- Provider manual including comprehensive explanation of Medical Necessity Criteria
- Quarterly provider newsletters
- Sponsor educational opportunities, including low cost or free CEU's for licensed network clinicians
- Online training documents to access clinical documents for services requiring authorization
- Service delivery requirement changes





# RESOURCES

<https://www.ndbh.com/Resources/>

- Self-help tools
- Member education
- Screening tools
- Apps
- Mental health month toolkit
- Suicide awareness
- Community resources
- Wellness plan
- Crisis information
- Wellness plan

## Substance Use Member Hotline:

877-326-2458

<https://www.ndbh.com/Resources/SubstanceUseCenter>

FAQ for substance use treatment

