

Support Strategies for Behavioral Health

Office of Long-Term Living (OLTL) Long-Term Services and Support (LTSS)
Subcommittee Meeting

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**CARE IS THE HEART
OF OUR WORKSM**

Delivering the Next
Generation
of Health Care

Behavioral Health (BH) Tracking Information

Quarterly BH reports are created to track and monitor the following:

- Number of Referrals
- Number of Referrals for Nursing Facility (NF) Participants
- Number of Referrals for Participants who are participating in Nursing Home Transition (NHT)
- Outcomes of the Referrals
- Number of Collaboration/Coordination Joint Meetings
- BH Services Requested

Information is reported Quarterly but also presented cumulative and regionally.

BH Data

2,206 BH referrals in the last 12 months

- 12% NF Participants; 200 of these are NHT Participants
- Educated, provided resources; chose to self- connect: 40%
- Fully connected to BH Services: 20%
- Other: 21%
- Unable to Reach: 8%
- Hospitalization: 4%
- Declined Services 4%

Services Requested in last 12 months

- Outpatient Therapy – 71%
- Psychiatry -26%
- Case Management – 1%
- Peer Support – 1%
- Mobile Mental Health Services - .5%

Over 340 joint calls documented collaborating on Participant cases with BH-Managed Care Organizations (MCOs)

BH Trainings to Support Service Coordinators

Onboarding

Mental Health First Aid

Mandt Crisis Prevention and Intervention

Person-Centered Thinking

Field Safety

Substance Use Disorder Overview

BH Overview

Motivational Interviewing

Trauma Informed Care

Annually

Zero Suicide

Mandt Crisis Prevention and Intervention

Motivational Interviewing

Trauma Informed Care

Tracked with
knowledge
checks

Suicide Prevention

Interdisciplinary BH Workgroup

- Service Coordination, Quality, Case Management, BH, Medical Director, Training, etc.

Patient Health Questionnaire-9 (PHQ-9) Interventions

- Score of 10 or above indicated BH Coordinator chart review/outreach to bridge more connection of services.
- 51% connected to BH services; 26% declined

Quarterly “Call Backs”

- 2023- 300 Referrals - Unable to Reach
- 2024- 157 Referrals - Unable to Reach

LTSS Provider Support

- Mental Health First Aid
- Teamwork with Provider Network



PHQ-9 Intervention Chart

Overall Score	Severity of Depression	Action	Reassess Interval
0-4	None/Minimal	None	1 year
5-9	Mild	Notify Primary Care Physician of potential for depression	6 months
10-14	Moderate	<ol style="list-style-type: none"> 1) Offer Referral for BH services through the Behavioral Health Coordinator if the Participant is (1) willing to receive new or additional BH Services and (2) willing to work with the BH Coordinator to establish services. 2) If referral is made, ensure there is a completed and approved consent. 3) Follow up in 1 month to ensure Participant was connected. 	3 months

PHQ-9 Intervention Chart (cont.)

Overall Score	Severity of Depression	Action	Reassessment Interval
15-19	Moderately Severe	<p>1) Offer Referral for BH services through the BH Coordinator if the Participant is willing to receive new or additional BH Services and willing to work with the BH Coordinator to establish services.</p> <p>2) If referral is made, ensure there is a completed and approved consent.</p> <p>3) Follow up in 1 week to ensure Participant was connected.</p>	3 months
20-27	Severe	<p>1) Expedited referral for BH services through the BH Coordinator if the Participant is willing to receive new or additional BH Services and willing to work with the BH Coordinator to establish services.</p> <p>2) If referral is made, ensure there is a completed and approved consent.</p> <p>3) Follow up in daily to ensure Participant was connected.</p>	Monthly

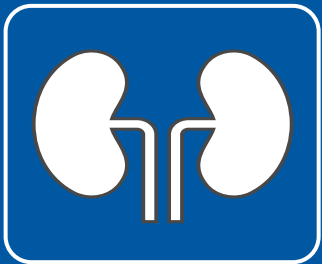
NF Support



Collaboration with Provider Network



BH Office Hours



Increase of Referrals

- NF referrals made up 1% of all BH referrals in 2020
- 2024 NF made up 11% of all BH referrals



Multiple Antipsychotic Medication Review

- 55 Participants reviewed in 2024 with BH Managed Care Organizations (BH-MCOs) and Community HealthChoices (CHC) Pharmacy Director

Multiple Antipsychotic Drug Reduction

Monthly data pull of Medicaid only Participants

Pharmacy Director/Team

Tracked by:

- Setting: Community and nursing facility
- Prescriber: Psychiatry, PCP, other specialists

Review of BH Services in place for Participant with BH MCO

Reduction in 38% of Participants who showed to have multiple antipsychotic drugs prescribed at the beginning of the year as compared to the end of year

Data Sharing

File Data Share with each BH MCO exchanging information on mutual participants claims' information in a monthly data share; information is sent via secure file transfers

All other information shared with BH MCOs and/or Dual Eligible Special Needs Plan (DSNPs) are done with signed Release of Information from the Participant

Questions

