

Designing an Integrated System of Care in Your Community

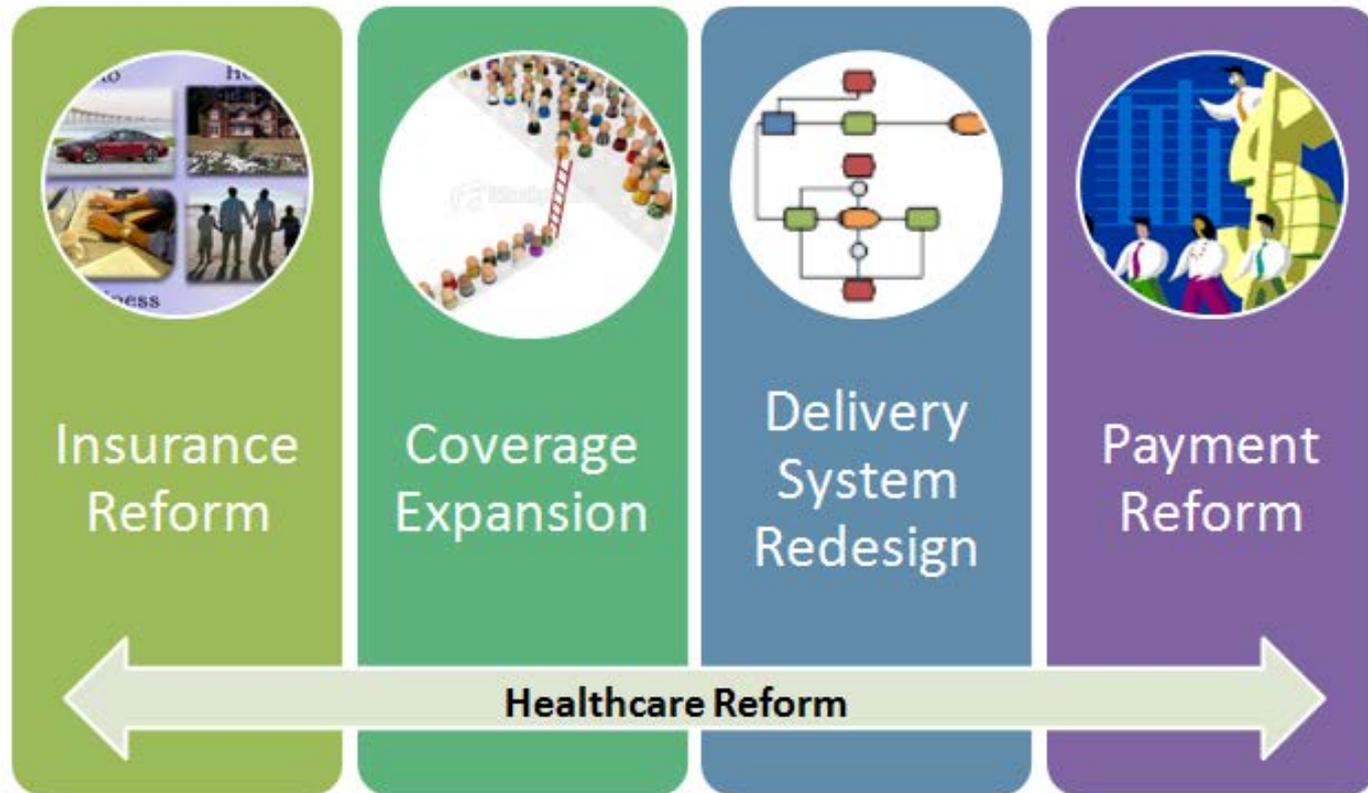
Chuck Ingoglia, Vice President, Public Policy and
Practice Improvement



2,250 behavioral health organizations

750,000 staff serving **8 million** adults, children, and families with mental illnesses and substance use disorders

Health Reform's Four Key Strategies to Meet the Triple Aim





CENTERS FOR MEDICARE & MEDICAID SERVICES

INNOVATION MODELS

States Also Experimenting

- Rapid shift to managed care — carve out and integrated
- Medicaid expansion (or not)
- Medicaid health homes
- Medicaid ACOs
- Developing “Episodes of Care” payment models
- Certified Community Behavioral Health Clinics



ACOs on the Rise

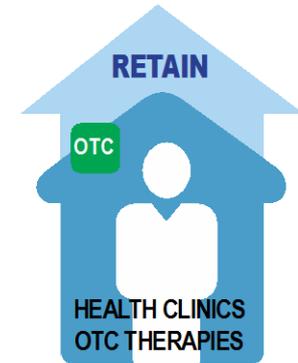
- 368 Medicare ACOs, 522 ACOs total across all payers
- As of Jan 2014, Medicaid ACOs operating in 4 states: CO, IL, OR, and UT.
 - All but CO have behavioral health requirements
 - Serve approx 1M Medicaid beneficiaries





Competition

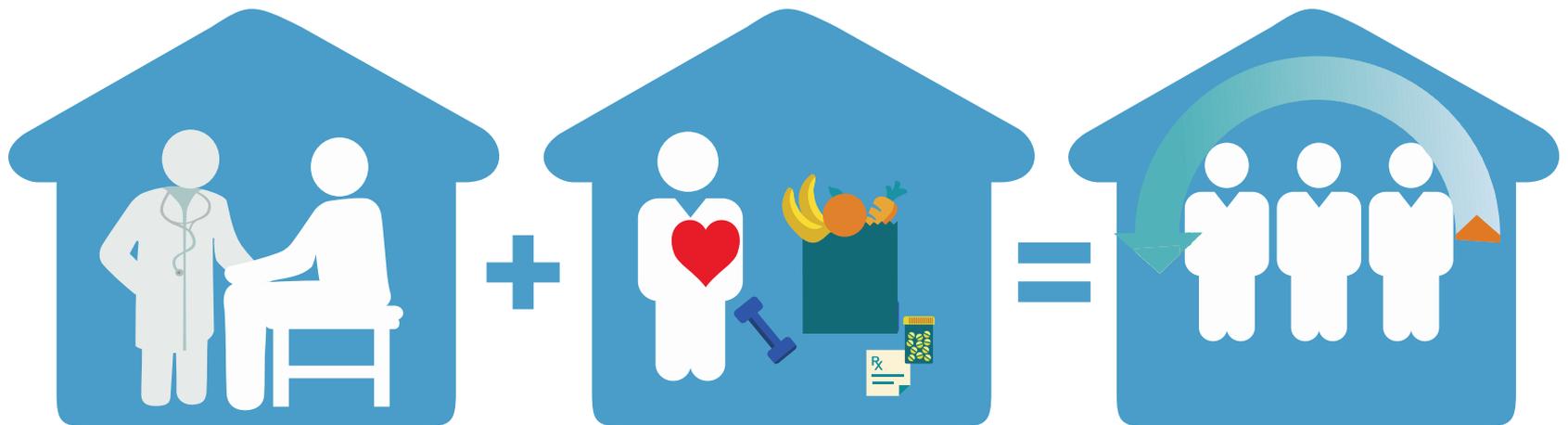
is increasing at the system level



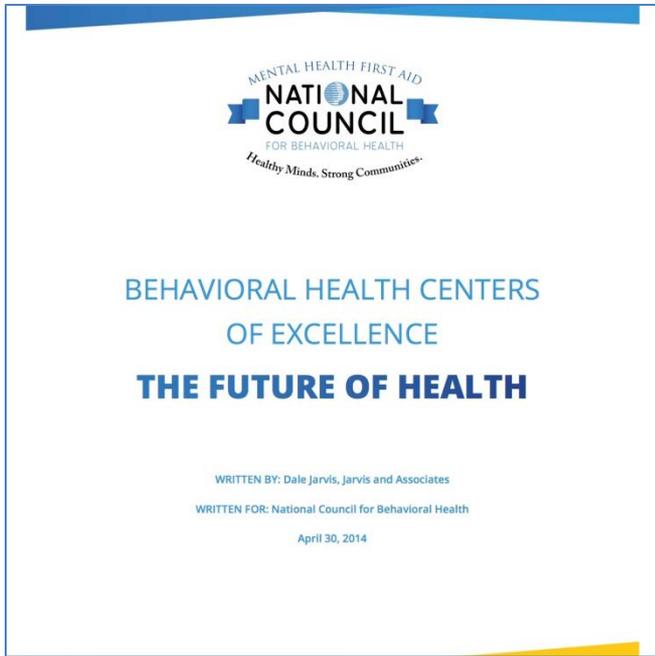
- **Disruption**—in business models, in policies, in partnerships
- **Changing landscape**—hospitals are expanding regionally, FQHCs are multiplying
- **Retail health**—clinics, over the counter therapies—is gaining a foothold
- **And social media** means this is happening in public eye

Two Roles of Behavioral Health Providers in new healthcare delivery system

- Behavioral health inside medical homes—deeply embedded in primary care team, prevention and early intervention, addressing behaviors as well as disorders
- Behavioral health specialty centers of excellence—partnering with medical homes to provide high-value, whole-health care to people with complex conditions



The 5 Key Elements to Behavioral Health Centers of Excellence



1. Easy Access
2. World Class Customer Service
3. **Comprehensive Care**
4. Excellent Outcomes
5. **Excellent Value**

Certified Community Behavioral Health Clinics

Scope of Services

- Crisis mental health services
 - Including 24-hour mobile crisis teams
- Screening, assessment & diagnosis
- Person-centered treatment planning
- Outpatient mental health AND substance use services
- Primary care screening and monitoring of key health indicators
- Targeted case management
- Psychiatric rehabilitation
- Peer support and family support
- Services for members of the military and veterans



Certified Community Behavioral Health Clinics Care Coordination Partnerships

- Federally Qualified Health Centers
- Rural health clinics
- Inpatient psychiatric facilities and substance use detox and residential programs
- Other community services (e.g. schools, child welfare, housing agencies, etc.)
- Dept. of Veterans Affairs medical centers/clinics
- Inpatient acute care hospitals



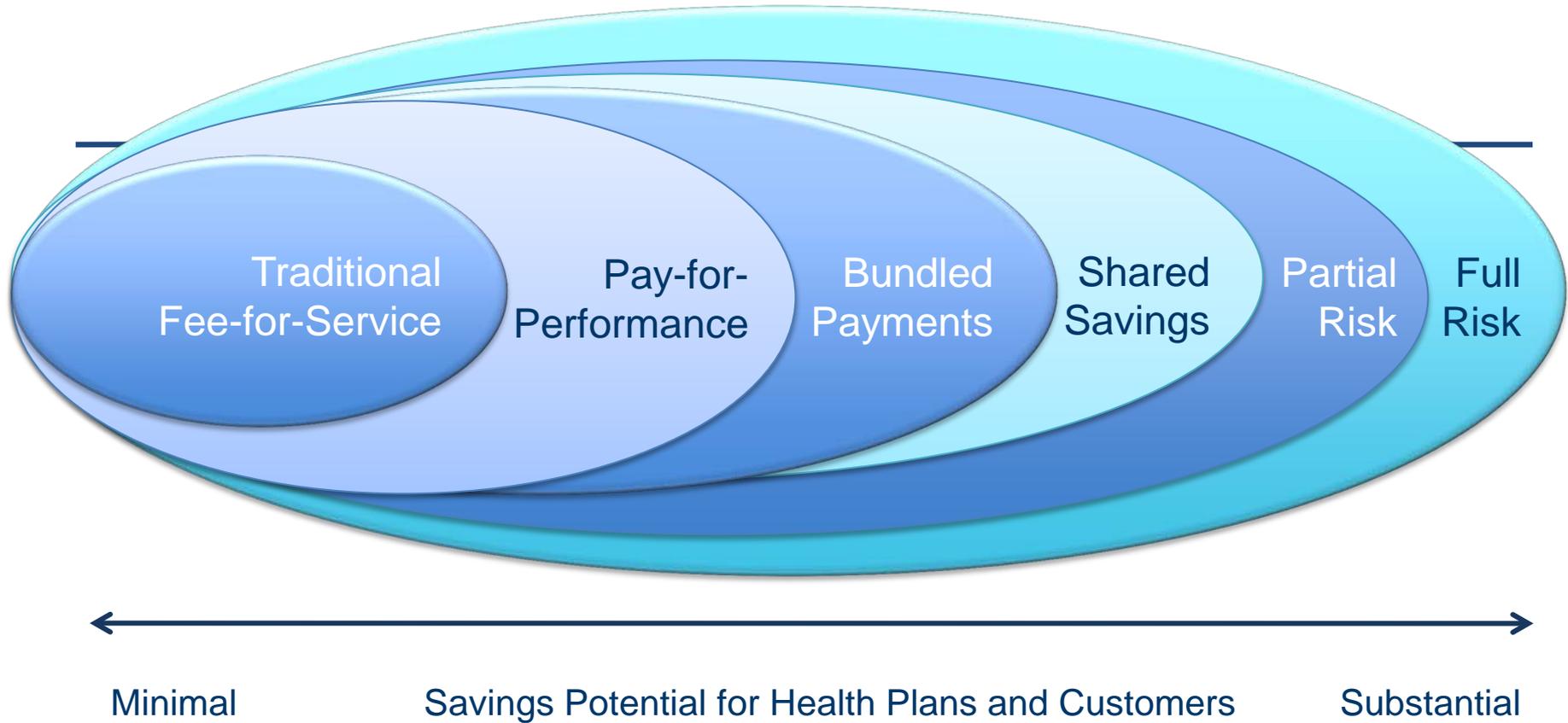
Value Is:

Health Outcomes Achieved
Dollar Spent



Episodic Cost Accountability

Total Cost Accountability



Source: The Advisory Board Company: Accountable Care Forum-Briefing for Health Plan Executives



Infrastructure Needs for Behavioral Health Centers of Excellence

- Contracting expertise and willingness to experiment
- Value-driven decision-making (outcomes + costs)
- Sophisticated compliance program
- EHRs with registries, HIEs
- Committed and valued workforce
- Smart, fearless, team-based leadership



Thank you!

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