



# Behavioral Health Workforce Challenges



## Payer Perspective

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**New Directions Behavioral  
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# New Directions at a Glance



**13 million**  
members  
in fifty states  
and internationally



**7 partnerships**  
with Blue Cross and  
Blue Shield health plans

The image shows the Blue Cross logo (a blue cross with a white figure inside) and the Blue Shield logo (a blue shield with a white caduceus inside) positioned above the text.

**2,000+**  
EAP clients



**500+**  
employees

# Agenda

- Challenges facing payers
- Searching/finding/applying best practices
- Reimbursement for “non-traditional” commercial services
- Behavioral Health Home bundled payments

# Changing Membership Needs

## Challenges



HIGH LEVEL  
OF ACUITY



RISING  
COSTS



READMISSION  
RATES



SOCIAL  
DETERMINANTS



MEDICAL  
CONDITIONS



LIFE  
OBSTACLES

## Tools



50-MINUTE  
SESSIONS



CUBICLE-BASED  
CM TEAM

# Payer Wish List

- Make access to care convenient**
- Overcome social determinants of health**
- Focus on strengths and resiliency**
- Close gaps in care**
- Increase member and family engagement**
- Improve outcomes**

# Behavioral Health Home (BHH)

## Definition of **BEHAVIORAL HEALTH HOME**

: a concept to deliver member and family centric care; not a physical location or space

# BHH Services Provided

## Clinical and Non-Clinical Expertise

- Pre-discharge, onsite “meet and greet”
- In-home treatment with targeted case management
- Develop robust individualized treatment plan
- Coordinate and connect member and family to services and resources
- 30 to 120 day treatment episode
- 24/7/365 availability

# Create BHH Payment Bundles

## Combining Clinical and Non-Clinical Services

- BHH bundled payment includes
  - In-home therapeutic services by licensed clinician
  - Targeted case management (TCM) services by non-clinician
- Reimbursement for BHH bundled payment is driven by level of clinical intensity delivered by licensed clinician
- Amount of targeted case management hours parallels level of clinical intensity
- Weekly payment bundles provide flexibility to correlate with needed clinical and TCM services



# Create BHH Payment Bundles

Procedure Codes	Description	TCM Minimum Services Provided	Rate
90791 + HK	In-depth assessment & master treatment plan	TCM assessment & services plan (3 hours – 1x only)	\$\$\$\$
90837 + HK	Psychotherapy (53+ mins)	3 hours weekly	\$\$\$
90834 + HK	Psychotherapy (38-52 mins)	2.25 hours weekly	\$\$
90832 + HK	Psychotherapy (16-37 mins)	1.5 hours weekly	\$

Weekly payment bundles. One time per week only. Interchangeable and flexible.