Behavioral Health Workforce Challenges

Payer Perspective

Darryl Donlin, LCSW, MBA
Vice President Network Operations
New Directions Behavioral Health

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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

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
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

<table>
<thead>
<tr>
<th>Procedure Codes</th>
<th>Description</th>
<th>TCM Minimum Services Provided</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>90791 + HK</td>
<td>In-depth assessment &amp; master treatment plan</td>
<td>TCM assessment &amp; services plan (3 hours – 1x only)</td>
<td>$$$$</td>
</tr>
<tr>
<td>90837 + HK</td>
<td>Psychotherapy (53+ mins)</td>
<td>3 hours weekly</td>
<td>$$$</td>
</tr>
<tr>
<td>90834 + HK</td>
<td>Psychotherapy (38-52 mins)</td>
<td>2.25 hours weekly</td>
<td>$$</td>
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<td>90832 + HK</td>
<td>Psychotherapy (16-37 mins)</td>
<td>1.5 hours weekly</td>
<td>$</td>
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</tbody>
</table>

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