# Slide1:

# Implementation Council Behavioral Health Privacy Workgroup

## MassHealth, One Care Plans, and Implementation Council

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# Slide2 :

# Workgroup Goals

## Improve care to members while balancing the needs of providers and members with the following guiding values:

### Respecting member choice

### Improving communication with members (right to know)

### Striving for best practices

### Commitment to privacy

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# Why Behavioral Health Privacy?

## Support:

### One Care goals:

#### Improve outcomes of people with behavioral health needs through integration of medical and behavioral health

#### Support principles of person centered care

#### Build ability of enrollees to drive their own care

### Care team quality:

#### Reduce stigma associated with a psychiatric diagnosis that may result in poorer physical health care.

#### Improve understanding of the value of member control over sensitive information as an important component of building a trusting relationship between the member and care team

#### Increase quality of communication

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# Workgroup Outcomes

## The workgroup collaboratively developed two resources to guide plans :

### **Behavioral Health Information Privacy Principles**

#### Five guiding principles intended to guide health plans in the development of practices that build trust and respect member privacy and rights regarding their behavioral health information.

### **Privacy Best Practices for One Care Plans**

#### Seven practices intended to guide the implementation of Behavioral Health Information Privacy Principles with the recognition that each plan must adapt practices to their unique operations.

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# Honoring Enrollee Choice and Control

## Plans will promote best practices that support the member’s right to share and to not share psychiatric information

## Plans will optimize system capacity to provide member with control and encourage providers to do so

## Plans and providers will educate members about the plan’s privacy best practices

## Plans should develop educational opportunities on the pros and cons of sharing psychiatric information

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# Best Practice Areas

## Keeping records

## Sharing records

## Access to records

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# Keeping records

## Providers should record psychiatric information in a non-judgmental fashion

## Providers should record behavioral health information only where relevant and keep it separate

## Plans should educate contracted providers

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# Sharing records

## Providers should obtain a release from the member before sharing psychiatric information with another provider

## Plans should move toward systems that give members control over with whom their records are shared

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# Access to records

## Members should have access to their own medical records, including psychiatric records

## Member access to records should be free from unnecessary barriers

## Members should have a clear understanding of plan privacy policies

## Plans act as a resource for members

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# Next Steps

## What next steps would the Implementation Council recommend and/or be interested in assisting with?

### Measuring or monitoring the implementation of these behavioral health best practices?

### Raising awareness of these behavioral health guiding principles and best practices among both consumers and providers?

### Pilot projects

### Other?