

Summary

The focal point of Eliot's BH CP services has centered on increasing access to behavioral services for our members. The population that we are serving often has had sporadic engagement with both medical and behavioral health providers resulting in frequent emergency room visits, missed opportunities for preventive care, and fragmented treatment. Our strategies to address these individual and systematic difficulties have included:

- Creating consistent lines of communication with our ACO/MCO partners,
- Partnering with our care management platform provider to support the BH CP workflow process and meet Masshealth and ACO/MCO needs,
- Leveraging Eliot's existing relationships with DMH to provide education on BH CP and developing workflows with local site offices,
- Developing internal analytics and reporting for our BH CP Teams to ensure efficient, well informed care management services, and
- Coherent marketing directed at increasing member participation in the BH CP program.

We have solidified our partnerships with ACOs/MCOs to ensure each member's care team is not only well coordinated but is working collaboratively to remove barriers to services for each member. A successful example of Eliot's BH CP increasing access to services occurred with Thomas, assigned to Eliot in August, 2018. Prior to his engagement with our services he had a history of visiting the Emergency Room (ER) at least once or twice a month. Our Case Manager immediately engaged with Thomas; connecting him with a Recovery Coach, Suboxone Provider and other outpatient services. Since his engagement, Thomas has not visited the ER and continues to respond positively to services that are consistent with a harm reduction approach to service delivery.

Thomas' story is one of many member successes that Eliot staff have facilitated through the provision of the Behavioral Health Community Partner (BH CP) program. Building on the activities of the preparation budget period, Eliot successfully launched its BH CP Program on July 1, 2018. Throughout budget period one, Eliot has ensured effective program implementation through ongoing stakeholder engagement, ACO/MCO engagement, state of the art technology, data analytics, staff recruitment and training, as well as creative member outreach and engagement strategies. As a result 77% of the assigned members received a qualifying activity each month and over 60% of our assigned members have signed participation forms. As of the end of this reporting period Eliot has 1941 members enrolled. Our success rests upon on BH CP Teams identifying the needs of members and developing and implementing person centered solutions quickly. Our process is guided by a collaborative approach to members, ACOs/MCOs, leveraging our behavioral health network, and utilizing our community partners.

We continue to utilize tools and strategies to enhance service provision through technology. In addition, we have implemented specific workflows to manage ADT/ENS information feeds to

ensure timely access to direct care staff who are able to respond to member level needs effectively and efficiently. As we enter the 2nd budget period, we look forward to building upon the foundation of this reporting period; utilizing our experiences over the past seven months to strengthen our program.