

# Reforms to strengthen and improve behavioral health care for adults

Executive Office of Health & Human Services

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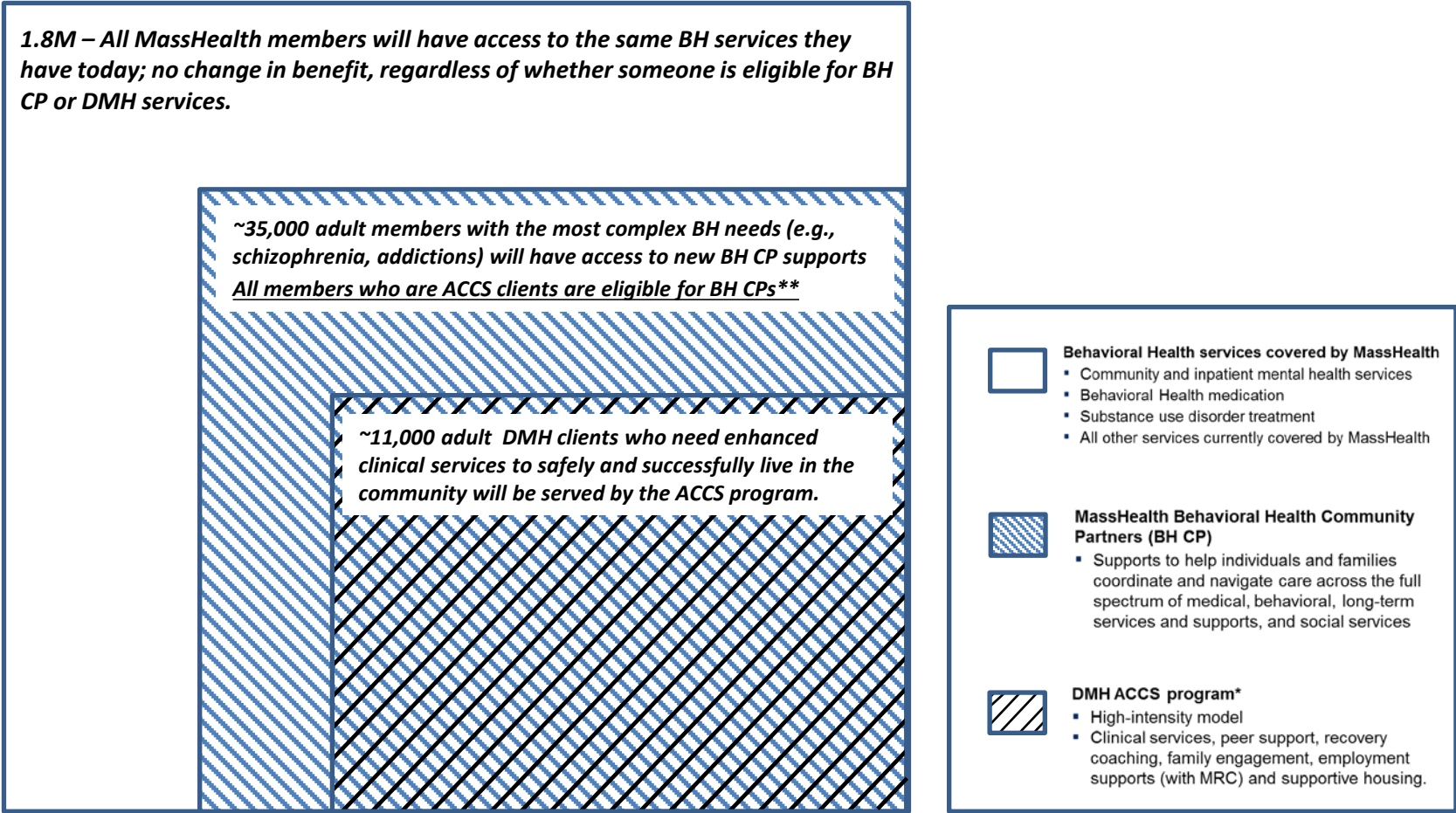
# Context

- It is a priority of the Baker-Polito administration to strengthen and reform the behavioral health system in the Commonwealth.
- The scale of the challenge is significant.
  - One in 5 adults will experience mental illness in their lifetime.
  - One in 10 children will experience a behavioral health condition.
  - Four of the 10 leading causes of disability in the US are mental disorders.
  - Persons with serious mental illness have a life expectancy of 53 years on average, 25 years younger than life expectancy for the general population.
    - For those who also have addictions, life expectancy is 35 years younger than for the general population.
- Behind the statistics are very real people and their families struggling to navigate a complex, often fragmented system.
- The Executive Office of Health and Human Services (EOHHS) is committed to supporting individuals who need mental health or addiction treatment and their families.
- This document describes upcoming reforms to strengthen behavioral health services and support programs for adults in MassHealth and the Department of Mental Health (DMH).

# **We are strengthening treatment and supports for individuals with behavioral health needs by:**


- 1 Making significant investments in the behavioral health system**
  - Over \$600 million in new funding from Fiscal Year 2016-2020 to address treatment gaps (e.g., ED boarding) and to increase service rates
  - Significant expansion of capacity for addiction treatment
- 2 Improving care coordination and health outcomes for MassHealth members with serious mental illness and/or addiction treatment needs through the creation of Behavioral Health Community Partners (BH CP), launching in June 2018**
  - Provides enhanced care coordination and navigation across all aspects of care – physical, behavioral, disability, social services
- 3 Restructuring and strengthening the Department of Mental Health's Adult Community Clinical Services (ACCS) program (formerly known as CBFS) starting in July 2018**

# MassHealth covers behavioral health services for all members, with enhanced services through BH CP and ACCS for members with complex needs



\*DMH continues to operate its other programs such as PACT, Clubhouse services, etc.  
\*\* One Care and Senior Care Options (SCO) members are not eligible for BH CP supports but receive similar supports through One Care or SCO.

# Pathways for MassHealth adult members to access BH services

If I am...	How do I access MassHealth behavioral health services?	If I need additional behavioral health support and care coordination?	If I need even more support?
A MassHealth member in a managed care plan (MCO) or accountable care plan (ACO)	<ul style="list-style-type: none"><li>▪ MassHealth covers a broad set of mental health and addiction treatment services</li><li>▪ Members can receive services from a range of providers in their plan's network</li></ul>	<ul style="list-style-type: none"><li>▪ Your health plan or ACO may offer you enhanced care coordination and navigation through a Behavioral Health Community Partner (BH CP)</li></ul>	 <p>Your health plan, accountable care plan or providers may refer you to DMH for additional services, e.g. clubhouses, case management.</p>
A MassHealth member in the PCC Plan	<ul style="list-style-type: none"><li>▪ PCC Plan members access all MassHealth behavioral health services through MBHP, a health plan specifically for behavioral health services</li></ul>	<ul style="list-style-type: none"><li>▪ PCC Plan members are not eligible for the BH CP program</li><li>▪ MBHP provides care management support for members with complex needs</li></ul>	
A MassHealth member who also has Medicare	<ul style="list-style-type: none"><li>▪ Members with MassHealth and Medicare can enroll in a One Care or Senior Care Options (SCO) plan, which offer extra behavioral health benefits and care coordination</li></ul>	<ul style="list-style-type: none"><li>▪ One Care and SCO provide extra support and care coordination for members who need it</li><li>▪ Members in DMH's ACCS who are <u>not</u> enrolled in One Care/SCO can get support from a BH CP</li></ul>	
A DMH client with MassHealth (may not be sure which plan)*	<ul style="list-style-type: none"><li>▪ Your DMH case manager or provider can help you get connected with the right set of services at MassHealth and other state agencies</li></ul>		

\* Individuals do not have to be enrolled in MassHealth to be eligible for DMH services.

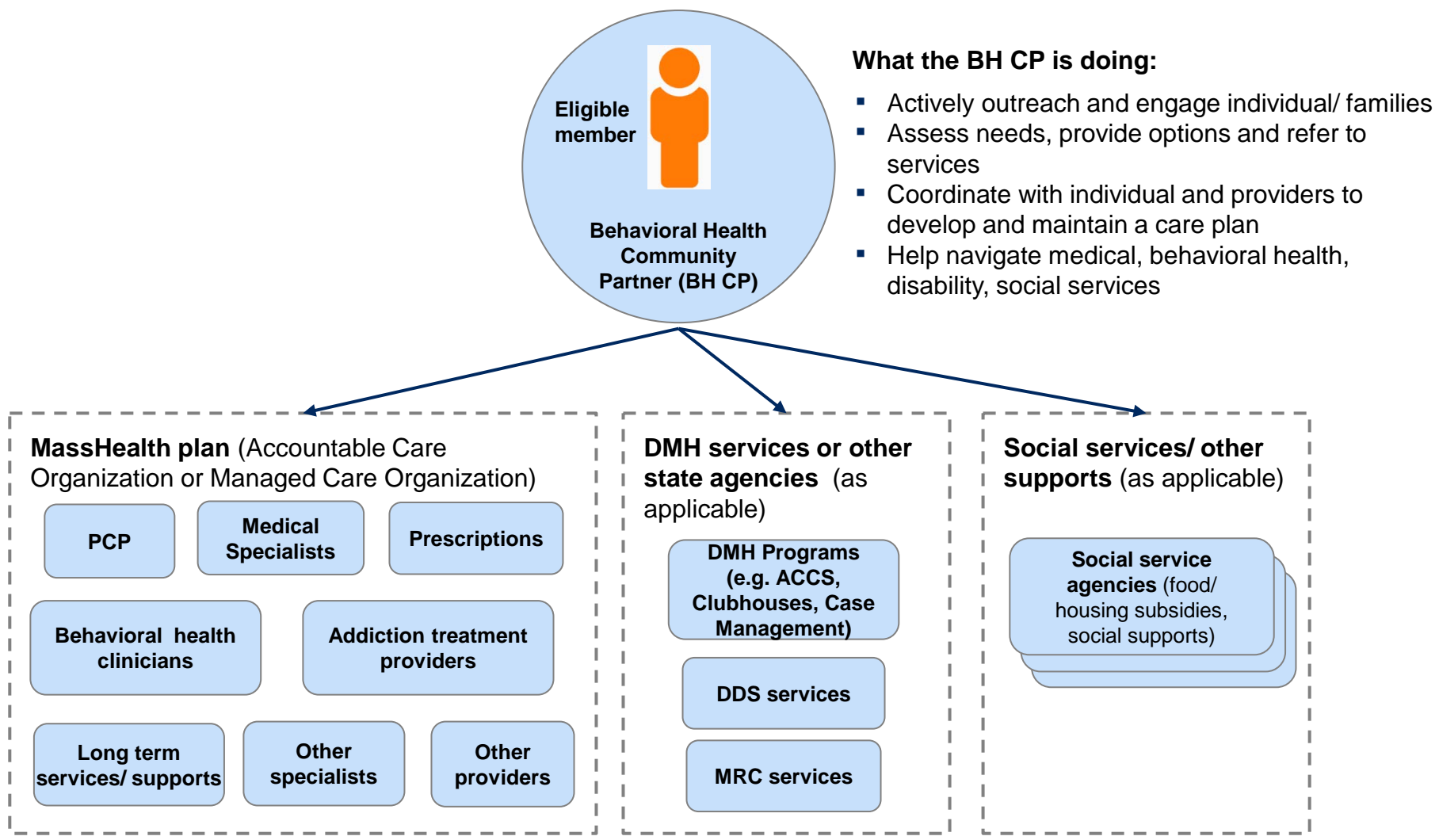
# MassHealth Behavioral Health Community Partners (BH CP): what it is

~35K MassHealth members with the most complex BH needs will have access to an enhanced set of care coordination and navigation supports through BH Community Partners (CPs)

- Behavioral Health Community Partners (BH CPs) are **community behavioral health organizations with experience** providing services and supports to MassHealth **members with serious mental illness and/or addiction**.
- The BH CP care team may include Registered Nurses, licensed BH clinicians, social workers, community health workers, care coordinators, peer support specialists and recovery coaches.
- The BH CP care team will:
  - **Conduct active outreach and engage** eligible members in their health care;
  - **Assess** the member's physical and behavioral needs, long term services and support (LTSS) needs and social services needs and work with the member to develop and maintain a care plan to address those needs;
  - **Coordinate care** (together with the member's ACO), helping the member connect to their health care providers (including PCPs, BH providers, LTSS providers\*, and other specialists) and to **navigate the health care system**;
  - **Provide health and wellness coaching** and support the member transitioning between health care settings
  - **Provide counsel on options for care**, including information and assistance in accessing existing community resources and social services;
  - **Coordinate with other state agencies** and their programs, such as DMH's ACCS program.
- A BH CP will not:
  - Restrict member choice of services
  - Perform prior authorization activities

\*If a member has both complex BH needs and complex LTSS needs, they will receive all CP supports through the BH CP and will not be enrolled in an LTSS CP

# Behavioral Health Community Partners (BH CP): how it helps MassHealth adult members and family members navigate and coordinate care



- What the BH CP is doing:**
- Actively outreach and engage individual/ families
  - Assess needs, provide options and refer to services
  - Coordinate with individual and providers to develop and maintain a care plan
  - Help navigate medical, behavioral health, disability, social services

*MassHealth contracts with Accountable Care Organizations (ACOs) and Managed Care Organizations (MCOs) to help manage care. ACOs and MCOs are required to work with BH CPs*

# **Behavioral Health Community Partners (BH CP): who is eligible and how MassHealth adult members are enrolled in a BH CP**

## **Who is eligible for BH CP?**

- **MassHealth members are eligible for BH CP services if they are:**
  - Enrolled in an Accountable Care Organization (ACO) or managed care plan (MCO)
  - Among ~35,000 of the most complex MassHealth members with serious mental illness (e.g., schizophrenia) and/or addiction treatment needs
  - MassHealth identifies members who are eligible for BH CP; ACOs, MCOs and providers may identify additional members as potentially eligible
  - Members who are identified as eligible for both BH CP and LTSS CP supports will receive all CP services from the BH CP
  - Members can ask their ACO or MCO if they are eligible for BH CP supports
- **In addition, all MassHealth members who are in DMH's ACCS program are eligible for BH CP services, unless they are enrolled in One Care or SCO\***
  - Members will continue to receive supports from a BH CP even after they are no longer in need of ACCS services and have transitioned to other services

## **How are eligible members enrolled in a BH CP?**

- Eligible members will be assigned to a BH CP in the member's area
- Members have the right to request a different BH CP in their area or may opt out of the program at any time
- Once a member is identified as eligible for BH CP, the member's ACO or MCO will have 30 days to ensure they are enrolled in a BH CP, unless the member opts out

*\* DMH ACCS clients who have MassHealth and Medicare and **who enroll in a One Care or SCO plan receive similar enhanced care coordination and supports through One Care or SCO instead of a BH CP***



# Members ages 21-64 with Medicare and MassHealth can access enhanced care management and behavioral health services through One Care

## What is One Care?

- One Care is an integrated care option for members ages 21 to 64 (at the time of enrollment) who have both MassHealth and Medicare (“dual eligibles”).
  - One Care plans cover all Medicare and MassHealth benefits, including primary, acute, and specialty care, behavioral health, prescription drugs, dental and vision services, and additional community support benefits, at no cost to the member.
  - Every member gets a Care Team that will work with them to create a Personal Care Plan to address their individual health and support needs and goals.
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## How does One Care address behavioral health needs?

- One Care covers the same continuum of behavioral health services members in MCOs, ACOs, and the PCC Plan receive (mental health services, addiction treatment).
  - One Care also covers additional behavioral health services (peer supports, including Certified Peer Counselors).
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## How do One Care plans coordinate care?

- All One Care members get a care coordinator (or a clinical care manager for members with complex BH needs) to help them get the benefits and services that are right for them.
- Members with BH needs can also choose a Long-Term Supports (LTS) Coordinator from a Recovery Learning Community (RLC). LTS Coordinators can help members learn about and connect to resources and services in their community to support their wellness, independence, and recovery goals.
- One Care plans and Care Teams will coordinate with state agencies (including DMH) for members who get services (such as ACCS) from them.

# Members age 65+ with Medicare and MassHealth can access enhanced care management and behavioral health services through Senior Care Options (SCO)

## What is SCO?

- SCO is a health plan option specially designed for seniors. SCO serves individuals who are age 65 and older and who have either MassHealth Standard or both MassHealth Standard and Medicare (“dual eligibles”).
  - SCO plans cover Medicare and MassHealth benefits, including primary, acute, and specialty care, behavioral health, prescription drugs, dental and vision services, and additional community support benefits, at no cost to the member.
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## How does SCO address behavioral health needs?

- SCO covers virtually all of the behavioral health services available to members in MCOs, ACOs, and the PCC Plan (mental health services, addiction treatment).
  - SCO plans are required to assure that all of a member’s needs, including behavioral health needs, are addressed in a fully coordinated and integrated manner.
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## How do SCO plans coordinate care?

- Every member gets a Care Team that includes a Geriatric Services Support Coordinator (GSSC). That team works with each member to create a Personal Care Plan to address their individual physical health, behavioral health and long-term services and supports goals.
- SCO plans and Care Teams are required to coordinate with state agencies (including DMH), social service agencies, community organizations, and federal agencies to assure that members needs are being addressed in a holistic manner.

# Adult Community Clinical Services (ACCS) Program: what it is

DMH is restructuring and strengthening its largest adult community service program to better meet the needs of the ~11,000 adults with long-term, serious mental illness enrolled in the program annually.

- Key features of the redesigned ACCS program (formerly known as CBFS):
  - **Clinical Integration**
    - Require services that are clinically focused and anchored with an integrated team that provides clinical coverage 24/7/365.
    - Partner with MassHealth's BH CP and One Care programs to integrate clients' mental health care with their other health care needs (primary and specialty care, hospital, long-term services and supports, etc.).
    - Align assessment and treatment planning activities; focus on improved healthcare outcomes.
  - **Individualized Care**
    - Require family focus and emphasize role of peer supports.
    - Be responsive to the treatment needs for individuals with co-occurring addiction treatment needs through the inclusion of a licensed substance abuse counselor and recovery coach in the integrated team models.
    - Adjust to meet changing needs across the adult life span, with specific attention to young adults and persons who are aging in place.
  - **Focus on Achieving Greater Self-Sufficiency**
    - Integrate services with Mass Rehab Commission (MRC) and other available employment resources to achieve higher rates of job placement and education completion.
    - Provide continuity as enrollees transition into other levels of care.

# **Adult Community Clinical Services (ACCS) Program: who is eligible and what are the enrollment criteria?**

## **Who is eligible for DMH Adult Services & ACCS?**

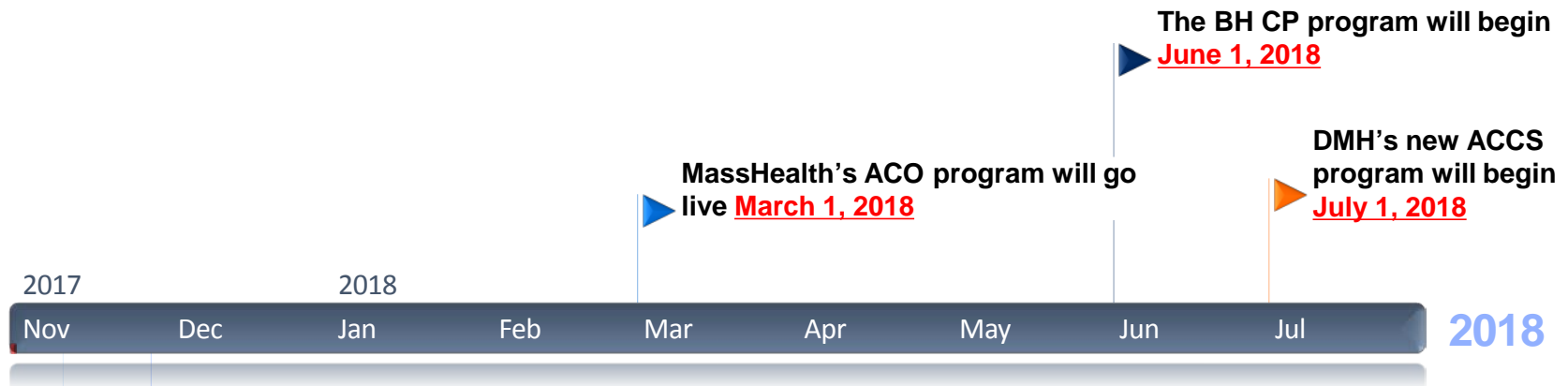
- The Department of Mental Health (DMH) service delivery system is accessed through application to DMH.
  - DMH services are prioritized to meet the needs of adults living with the most serious mental illnesses and significant functional impairments.
  - Applicant must meet the need for a service provided by DMH; these services are often outside those covered through other health insurance programs (public and private) and require approval by DMH.
  - Adults (18 and older) may be authorized for ACCS services if they meet criteria outlined below.
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## **What are the criteria for enrollment in ACCS?**

- Adults (18 and older) may be authorized for ACCS services if they meet DMH's clinical criteria and demonstrate the need for intensive clinical services to safely and successfully engage in community living.
- Examples of demonstrated need include, but are not limited to: high rates of psychiatric inpatient admission, poor self-care, or loss of housing.

DMH Clients who are enrolled in ACCS will receive a BH CP through MassHealth unless enrolled in One Care or SCO, which provide a similar level of enhanced care coordination and supports. DMH Clients enrolled in ACCS may also receive DMH Case Management when indicated.

# IMPLEMENTATION TIMELINE



*EOHHS will host bimonthly stakeholder meetings on an ongoing basis and will issue additional communications throughout implementation.*

## **Appendix: Full list of CPs Selected for Contract Negotiation**

**The following is a list of the entities that have been selected as MassHealth Behavioral Health Community Partners (1/2)**

#	Bidder	Consortium Entities	Affiliated Partners ( <i>Partnership Name, if applicable</i> )	Region: Service Area
1	South Shore Mental Health Center, Inc.	N/A	<ul style="list-style-type: none"> <li>Spectrum Health Systems, Inc.</li> </ul>	Greater Boston: Quincy
2	Boston Health Care for the Homeless Program, Inc.	N/A	<ul style="list-style-type: none"> <li>Bay Cove Human Services, Inc.</li> <li>Boston Public Health Commission</li> <li>Boston Rescue Mission, Inc.</li> <li>Casa Esperanza, Inc.</li> <li>Pine Street Inn, Inc.</li> <li>St. Francis House</li> <li>Victory Programs, Inc.</li> <li>Vietnam Veterans Workshop, Inc.</li> </ul>	Greater Boston: Boston Primary
3	Community Counseling of Bristol County, Inc.	N/A	N/A	Southern: Attleboro, Brockton Taunton
4	Southeast Community Partnership, LLC	<ul style="list-style-type: none"> <li>South Shore Mental Health Center, Inc.</li> <li>Gosnold, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>FCP, Inc. dba Family Continuity</li> </ul>	Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham
5	Stanley Street Treatment and Resources, Inc.	N/A	<ul style="list-style-type: none"> <li>Greater New Bedford Community Health Center, Inc.</li> <li>HealthFirst Family Care Center, Inc.</li> <li>Fellowship Health Resources, Inc.</li> </ul>	Southern: Attleboro, Barnstable, Fall River, Falmouth, New Bedford, Oak Bluffs, Orleans, Taunton, Wareham
6	Northeast Behavioral Health Corporation, dba Lahey Behavioral Health Services	N/A	N/A	Northern: Beverly, Gloucester Haverill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn
7	Lowell Community Health Center, Inc.	N/A	<ul style="list-style-type: none"> <li>Lowell House, Inc.</li> <li>Mental Health Association of Greater Lowell, Inc.</li> </ul>	Northern: Lowell
8	The Bridge of Central Massachusetts, Inc.	N/A	<i>Central Community Health Partnership/BH</i> <ul style="list-style-type: none"> <li>Alternatives Unlimited, Inc.</li> <li>LUK, Inc.</li> <li>Venture Community Services</li> </ul>	Central: Athol, Framingham Gardner-Fitchburg, Southbridge, Worcester
9	Community Healthlink, Inc.	N/A	N/A	Central: Gardner-Fitchburg, Worcester
10	Behavioral Health Network, Inc.	N/A	N/A	Western: Holyoke, Springfield, Westfield
11	The Brien Center for Mental Health and Substance Abuse Services, Inc.	N/A	N/A	Western: Adams, Pittsfield

**The following is a list of the entities that have been selected as MassHealth Behavioral Health Community Partners (2/2)**

#	Bidder	Consortium Entities	Affiliated Partners ( <i>Partnership Name, if applicable</i> )	Region: Service Area
12	Innovative Care Partners, LLC	<ul style="list-style-type: none"> <li>Center for Human Development, Inc. (CHD)</li> <li>Gandara Mental Health Center, Inc.</li> <li>ServiceNet, Inc.</li> </ul>	N/A	Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
13	High Point Treatment Center, Inc.	N/A	<ul style="list-style-type: none"> <li>Brockton Area Multi Services, Inc. (BAMSI)</li> <li>Bay State Community Services, Inc.</li> <li>Child &amp; Family Services, Inc.</li> <li>Duffy Health Center</li> <li>Steppingstone, Inc.</li> </ul>	Greater Boston: Quincy Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, New Bedford, Orleans, Plymouth, Taunton, Wareham
14	Eliot Community Human Services, Inc.	N/A	N/A	Greater Boston: Revere, Somerville Northern: Beverly, Gloucester, Lowell, Lynn, Malden, Salem, Woburn Central: Framingham, Waltham
15	Riverside Community Care, Inc.	N/A	<ul style="list-style-type: none"> <li>Brookline Community Mental Health Center, Inc.</li> <li>The Dimock Center, Inc.</li> <li>The Edinburg Center, Inc.</li> <li>Lynn Community Health Center, Inc.</li> <li>North Suffolk Mental Health Association, Inc.</li> <li>Upham's Corner Health Center</li> </ul>	Greater Boston: Boston Primary, Revere, Somerville, Quincy Northern: Lowell, Lynn, Malden, Woburn Central: Framingham, Southbridge, Waltham
16	Eastern Massachusetts Community Partners, LLC	<ul style="list-style-type: none"> <li>Vinfen Corporation</li> <li>Bay Cove Human Services, Inc.</li> <li>Bridgewell, Inc.</li> </ul>	N/A	Greater Boston: Boston Primary, Revere, Somerville, Quincy Northern: Haverill, Lawrence, Lowell, Lynn, Malden, Salem Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham
17	Clinical Support Options, Inc.	N/A	N/A	Central: Athol Western: Adams, Greenfield, Northampton, Pittsfield
18	Behavioral Health Partners of Metrowest, LLC	<ul style="list-style-type: none"> <li>Advocates, Inc.</li> <li>South Middlesex Opportunity Council</li> <li>Spectrum Health Systems, Inc.</li> <li>Wayside Youth and Family Support</li> </ul>	<ul style="list-style-type: none"> <li>Family Continuity (FCP), Inc.</li> </ul>	Northern: Beverly, Gloucester, Haverill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Waltham, Worcester