



# New York City Engagement Center 2016 Quality Corner

**At Beacon Health Options, we want to make sure that every member gets safe and effective treatment at the right time for their mental health or substance use needs**

## **How do we do this?**

Our Chief Executive Officer, Chief Medical Officer, and the other leaders of Beacon Health Options, guide our Quality Program. Staff from all areas in the company also work with the Quality Program. The Quality Program (for Emblem Health and VNSNY CHOICE members) does its work at our 1 Penn Plaza New York Service Center so that we are better able to know what you prefer and meet your needs locally. Our goals include:

- Making sure you can reach Beacon Health Options staff and providers when you need them
- Making sure that our network providers meet our high quality standards
- Making sure that our services respect the needs you have due to your gender, sexual orientation and identify, race, culture, or religion
- Helping our members get the most out of our services

**What does the Quality Program mean for you and your family?**

**We strive for:**

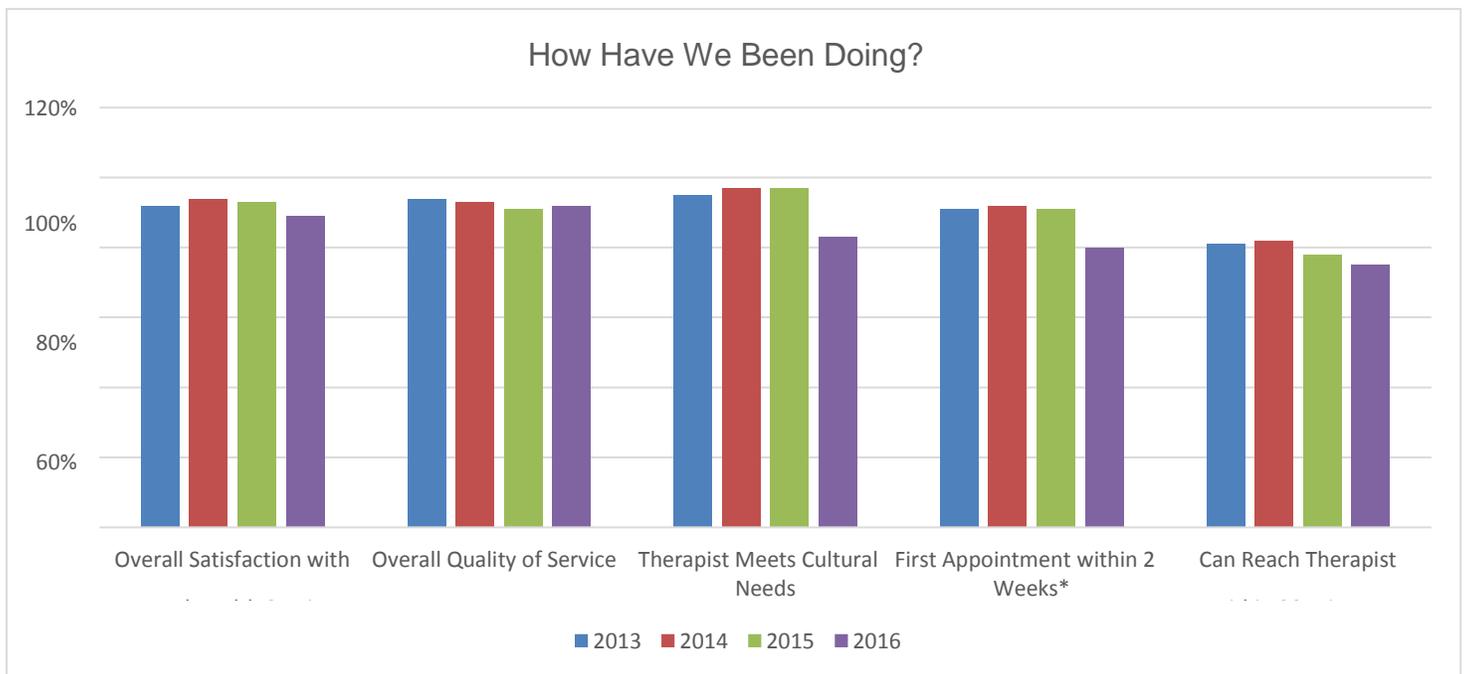
- Improved access to treatment
- Timely treatment
- Greater member satisfaction
- Better coordinated care
- Better treatment outcomes
- More comprehensive care

## Member Satisfaction Survey

Beacon Health Options wants to hear from you. We listen to what you like and dislike. One way we do this is through our annual Member Satisfaction Survey. We use the feedback that you give us to improve our service to you. Thanks to those of you who took part in our 2016 Member Satisfaction Survey. Here are some of the things we learned from the survey

- ✓ 89% of respondents said they were satisfied with the mental health services they received
- ✓ 83% of respondents said their counselor meets their race, culture, or religious needs
- ✓ 80% of respondents said they were able to get a first appointment within two weeks with their counselor
- ✓ 75% of respondents said they could reach their therapist within 30 minutes

In light of these findings, Beacon Health Options is working closely with our network to expand the availability of providers who meet the cultural and linguistic needs of our members.



\*In 2016, the survey asked if the member's first appointment was scheduled within 10 days as opposed to 14 days.

## Language Services:

We know from experience and the U.S. Census Survey that our members speak many different languages. As such, in order to best meet your needs:

- Our phone lines offer translation service for individuals who need assistance in a language other than English.
- We contact with providers who speak 32 languages

## Could You Benefit from Medication that Might Help You Feel Better?

Research indicates that many mental health conditions respond best to a combination of medication and psychotherapy. If you are currently receiving psychotherapy, we encourage you to have a discussion with your therapist to see if medication can assist in your treatment. If deemed appropriate, call the number on the back of your member ID card and our staff will be glad to assist you in locating an in-network psychiatrist or psychiatric nurse practitioner to schedule an evaluation for medication.

## Beacon Takes on the Opioid Crisis

The opioid crisis continues to affect Americans from all walks of life. Opioid use disorder is a chronic condition that should be treated as any other chronic condition, such as Diabetes or Asthma. Treating this issue requires ongoing management, and research indicates that a combination of outpatient treatment, community support, and medications (such as Suboxone) provide the best success rate. If you or a loved one is impacted by opioids, please call the phone number on the back of your member ID card for help. For immediate assistance, our crisis hotline offers assistance 24 hours a day, 7 days a week.

## Screening Programs and Integrated Care:

Beacon Health Options® works closely with EmblemHealth, VNSNY CHOICE, and our other Health Plan Partners. Together, we deliver programs that keep you healthy and prevent behavioral health problems, such as depression, from getting worse.

Research tells us that people with long term health issues may also suffer symptoms of depression. Depression is a treatable illness, but it often goes undiagnosed. To address this issue, Beacon Health Options utilizes the PHQ-9, a standardized assessment tool, to identify members who may benefit from depression treatment.

## Do you have Bipolar Disorder and an Alcohol Use Disorder?

Beacon Health Options has developed a screening program for members who are diagnosed with a Bipolar Disorder (also known as manic-depressive illness) and who may have a coexisting alcohol use disorder. Some people with bipolar disorder may try to treat their symptoms with alcohol which can make their symptoms worse. Our Intensive Care Management (ICM) team can assist with providing educational materials, referrals and offer further support to assist you in your recovery needs. To learn more about the ICM program please call:

**855-589-2773, option #3**

## Telehealth Availability

As of 1/1/2016, Beacon Health Options has contracted with a variety of telephonic healthcare providers who offer mental health care entirely over the phone. If you are interested in this service, contact your health plan's referral line at **888-447-2526** and request connection to a telehealth provider.

## Intensive Care Management Program

Beacon Health Options offers our members with complex health conditions the enhanced services of an Intensive Care Management (ICM) Program. The ICM program is designed to help members who need additional support to benefit from the behavioral and medical healthcare service system. These members often:

- ✓ Have been admitted to mental health hospitals or substance use treatment facilities several times.
- ✓ Have a severe and persistent mental health disorder such as schizophrenia, Bipolar Disorder, or Severe Childhood Psychiatric Disorders
- ✓ Suffer from a coexisting chronic medical condition such as Diabetes or Heart Disease

Members enrolled in the ICM program are assigned an ICM Clinical Care Manager who will:

- ✓ Help you develop goals to maintain or improve your health status and well-being
- ✓ Encourage you in your efforts to meet your goals and plan ways to overcome obstacles to meeting your goals
- ✓ Help to coordinate your healthcare providers, community agencies, and family members to develop a unified treatment plan for you

**Your ICM Clinical Care Manager wants to help you build your own support team!**



**If You Think That You or a Family Member May Benefit from the Care Management Program, Please Contact us at:**

**855-589-2773 option #3**

## Self-Management Tools Can Help Improve Your Physical and Emotional Health

You can take more control of your health care by identifying problems early on or avoiding them all together. Using a "Self- Management Tool", you can discover symptoms of physical and emotional conditions early, and then have the information needed to take positive steps toward improving your health.

Beacon Health Options offers such tools in many forms, including quizzes, videos, workbooks, websites, surveys, member handbooks and newsletters. Each tool is geared toward providing you with practical techniques to help manage physical and emotional topics that are common to many of us:

- Healthy Weight (BMI)
- Smoking and Tobacco Cessation
- Physical Activity
- Healthy Eating
- Managing Stress
- Avoiding At-Risk Drinking
- Identifying Mental Health Symptoms through self- assessment
- Recovery and Resiliency
- Treatment Monitoring

By identifying potential problems early, the tools can allow you to stop the progression of physical and emotional problems which, in addition to improving wellbeing, saves time and money.

Visit the achieve solutions website for more information

[www.Achievesolutions.net](http://www.Achievesolutions.net)

## Stamp Out Stigma

Recent research indicates that nearly 50% of Americans could be diagnosed with a mental health condition at some point during their lives, making mental health issues far more common than physical conditions such as heart disease and diabetes. To learn more about mental health, how to talk about it, and how to diffuse others' misconceptions, visit our stamp out stigma website at:

[www.stampoutstigma.com](http://www.stampoutstigma.com)

## Mental Health or Substance Use Crisis? Help is Available 24 Hours a Day

We maintain a crisis hotline 24 hours a day, 7 days a week. The hotline staff can offer assistance in identifying the appropriate level of care for your issue, including emergency referrals if you need immediate assistance. If you desire connection to Mental Health or Substance Use treatment, do not hesitate to call your health plan's hotline number: **888-447-2526**.

## Understanding and Using Your Benefits

In order to minimize out of pocket costs, and avoid denial of claims, ensure that you utilize an in-network, contracted provider. Only members with Preferred Provider Organization (PPO) or Point of Service (POS) insurance can utilize their benefits at out-of-network providers, as such, if you are planning to move out of the service area, we recommend that you contact customer service at your health plan or visit their website for assistance in finding the plan that is best for you.

## Next Steps After a Mental Health or Substance Use Hospitalization

After a hospital stay for a mental health or substance related issue, it is important that there is a plan for you to continue to receive care in the community to help you stay well, and the hospital should set up an initial follow-up appointment for you.

Research shows that people who see their doctor or counselor in the first week after they leave the hospital are less likely to be readmitted than those who wait. We want our member to get to their appointments, so we may contact you to remind you. Our staff can also help you with any problems you may have getting or keeping that essential appointment.

You can also contact Beacon Health Options at the phone number on the back of your member ID card for help setting up an appointment or finding a doctor or counselor.

## How We Make Authorization Decisions

Beacon Health Options decision making is based on appropriateness of care and existence of coverage. Beacon Health Options does not reward practitioners, or other individuals for issuing denials of coverage or service. Decision makers are not given financial incentives that would encourage decisions that result in less care than needed.

## Protecting Your Information

Beacon Health Options has written policies to protect your health information. These policies state how you may have access to your Protected Health Information (PHI). They tell you how we use your information to play claims and arrange treatment.

Sometimes you may want us to share your PHI with a family member or someone else. We need you to sign an authorization to share your health information form designating a representative or family member of your choice. This form is only needed if you decide to share your health information. If you have any further questions about this form or your right to privacy, please contact us the phone number on the back of your member ID card. To view the Beacon Health Options Privacy Statement, please visit

[www.beaconhealthoptions.com](http://www.beaconhealthoptions.com)

## 2016 Quality Improvement Activities

Depending on the condition, there are nationally accepted standards of care. Beacon encourages eligible members to receive the care that research shows result in better outcomes. There are several programs for which Beacon has focused particular attention. Some of these include:

- 1) Assisting members in connecting to ongoing outpatient care following an inpatient stay for a mental health condition.
- 2) Assisting members who are newly diagnosed with a substance use disorder connect to and stay in treatment for at least 30 days, which has been shown to be the most important step in achieving lasting abstinence from drugs of abuse.
- 3) Supporting members who have been prescribed antipsychotic medication in staying on their prescribed medication.
- 4) Supporting members newly diagnosed with depression and prescribed an anti-depressant to remain on their medication for at least six months in order to allow adequate time for the medication to have its intended effect.
- 5) Assisting pediatric members (aged 6-12) with ADHD who have been prescribed medication for ADHD in visiting their provider at least three times over the next 300 days to ensure continuity of care.
- 6) Working with the families of children and adolescents (aged 1-17) recently started on anti- psychotic medications to ensure that they receive supportive psychosocial care as having combined medication and psychosocial therapies has been shown to be the most effective way of treating this issue.
- 7) Ensuring that individuals diagnosed with both a chronic medical and chronic mental health condition are connected to appropriate medical and psychiatric care.

To help in these goals, members may receive a call from a Beacon Care Manager. Some ways that a Care Manager may offer support is by helping arrange transportation, scheduling an appointment, identifying relevant referrals, or coordinating care across the service delivery system. The Care Manager might recommend enrolling in Beacon's intensive care management program for more in-depth support. Here's how we did in 2016 compared to a pre-determined benchmark:

### Quality Improvement Measure Results for 2016

Intervention	Minimum Goal*	Medicaid	Medicare	HIP Essential Plan	HIP Commercial HMO
% of members that had an outpatient follow-up appointment within 7 days after a mental health discharge	66%	52%	51%		
% of members newly diagnosed with an Alcohol or Other Drug Disorder that had at least one visit for care within 14 Days	48%	52%		47%	43%
% of members newly diagnosed with an Alcohol or Other Drug Disorder that had at least two more visits for care within 30 Days	30%	19%		19%	15%
% of members that take a newly prescribed Antidepressant Medication for 12 Weeks	58%	51%	65%	56%	64%
% of members that take a newly prescribed Antidepressant Medication for 6 Months	46%	37%	65%	48%	64%
% of members with schizophrenia who consistently remained adherent to Antipsychotic Medications	67%	59%			
% of children newly prescribed ADHD medication visited a prescribing provider within 30 Days	37%	61%			49%

\*Minimum goal represents State or Regional benchmarks at 50<sup>th</sup> percentile or better.

## The New York City Engagement Center is Accredited

The New York City Engagement Center has external accreditation from two important organizations:

- The New York City Engagement Center has full accreditation from the National Committee for Quality Assurance (NCQA). NCQA is a private, non-profit organization committed to improving the quality of health care. The NCQA seal is a good indicator that an organization provides quality care and service. This accreditation is recognized across the country and is proof that Beacon Health Options is committed to providing members with access to the best care possible.
- The New York City Engagement Center has Health Utilization Management 7.0 certification from URAC. URAC is a health care accrediting organization that establishes quality standards for the health care industry.

