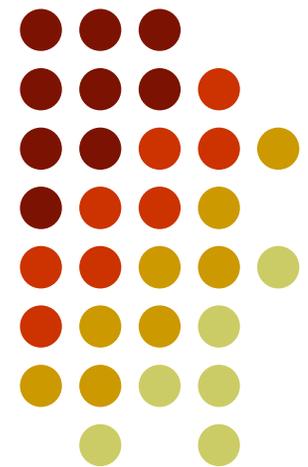


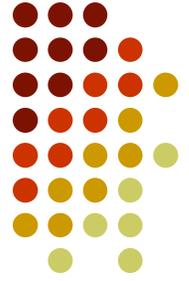
# Idaho State Planning Council on Mental Health

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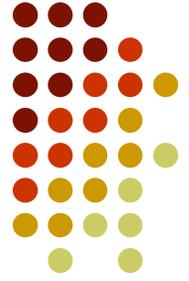
Managed Care Delivery System for Medicaid  
August 30, 2011



# Participant Assessment and Eligibility



- Eligibility – current Medicaid eligibility
- Uninsured low income children, youth, and adults
  - Individuals uninsured – over income limits
    - Adopt sliding fee scale
- All currently provided mental health and substance use disorder services
  - Including existing acute and extended care populations
- Assessments
  - Physician or credentialed expert
    - Current DSM criteria



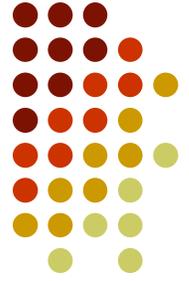
# Necessary Services

- Emergency services
- All Core Services – identified by Behavioral Health Cooperative
- Regular access to psychiatrists and treatment providers
  - Consumer choices
    - Including availability beyond normal business hours
  - Outreach
    - Transportation
      - Frontier and rural access
- Maintain/increase current spending
- Maintain/increase current service provision



# Necessary Services

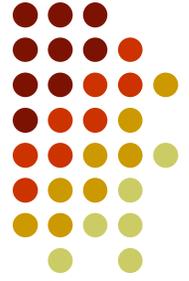
- Long term case management – serious disorders
  - ACT teams
  - Residential care
  - Peer supports
- Continuum of care
  - Coordination of services
    - Rehabilitation
    - Family peer/caregiver support
    - Physical health
    - Prevention
    - Early intervention
    - Recovery
    - Education support
    - Transitional housing
    - Employment
  - Accountability of care



# Necessary Services

- Reinvest savings
- Open to new approaches to mental health care
  - Use evidence based and best practices as baseline
- Short term treatment/safe house centers
- “Gatekeeper”
  - Local with face-face contact
- Case management
  - Prescription drug assistance – modern and adequate
  - Follow-up care
  - Counseling

# Qualifications and Delivery System



- Federal Medicaid standards
  - Include local professionally licensed providers
  - Insure coverage for rural and frontier areas
- Clearly defined roles and responsibilities
  - Define “medically necessary”
  - Define population to be served
- Provider network management
  - Appropriate credentialing
  - Continuing education for providers
  - Address physician shortage areas
    - Use innovative communication options – video conferencing

# Qualifications and Delivery System



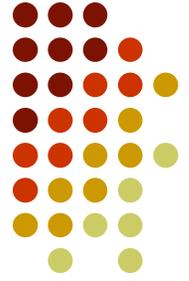
- Review managed care entities track record
  - Include consumers and families
  - Check references and contact other clients of MCO
  - Systems review/compare to expected, customary and industry standards
- Develop dispute resolution process
  - Include consumer input
    - Appeals and grievance process for consumers and families
- Integrated services
  - Substance use disorders
  - Mental health
  - Physical health
- Develop linkage for out-of-systems referrals

# Quality Assurance Data



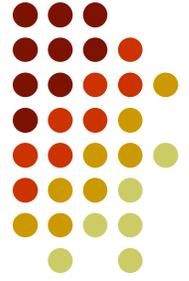
- Systems review – transparency
  - Independent evaluation
    - Measures to insure compliance with contract requirements
    - Measures to insure consumer satisfaction
- Client case management data
  - Best practices are met
  - Level of appropriate services

# Quality Assurance Data



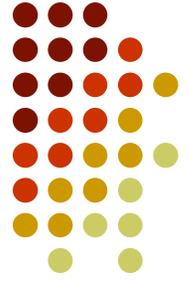
- Tracking the numbers
  - Measure access
    - Improved consumer outcomes
    - How many received or denied services
    - How many not eligible and why
    - Readmissions - hospital
    - Timely access to services
  - People who drop out of the system
    - Recovery
    - Incarceration
    - Long term hospitalization

# Quality Assurance Data



- Client satisfaction
  - Independent evaluation survey
- Quality Improvement
  - System development
  - Enhancement or decrease in treatment options
  - Regular data reports given by designated liaison to the State Planning Council

# Community Engagement



- Community resources
  - Educate community leaders
  - Work together
  - Engage and advertise - community receives primary information
  - Consumers - groups
    - Inform and educate
- Focus groups
  - Solicit input from stakeholder groups
    - Form committees with consumers, providers and community leaders – Regional Mental Health Boards and State Planning Council