



## New York City Engagement Center 2015 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 Quality Program Structure and Goals**

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 prior ValueOptions members) does its work here at our New York Service Center so that we are better able to know what you prefer and meet your needs. 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**
- **More member satisfaction,**
- **Better coordinated care,**
- **More comprehensive care**
- **Better treatment outcomes.**

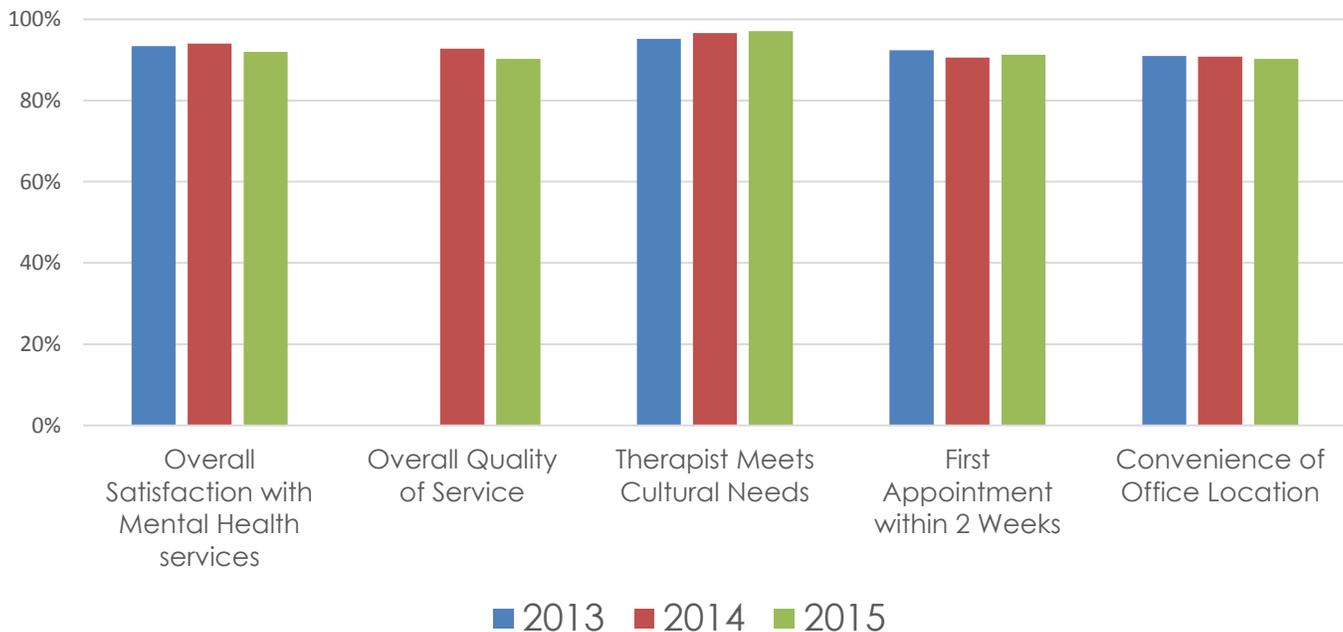
## Member Satisfaction Survey

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 2015 Member Satisfaction Survey. Here are some of the things we learned from the survey:

- ✓ 92% of respondents said they were satisfied with the mental health services they received
- ✓ 90% of respondents said they were satisfied with the quality of service received from their therapist
- ✓ 97% of respondents said their counselor meets their race, culture or religious needs
- ✓ 91% of respondents said they were able to get a first appointment within two weeks with their counselor
- ✓ 90% of respondents said their therapists' office is conveniently located

*As we are near the close of 2016, keep an eye out for this year's annual satisfaction survey!*

### How We Have Been Doing?



## Language Services:

We know from experience and the U.S. Census Survey that our members speak many different languages. To meet your needs:

- Our language service can translate by phone when members are not able to make their needs known in English if our staff does not speak the member's language.
- We contract with providers who speak 32 languages.

## Could you benefit from medication that might help you feel better?

Sometimes mental health problems can be caused by things that can be treated with medicine. If your therapist is not a doctor or nurse who can prescribe medicine, we urge you to talk to your counselor about having a psychiatrist examine you and see if medicine might help you. Our staff will be glad to help you locate a network psychiatrist near you. Please call the phone number on the back of your member ID card for help.

## Beacon Takes on the Opioid Crisis

The opioid crisis is affecting Americans from all walks of life. Opioid use disorder is a chronic disease and should be treated as any other chronic disease, such as diabetes or asthma. Treating this disorder is not a quick, one-time treatment solution but instead requires ongoing management. An abstinence only approach does not have the same success rates that a healthy society requires. If you or a loved one is impacted by this disease, please call the phone number on the back of your member ID card for help. For immediate help, our crisis hotline offers assistance 24 hours a day, 7 days a week.

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## Screening Programs and Integrated Care

Beacon Health Options® works closely with EmblemHealth, the Visiting Nurse Service and Oscar, as well as 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 from depression. Depression is a treatable illness, but it is often undiagnosed. With EmblemHealth, Beacon Health Options works to diagnose members living with depression so that it can be treated.

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

Beacon Health Options has developed a screening program for members who are diagnosed with a Bipolar Disorder 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 Case 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

**1-855-589-2773, option #3.**

## Intensive Case Management Program

Beacon Health Options offers our members with complex health conditions the enhanced services of an Intensive Case 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 facilities several times
- ✓ Have a severe and persistent mental health disorder such as Psychotic Disorder, Bipolar Disorder or Severe Childhood Psychiatric Disorder
- ✓ Suffer from a coexisting chronic medical condition such as Diabetes or Heart Disease

### Members enrolled in the ICM Program are assigned an ICM Clinical Case 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

### The ICM Clinical Case Manager wants to help you build your own support team!



**If you think that you or a family member might benefit from the ICM 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 present and 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.

Like most things in life, some tools will be a better fit for you than others. Finding the right self-management tool and using it can be enjoyable and rewarding. Look through the tools, try some out and discuss your results with your health care team.

Visit our achieve solutions website for more information:

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

## Stamp Out Stigma

One in four Americans has been diagnosed with a mental illness. Mental disorders are far more common than physical conditions such as asthma, heart disease and diabetes. A healthy conversation starts with a solid education. Learn more about mental illness, how to talk about it and how to diffuse others' misconceptions. For more information visit our stamp out stigma website at:

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

## Mental Health or Substance Abuse Crisis? Help Is Available 24 Hours a Day

We maintain a crisis hotline 24 hours a day, 7 days a week. The staff member who takes your call can help direct your care. This may include an emergency referral or admission to a hospital. The team can make arrangements with all types and levels of care. If you have an urgent need, please call your health plan's phone number below.

## Benefits and Claims

Contact Beacon Health Options customer service department with benefit or claim questions about mental health or substance abuse.

## 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)

## After you have been in the hospital – What's Next?

After you have been in the hospital, it is important that there is a plan for you to keep getting care to help you get well and stay well. It is best if you see your doctor or counselor within a few days of leaving the hospital. Your hospital will help you to get the appointment you need.

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

Research shows that people who see their doctor or counselor in the first week after they leave the hospital do better than those who wait. We want our members to get to their appointments, so we will contact you to remind you. Our staff can also help you with any problems you may have getting or keeping that important appointment.

## How we make authorization decisions:

Beacon Health Options decision making is based on appropriateness of care and service 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.

## 2015 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) Helping members receive an outpatient appointment after having an inpatient stay for a mental health condition;
- 2) Working with a member newly diagnosed with an alcohol or other drug disorder to stay in treatment for the first 30 days post diagnosis
- 3) Supporting a member that is on an anti-psychotic medication for schizophrenia to remain consistently on that medication
- 4) Supporting a member newly diagnosed with depression and prescribed an anti-depressant to remain on an anti-depressant medication for at least six months
- 5) Assisting a pediatric member (age 6-12) with ADHD and who was newly prescribed a medication for ADHD to visit their provider at least three times in the next 300 days.
- 6) Working with the families of pediatric members (age 1-17) who newly started taking anti-psychotic medications to ensure they receive psychosocial support care.
- 7) Making sure appointments are kept, staying connected with a PCP and/or a mental health specialist,

To help in these are, 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 the care across the service delivery system. The Care Manager might recommend enrolling in Beacon's intensive case management program for more in-depth support. Here's how we did in 2015 compared to a Benchmark goal:

**Quality Improvement Measure Results For 2015**

Intervention	Benchmark (goal)	Medicaid	Medicare	Marketplace	HIP Commercial HMO
% of members that had an outpatient follow-up appointment within 7 days after a mental health discharge	69%	42%	40%	45%	43%
% of members newly diagnosed with an Alcohol or Other Drug Disorder that had at least one visit for care within 14 Days	<54%	53%	42%	47%	46%

% of members newly diagnosed with an Alcohol or Other Drug Disorder that had at least two more visits for care within 30 Days	<25%	25%	7%	18%	20%
% of members that take a newly prescribed Antidepressant Medication for 12 Weeks	57%	56%	65%	69%	64%
% of members that take a newly prescribed Antidepressant Medication for 6 Months	45%	41%	50%	58%	49%
% of members with schizophrenia who consistently remained adherent to Antipsychotic Medications	67%	69%			
% of children newly prescribed ADHD medication visited a prescribing provider within 30 Days	64%	39%			
% of children newly prescribed ADHD medication visited a provider 2 times in next 270 days	72%	47%			
% of children and adolescents newly started on an anti-psychotics that received First-Line Psychosocial Care	<80%	72%			79%

**Throughout 2016 to help attain and exceed our performance on these critical quality measures!**

## The New York City Service 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 Accreditation from URAC. URAC is a health care accrediting organization that establishes quality standards for the health care industry.

