



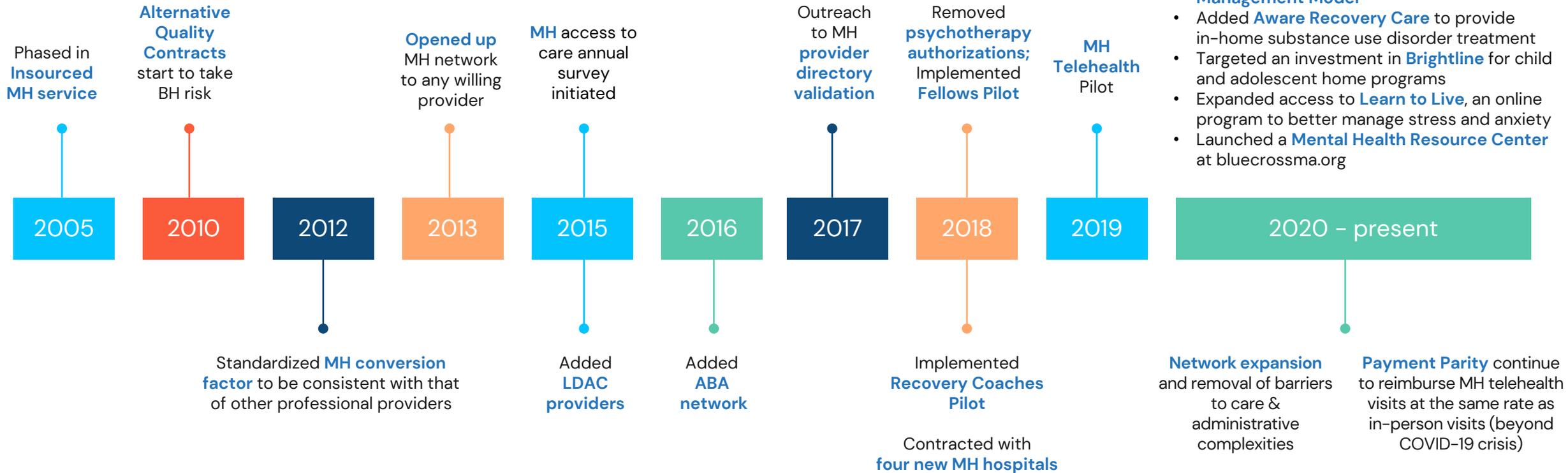
MENTAL HEALTH INTEGRATION

Mental health care IS health care

THE MENTAL HEALTH CHALLENGE

- Mental health and substance use disorders affect nearly **25%** of Blue Cross members; outpatient visits increased **30%** since 2019
- Despite the increase in virtual care, access to care remains a problem
- Provider fit is personal, complex, and changes over time
- Members aren't aware of full spectrum of treatment options, beyond a "psychotherapy visit"; these options are growing with proliferation of novel digital solutions, often offered directly to accounts and members
- Chronic misalignment within mental health "system" leading to "emergency boarding crisis" and ongoing substance use disorder treatment challenges
- Quality of care and relative effectiveness remain poorly understood

KEY INITIATIVES OVER NEARLY 20 YEARS



- **Amwell** added psychiatrists
- Implemented a **Child Psychiatry Incentive Program** – increase member access to in-network child psychiatrists
- Incentivized AQC for a **Collaborative Care Management Model**
- Added **Aware Recovery Care** to provide in-home substance use disorder treatment
- Targeted an investment in **Brightline** for child and adolescent home programs
- Expanded access to **Learn to Live**, an online program to better manage stress and anxiety
- Launched a **Mental Health Resource Center** at bluecrossma.org

Network grew **37%** in the last five years, most significantly in these provider types:



- Lic. Applied Behavioral Analyst
- Lic. Alcohol & Drug Counselor
- Psychiatric Nurse Practitioner

Child psychiatrist network increased by **40%** in the last five years

HOW WE'RE EVOLVING

- Actively promoting a population-based approach to mental health screening and treatment in primary care through the Psychiatric Collaborative Care Management model
- Contracting with primary mental health group practices to enhance patient matching, scheduling, and navigation
- Partnering with mental health provider organizations that focus on specialized mental health care services
- Continuing work to reduce prior authorizations and to shift the focus to care management, discharge planning, filling gaps in care, and addressing health disparities
- Working to move telehealth to a “site of care” available to all members from any provider
- Designing plan-led navigation for innovative mental health providers

FOR DISCUSSION: CHALLENGES AND BENEFITS

- CHALLENGES

- Need for shared buy-in and trust building
- Culture shift for patients, providers, plans
- New and changing operations:
 - Start-up and implementation costs, internal workflow development, triage and referral process for more complex needs, billing and coding

- BENEFITS

- Increased access to care
- Improved quality of care
- Improved health outcomes, including symptoms of depression and anxiety
- Increased patient and physician satisfaction