Mental Health Services in Orange County

Snack & Learn
October 29, 2013

Agenda

- Welcome
- Exhibitor Acknowledgements and Speaker Introductions
- Presentations
- QA & Closing Remarks
- Visit Exhibitor Tables and Return Evaluations

Thank You To Exhibitors

- 211
- Hoag Hospital Mental Health Center
- Horizon
- OC Office on Aging
- ADRC
- Illumination Foundation
- OC Pest Control
- Alzheimer’s Association
- MECCA
- OC Task Force on Hoarding
- ADRC
- National Alliance for Mental Illness
- Horizon
- Horizon
- Horizons
- Dayle McIntosh Center
- DASIS
- OC Accept
- OC Accept
- Didi Hirsch
- OC Accept
- Didi Hirsch
- OC Accept
- Goodwill Industries
- OC Centralized Assessment Team
- Goodwill Industries
- OC Centralized Assessment Team
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- OC Centralized Assessment Team

Speakers

- George Orras, PhD, MBA, President & Chief Clinical Officer
  Windstone Behavioral Health
- Alan Albright, Program Director
  BEACON HEALTH STRATEGIES, LLC
- Jenny Hudson, LCSW, Program Manager II
  Adult/Older Adult Outpatient Services
2013 Windstone Behavioral Health

Standard Medicare

Medicare Part A Coverage

- Helps pay for mental health services you get in a hospital
  - General hospital
  - Psychiatric hospital that only care for people with mental health conditions – 190 days only lifetime

What Original Medicare doesn't cover

- Private duty nursing
- A phone or television in your room
- Personal items (like toothpaste, socks or razors)
- A private room

Medicare Part B Coverage

- Covers mental health services and visits with the following types of health professionals (deductibles and coinsurance may apply)
  - Psychiatrist
  - Clinical psychologist
  - Clinical social worker
  - Clinical nurse specialist
  - Nurse practitioner
  - Physician assistant

What Original Medicare doesn't cover

- Meals
- Transportation to or from mental health care services
- Support groups that bring people together to talk and socialize (different from group psychotherapy, which is covered)

Medicare Part B No Coverage

- Part B also helps pay for the following covered services (deductibles and coinsurance may apply)
  - Psychiatric evaluation
  - Individual and group psychotherapy
  - Family counseling if the main purpose is to help with your treatment
  - Psychiatric medication management
  - Partial hospitalization may be covered
  - A one-time “Welcome to Medicare” preventive visit. This visit includes a review of your potential risk factors for depression
### 2013 Windstone Behavioral Health

#### Who is Windstone
- A managed Behavioral Health Care Company headquartered in Southern California
- Provide Managed Behavioral Health Care Services to One Care members
- Provide direct clinical care through network providers
- Includes: Behavioral Health Utilization Management, Case Management, Disease Management and Health and Wellness

#### 2013 Windstone Behavioral Health

#### Membership
- Managed Behavioral Care Health Services
  - 450,000 Capitated and FFS members
  - CA, AZ
- Behavioral Health and Wellness Services Screening provided for:
  - 230,000 active participants 2013
  - CA, NV, OR, WA, AZ, NM, GA, NC, SC

#### 2013 Windstone Behavioral Health

#### Clients
- Health Plans (One Care)
  - MA Plans/SNP/Medicaid/Commercial Plans/ERISA
  - FFS and capitated arrangements
  - Professional risk only
  - Health and Wellness
- Medical Groups
  - FFS and capitated arrangements
  - Professional Risk Only
  - Health and Wellness
- Medical Groups
  - FFS and capitated arrangements
  - Professional Risk Only
  - Health and Wellness

#### 2013 Windstone Behavioral Health

#### Managed Behavioral Health Care Services

#### Overview of Services
- Inpatient and Outpatient Behavioral Health Care
- Eligibility/Authorization/Customer Services
- Utilization Review and Case Management Services
- Outpatient Coverage: 4 tiered model
  - Multidisciplinary community based office locations
    - 6 - Southern CA
    - 11-Southern CA
- Collaborative Care Office Coverage (staff model groups only)
- In Home Psychotherapy
  - CA, NV, AZ, NM, OR, WA, GA, NC, SC
- Provider Network
  - CA, AZ
- Skilled Nursing Facility, Board and Care, Alzheimer Unit Consultations
- Medical/Surgical Hospital Consultation
- Acute Psychiatric Hospital Coverage
  - Specialized use of Psych SNF’s
- Psychiatric Conservatorships – Probate and LPS
- 24 x 7 Emergency Coverage
2013 Windstone Behavioral Health

Medical Clinic Providers

- Strategically Located in Staff Model Collaborative Care Clinics or in Multidisciplinary community based office locations
- Treatment Team includes:
  - Psychiatrists
  - Psychologists
  - Therapists Licensed Psychologists and LCSW’s
  - Post hospitalization Case Manager
  - Administrative Schedulers and Intake

WBH In Home Services

- In Home Psychotherapy
  - Will be done frequently with home bound seniors, members w/limited transportation, or less than compliant members
  - Reduces barriers to participation
  - Increases effectiveness of therapy

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Network Practitioners

- Includes all Licensure
- Strategically contracted in all geographies
- Supported by the following:
  - Medical Director
  - Post Hospital Case Management
  - Utilization management
  - Intake

Skilled Nursing Facility Consultations

- Timely Consultation Response
- If applicable Med/Surg Rounds will be done daily
- Rounds done daily before noon (if applicable)
- Placement issues
- If patient not seen on rounds and request for SNF consult requested, guaranteed response within 24-48 hrs based on urgency
- Intensive case management
- Family
- Coordination

Medical/Surgical Hospital Consultations

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Psychiatric Conservatorships – Probate and LPS

- Facilitate conservator appointment with the courts
- WBH UR nurses will coordinate care and placement of member at One Care designated facility
- Identify specific facilities and/or alternative levels of care
**2013 Windstone Behavioral Health**

**Emergency Services**
- WBH Case Management staff and clinicians available 24x7 for psych emergency triage
- Warm Line – MD to MD only
- After Hours Emergency Services

**Warm Line**
- Psychiatrist available for consultation to all physicians (only)
- Available Monday-Friday 8:30 AM-5:00 PM
- After Hours Availability
- WBH nurse clinician supported by a psychiatrist on call for urgent/emergency issues
- All referrals to an IP psychiatric facility after hours must first be approved by on call psychiatrist

**WBH Referral Process**

**Regional Delivery System**

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<th>Regional Delivery System Acute Consult Process</th>
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2013 Windstone Behavioral Health
Regional Delivery System
Inpatient Acute Psych Process

BUSINESS HOURS
Mon – Fri 8:30am – 5:00pm

Inpatient Acute Psych

Facility / One Care / Physician Contacts
WBH Psychiatric and Nurse

Clinical Status Reviewed by WBH
Psychiatric and Nurse

Administrator: Services Facilitated as Appropriate

WBH* Regarding Possible Psychiatric Admission

BUSINESS HOURS

AFTER HOURS

Facility / One Care / Physician Contacts
WBH* Regarding Possible Psychiatric Admission

Clinical Status Reviewed by WBH
Psychiatric and Nurse

Administrator: Services Facilitated as Appropriate

WBH Case Manager On-Call
Via 800-577-4701

• Contact (800) 577-4701

Clinical Status Reviewed by WBH
Psychiatrist and Nurse

Admission / Services
Facilitated as Appropriate

WBH* Regarding Possible Psychiatric Admission

Clinical Status Reviewed by WBH
Psychiatrist and Nurse

Admission / Services
Facilitated as Appropriate

2013 Windstone Behavioral Health
One Care

Senior Membership: 11,261

Services / Rates: PMBM Senior Behavioral Health Services Senior Services only: Behavioral Health Services—Inpatient, Outpatient, Inpatient medical-surgical psychiatric consultation, SNF Consults; High Risk CM; Chemical Dependency Consultation Services—outpatient psychotherapy and medication management only.

Excluded Services: Detoxification Services, Facility Fees, ECT (FFS)

Referrals: Patient self referral

Out Patient Treatment Reports: faxed to Primary Care Physician

Psychiatric In Patient Discharge Summaries: Available on WBH Portal 2x weekly for Ana

Dashboard Reports (Monthly): Director of IT Robert Dro Frau

BH Access Care Standards:
Routine = 10 business days, Urgent = 48 hours, Emergent = 6 hours, Emergent / Life Threatening = Immediately, Phone Triage = live person in 30 seconds, Phone Abandonment Rate = less than 5%

Encounter Data: Office Ally

IPA’s: Family Choice, AMVI/Prospect, Talbert, Nettie Mid OC, ARTA, United Care MG, Alta Med, Memorial Care

Psychiatric Hospitals: Western Medical Center Anaheim, College Hospital Cerritos, Comm Hospital of Long Beach, Newport Bay Hospital

Geographic Areas: Orange County

Ambulance Companies: contact One Care CM

JULY 2010

CalOptima assumed responsibility as the Administrative Service Organization (ASO) for the Orange County Mental Health Plan in partnership with Beacon Health Strategies (BHS), an experienced Medicaid managed behavioral health care organization.

FUNCTION OF THE ASO

The Orange County Health Care Agency in providing Specialty Mental Health Services to those individuals suffering from serious and/or persistent mental disorders as part of the County’s continuum of care.

Provide Specialty Mental Health Services to those individuals who require intensive services than those provided by County programs and providers.

Manage the County’s 24 Hour Mental Health Access Line 800-723-8641
SPECIALTY MENTAL HEALTH TARGET POPULATION

WELFARE AND INSTITUTIONS CODE SECTION 5600.3 DESCRIBES THE TARGET POPULATION FOR ADULTS WITH MENTAL ILLNESS WHO ARE SERVED BY THE PUBLIC MENTAL HEALTH SYSTEM. THAT DEFINITION STATES THAT A CLIENT'S MENTAL ILLNESS MUST:

- be severe in degree and persistent in duration;
- may cause behavioral functioning that interferes substantially with the primary activities of daily living; and
- may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time.

MEDICAL NECESSITY CRITERIA

In order to meet medical necessity criteria determine Medi-Cal reimbursement for specialty mental health services the beneficiary must:

A. Included Diagnoses:
- Pervasive Developmental Disorders, except Autistic Disorder which is excluded
- Attention Deficit & Disruptive Behavior Disorders
- Schizophrenia & other Psychotic Disorders
- Mood Disorders
- Anxiety Disorders
- Somatoform Disorders
- Factitious Disorders
- Dissociative Disorders
- Paraphilias
- Gender Identity Disorders
- Eating Disorders
- Impulse-Control Disorder not elsewhere classified

B. Impairment Criteria - Must have
- a significant impairment in an important area of life functioning,
- a probability of significant deterioration in an important area of life functioning.
- It is expected the beneficiary will benefit from all proposed intervention by significantly diminishing the impairment, or preventing significant deterioration in an important area of life functioning, and/or for children it is probable the child will progress developmentally as individually appropriate (or if covered by EPSDT can be corrected or ameliorated),
- or,
- the condition would not be responsive to physical health care based treatment.

C. Intervention Related Criteria - Must have
- a significant impairment in an important area of life functioning,
- and/or
- the focus of proposed intervention (as defined in the impairment criteria "B")
- or
- the condition would not be responsive to physical health care based treatment.

ACCESS

800-723-8641
Beacon 24 hr. Call Center

- County Programs
- Beacon Network Providers
- PCP
- Community Resources

SERVICES

- 24 Hr. Screening and Assessment: 800-723-8641
- Access to County Services
- ASD Network Services for Adults and OOC Foster Youth:
  - Outpatient Psychiatric Services
  - Claims Processing and Payment
  - Quality Assurance
  - Care Coordination
  - Psychiatric Consultation Line

Adult Outpatient Mental Health Services

Jenny Hudson, LCSW
Program Manager II
Adult and Older Adult Outpatient Mental Health Services

Adult Outpatient Mental Health Clinics (Access Points)
Adult Outpatient Clinic Admission Criteria

- The Outpatient Clinics in Orange County are a safety net for individuals who would otherwise not have access to treatment due to cultural, language, and socioeconomic barriers, and difficulty navigating the system of care.
- These consumers typically have a history of homelessness, psychiatric hospitalizations and are referred to the clinics by hospitals, law enforcement officers and/or various community members.

Target Population

- About 3000 consumers open to the 4 outpatient clinics at any given time.
- The target population are individuals who suffer from a chronic and persistent mental illness. A consumer must have an included diagnosis, show significant impairments in their community functioning due to mental illness.
- Consumers who are: Dual Diagnosis, Veterans, Medical and/or Medicare beneficiaries, individuals with no benefits, and ETS, Jail and hospital referrals.

Services Provided

- Psychosocial assessment
- Mental Health Services: individual, group and family therapy
- Medication Management
- Benefits Acquisition
- Crisis Intervention Services
- Clubhouse

Case Management Services

- Dedicated SAMHA staff who provide substance abuse treatment: Individual and groups for clients who are dual diagnosed.
- Educational and Support groups: substance abuse management, coping skills, anger management, smoking cessation, self-esteem, wellness, crisis drop-in group, NAMI groups, and seeking safety group.

Older Adult Recovery

- Clients who are 60+ years old who have difficulty engaging in treatment.
- Engagement begins in the field/home.
- Multidisciplinary team. Collaboration with physical health care, family and community supports.
- Assessment, mental health services, case management & medication management.
- Nurses provide health screenings.
- Pharmacist provides education.
SHOPP
Senior Health Outreach Prevention Program

- SHOPP is a collaborative program with Public Health Nurses.
- Home visits to meet the health care needs of adults age 55 and older.
- Field nursing assessment, behavioral health outreach, short-term case management and linkage.

START
Substance Abuse Resource Team

- In-home service for adults aged 60+ who are misusing substances including prescription medication.
- Collaborative program with Public Health.
- Outreach and engagement, brief interventions, substance abuse counseling and education, coordination with health care providers, case management and linkage.

Program Assertive Community Treatment (P.A.C.T)
TAY, Adults and Older Adults

PACT Admission Criteria

- PACT is designed for consumers who have not previously accessed or benefited from treatment, and have had at least 2 psychiatric hospitalizations or incarcerations within the past year.
- TAY PACT considers placement as hospitalization.
- Older Adult considers emergency room and medical hospital admissions.
- Consumers must meet the Title IX medical necessity requirements.

Up-Coming Medi-Cal Changes

- Based on information provided by Department of Health Care Services
  - Effective January 1, 2014
  - Available to all Medi-Cal beneficiaries, including expansion population
  - Mental health and substance abuse services to include individual and mental health evaluation and treatment not previously covered under Medi-Cal or county programs
    - Details not finalized; more information expected in November
    - Some services provided by Medi-Cal managed care plans, like CalOptima
    - Some services provided on FFS basis
  - More information at www.dhcs.gov and www.coveredca.com

Questions
211 OC Listing Application

211 OC Listing Application

www.211oc.org/

ADRC Listing Application

www.adrcoc.org/?page=faq

Closing

• Complete Evaluations
• Visit Exhibitor Tables
• Thank you

Turn in Yellow Evaluation Forms