

Massachusetts Roadmap for Behavioral Health Reform: Overview and Implementation Update

SEPTEMBER 11, 2024



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AGENDA

- Welcome and Introductions
- Introduction to the Massachusetts Roadmap for Behavioral Health Reform (Roadmap)
- Looking Forward: Opportunities to Strengthen and Support Roadmap Implementation
- Q&A
- Summary of Roadmap Components
- Wrap Up

PRESENTERS

Blue Cross Blue Shield of Massachusetts Foundation:

- Kaitlyn Kenney Walsh, Vice President of Policy and Research

Manatt Health:

- Stephanie Anthony, Senior Advisor
- Jocelyn Guyer, Senior Managing Director

INTRODUCTION TO THE MASSACHUSETTS ROADMAP FOR BEHAVIORAL HEALTH REFORM (ROADMAP)

OVERVIEW OF THE ROADMAP FOR BEHAVIORAL HEALTH REFORM



ROADMAP FOR BEHAVIORAL HEALTH REFORM (ROADMAP)



A multi-year strategy to increase access to culturally relevant behavioral health care services — including crisis and outpatient services — for all residents regardless of insurance coverage.



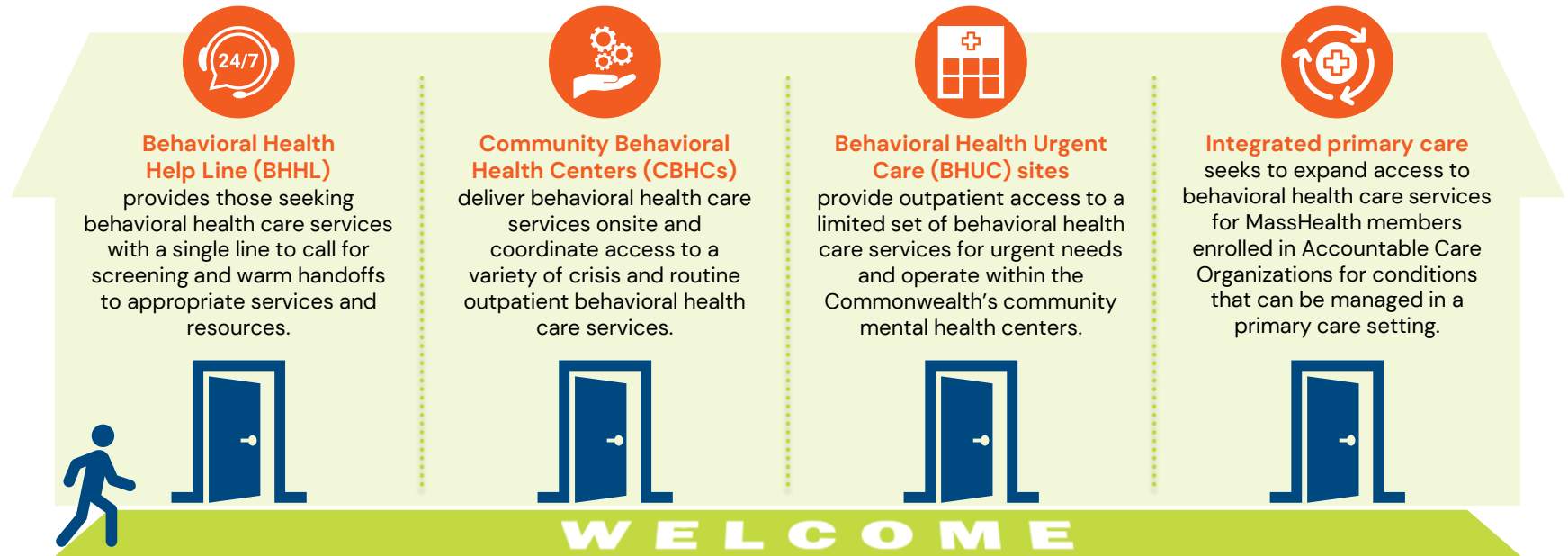
Designed to address challenges in the behavioral health system identified through listening sessions with over 700 individuals, families and other stakeholders, including:

- Difficulty finding community-based providers who take their insurance and finding culturally competent care.
- A lack of integrated mental health and addiction treatment.
- Reliance on the emergency department (ED) to get behavioral health treatment.

ROADMAP COMPONENTS

The Roadmap aims to increase access to culturally relevant behavioral health care services, including crisis and outpatient services, for all residents regardless of insurance coverage.

Community-Based Entry Points to Massachusetts' Behavioral Health Care System



Streamlined and expanded access to behavioral health care services across the care continuum (e.g., community-based crisis and acute care services) **improves member experience and treatment options for crisis and acute care** while reducing unnecessary emergency department visits.

ROADMAP IMPLEMENTATION TIMELINE



Roadmap implementation began in January 2023 and has focused to date on:



**Behavioral Health
Help Line
(BHHL)**



**Community Behavioral
Health Centers
(CBHCs)**



**Behavioral Health
Urgent Care sites
(BHUC)**



The next phase of implementation will focus on supporting **integrated behavioral health and primary care** and **improving member experience and treatment options for crisis and acute care.**



ROADMAP IMPLEMENTATION UPDATE, EARLY SUCCESSSES AND CHALLENGES

PERSPECTIVES ON ROADMAP IMPLEMENTATION



Perspectives on Roadmap implementation, early successes, and challenges are **informed by interviews with select Massachusetts stakeholders** and a review of literature and data on the Roadmap.



Stakeholders **broadly support the Roadmap's vision, goals, and the state's ongoing commitment** to implementing the Roadmap and identified opportunities to further the Roadmap's implementation and goals.



Several **state agencies and key partners worked together to design, implement, and oversee** the Roadmap.

BEHAVIORAL HEALTH HELP LINE (BHHL)



BHHL OVERVIEW

- Provides 24/7, 365 days a year “front door” access to individuals and families seeking behavioral health care services, including crisis services.
- A trained team of professionals and peer specialists screen callers, identify appropriate community-based resources (e.g., crisis support), and provide warm handoffs to those resources.
- BHHL may refer callers to other helplines (e.g., 988, the Massachusetts Substance Use Helpline, Mass211 or 911, if necessary).



Going through a tough time?
Help is here.

Call or text now

833-773-2445

MASSACHUSETTS
**BEHAVIORAL
HEALTH
HELP LINE**

BEHAVIORAL HEALTH HELP LINE (BHHL)



KEY SUCCESSES

- Well-managed and operates effectively to connect residents to behavioral health care services.
- DMH collaborated extensively with stakeholders on design and implementation.
- Staff are well-trained and have a high retention rate.



CHALLENGES

- Consumers remain unclear when to call BHHL versus other helplines or CBHCs directly.
- Consumers can get bumped around in the referral process.

COMMUNITY BEHAVIORAL HEALTH CENTERS (CBHCs)



CBHC OVERVIEW

- CBHCs offer “crisis, urgent and routine SUD and mental health services, care coordination, peer supports, and screening and coordination with primary care” to children, youth, and adults as an alternative to EDs.
- Must be open for extended weekday and weekend hours.
- CBHC services include:
 - Same or next day evaluations and assessments
 - Mobile crisis intervention (MCI)
 - Community crisis stabilization (CCS)

27 CBHCs currently operate statewide



Source: <https://www.mass.gov/find-a-cbhc>

COMMUNITY BEHAVIORAL HEALTH CENTERS (CBHCs)



KEY SUCCESSES

- Attracting and retaining a robust workforce
- Increasing number of people going to CBHCs instead of the ED
- Innovative models emerging through CBHC partnerships with EDs and law enforcement



CHALLENGES

- Attractive working environment of CBHCs may be diverting clinicians away from other care settings
- Difficulty reliably providing separate youth and adult MCI and CCS services
- Transportation to CBHCs by ambulance and law enforcement
- Limited commercial coverage of crisis and non-crisis services, leading to delays in care

BEHAVIORAL HEALTH URGENT CARE (BHUC)



BHUC OVERVIEW

- 61 BHUCs currently operate statewide within the Commonwealth's community mental health centers (CMHCs).
- BHUCs provide community-based access for urgent behavioral health care needs.
- Same day or next day outpatient appointments.
- Extended weekday and weekend hours.

BHUC SERVICES



Psychopharmacology appointments



Addiction medication evaluations



STAKEHOLDER PERSPECTIVE

- Need for increased public awareness on the services BHUC sites provide, insurance coverage, and when to use BHUC sites instead of other resources.

COMPONENTS IN EARLY STAGES OF IMPLEMENTATION

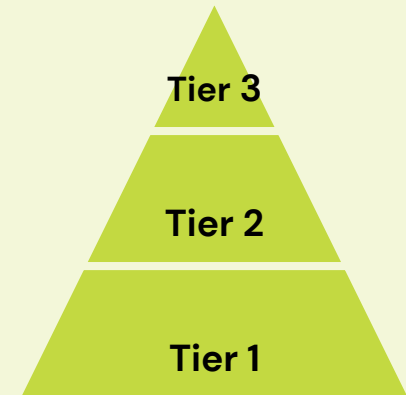


INTEGRATED PRIMARY CARE OVERVIEW

- Aims to expand access to services and resources for behavioral health conditions that can be identified and managed in primary care settings.
- A key aspect of integrated primary care is MassHealth's sub-capitation payment model for primary care practices participating in MassHealth ACOs.

MassHealth's sub-capitation payment model

Increased payments go hand-in-hand with increased care delivery requirements



STAKEHOLDER PERSPECTIVE

- Policy and practice guidelines could support primary care practices with meeting the integration standards.
- Inconsistent approaches across MassHealth and commercial payment models.

COMPONENTS IN EARLY STAGES OF IMPLEMENTATION *(continued)*



IMPROVING MEMBER EXPERIENCE AND TREATMENT OPTIONS FOR CRISIS AND ACUTE CARE OVERVIEW

- The Roadmap seeks to improve people's experience in accessing community-based behavioral health care services and to help reduce unnecessary visits to hospital EDs.
- In October 2023, MassHealth implemented behavioral health coverage requirements by managed care entities to support ED diversion, and to reduce or shorten ED stays for patients with behavioral health needs.



STAKEHOLDER PERSPECTIVE

Consumers still frequently default to seeking care in EDs rather than CBHCs due to:



Lack of education and awareness about community-based alternatives.



Workforce shortages in mobile crisis intervention (MCI) and community crisis stabilization (CCS).



Lack of transportation options for moving a person from the ED to community-based setting.

LOOKING FORWARD

OPPORTUNITIES TO STRENGTHEN ROADMAP IMPLEMENTATION



Enhance cross-agency collaboration, communication, and oversight



Enhance stakeholder engagement and public education on the Roadmap






Address transportation challenges related to ambulance and law enforcement drop-offs at CBHCs



Continue to expand coverage of behavioral health care services to ensure access to all Roadmap services for all residents

CONTINUE TO EXPAND COVERAGE OF BEHAVIORAL HEALTH SERVICES

ROADMAP COMPONENT	MEDICAID COVERAGE	MEDICARE COVERAGE	COMMERCIAL COVERAGE	UNINSURED
BEHAVIORAL HEALTH HELP LINE (BHHL) 	<ul style="list-style-type: none"> The BHHL is available to all Massachusetts residents free of charge and regardless of insurance. 			
COMMUNITY BEHAVIORAL HEALTH CENTER (CBHC) 	<ul style="list-style-type: none"> MassHealth covers all CBHC services for members, including MCI. 	<ul style="list-style-type: none"> Medicare is accepted by all CBHCs, although Medicare pays CBHCs through fee-for-service rather than a bundled payment. Behavioral Health Access and Crisis Intervention Trust Fund covers MCI services for Medicare members. 	<ul style="list-style-type: none"> Commercial coverage of CBHC outpatient services varies by plan. Plans are required to cover MCI services, however if ERISA plans do not cover these services, then the Behavioral Health Access and Crisis Intervention Trust Fund will. Plans are required to reimburse providers for CCS services provided by a CBHC, but commercial coverage of CCS services varies by plan due in part to ERISA (as mentioned above). 	<ul style="list-style-type: none"> Behavioral Health Access and Crisis Intervention Trust Fund covers MCI and CCS services for uninsured individuals. Availability of a sliding fee discount program for uninsured individuals varies by CBHC.
BEHAVIORAL HEALTH URGENT CARE (BHUC) 	<ul style="list-style-type: none"> MassHealth covers BHUC services. 	<ul style="list-style-type: none"> Medicare coverage of services provided at BHUC sites varies depending on whether the BHUC site accepts Medicare (many BHUC sites do). 	<ul style="list-style-type: none"> Commercial coverage of BHUC services varies by plan. 	<ul style="list-style-type: none"> Sliding fee discount program for uninsured individuals varies by BHUC site.

BROADER SYSTEM REFORMS TO ENHANCE SUCCESS OF THE ROADMAP



Continue to strengthen the behavioral health care workforce through workforce development and payment reforms



Improve interoperability and data sharing



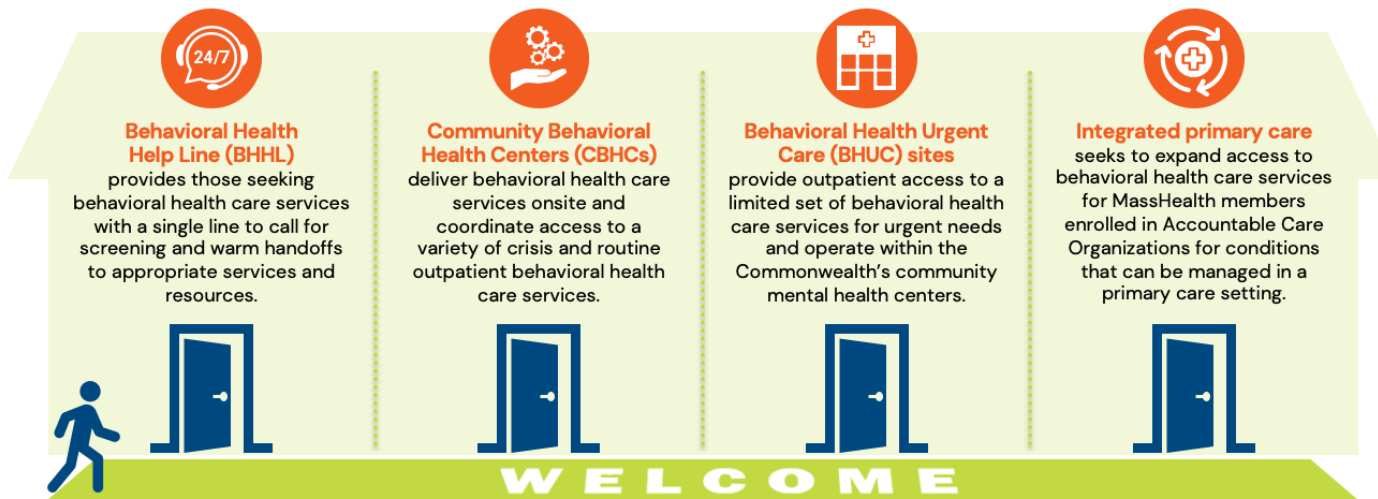
Support and promote community-driven partnerships and solutions that advance equitable access to behavioral health care services

QUESTIONS?

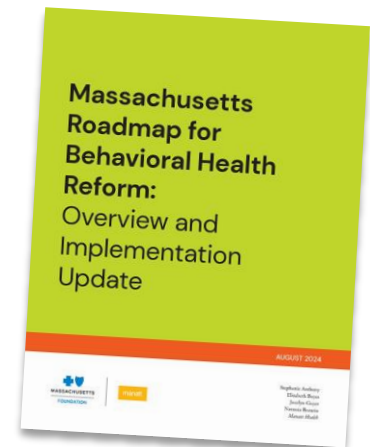
SUMMARY OF ROADMAP COMPONENTS

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THANK YOU!

If you have any questions or comments about today's presentation, please contact **Kaitlyn Kenney Walsh** (Kaitlyn.KenneyWalsh@bcbsma.com).



MASSACHUSETTS

FOUNDATION