February Care Management Webinar

Wednesday, February 21, 2024

CountyCare

A MEDICAID HEALTH PLAN

BRAVE HEALTH™

CountyCare
A MEDICAID HEALTH PLAN

We engage your members in easy-to-access therapy & psychiatric medication management care they deserve.

a Brave Health Introduction

Brave Overview

Brave is a **100% virtual** outpatient mental health provider with a **focus on serious mental illness** and **maternal mental health** geared **towards Medicaid members**

Brave is a 100% virtual behavioral health provider

- Ongoing Outpatient Care
- Virtual Video Sessions
- Psychiatry (Medication Management), Therapy (Group & Individual) and Support Services

We are designed to serve individuals with complex needs

- Medicaid Focused
- Serious Mental Illness
- Adolescent care: 13+
- Comorbid Condition / High Utilizers
- Maternal Mental Health
- Rural Areas
- Follow-up After Hospitalization

We make it easy to refer & partner with you

- Simple online form
- Real-time confirmation & notifications
- Closed loop communication with referrers every step of the way

Brave Health Approach & Programs

Tailored **Evidence-Based Programs** for **Complex Populations**

Program & Modalities	*Benefits*	*Patient Profile*
Perinatal Mood and Anxiety Disorder Focus on maternal mental health services	• Improves the mother's mood and well-being • Fosters positive maternal interactions with her child • Influences the child's behavior and learning	• Expecting mothers • 365 days postpartum • Unexpected loss
Dialectical Behavioral Therapy (DBT) Suicidal ideation, self-harm, emotion dysregulation and conflicted relationships	• Increases distress tolerance • Supports emotion regulation • Teaches mindfulness • Drives interpersonal effectiveness	• Borderline personality disorder (BPD) • Self-harm • Suicidal ideations • Post-traumatic stress disorder (PTSD)
Eye Movement Desensitization and Reprocessing (EMDR) Bilateral stimulation to reprocess images, thoughts, emotions, and body sensations associated with a traumatic event	• Reprocessing helps "repair" or reduce sensitivity of mental injuries from traumatic memories	• PTSD • Panic Disorder • Phobias • Social Anxiety
Zero Suicide Program In-depth, solution focused support, encouraging a safe environment	• Member specific Safety Plan with supportive application on smart device • Emphasis on high touch engagement and omni-channel check ins between appointments • Weekly suicide support group	• Individuals reporting suicidal ideation • Suspected suicide risk
Family/Couples Counseling Develop strategies and skills to improve communication, resolve conflicts, and build trust.	• Fosters development of shared skills and strategies to work through problems	• Families navigating mental health • Financial strain • Marital conflicts • Parenting challenges

The Brave Difference

Able & willing to take patients others won't

Medicaid Focused, Serious Mental Illness, Adolescent care, Comorbid Condition/High Utilizers, Maternal Mental Health, Rural Areas, Follow-up After Hospitalization

<7 days to 1st appointment

Same day appointment availability, First Offered Appointment <3 days for members, 100% initial outreach completed within 24 hours from receipt of referral.

Care management training & client success planning

Brave trains referrers on services offered and best practices. Referrers receive notification when referrals are received, when patient schedules appointments and when patient attend appointments.

Continuous provider capacity growth

Dedicated provider capacity ensures members are delivered care that meets optimal treatment SLAs

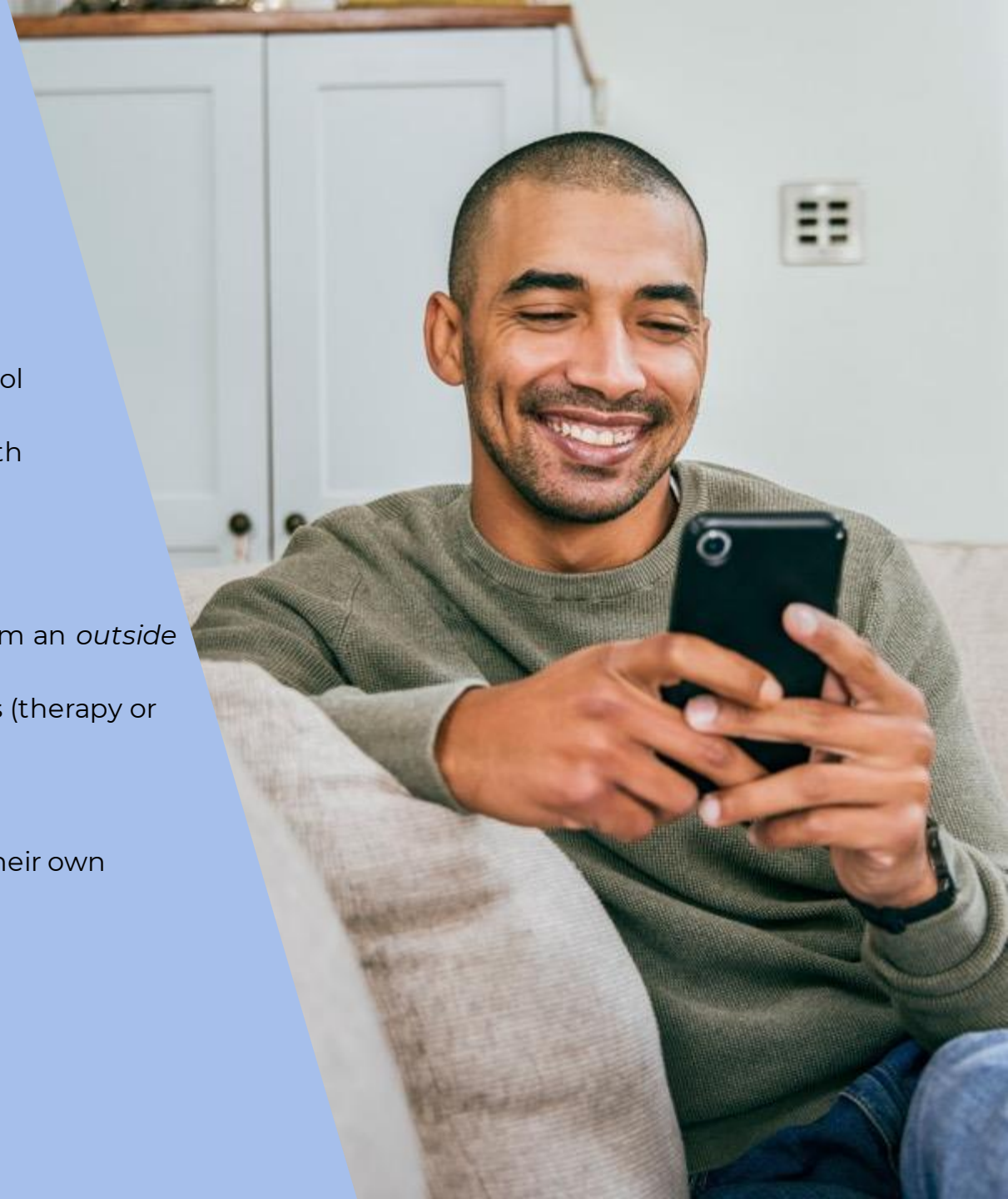
Admission Criteria

Patients We Can Serve

- Patients age **13+**
- Patients who **need comprehensive care**
  - **SMI Diagnosis** (complexity ready)
  - Members who score at/above a moderate level on a screening tool
- Patients who want to start or adjust psychiatric medication
  - Members in medical case management who report mental health symptoms
- Patients who have situational needs
  - **Transitions of care** (FUH/FUM)
  - **Pregnant and postpartum**
- Patients who have a prescription for benzodiazepines or stimulants from an *outside provider*
- Patients can receive one component of their care from Brave providers (therapy or psychiatry), and another from a CMHC provider (therapy or psychiatry)

Patients We Cannot Currently Serve

- Patients who are unable or unwilling to provide informed consent to their own treatment
- Patients in need of medical detox services or psychological testing
- Patients with an active eating disorder



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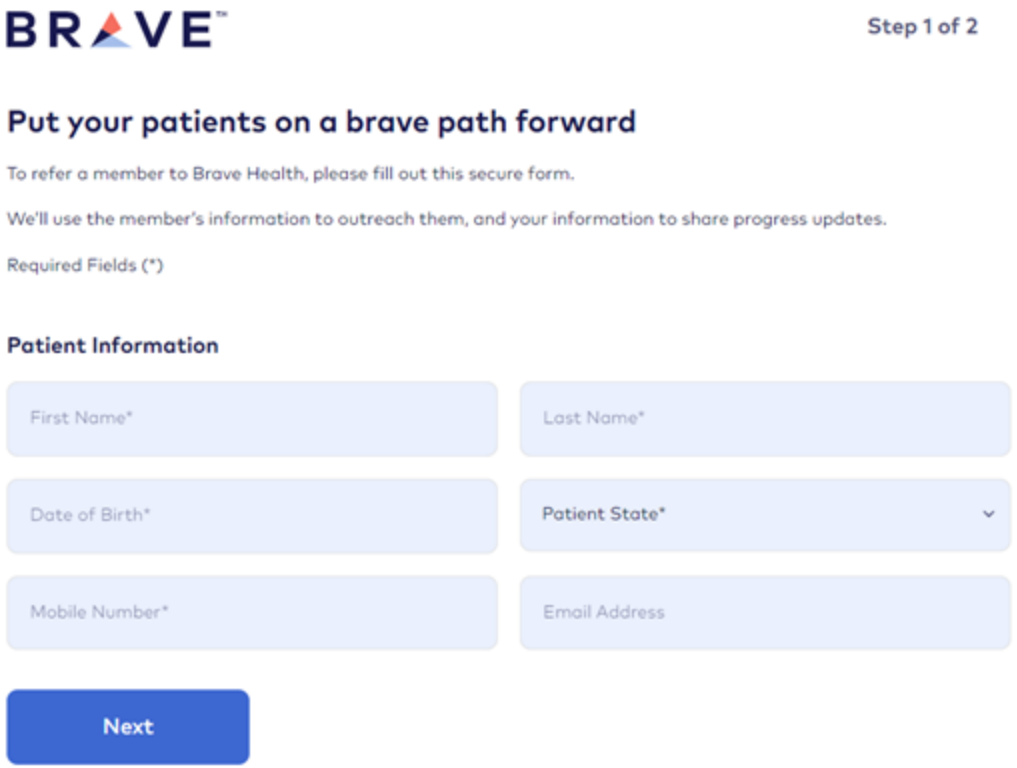
How to Make a Referral to Brave

Fast Access Online Referral Form



- Once submitted, you will receive ongoing email notifications on your referred patients' key milestones.
- This includes the date and time of appointments, appointment outcomes, and if a patient declines services.
- If you need more information about a referral, you can email us at partnersupport@bebravehealth.com and include the following patient info: Name, DOB, and Member ID

Referral Form Link: www.bebravehealth.com/referral
EMR: Brave Health
Fax: 727-306-8033
Secure Email: referral@bebravehealth.com

BRAVE

What you can expect from us post referral

1) Partner refers members directly to Brave using our secure online form

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3) Patient completes an assessment or intake which includes a diagnosis and treatment plan

4) Brave continues tech-enabled outreach to keep patient engaged in services

5) Brave **shares ongoing member updates with referrer** and aggregated data with leadership

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Illinois Performance so far

Over the past ~4 months, we were **thrilled to connect new Illinois members to mental health services**.

Illinois has done a great job connecting us with members

952
New Patients

74%
Contact Rate[1]

Members have been eager to schedule appointments

37%
Scheduled Rate[1]

96%
Show Rate

We have availability to get them in quickly

11.6
Avg Days to First **Kept** Appointment

Note: (1) Brave uses a 30 day contact strategy. Therefore, the Contact & Scheduled rates are understated.

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A MEDICAID HEALTH PLAN

Appendix

BRAVE HEALTH™

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Ongoing Mental Health Treatment & Support

Brave Health offers a wide range of treatments to improve serious mental illness, as well as emotional or relationship issues.

Psychiatric Medication Management leads to improved treatment outcomes, reducing the need for hospitalization or emergency room visits. It also helps people feel more satisfied with their healthcare experience.

Individual Therapy can help people with serious mental illnesses get relief from symptoms and improve their quality of life.

Clinician-led Therapy Groups help individuals cope with mental health stressors and difficult life experiences and gain peer support, feedback, and skill-building opportunities.

Specialized Therapy Programs are evidence-based therapy modalities including DBT and EMDR.

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Support for Serious Mental Illness

We **empower individuals experiencing serious mental illness** to actively engage in their care. Our clinicians provide comprehensive care to ensure well-rounded and effective treatment.

Comprehensive and Collaborative Care

- Therapists and psychiatric nurse practitioners collaborate closely and remain connected throughout a patient's journey with Brave
- Patients gain access to the multitude of services through the easy referral system within Brave.
- Patients are offered a full range of support and approach options to ensure well-rounded and effective treatment.

Patient-Centered Clinical Program Focuses on Engagement and Connection

- Therapists not only treat, but coordinate members' engagement in Brave specialty program to achieve treatment plan goals
- To supplement individualized treatment plan, therapists employ the following evidence-based programs to support member driven goals:
    - DBT
    - EMDR
    - Zero Suicide Program
    - Group Therapy
    - Aftercare Services
    - Perinatal Mood and Anxiety Disorder Program

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Maternal Mental Health / PMAD

Specialized individual and group therapy with trained clinicians who **focus on maternal mental health**

1 in 5 women will **experience** a **mental health condition** during **pregnancy** or in the year after the birth. (Source: WHO)

1:1 & group therapeutic support to patients who present with several PMADs, including:

- Postpartum Depression
- Perinatal Anxiety
- Perinatal Panic Disorder
- Perinatal Obsessive-Compulsive Disorder
- Perinatal Psychosis
- Perinatal Posttraumatic Stress Disorder (include Birth Trauma)
- Perinatal Bipolar Disorders

Available to adults and adolescents

Groups will include focus on postpartum, motherhood, and parenting concerns.

PMAD program promotes:

- Improvement in mother's mood
- Positive impact on maternal interactions with her child
- Influence the child's behavior and learning

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Support for Adolescents

Adolescence is a crucial period for developing social and emotional habits important for mental wellbeing. Brave has clinicians specialized in the care and treatment of adolescents.

New patient starts with a biopsychosocial assessment (therapy) and/or medication management intake appointment with **Child & Adolescent specific tools:**

- PHQ9 for teens, GAD7 for teens
- Other screenings as clinically needed: CRAFFT, ACE, PSC-17 and others.

Policies and oversight built to see child and adolescent patients **ages 13-18**

Patients matched to **providers with child and adolescent expertise** and experience

Provider **collaborates** with care team, caregivers, and **patient's pediatrician as needed**

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Zero Suicide Program

The foundational belief of Zero Suicide is that **suicide deaths** for individuals under the care of health and behavioral health systems **are preventable.**

We have **several Zero Suicide (ZS) protective measures** put into place **to support our patients** including:

- Weekly suicide support group
- Safety plan with corresponding app
- Measurable treatment plan objectives and goals
- Phone call and SMS check ins in between appointments

Our approach changes the tone and conversations about suicide into **in-depth, ongoing, solution focused conversation**. We encourage a safe and supportive environment.

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Family/Couples Counseling

We **strengthen relationships** by helping families develop new strategies and skills to **improve communication, resolve conflicts, and build trust.**

Family and couples counseling works to help individuals identify patterns and develop shared skills and strategies to work through problems, including:

- **Major life transitions:** Families may seek counseling to help them cope with major life changes such as the birth of a new baby, a move to a new home, or the death of a family member.
- **Parenting difficulties:** Counseling helps parents learn strategies for dealing with challenging behavior from their children, or to address differences in parenting styles.
- **Marital problems:** Couples may be able to work through issues such as infidelity, communication problems, or differences in values or priorities.
- **Divorce or separation:** Counseling helps families navigate divorce or separation and develop strategies for co-parenting.
- **Screening Process:** All parties must complete an individual assessment to determine appropriateness and identify exclusion criterias.

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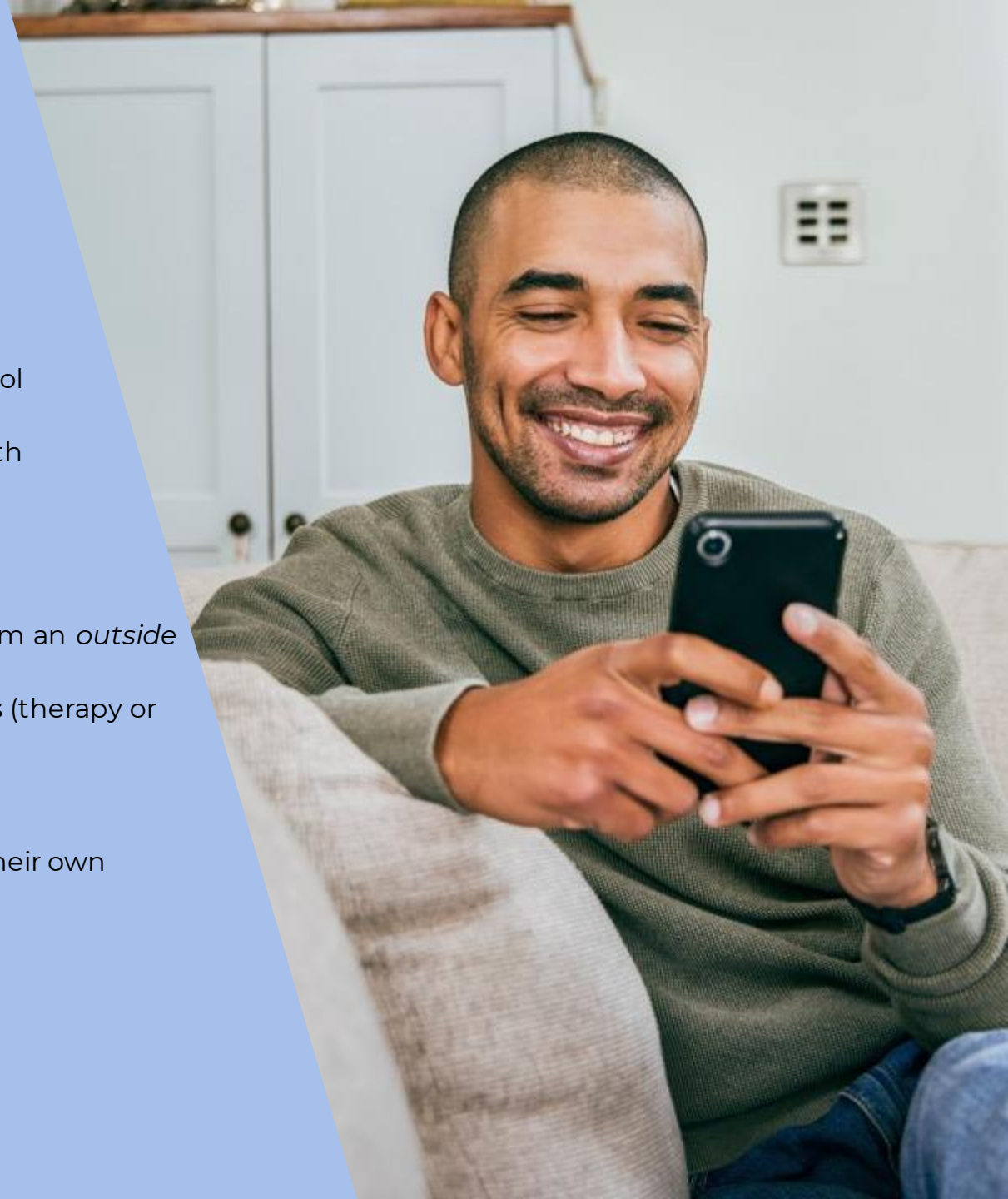

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Myth Buster

It can be hard to convince members to try telehealth. Let's bust some myths that exist today about using technology to connect to providers virtually.

Virtual therapy is expensive

BUSTED

Fact: Brave Health is in-network Meridian and there is no out of pocket expense to the members.

Medicaid & Dual members are less likely to own smartphones

BUSTED

Fact: 86% of Medicaid recipients own smartphones, the same rate as the rest of the US population.

Additionally, the following resources can be used to get members access to free cell phones.

- TruConnect Assurance
- Wireless Universal
- Telephone Assistance

You need to be tech-savvy to use telehealth services

BUSTED

Fact: All they have to do is click on a link to start their session, no apps or download necessary.

To connect with a Brave provider, patients only need a smartphone or computer with a stable wifi connection.

Telehealth is less effective than in-person treatment

BUSTED

Fact: Research has shown that patients and therapists don't need to be in the same room for treatment to work.

With same-day appointments, telehealth can actually help patients begin care more quickly than in-person care.

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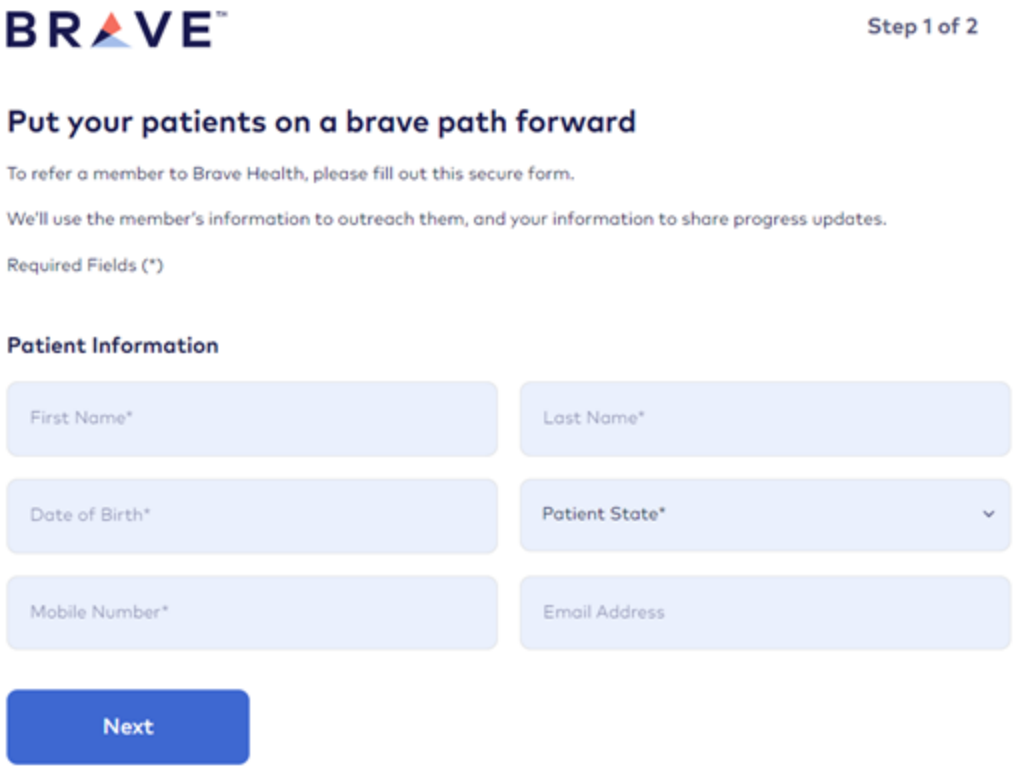

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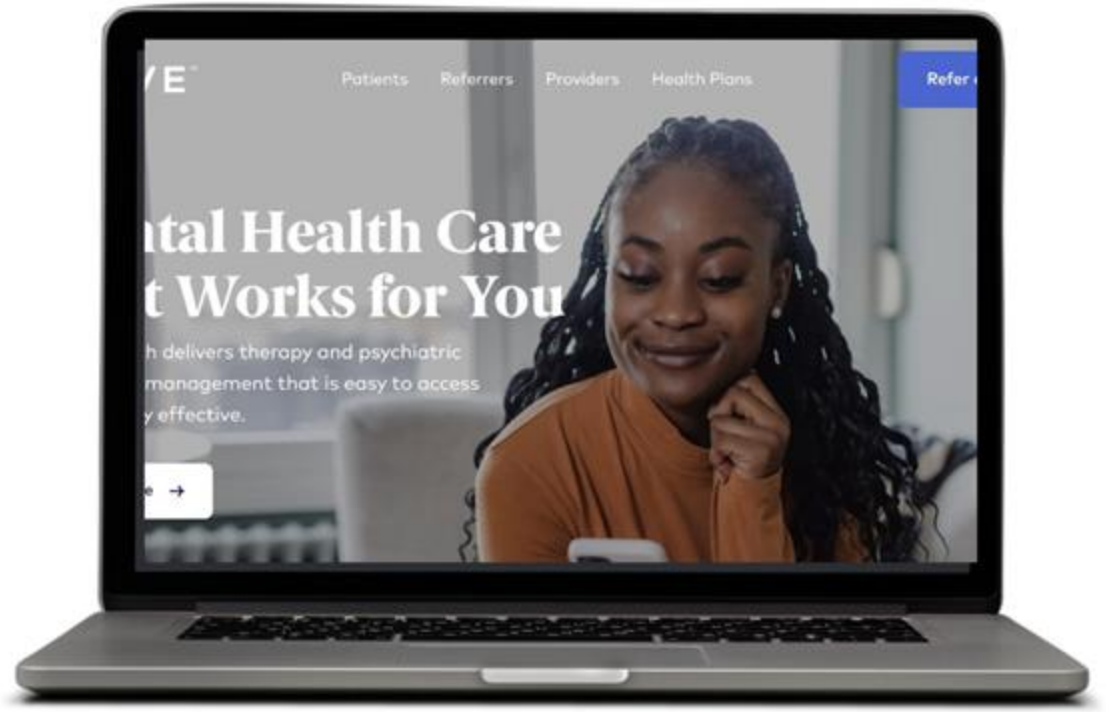
Next Steps:
Connect Members to Brav

- [x] Attend an onboarding meeting with Brave Health
- [ ] Check your email to get tips, resources, and materials from Brave Health. (Might want to check spam just in case)
- [ ] Make your first referral
- [ ] Check e-mail to get patient status update with details about referral
- [ ] Check the Brave website and/or email Partner Support to get answers for any questions at partnersupport@bebravehealth.com



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Appendix

BRAVE HEALTH™

Division of Specialized Care for Children

February 21, 2024

Lisa Washington, Associate Director of Care Coordination

Gabrielle Schmitt, Assistant Director of Enrollment and Specialty Care

CountyCare

A MEDICAID HEALTH PLAN

Objectives

Identify key differences between DSCC's 3 Programs:
Core, Connect Care and Home Care

List three services available to participants in each program

Determine potential eligibility for DSCC programs

Understand the referral process for DSCC programs

Who We Are

- We are a statewide program that's served children and youth with special healthcare needs and their families since 1937.
- We helped more than 17,400 Illinois families in FY 2023 through care coordination, resource information and referrals.

Vision and Mission

Vision

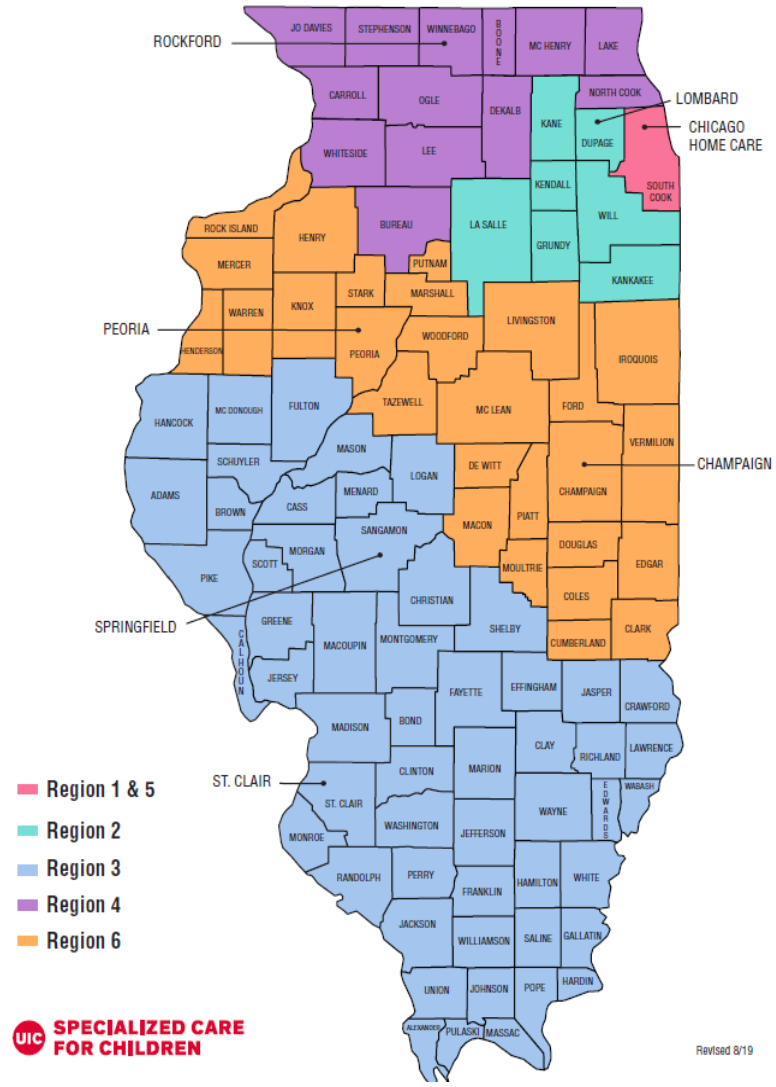
- Children and youth with special healthcare needs (CYSHCN) and their families will be the center of a seamless support system that improves the quality of their lives.

Mission

- We partner with Illinois families and communities to help CYSHCN connect to services and resources.

Regional Office Maps

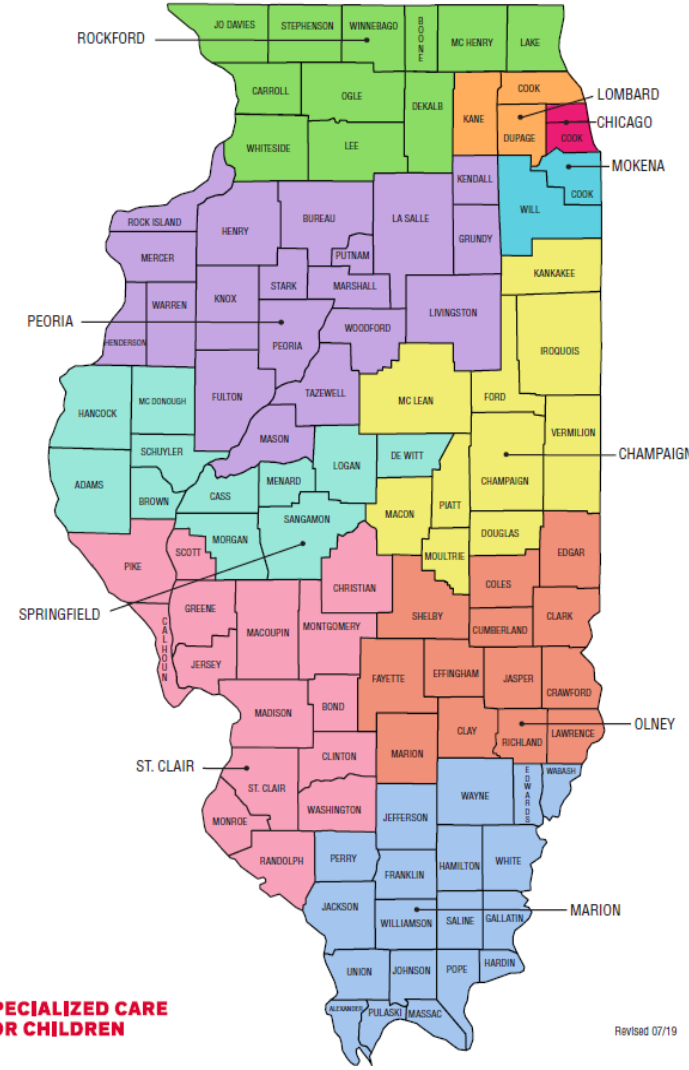
HOME CARE BOUNDARIES



SPECIALIZED CARE FOR CHILDREN

Revised 8/19

REGIONAL OFFICE BOUNDARIES



SPECIALIZED CARE FOR CHILDREN

Revised 07/19

CELEBRATING 10 YEARS COUNTYCARE

Care Coordination

Person-and family-centered, **strength-based**, **assessment-driven** approach of empowering families to achieve their goals, ultimately leading to positive health outcomes, improved quality of life and overall family satisfaction.

Efforts focus on partnering with families and communities to help children with special healthcare needs connect to services and resources they need.

Care Coordination

Our care coordination is tailored to each child and family.

- Care coordination teams can include:
  - Registered nurses
  - Social workers
  - Speech-language pathologists
  - Audiologists
  - Respiratory therapists
  - Health insurance specialists

How Care Coordination Helps

- Communicate with doctors & specialists
- Explain medical treatment plans
- Assist with transportation for medical appointments
- Connect families for parent-to-parent support
- Locate community resources
- Pay for eligible medical expenses when income guidelines are met

Who We Serve

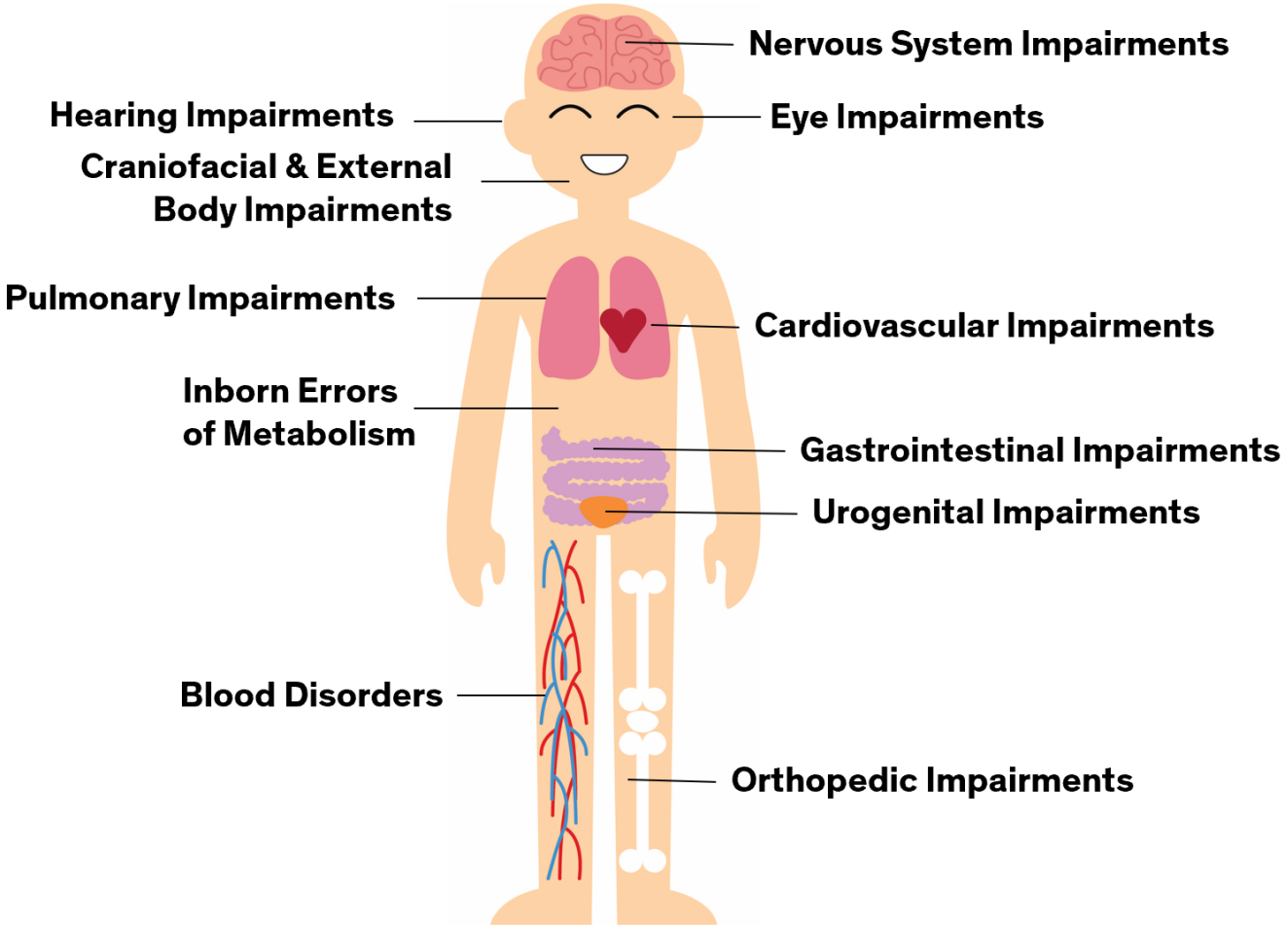
DSCC provides care coordination services through 3 programs:

- **Core** – Ages birth to 21 with medically eligible conditions.
- **Connect Care** – Ages birth to 21 with special healthcare needs who are enrolled in a Medicaid Health*Choice* Illinois plan that has contracted with DSCC for care coordination.
- **Home Care** – Child or youth with medical fragility and technology in need of in-home shift nursing.

Core Program

- For youth up to age 21 who have/are suspected of having an eligible condition.
- Condition must:
  - Be chronic
  - Qualify as one of 11 eligible categories
  - Cause impairment or need for long-term care
  - Require a care plan
  - Benefit from care coordination

Core Medically Eligible Conditions



Core General Eligibility

- Under 21 years of age
- Resident of Illinois
- Not enrolled in a Medicaid managed care plan

Connect Care Program

- A program for children and youth with special healthcare needs (CYSHCN) enrolled in Medicaid managed care.
  - Health*Choice* Illinois is the Medicaid managed care program required statewide for CYSHCN.
  - The Illinois Department of Healthcare and Family Services (HFS) moved CYSHCN into a Health*Choice* Illinois plan on 2/1/2020.

Connect Care Program

- DSCC has developed contracts with the Health*Choice* Illinois health plans to continue our care coordination services for affected families.
  - We consider new referrals to the Connect Care Program on a case-by-case basis.

Home Care Program

- Provides care coordination to children & youth who require skilled in-home nursing.
- Operated on behalf of the Illinois Department of Healthcare & Family Services (HFS).
- DSCC has operated the MFTD waiver since 1983.
- In 2014, DSCC became the single point of entry for Illinois children in need of in-home shift nursing.

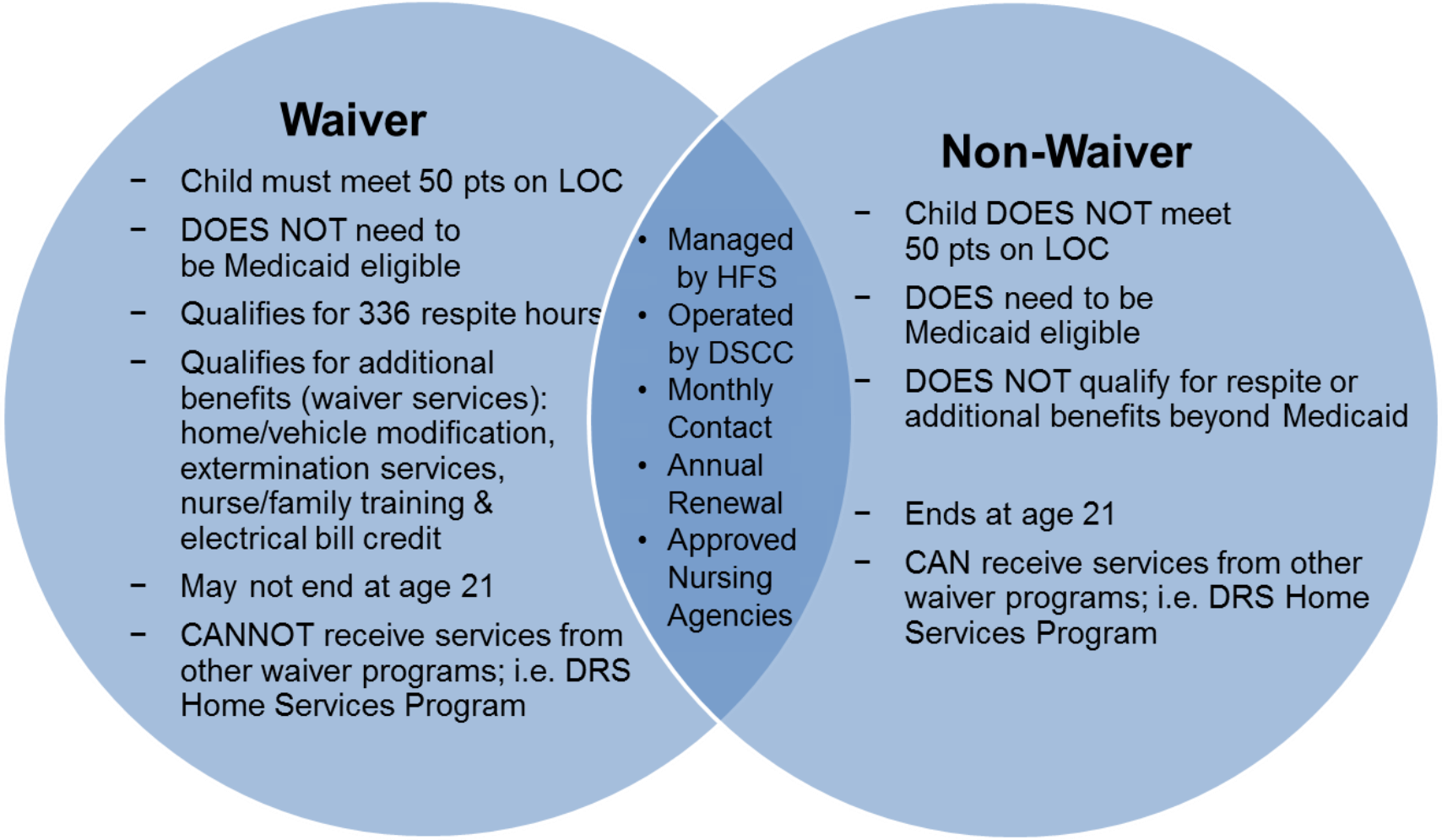
Home Care Populations

- Medicaid Home and Community-Based Services Waiver Medically Fragile and Technology Dependent (MFTD)
  - Must have both medical & technology needs.
  - Must be less than 21 years of age at the time of enrollment.
  - May qualify regardless of parental income.
  - Participants enrolled in the waiver prior to their 21st birthday, & still receiving services on their 21st birthday, may stay with Home Care for life.

Home Care Populations

- Non-Waiver (Nursing and Personal Care Services or NPCS)
  - Must have an identifiable need for in-home shift nursing, although typically less dependent on technology.
  - Must be less than 21 years of age.
  - Must be eligible for Medicaid.

Home Care Services by Population



Home Care Eligibility

- Illinois Residency
- Safe home
- Caregiver willing to learn and provide care
- Technology dependence, skilled nursing care requirement (examples include: Tracheostomy, Ventilator, Complex tube feeding, TPN, Oxygen, Bipap/CPAP, Peritoneal Dialysis)

Home Care Services

- Care coordination
- Environmental & vehicle modifications
- In-home shift nursing
- Respite
- Specialized training of nurses
- Special equipment and supplies
- Family training
  - Treatment regimens
  - Use of medical equipment specified in the plan of care
  - CPR
- Child / family counseling

Home Care Enrollment

- Referral received
- Family contacted paperwork signed
- Home, Community, and Family Assessment Completed
- Nursing Agency identified
- Medical stability, family training, and discharge date established
- Obtain medical documentation to support care needs
- Submit application to HFS for review
- HFS approval and allocation
- Nurse recruitment

Challenges

- Availability of home nurses
- COVID
- Complexity of care
- Geographic location
- Home environments
- Housing
- Training
- Medical instability
- Limited transitional beds
- Family/social issues

We're Here to Help

Care coordination is free for all DSCC participants, regardless of family income.

If a child's condition is not listed in our eligible categories, we still can help.

- Many children have associated conditions with their diagnosis that may be eligible.
- Our staff is always ready to assist with referrals and resources.

Our Impact

- Our care coordination helps families:
  - Feel more confident & organized in their child's care.
  - Understand & stay at the center of decisions about their child's care.
  - Develop a stronger partnership with their child's doctors & specialists.
  - Effectively navigate the maze of resources & insurance coverage.

Our Families

The Whitted Family

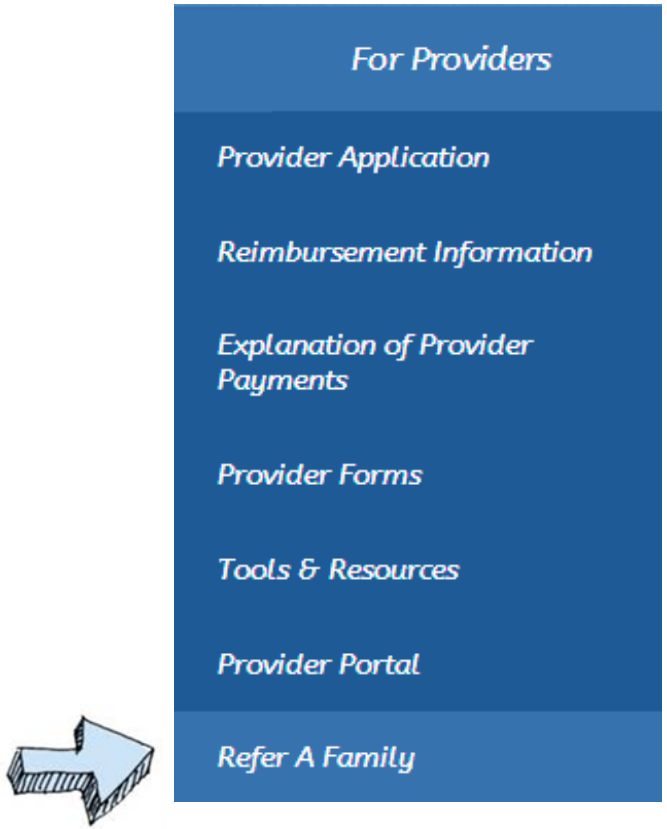
"It's not just a service that's provided, it's information on the diagnoses. It's almost like a translator to the medical world… You realize how valuable it is to be able to speak with someone who knows about different programs and support groups."

- Nedra Whitted, grandmother of Stanton, in the Core Program

Family Video

Applications & Referrals

- Call us at (800) 322-3722
  - Caregiver's name
  - Phone number
  - Child's address
  - County or zip code
- Visit our website
  - Download PDF application
  - Fill out "Refer a Family" form
- Find a local regional office
  - https://dscc.uic.edu/find-an-office



Connect with Us

- (800) 322-3722
- dscc@uic.edu
- dscc.uic.edu
- UIC Division of Specialized Care for Children

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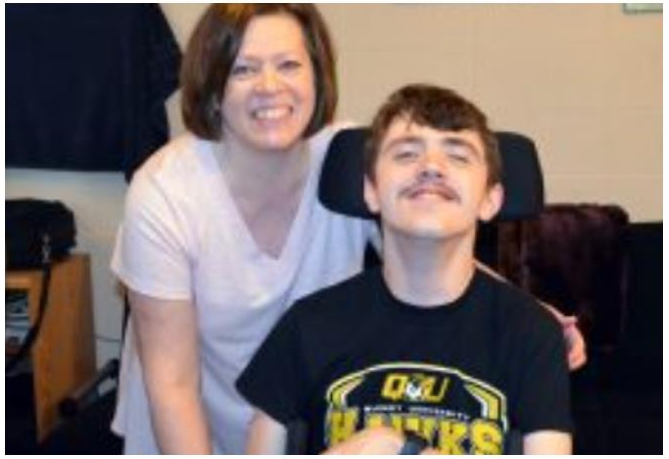
Division of Specialized Care for Children



Thank you!

Announcements

- Next webinar is March 20th, 2024!
- Slides posted on CountyCare Care Coordination Webpage:
  - http://www.countycare.com/carecoordination
- Have feedback? Please share.
  - https://redcap.link/23k1fzzb

- Please email questions/concerns: raphael.daniels@cookcountyhealth.org


CELEBRATING
10 YEARS
COUNTYCARE
CountyCare
A MEDICAID HEALTH PLAN