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**Community Mental Health Center
Collaboration Model**

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Background



- CMHCs are crucial to the provider infrastructure and service delivery across the state of Kansas
 - Beyond delivery of vital behavioral health and related services, they are a trusted resource and a key influence in their communities
 - They have developed creative approaches to integrating primary and behavioral care, critical to the individuals that they serve
 - They are poised to support broader innovations in the delivery system
- At the end of 2015, we began exploring how our organizations could work more effectively together to address the many opportunities to improve outcomes for our collective consumers
- These initial discussions have resulted in a collaboration model that we believe may be a best practice in improving organizational engagement as well as program quality

Results



- The collaboration has already driven a number of operational improvements including:
 - Reduction of prior authorization requirements
 - Development of a daily census report that helps us all better support KanCare participants experiencing a psychiatric hospitalization
- While many of the initiatives are still in their infancy, we believe that we have some early wins, including:
 - Improved communication and problem solving
 - Framework from which to continue to innovate with current projects in the ideation phase
 - Appreciation of the synergy arising from our varied perspectives and experience in working with underserved populations
 - Quality Incentive Program that rewards the prevention, integration and community-based care
 - Improved program outcomes
 - Over a 10% improvement YTD in individuals receiving follow-up care within seven days after returning home from a psychiatric placement
 - Over a 3% improvement YTD of adults accessing primary care services
 - Overall 2.5% decrease in emergency department visits among TANF and CHIP with continued opportunities across other KanCare populations

Goals for the Future



As we continue to build our collaborative model, we look forward to developing additional capabilities that may include:

- Evolution of the Quality Incentive Program
- Enhanced service array achieved through valued added or other services
- Collaborative data modeling to drive future improvements

Key Values of This Partnership



- **Identification** of individual health challenges and subsequent coordination of care to meet benchmarks and help achieve collectively beneficial goals of consumers, providers like CMHCs and MCOs like Amerigroup.
- **Innovation** through the use of data and analysis. KDHE could provide encounter data information to a technology company which helps CMHCs collaborate with Amerigroup to improve health outcomes.
- **Implementation** of first generation performance-based or value-based contracting that can be a blue print for MCO/Provider partnerships in serving Kansans into the future.



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Questions ?



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