

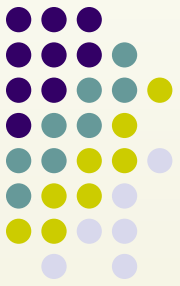


# Managing Managed Care

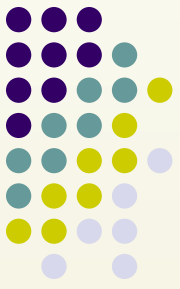
*How to get your clients what they need*

# Presented by

## The Massachusetts Managed Care Entities (MCEs)



# Today's Agenda:



- Clarify perceptions and myths about managed care
- Provide an understanding of why “managed care does what it does”
- De-mystify the process of obtaining services and resources for your client
- Outline the value-added services provided by MCEs



# Assumptions about Managed Care

# Assumption Busting



MYTHS	TRUTHS
Managed Care does not want to pay for services	We do. In fact money well spent saves dollars for everyone
Relationships with MCEs are antagonistic in nature	Relationships with MCEs are collaborative in nature
MCEs staff conducting telephonic reviews do not have experience providing treatment	MCE staff conducting reviews are licensed BH clinicians who have experience, generally within programs in your community
MCEs impose arbitrary standards and regulations	MCEs are responsible to multiple regulatory bodies (i.e. state, federal, NCQA) which include quality standards
Providers' engagement with MCEs can only be passive	MCEs rely on providers to be our "eyes" and ears" and advocate for services and resources

# Why Managed Care Does What it Does



- MCEs want to:
  - Ensure clients are receiving the best and most appropriate services possible
  - Assist the **Right Member** in obtaining the **Right Care** at the **Right Time**
  - Provide consultation, coordination and continuity of care
  - Make sure you and/your client are aware of community and health plan resources including additional services

# How to get what you and / or your client need



- **TALK** to the Managed Care Entity
- **TRAIN** staff
- **BUILD** Relationships



# Integration of Care

# Did you know...



- Patients with complex medical and BH (mental health and substance use):
  - Are dying 25 years earlier than the general population
  - Have higher rates of tobacco use
  - Have higher rates of chronic conditions such as heart disease (CHF), diabetes , asthma, obesity and hypertension

# Did you know...



- 60% of premature deaths are due to medical conditions that are treatable and preventable
- Patients with co-occurring disorders have higher cost at almost 70%

# Did you know...



- Within the spectrum of co-occurring mental health and substance use disorders:
  - Associated with negative outcomes, unless treatment is integrated
  - Integrated treatment demonstrates improved outcomes
  - No more than 10% of patients with co-occurring disorders get treatment for both disorders

# Integration of Medical and Behavioral Health



- Early identification of members with primary or secondary substance use disorders admitted to a medical unit
- Assessment of pregnant and post-partum members for mental health and/or substance use disorders
- BH screenings in primary care settings

# Integration of Medical and Behavioral Health



- Review of MCE data to identify high risk populations for subsequent interventions including case management
- Clinical Rounds at the MCE



# **Managed Care Entity as a Resource**

# Care Management



- Intensive Clinical Management
- Pregnancy Enhanced Services
- Medical Management
- Complex Care Management
- Social Care Management
- Care Coordination

# Disease Management



- Asthma
- Diabetes
- Heart Disease
- COPD
- Depression

# Wellness Programs



- Smoking Cessation
- Pregnancy/Post Partum Depression support
- Health Coaching
- Nurse Advice Line
- Weight Management
- Fitness Benefit

# Cultural Competency



- **Provider Network** : Ensuring access to meet the racial, cultural and linguistic needs of our membership
- **Staff**: MCE staff speak the languages of our members
- **Clinical Programs**: Targeted education and programming based on collection of race and ethnicity data

# Summary



- Managed Care “does what it does” to assist your clients in reaching and maintaining the best quality of life possible
- MCEs want the process and criteria for accessing resources and services to be transparent
- Managed Care is a resource

# Questions?

