

Blue Shield of California Mental Health Presentation

CalPERS Pension and Health Benefits Committee

December 17, 2019

Agenda

Partnering with CalPERS to Address Mental Health

- Top 5 Mental Health Diagnoses
- Improving Mental Health Care and Access
- Screening and Treatment for Mental Health and Chronic Health Co-Morbidity
- Addressing Mental Health Stigma
- Embedding Mental Health in Primary Care
- Mental Health Parity Compliance
- Addressing the Social Drivers of Health (SDH)

CalPERS Questions to Blue Shield

#	Questions	Slide(s) #
1	Utilization/Prevalence: <ul style="list-style-type: none">• Top 5 Mental Health Diagnoses by prevalence and overall # (for CalPERS and BOB)• Top 5 Mental Health Diagnoses by cost (for CalPERS and BOB)• Percentage of hospitalization costs due to mental illness (for CalPERS and BOB)	4
2	Provide a more granular presentation on the strategies that you are doing to improve mental health care and access and providing the right care at the right time for each patient.	5
3	Address how members with mental health and a chronic health issue/co-morbidity are screened and treated.	6
4	Identify specific initiatives you are undertaking to address stigma, and how you are evaluating the impact of these initiatives?	7-8
5	What strategies have you implemented to facilitate mental healthcare being embedded in Primary Care? What data are you tracking and what are your Measures of Success?	9
6	Please explain how you are ensuring compliance with mental health parity laws.	10
7	Please describe how you are addressing the social drivers of health and how these play a role in challenges and opportunities for the mental health care of CalPERS members.	11

Top 5 Mental Health Diagnoses for Blue Shield CalPERS Members:

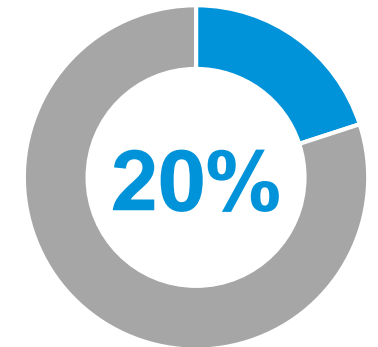
By Prevalence

1. Autism Spectrum Disorder
2. Generalized Anxiety Disorder
3. Major Depressive Disorder Recurrent Moderate
4. Adjustment Disorder Mixed Anxiety Depressed Mood
5. Major Depressive Disorder Recurrent Severe

By Cost

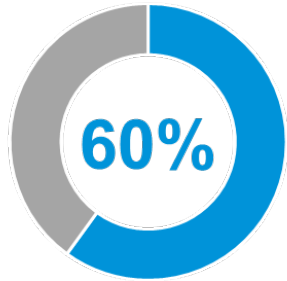
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Percentage of hospitalization costs due to mental illness



Improving Mental Health Care and Access for Blue Shield CalPERS Members

The challenge:



U.S. adults with a mental health condition **didn't** receive mental health services in the previous year¹

Higher Demand for Behavioral Health Services

Limited Provider Capacity in Office-Based Care

Our commitment to help:

- Large statewide network of behavioral health providers powered by Magellan Health
- Actively recruiting more providers
- Faster access to telebehavioral mental health services
 - Flexible appointment times
 - Self-empowered digital solutions
 - Enhanced telebehavioral solutions

Source: ¹ <https://www.nami.org/nami/media/nami-media/infographics/generalmhfacts.pdf>

Screening and Treatment for Mental Health and Chronic Health Co-Morbidity

The steps to identify, screen and treat:

1. Identification:

- Identified from medical, hospital, pharmacy claims
- Chronic condition program
- Provider referrals
- Inbound member calls

2. Screening:

- Patient Health Questionnaire outreach calls to members

3. Treatment:

- Connect 1:1 with a Behavioral Health clinician and enroll in Shield Support

The Shield Support treatment program:

1. A team of co-located mental health and medical care managers offering personalized care support
2. Nurses, social workers, behavioral health clinicians
 - Care Coordination
 - Case Management
 - Self-Management
3. Telephone outreach, coaching sessions, online cognitive therapy, self-management tools and workshops, physician and pharmacist coordination, and home visits

Addressing Mental Health Stigma Among Our Youth

The challenge:

1 in 5

U.S. students has a serious mental health need^{1, 2}



In California too few of those affected receive the help they need

Our commitment to help:



BlueSky

A statewide, multi-year effort to support Mental Health for California students*



Our Goal

Enhance awareness, advocacy and access to mental health resources for California's students

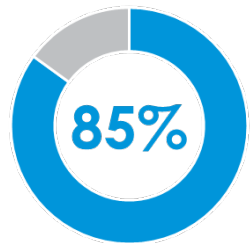


Our Approach

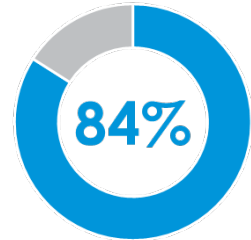
Provide additional mental health clinicians in schools, train teachers, and empower students (in-person, online)

Addressing Stigma Among Our First Responders

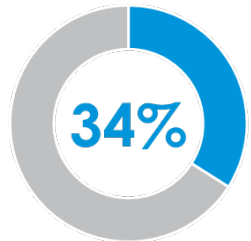
The challenge: Most have mental health services available to them but are not using them to their full potential in large part to mental health stigma at work



Experienced symptoms related to mental health issues



Experienced a traumatic event on the job



Received a formal diagnosis with a mental health disorder

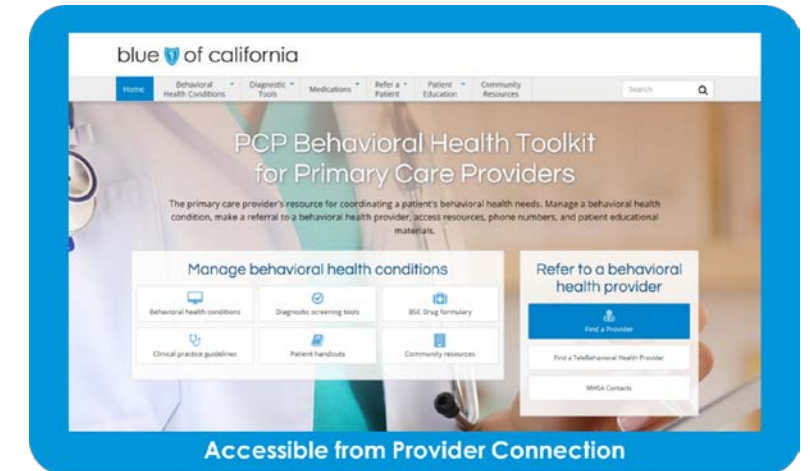
Our commitment to help:

- Focus on employer base programs that reduce stigma and promote mental wellness
- Focus on reducing the negative impacts of stress/trauma for First Responders through Stress First Aid training
- Focus on partnering with organizations such as the Center for Firefighter Behavioral Health to get technology-based resources to First Responders

Source: https://www.phoenix.edu/about_us/media-center/news/uopx-releases-first-responder-mental-health-survey-results.html

Embedding Mental Health in Primary Care for Blue Shield CalPERS Members

- Providing Primary Care Physicians a Behavioral Health Toolkit to support interactions with CalPERS members
 - Clinical practice guidelines and referral information
 - Behavioral Health condition screening tools
 - Community and patient education resources
- Providing space and telebehavioral health hardware for members to access at Primary Care practices
- Supporting embedded behavioral health providers in Primary Care clinics
- Implementing a tool to provide Primary Care Physicians a listing of patients at risk for Mental Health issues



Primary Care Physician
Behavioral Health Toolkit

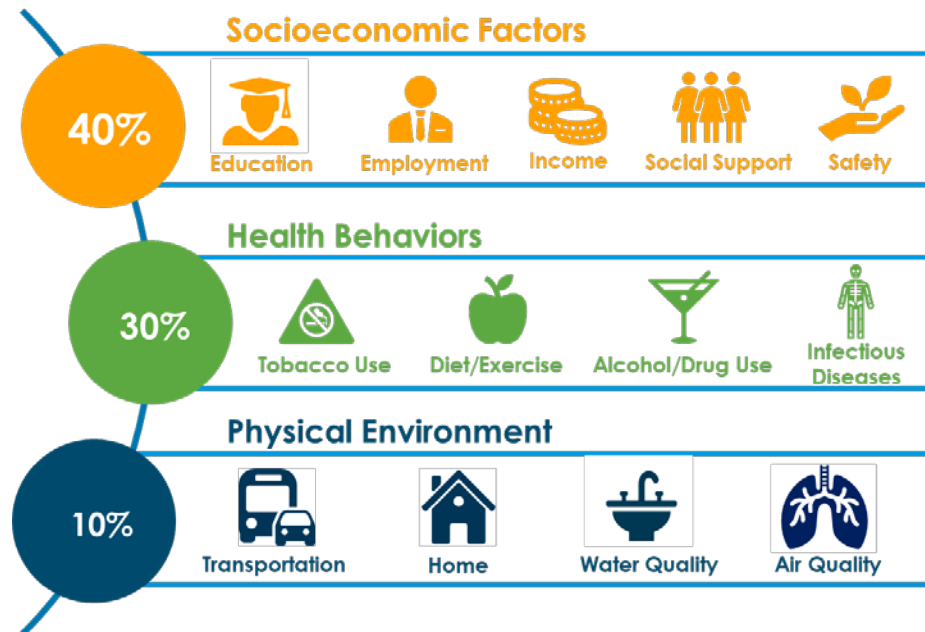
Mental Health Parity Compliance

- Blue Shield utilizes actuarial review of benefit plans to assure quantitative parity between medical and behavioral health benefits
- Blue Shield reviews any changes in operations (e.g., changes to medical policies) to assure that non-quantitative parity is maintained
- Regulatory adherence through audits by the Department of Managed Health Care and Department of Insurance to assure that we have maintained parity

Addressing the Social Drivers of Health (SDH)

The challenge:

80% of a person's health and well-being is related to social drivers of health, not the health care services she/he receives



Our commitment to help:

- Free ride share services and same day physician home visits to address transportation barriers
- Telehealth (eVisit) platform for patients in Butte county affected by fires who have been displaced and dispersed
- Suite of wellness programs to address health behaviors: smoking cessation, diabetes prevention, and fitness club discounts
- Community health program to address unmet social needs

Source: <http://www.nrhi.org/uploads/going-beyond-clinical-walls-solving-complex-problems.pdf>