

Metro Area Behavioral Health Transition Overview

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CareOregon®

Health Share of Oregon



	OHSU Health	Legacy Health Pacific Source	Kaiser Permanente	Providence Health & Services	CareOregon
Primary Care & Primary Care Behavioral Health	✓	✓	✓	✓	✓
Specialty Care & Hospitals	✓	✓	✓	✓	✓
Specialty Behavioral Health	✓	✓	✓	✓	✓
Non Emergent Medical Transportation	✓	✓	✓	✓	✓
Dental	Advantage Dental • CareOregon Dental • Kaiser Permanente • ODS • Willamette Dental Group				



County-Based Funding
Public Health & Crisis Behavioral Health



Clinical Integration



Community Advisory Council



Community Health Transformation



Analytics



Strategic Investment Fund



CareOregon made up new words

Integrated Delivery System

- Hospital-based delivery system including primary care, specialty and hospital
- Leverages a shared system to manage the total cost of care

Integrated Community Network

- Relies on the community safety net and private providers
- Focuses on integrated physical, behavioral, dental and non-emergent medical transportation (NEMT) benefits



Health Share 2.0 objectives

- CareOregon will operate as an Integrated Community Network with a focus on improving the integration of services for our members across physical, behavioral and dental care.
 - Increased integration will improve the experience of care for our members, increase quality and reduce costs to the system.
 - New 2020 contract requirements include a 1:15 ratio for required populations.
- Our top priority is to deliver a high-quality health care experience that improves health and reduces inequity for all OHP members in our region.
- We highly value our Health Share partners and believe that collaborating around scarce Medicaid resources is the best way to serve OHP members in our community.



Governor's four CCO 2.0 priorities:

- Contain costs and achieve a 3.4% growth rate
- Increase value-based payments to providers
- Improve the behavioral health system
- Address social determinants of health



Health Share's new role with behavioral health

From

- Holding contracts with provider network on behalf of counties
- Credential providers
- Monitoring compliance of provider contracts
- Holding the contract with PHTech to administer claims payment and authorization management centrally on behalf of the counties
- Convening three counties to jointly manage the system and make consensus decisions
- Liaison to OHA for BH-related issues and children in child welfare custody who are placed in hotels

To

- Launch and support BH council, a subgroup of the Clinical Advisory Panel
- Convene IDS and ICN leadership around BH
- Continue to be liaison to OHA



For members

- Members will call CareOregon rather than their county health department for help getting access to mental health and substance abuse treatment
- There will be one number to call for all three counties in our region (Multnomah, Clackamas and Washington)
- We plan to have the same network of providers available to members, and services should not be disrupted
- CareOregon will maintain the provider directory, so members will retain their ability to search for a provider

Name ONYX M EASTMAN SEP 2019		Physical Health Plan  CareOregon 800-224-4840	Dental Health Plan  Willamette Dental Group 855-433-6825
Member ID ABCDEF111 Language ENGLISH		RxBIN/Rx PCN: 610011/IRX Rx Grp: CORMCAID	
For urgent care, call your PCP 24 hours/day In an emergency, call 911 or go to the hospital 0001		Primary Care Provider (PCP) METROPOLITAN PEDIATRICS LLC - BEAVERTON 503-531-3434	
Health Share of Oregon www.healthshareoregon.org 503-416-8090 or 888-519-3845 TTY/TDD 711		 Health Share of Oregon	Mental Health & Substance Use Plan  CareOregon



For providers

- **Our goal is to create a system in which there is no wrong door for providers to enter. We're here to help providers support all of their Health Share members.**
- Instead of having three contracts (one with each county), providers will only have one contract with CareOregon to cover all Health Share members
- Providers will continue to submit claims using CIM
- CareOregon billing support will go through Provider Customer Service, so providers need to call only one number
- Check out our Behavioral Health landing page and Metro Provider Manual on CareOregon's website at <https://www.careoregon.org/docs/default-source/providers/behavioral-health/hso-1956657-bh-provider-manual-1031.pdf>

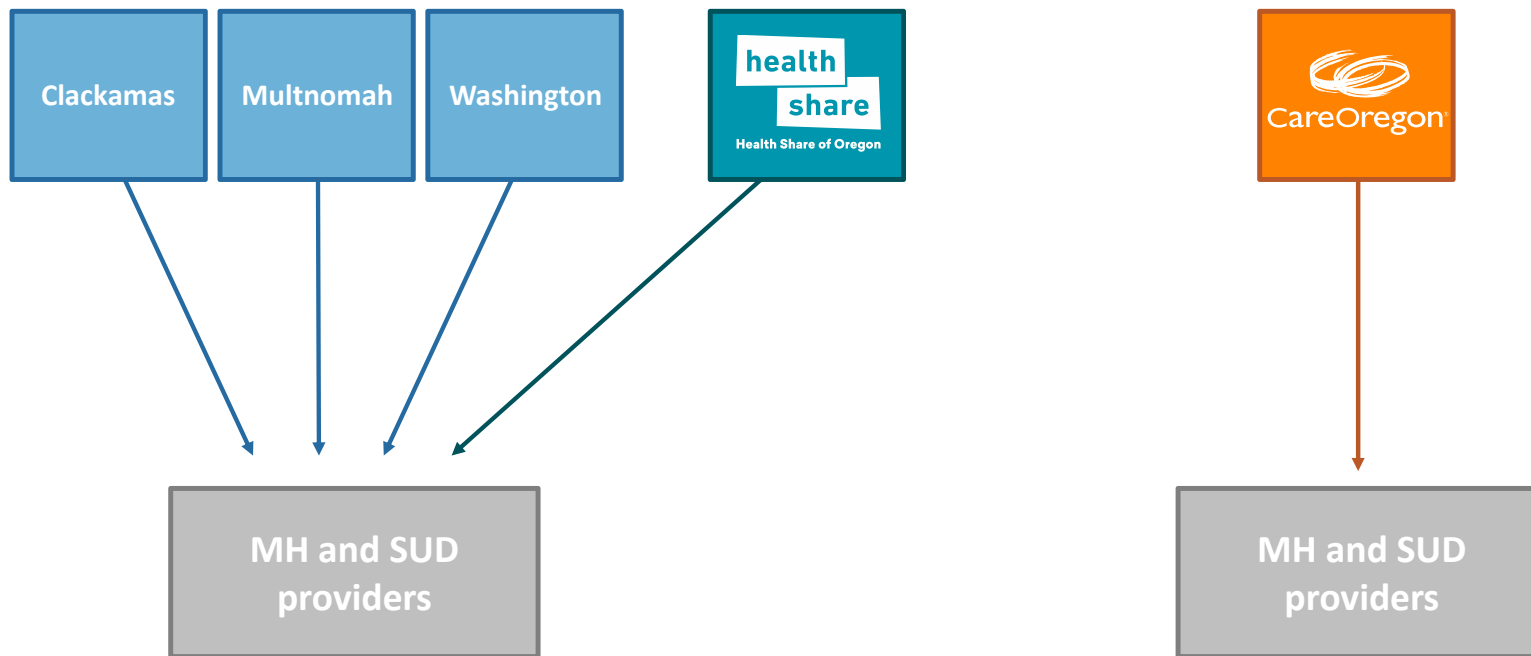


PHTech – authorizations and Payment

- ALL requests for and notifications of treatment are submitted through PHTech
- UM decisions will be documented in PHTech
- **Payment amount tied to level of care (either case rate or max dollars for FFS billing)**
 - Outpatient MH providers with certain threshold of members are paid via case rate — different amount for each level of care, paid on first encounter following assessment and assignment to level of care
 - All other outpatient is paid FFS with a cap on total paid, all through PHTech



Contracts and Payment



Utilization Management

Clinical Review Required

- Inpatient psych
- Applied behavior analysis (ABA)
- Level D outpatient — youth
- Level D ICM/ACT — adults
- Eating disorder PHP, IOP, residential
- ECT
- Subacute/PRTS/PDTS youth
- Adult PHP/IOP

No-Clinical Review Required

- Providers submit notification of level of care through PHTech, like an authorization request
- All notifications auto-approve unless member is open, with another provider or is not on the plan
- Allows care coordinators and UM staff to see all current treatment providers, level of care and frequency of utilization



Multnomah, Clackamas and Washington Counties

From

- Risk contract from Health Share to manage the specialty BH benefit for assigned members
- Provide utilization management functions blended with care coordination
- Convene and lead provider network meetings related to clinical models, payment, compliance, quality, etc.

To

- Provider contract from Health Share for crisis and safety net services, including peer support
- Provide Behavioral Health intensive care coordination on behalf of CareOregon
- Participate as appropriate in CareOregon-led meetings with provider network

Counties will continue to:

- Provide wraparound and system of care governance and oversight for children and families
- Provide CHOICE/AMHI model care coordination for adult members with SPMI



Role of counties

County crisis and safety net services, wraparound and CHOICE

Clackamas County

- Clackamas crisis walk-in clinic
- Mobile crisis services and 24-hour crisis line
- Behavioral Health unit with sheriff's office
- Intensive transition team
- Regional suicide prevention program (Get Trained to Help)
- Peer support services

Multnomah County

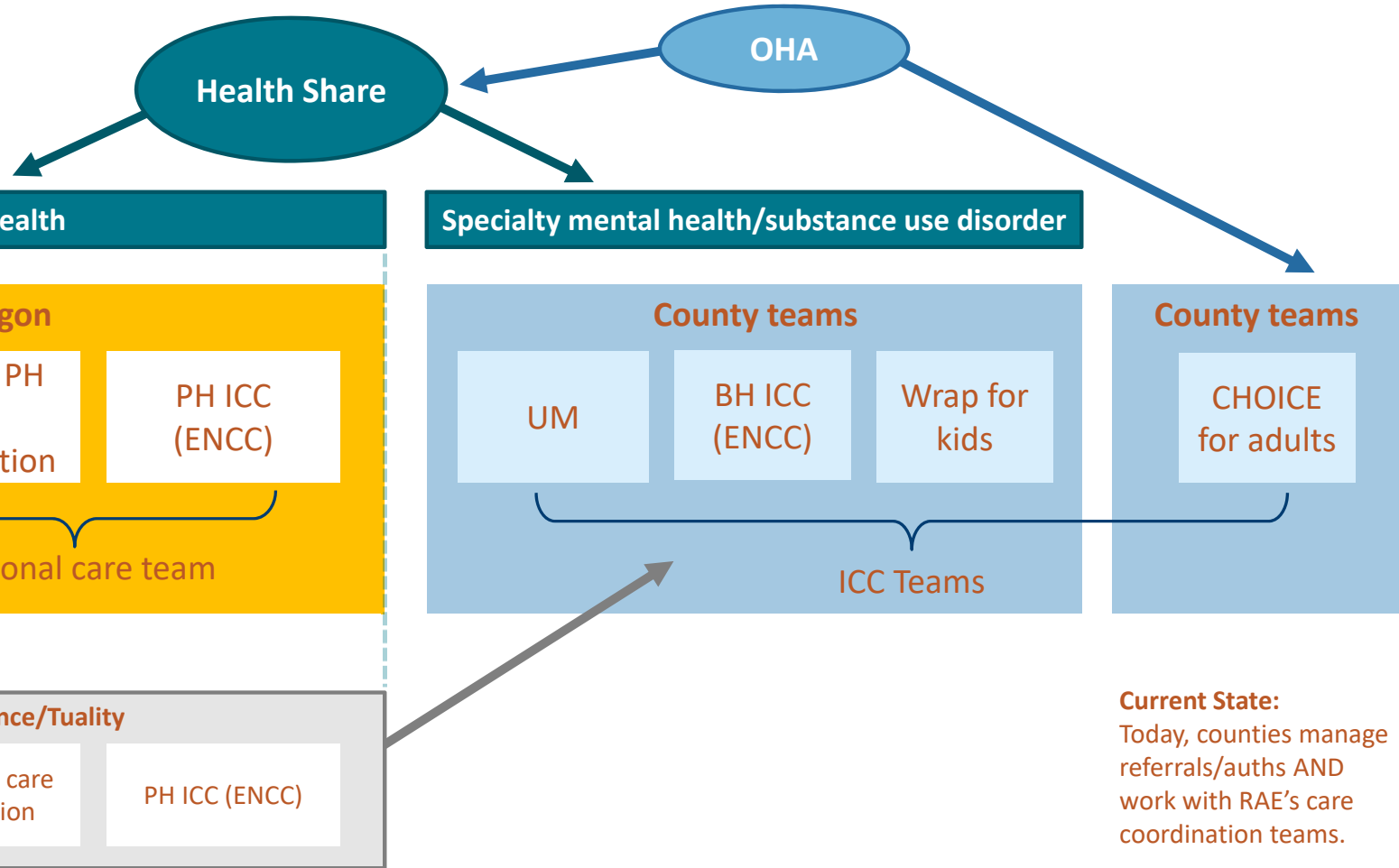
- Cascadia urgent walk-In clinic
- Project Respond mobile crisis services
- 24-hour crisis line
- BH unit with Portland Police
- Intensive transition team (MITT)
- Addiction benefit coordinators (ABCs)
- Peer support services

Washington County

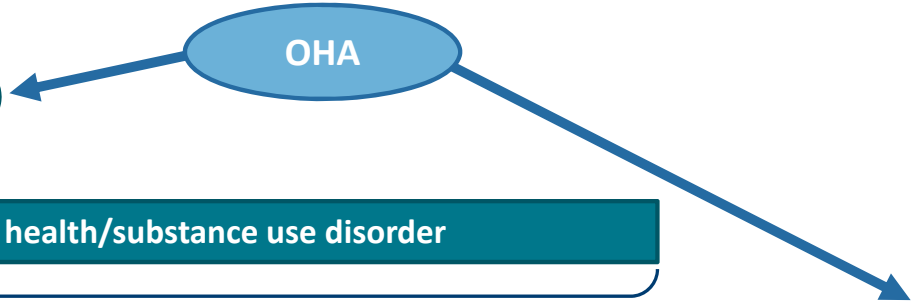
- Hawthorn crisis walk-in clinic
- Mobile crisis services and 24-hour crisis line
- BH staff embedded with sheriff's office
- Intensive transition team
- Addiction benefit coordinators (ABCs)
- Peer support services



CURRENT STATE



FUTURE STATE



Physical health

Specialty mental health/substance use disorder

CareOregon

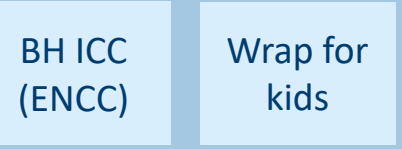


Population health

UM

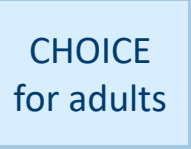
Care coordination

County teams



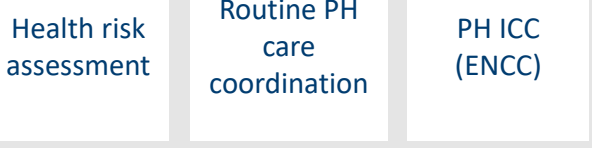
BH care coordination

County teams



Regional care team

Kaiser / Providence / Legacy (PacificSource / OHSU (Moda))



Future State:
 CareOregon will manage UM function beginning 12/18. CareOregon RCT will provide routine BH care coordination for all Health Share members. County ICC teams will provide BH ICC for all Health Share members.



Resources

- Health Share Pathways provider resources page:
 - <https://www.healthshareoregon.org/providers/provider-resources/behavioral-health-resources>
- CareOregon Behavioral Health provider resourced page:
 - <https://careoregon.org/providers/behavioral-health-providers>
- CareOregon metro area Behavioral Health provider manual:
 - <https://careoregon.org/docs/default-source/providers/behavioral-health/hso-1956657-bh-provider-manual-1031.pdf>



Resources

CareOregon and Health Share/CareOregon:

Call: 503-416-4100 or 800-224-4840

Text to Chat: 503-488-2887

Email: customerservice@careoregon.org

Hours: 8 a.m. to 5 p.m., Monday-Friday

