Anthem Innovation

Behavioral and Primary Care Integration

NIHCM Webinar
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Meeting the needs of our customers through BH/PH Integration

Improving the Health of the People and Communities we serve. Our expanding membership markets:

- Commercial Markets – 14 states serving 24,265,208 lives (19,395,045 for BH)
- Medicaid Markets -- 21 states serving 6,313,707 lives
- Medicare Markets – 20 states serving 1,748,536 lives

Members with a Behavioral Health/Physical Health (BH/PH) diagnosis

- Medicaid 6.8%
- Medicare 15.1%
- Commercial 19.3%
Anthem Integration

Focus

Promote Integrated Care:

- Assess and support integration needs at a practice level
- Provide data analytics and reporting related to high risk members
- Promote and provide educational opportunities and trainings
  - PCP learning collaboratives
  - Workflow development
- Recognize quality metrics and outcomes through innovative value-based payment initiatives
## Models of Integration

<table>
<thead>
<tr>
<th>Coordinated Care Model</th>
<th>Co-located Care Model</th>
<th>Fully Integrated model</th>
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<tbody>
<tr>
<td>Behavioral Health partners are located in separate facilities</td>
<td>Behavioral Health partners are in the same facility or building but not necessarily the same offices</td>
<td>Behavioral Health partners in the same space within the same facility, sharing all practice space</td>
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<tr>
<td>Separate documentation systems</td>
<td>Systems may be the same</td>
<td>System is the same</td>
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<tr>
<td>Separate treatment plans</td>
<td>Collaborative treatment planning</td>
<td>One collaborative treatment plan for each patient</td>
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<tr>
<td>Communication occurs periodically and is driven by specific patient issues</td>
<td>Communicate regularly, including face to face interactions about patients</td>
<td>Communicate consistently at the system, team and individual levels – including meetings during and after patient contact</td>
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<tr>
<td>Completed in primary care</td>
<td>Behavioral Health partners are able to assess patients in the primary care setting</td>
<td>Population Medical and Behavioral Health screening is standard practice, available to all team members and response</td>
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<td>Patients referred out</td>
<td>When ongoing behavioral health intervention is warranted attendance can be more easily tracked</td>
<td>Are immediate and occur within the same office space</td>
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<td>Separate funding and separate billing</td>
<td>Funding and billing remain separate</td>
<td>Funding and billing integrated</td>
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<tr>
<td>Appreciate each other’s roles as resources</td>
<td>All partners have a basic understanding of the roles and culture and increased feeling of being “part of a team”</td>
<td>Team members have roles and cultures that “blur or blend”</td>
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<td>Coordination or management of collaborative efforts at the leadership level is minimal at best, with focus generally on information sharing processes</td>
<td>Organization leaders support integration and are more open to problem solving any weaknesses in collaborative processes</td>
<td>Organization leaders and treatment team members driven by shared concept of team care</td>
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Anthem’s Integrated Care Approach

- Collaborate on workflow development and learning
- Support screening, intervention and referral
- Promote care coordination
- Drive effective medication management activities
- Leverage technology
- Provide BH/PH Case Management resources
Transforming Care to Get Results

PRACTICE TRANSFORMATION
- Embedding BH care into primary and pediatric practices
- Integrated care Focused on Frail and Elderly populations

TECHNOLOGY
- Tele-health - Psychology rolled out in Jan, 2016 to comm’l adult membership
- GA Medicaid tele-health partnership to support a medical neighborhood model
- BH computer-based cognitive behavioral therapy (cCBT) services

Initial Results
- Practice Transformation
  - Supported embedding BH in 10 states within primary/pediatric practices
  - Supported implementation of integrated care in 8 states
  - 41 Centers, 541K appointments in 2015
- Tele-health:
  - 45% of online BH visits occur in evenings; 20% utilization over weekends
  - 25–35% month-over-month growth of on-line utilization
  - Adolescent psychology live on July 1st
- GA Tele-health:
  - Expanded to 8 presentation sites in pediatric practices; 1 elementary school live
- cCBT:
  - 3,336 registrants through May, 2016
Integrating Behavioral & Medical for Substance Use

Substance Use and Opioid Epidemic

- Expand and promote Medication Assisted Therapy (MAT) among primary care providers
- Encourage and reimburse for Screening, Brief Intervention, Referral to Treatment (SBIRT)
  - 60% increase in PCP screenings in 2015 over prior year
- Supplement MAT, with BH supports including BH providers, peer recovery supports, BH case management and care coordination
- Established pharmacy utilization monitoring programs
Anthem is Committed to Quality

Future Opportunities

- Expansion of tele-health to include Psychiatry
- Promotion of integrating BH with medical specialties
- Availability of online peer support and discussion forums for specific populations
- Expand pay for performance programs for quality outcomes