Improving Early Identification & Treatment of Adolescent Depression: Considerations and Strategies for Health Plans

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August 26, 2009
TeenScreen National Center for Mental Health Checkups

Columbia University
TeenScreen National Center for Mental Health Checkups at Columbia University

- National resource center committed to early identification of mental illness in adolescents and prevention of teen suicide.

- Mission: to expand and improve early detection of mental illness by mainstreaming mental health checkups as a routine procedure in adolescent health care, schools, and other youth-serving settings.

- Two major screening initiatives: TeenScreen Primary Care and TeenScreen Schools and Communities.

- Non-profit, privately funded organization housed in the Columbia University Division of Child and Adolescent Psychiatry.

- The National Center provides free tools and resources to primary care, school and community partners throughout the country to enable them to offer adolescent mental health checkups.
655 Active TeenScreen Sites in 43 States
TeenScreen Primary Care

- TeenScreen Primary Care is an initiative offered through the National Center for Mental Health Checkups at Columbia University that aims to integrate routine mental health screening into adolescent primary care.

- TeenScreen Primary Care is being implemented through partnerships with health plans, hospitals, health centers, and medical providers in 17 states.

- Health plan partnerships involve working with health and behavioral health plans to:
  - Outreach to participating primary care providers to encourage their implementation of mental health screening
  - Provide reimbursement to primary care providers for screening
  - Facilitate referrals to mental health professionals for adolescents identified through the screening process

- Health plan partners: ValueOptions, EmblemHealth and Kaiser Permanente
ValueOptions
ValueOptions Overview

✓ Largest independently held behavioral health and wellness organization (BHWO), expertly managing behavioral health since 1985
✓ Founded by Ron Dozoretz, M.D.
✓ Over 23 million members nationwide
✓ Barbara Hill, CEO since 2006
✓ Commercial, Public Sector and Federal Divisions
✓ Corporate headquarters in Norfolk, VA
✓ More than 50,000 providers, more than 5,000 facilities
✓ 47 service centers and business locations nationwide, including:
  ✓ New York City Service Center (New York, NY)
  ✓ Great Lakes Service Center (Wixom, MI)
✓ Began discussions with TeenScreen in August 2007
✓ First Letters mailed March 2009
Deciding to Partner with TeenScreen

- Aligns with ValueOptions and plan partner’s core values
- Promotes a preventive, public health model
- Improves overall health and well-being of community...beyond the individual plan
- Provides evidence-based intervention
- Streamlines care delivery and addresses quality management
- Integrates mental health into routine health checkups for adolescents
Implementation Departments

- Clinical and Quality Management
- Claims and Benefits
- Networks and Contracting
- Data Analytics and reporting
- Member Customer Services
- IRB
- Legal
EmblemHealth and ValueOptions

- A longstanding, productive partnership
- Managing the MHSA benefit since April 1994
- Serviced by New York City Service Center, New York, NY
- URAC accreditation, working toward NCQA in 2010
- Nearly 1 Million covered lives as of June 2009
- Approached EmblemHealth with Columbia Partnership in August 2007, including offering access to other vendors
- Go live in April 2008
A longstanding, productive partnership
Managing the MHSA benefit since May 2006
Serviced by Great Lakes Service Center, Wixom, MI
NCQA and URAC accreditation
Nearly 40,000 covered lives as of March 2009
Approached Kaiser Permanente with Columbia Partnership in August 2007
Go live in July 2008
Health Plan Implementation Steps

- Obtain buy-in by reaching out to network providers
- Develop a referral mechanism for adolescents who have been identified through the screening process
- Establish coding and reimbursement mechanism
- Address logistics within offices; provide materials, recommendations and support
- Create one tool for entire patient population, not a health plan-specific tool
Mental Health Screening Implementation Materials
Mental Health Checkup Procedures

• Screening can be conducted during well-child, sports physical and other visits.

• Screening questionnaire is completed by the teen and scored by a nurse or medical technician.

• PCPs review screening results and briefly evaluate teens who score positive.

• Teens who require a more complete evaluation or MH services are referred to a MH provider or treated by the PCP.

Steps in a Mental Health Checkup

11–18 Year Old Patients

Screening Questionnaire Administration and Scoring

Post-Screening Interview/Exam

Parent Notification, Referral/Treatment

No Referral/Treatment
Pediatric Symptom Checklist-Youth

- 35-item youth self-report questionnaire
- Designed to detect behavioral and psychosocial problems
- Questions cover internalizing, attention, externalizing problems
- Two additional questions regarding suicidal thinking and behavior added
- Takes 5 minutes to complete and score
- Validated and widely used

### A Survey From Your Healthcare Provider

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please mark under the heading that best fits you or circle yes or no</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Complain of aches or pains</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>2. Spend more time alone</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>3. Tire easily, little energy</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>4. Fidgety, unable to sit still</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>5. Have trouble with teacher</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>6. Less interested in school</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>7. Act as if driven by motor</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>8. Daydream too much</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>9. Distract easily</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>10. Are afraid of new situations</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>11. Feel sad, unhappy</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>12. Are irritable, angry</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>13. Feel hopeless</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>14. Have trouble concentrating</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>15. Less interested in friends</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>16. Fight with other children</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>17. Absent from school</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>18. School grades dropping</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>19. Down on yourself</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>20. Visit doctor with doctor finding nothing wrong</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>21. Have trouble sleeping</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>22. Worry a lot</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>23. Want to be with parent more than before</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>24. Feel that you are bad</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>25. Take unnecessary risks</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>26. Get hurt frequently</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>27. Seem to be having less fun</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>28. Act younger than children your age</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>29. Do not listen to rules</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>30. Do not show feelings</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>31. Do not understand other people’s feelings</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>32. Tease others</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>33. Blame others for your troubles</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>34. Take things that do not belong to you</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>35. Refuse to share</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>36. During the past three months, have you thought of killing yourself?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>37. Have you ever tried to kill yourself?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

FOR OFFICE USE ONLY

Cutoff Scores for Interpretation:

- TS: Q 36 or Q 37-Y
- E ≥ 7
- A ≥ 7

Plan for follow-up:

- Annual Screening
- Return visit w/ r/c
- Referred to counselor
- Parent declined
- Already in treatment
- Referred to other professional sources

Source: Pediatric Symptom Checklist – Youth Report (rev. v)
Patient Health Questionnaire
Depression Screen (PHQ-A)

- 9-item youth self-report questionnaire
- Designed to detect symptoms of depression in adolescents
- Two additional questions regarding suicidal thinking and behavior added
- Takes 5 minutes to complete and score
- Validated and widely used; one of the two depression screens recommended by USPSTF

**PHQ-A Depression Screen**

In instructions: This questionnaire will help in understanding problems that you may have with depression or your mood. Please make sure to circle YES or NO for each question unless the instructions tell you to skip over some questions.

**During the last 2 weeks, have you had any of the following problems nearly every day?**

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Little interest or pleasure in doing things?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Feeling down, depressed, or hopeless?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**If you answered YES to EITHER Question 1 or 2, please answer Questions 3-11.**

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Trouble falling or staying asleep or sleeping too much?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Feeling tired or having little energy?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Poor appetite or overeating?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Feeling sad about yourself or that you are a failure, or have let yourself or your family down?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Trouble concentrating on things, such as reading the newspaper or watching television?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you were moving around a lot more than usual?</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>9. In the last 2 weeks, have you had thoughts that you would be better off dead, or of hurting yourself in some way?</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

**All Respondents Should Answer Questions 10 and 11.**

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. During the past three months, have you thought of killing yourself?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Have you ever tried to kill yourself?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Post-Screening Interview

✓ Look to see if answers cluster by internal (anxiety/ depression); attention (ADHD); and/ or external (conduct/ oppositional defiant disorder)

✓ Explore symptoms that were endorsed on the screening questionnaire

✓ Inquire about suicidal thoughts and behaviors

✓ Assess level of impairment in day-to-day life at home, in school, and with peers

✓ Determine if further evaluation or treatment would be beneficial

✓ For patients who score negative on the screening questionnaire, briefly review the symptoms that were endorsed
Making a Referral

✓ Referral resources and instructions are customized for each health plan.

✓ Resources include an 800 number for the behavioral health plan with response from a licensed, master’s level clinical care manager.

✓ Clinical care manager conducts a risk rating assessment, determines the appropriate level of care, and assist the family in obtaining a timely appointment with a mental health provider.

Making a Referral

The following outcomes may result from the rcp's post-screening interview with the patient: 1) no referral or follow-up, 2) follow-up with the rcp for further evaluation or treatment of the problems uncovered by the screening, 3) referral to a mental health professional; or 4) other follow-up with the rcp to rule out potential medical causes for the problems uncovered by the screening.

The following are suggested practices for notifying parents of the screening results and facilitating follow-up and/or referral:

• Inform parents of positive screening results, recent suicidal thinking and past suicide attempts
• Notify parents of the results regardless of the outcome of screening (positive or negative)
• Inform parents of the rcp’s decisions regarding follow-up and/or referral
• Activate the follow-up/referral process and provide parents with information about next steps
• If requested, provide parent and patient with relevant educational materials about depression, anxiety, substance abuse, mental illness or suicide
• If a referral is recommended, offer support and assist families with finding or making an appointment

Making a Referral: List of Referral Resources

It is recommended that you compile a list of mental health referral resources in the community to which you will refer patients and share that list with families that receive a referral. To the right is a sample information sheet that you may find helpful to reference as you begin to organize referral resources into a packet that is specific to your community. Be sure, when compiling your referral sheet, that you include phone numbers, hours of operation, emergency information and other relevant information for parents.

Additional Materials for Providers
The following parent notification and referral related resources are available in the Mental Health Checkup Resource Guide, available at your request:

• Information about building a referral network for providers
• Additional information and tips about parent notification and engagement, referral coordination and follow-up
Reimbursement codes and procedures are customized for each health plan.

Reimbursement is provided for administration and scoring of the questionnaire (CPT code 96110) and/or physician time for post-screening evaluation (Modifier 25).
TeenScreen Primary Care
Quick Start Guide

Comprehensive resource for healthcare providers to assist with the implementation of mental health checkups in a primary care setting. Free copies provided to all participating PCPs.

Includes the following:

✓ Overview of TeenScreen Primary Care
✓ Screening Questionnaire Administration & Scoring Instructions
✓ Screening Questionnaire
✓ Interpreting the Screening Results
✓ Making a Referral
✓ Coding and Reimbursement Information
A brochure designed for adolescent patients that contains the screening questionnaire and information about mental health screening. This brochure can be distributed to patients in the exam or waiting room. Available in English and Spanish. 100 copies sent to all participating PCPs with free refills.
Supplemental Materials

TeenScreen Primary Care CME training Course

Mental Health Checkup Resource Guide
Provides additional materials you may find helpful to your implementation of mental health checkups.

Guide to Referral, Coding and Reimbursement
Provides helpful information about establishing a mental health referral network and suggested codes and reimbursement techniques

Post-Screening Interview Resources
Includes post-screening interview checklist, information for conducting a suicide risk assessment and sample questions by symptom area.

Tips for Integrating Mental Health Checkups into Your Practice
A slide presentation is available for providers who are interested in learning more about the logistics of mental health screening and receiving tips for integrating mental health check-ups into their practices.
EmblemHealth and Kaiser Permanente Outreach Efforts
EmblemHealth Outreach Efforts

**Providers**

- Three outreach letters mailed in spring and summer 2009 to approximately 8,000 pediatricians in the EH network
  - Letter one provided an introduction to the initiative
  - Letter two was an endorsement of the initiative from the Medical Director for the NY State Office of Mental Health
  - Letter three placed initiative in the context of the recent USPSTF recommendations for annual depression screening of all 12-18 year olds in the primary care setting

- EH provider e-blast
- EH provider newsletter article
- VO provider newsletter article

**Parent Members**

- Newsletter article
- Employee newsletter article
- Web site

**Teen Members**

- Newsletter insert
# EmblemHealth

## July 2009 Results

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign-Ups for Materials</td>
<td>499</td>
</tr>
<tr>
<td># of Quick Start Guides Distributed</td>
<td>525</td>
</tr>
<tr>
<td># of Teen Brochures Distributed</td>
<td>47,020</td>
</tr>
<tr>
<td># of Brochure Refill Requests</td>
<td>9,100</td>
</tr>
<tr>
<td>Number of Refill Requests</td>
<td>23</td>
</tr>
<tr>
<td>Total # Brochures Distributed</td>
<td>56,120</td>
</tr>
<tr>
<td>States Represented</td>
<td>14</td>
</tr>
</tbody>
</table>
Kaiser Permanente Southern Colorado Provider Outreach Efforts

- Introductory presentation to a small group of stakeholder KP providers in the community to obtain buy-in (July 2008)
  - Pediatric providers in this group were able to volunteer to join the pilot

- Presentation to leaders at KP’s largest medical group in the community (Winter 2009)

- Office visits to five practices (Winter and Spring 2009)

- CME presentation to a small group of pediatricians and family physicians in the KP network (Spring 2009)

- ValueOptions provider newsletter article
## Kaiser Permanente Southern Colorado
### July 2009 Pilot Results

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Quick Start Guides Distributed</td>
<td>30</td>
</tr>
<tr>
<td># of Teen Brochures Distributed</td>
<td>3,100</td>
</tr>
<tr>
<td># of Brochure Refill Requests</td>
<td>1,300</td>
</tr>
<tr>
<td>Number of Refill Requests</td>
<td>4</td>
</tr>
<tr>
<td>Total # Brochures Distributed</td>
<td>4,400</td>
</tr>
</tbody>
</table>
Contact Information

TeenScreen Primary Care
Phone: 212-265-4183
Email: McGuireL@childpsych.columbia.edu
Website: www.teenscreen.org

ValueOptions
Phone: 212-560-7636
Email: christopher.dennis@valueoptions.com
Website: www.valueoptions.com