OptumHealth New Mexico Transition Update

Major Issues to be Covered
1. Provider Payment Plan
2. Effort to reduce provider burden related to Service Registration
3. Recovery and Resiliency update
4. Pharmacy update
5. Contracting update
6. Conclusion
Provider Payment

OptumHealth New Mexico has been working with the Collaborative on provider payment issues.

The Collaborative and OptumHealth New Mexico are finalizing a plan to significantly improve cash flow to providers.

Details will be announced this week.
Effort to reduce Service Registration burden

- OptumHealth recognizes there have been increases in admin burden experienced by providers as a result of Service Registration

- To reduce this burden, OptumHealth will take four actions in the short term. These four actions will take between 30-60 days to fully implement. (cont.)
Effort to reduce Service Reg. burden (cont.)

The four actions to reduce burden associated with Service Registration include:

– Providers will only need to register a consumer at the beginning and end of an episode of care

– Services will not have to be entered prospectively

– Providers will only have to enter one registration per consumer regardless of how many sites the consumer utilizes throughout a single organization

– OptumHealth will bring “Facility” Service Registration in-house. This impacts a large number of providers delivering inpatient, residential, intensive outpatient and other services
Recovery and Resiliency update

Recovery and Resiliency Goals approved and posted to the OptumHealth Website:

Plan calls for the creation of Mutual Support Groups around the state in an effort to better develop a grass-roots culture of Recovery and Resiliency.

Some of the groups already created or in the process of forming under these goals include:

- A parenting resources group, Region 3
- An Alcoholics Anonymous group, Region 3
- A Pueblo-based Narcotics Anonymous group, Region 2
- A family support group, Region 1
Recovery and Resiliency update

It is too early to report hard data, but the regional approach has allowed OptumHealth staff to respond quickly to issues and support consumers on their individual paths to recovery and resiliency.

Below and on the next slide are some highlights of a few of OptumHealth’s recent cases and the work of regional care coordinators and peer specialists

- Peer Specialists helped an Albuquerque-based non-profit recovery center connect with a non-profit specialist to help them improve their business and board practices.
- A consumer with a major cocaine addiction requested drug treatment and was admitted to a program the same day by an OHNM care coordinator.
- A child with severe emotional disturbance and in PS custody was given the opportunity to take more ownership of her treatment and has been living in a group home for 2 months instead of continuing the old pattern of moving from one RTC or Acute placement to the next as she had for the past 4 years.
- An adult male client who has been using OHNM’s after-hours Customer Service line for support has been connected with more services, including CCSS. The number of after-hours calls from this consumer has dropped drastically as a result.
Recovery and Resiliency update

- An individual who has a history of more than 50 inpatient stays and challenges with his home environment and medical conditions.
  - OHNM set up the consumer with outpatient interventions to address home environment issues
  - Worked collaboratively with Salud to address medical conditions affecting behavior
  - Inpatient stays prior to intervention were averaging 2 to 3 times a month. Since interventions there have been no inpatient stays

- A young man had severe behavioral problems at school and home
  - Exhibited sensory processing challenges.
  - Care Coordinator worked with Salud to set up an Occupational Therapist assessment
  - The consumer's behavioral issues have been dramatically reduced

- A young man involved in the legal system was triaged for Residential Treatment care. Team members stated the consumer was understimulated intellectually and wanted to finish high school to move to a college program. Consumer did not want to participate in treatment at other facilities in the past.
  - Care Coordinators, working with the JPO and a provider, transitioned the consumer to an RTC where the consumer began participating in treatment for the first time.
  - This Care Coordinator specifically worked with the provider to address the schooling needs for the consumer.
  - The consumer is now looking to attend college-level courses
Recovery and Resiliency update

Recent Suicides impacting the Mescalero Apache and Ruidoso communities and OptumHealth’s work in those communities

OHNM’s Region 6 (Native American region) team has been to Ruidoso regularly to support the local community.

The goals of Region 6’s effort was to listen and assist the community develop some common goals and explore collaborative efforts to reduce suicide, in an effort to:

- Increase community awareness of suicide and services available
- Enhance and support community providers, tribal leaders, traditional healers, and tribal community.
- Increase collaboration between service providers and community members
- Engage community members in talking about suicide and issues within the community
- Increase awareness of training opportunities to prevent suicide.
- Invite other regional peer support staff and local network providers to participate in helping the community assist with behavioral health and substance abuse issues.

This is an ongoing process and OptumHealth Region 6 staff are committed to working with the communities impacted by the recent rash of suicides.

Region 6 staff will begin coordinating its intervention outreach with CBTR.
Pharmacy update

Pharmaceutical support is critical to many people in recovery.

Since July 1, the transition of pharmaceutical benefits to OptumHealth has gone smoothly with few significant issues for our 303 contracted pharmacies.

OptumHealth has been able to pay pharmaceutical claims smoothly and have received few complaints from network pharmacists.

OptumHealth will now focus on developing a communication plan to encourage providers to better utilize the BHSD Medication Fund.

- $1 million per year available for those meeting criteria including adults with Schizophrenia, Bipolar Disorder or other diagnoses; and youth who are Involved with Juvenile Justice, in CYFD custody or have recently aged out of the CYFD system
Contracting update

OptumHealth New Mexico has worked hard to develop and expand its provider network in the first quarter of operations.

- 698 contracted individual providers

- 212 facility contracts returned, with a target of having 221 facilities in the network
  - Working closely with the New Mexico Department of Indian Affairs on a strategy to complete IHS contracts
Conclusion

OptumHealth New Mexico is committed to paying providers and is finalizing a plan with the Collaborative to flow more cash to them.

Over the next 30-60 days, OptumHealth will implement Service Registration changes to reduce provider burden.

Despite provider payment issues, OptumHealth continues to work to foster a culture of recovery and resiliency in New Mexico in an effort to transform the behavioral health system.