Presentation to the Behavioral Health Planning Council

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January 27, 2010
OptumHealth New Mexico Update

- OptumHealth is committed to delivering on the Collaborative's vision of recovery and resiliency for all New Mexicans
- OptumHealth is committed to the providers' success and their role as the foundation of the behavioral health system.
- This month's report will focus on three important areas related to OptumHealth's operational issues:
  - Our approach to care coordination
  - Grievance and appeals
  - Development of mutual support groups
Care Coordination

- OptumHealth makes it easier for people to get the care they need – wherever they live – through our five regional and one Native American regional offices.
- We have 28 care coordination staff, and 18 consumer and family peer specialist positions (17 currently on staff).
- Our consumer and family peer specialists serve over 300 people at any given time.
- OHNM Native American peer specialists have brought cultural family and community resources to bear to help keep adolescents in their community and out of CYFD facilities.
- We’ve shortened the turn-around time for youth who commit crimes and need mental health evaluations – making it easier to get the services they need to change the course of their lives.
- Our staff coordinates the release of people from the state hospital to ensure they have a place to go and appropriate services in the community.
- We work directly with Salud! plans to ensure appropriate services for people with both physical and mental health issues.
- We train existing providers and contract with new ones to make sure services are available for people with both mental and developmental disabilities.
"I have worked with a consumer since she was inpatient. She is young, very vulnerable, recently abused, and had no intact family or support system. We talked daily to bring out her strengths, life goals and a solid after care plan. We worked with Adult Protective Services and a local agency to develop a plan of care into a safe, residential environment. The outcome is that she will be moving tomorrow into a transitional living situation where her medication and mental health needs will be professionally managed. I will continue to work with her to help her achieve some career goals and volunteer opportunities. She would now like to help other women who have gone through similar experiences."
## Grievances from Consumers

### Consumer Grievances and Reasons, by Month and Quarter

<table>
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<tr>
<th></th>
<th>Jul-09</th>
<th>Aug-09</th>
<th>Sep-09</th>
<th>Oct-09</th>
<th>Nov-09</th>
<th>Dec-09</th>
<th>Q1 FY10</th>
<th>Q2 FY10</th>
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<tbody>
<tr>
<td><strong>Total</strong></td>
<td>10</td>
<td>9</td>
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<td>6</td>
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<td>0</td>
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<tr>
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<td>4</td>
<td>5</td>
<td>5</td>
<td>2</td>
<td>6</td>
<td>11</td>
<td>13</td>
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Grievances (all)

OHNM Grievance Trends FY2010

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Mutual Support Groups

- 13 support groups have been started in six regions.
- OptumHealth will strive to establish one group in each county over the initial contract period, ensuring there is more than one group in each Local Collaborative.
- These may be consumer peer support groups such as Double Trouble in Recovery, specific diagnosis-oriented groups, substance abuse recovery groups, or any variety of family support groups.
- This translates into 20 new groups by June 30, 2010, and an additional 20 new groups each year for a total of 80 groups developed by June 30, 2013.