



COMMUNITY MENTAL HEALTH ASSOCIATION OF MICHIGAN

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CURRENT CONTEXT

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- COVID-19
 - Telehealth
 - Disparities
 - Re-Design
 - Rescue Funds
 - Staffing/workforce shortage

MEASUREMENT ROADMAP

Using the data we have

Adopting meaningful, common measures

Tracking & comparing performance

Accountable system of care

CURRENT THEMES



IMPROVING ACCESS TO
CARE



IMPROVING CARE
COORDINATION



PERFORMANCE
IMPROVEMENT/MEASURE
MENT/ACCOUNTABILITY



COMMUNICATION

ACCOUNTABILITY: CMS FOCUS

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- Increasing the review of managed care systems per federal Medicaid Managed Care Regulations, such as:
 - Reporting on grievances, appeals, and State fair hearings
 - Sanctions and corrective action plans
 - Enrollment
 - Encounter quality reporting
 - Financial viability/integrity
 - Network adequacy

MICHIGAN CRISIS AND ACCESS LINE (MICAL)

- + Overarching goal: provide immediate crisis response, get people to the right level of care, minimize unnecessary wait times, and track information to coordinate and follow-up on services.
- + Access for all Michiganders: MiCAL is available 24/7/365 to all Michiganders with behavioral health needs regardless of severity, insurance status or ability to pay.
- + Integrates the Michigan Warmline provides individuals across the state with emotional support from a certified peer support specialist or peer recovery coach from 10am to 2am, 7 days a week.
- + Coordinated with local services: CMHSP crisis services including afterhours crisis line coverage, care coordination protocols, and the activation/dispatch of in-person crisis services.
- + Accepts National Suicide Prevention Lifeline calls: and will accept 988 calls, texts, and chats when the NSPL switches to 988 in July 2022.

MICHIGAN CRISIS AND ACCESS LINE (MICAL) – CONTINUED

- + Utilizes a robust provider repository to coordinate care: Salesforce Customer Relationship Management (CRM) database that integrates utilization and encounter data, bed registries, and local data sources.
- + Experienced crisis call center professionals: Operated by Common Ground, with over 50 years of crisis services experience.
- + Bolsters BHDDA's internal operations streamlines business processes between BHDDA and its contracted provider network (e.g., customer service, contract compliance, certification, etc.).
- + The MiCAL pilot began on April 19, 2021, in Oakland County and the Upper Peninsula. Nearly 3,500 calls/texts/chats have been attended to as of May 13, 2021.

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC) DEMONSTRATION

- Michigan a new CCBHC Demonstration State: Michigan has been approved as a Certified Community Behavioral Health Clinic (CCBHC) Demonstration state by the US Centers for Medicare & Medicaid Services (CMS). The demonstration will launch in October 2021 with a planned implementation period of two years. Fourteen (14) sites, including 11 CMHSPs and 3 non-profit behavioral health providers, are eligible to participate in the demonstration.
- CCBHCs increase access to a robust set of behavioral health services to a broader population of persons with mental illness and/or SUD: The CCBHC model increases access to a comprehensive array of behavioral health services, including 24/7 mobile crisis response and medication assisted addiction treatment (MAT), for all individuals with a behavioral health diagnosis, regardless of insurance or ability to pay. An estimated 367,000 individuals are prospectively eligible to participate in the demonstration based on mental health and/or SUD diagnoses.
- Sustainable funding model: The CCBHC funding structure utilizes a predictable and sustainable prospective payment system (PPS) that reflects the actual costs of expanding service lines and serving a broader population. PPS rates are set for each CCBHC clinic based on clinic-specific costs and utilization.

MEDICAID “HEALTH HOMES”

- BHDDA operates two Medicaid Health Homes – the Behavioral Health Home (BHH) for beneficiaries with a serious emotional illness/serious emotional disturbance and the Opioid Health Home (OHH) for beneficiaries with opioid use disorder.
- Key data points:
 - *BHH:*
 - Over 800 enrollees (many more eligible in the queue for enrollment)
 - Three PIHP Regions – 1, 2, and 8.
 - Three Lead Entities and 16 Health Home Partners
 - Prospective expansion in FY22 will serve an additional estimated 11,000 beneficiaries
 - *OHH:*
 - 1,407 enrollees
 - Four PIHP Regions – 1, 2, 4, and 9.
 - Four Lead Entities and 18 Health Home Partners
 - Prospective expansion in FY22 will serve an additional 2,500 beneficiaries

BHDDA UPDATES

- Continue the focus on Evidenced based trainings for clinicians working with children and families
- Move forward with the Equity Impact Assessment Pilot
- Submit a 5-year strategic plan for individuals with I/DD through the DD Council
 - Community Inclusion
 - Employment
 - Self-determination
 - Through IPOS ensure full-service array
- Secure civil rights of persons with disabilities through court appointed guardianship
- Promotion of Supported Decision Making
- Continued implementation of the new mediation service being implemented through the Oakland Mediation Center



CONTACT INFORMATION



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