Amerigroup’s Management of Behavioral Health

October 6, 2014
Amerigroup Membership

Nevada Medicaid Membership as of Sept 2013 was 88,469

<table>
<thead>
<tr>
<th>Membership</th>
<th>Jan-14</th>
<th>Feb-14</th>
<th>Mar-14</th>
<th>Apr-14</th>
<th>May-14</th>
<th>Jun-14</th>
<th>Jul-14</th>
<th>Aug-14</th>
<th>Sep-14</th>
<th>Oct-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>98,628</td>
<td>101,301</td>
<td>103,756</td>
<td>107,270</td>
<td>112,428</td>
<td>116,220</td>
<td>119,612</td>
<td>124,190</td>
<td>124,954</td>
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<td>Expansion</td>
<td>5,267</td>
<td>10,628</td>
<td>15,927</td>
<td>21,956</td>
<td>30,954</td>
<td>37,412</td>
<td>45,127</td>
<td>51,705</td>
<td>54,458</td>
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<td>Total</td>
<td>103,895</td>
<td>111,929</td>
<td>119,683</td>
<td>129,226</td>
<td>143,382</td>
<td>153,632</td>
<td>164,739</td>
<td>175,895</td>
<td>179,412</td>
<td>180,456</td>
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- 67% of Expansion childless adults
- Substance Use Disorder (SUD)
- Higher prevalence of homelessness
BH Provider Network- Clark County Access to Care

- 100% of members are within 25 miles of a Contracted BH Facility
- 100% of members are within 25 miles of a Prescribing provider i.e. Psychiatrist/BH Nurse Practitioners
- 100% of members are within 25 miles of contracted Mental Health Outpatient Provider
BH Provider Network - Washoe County Access to Care

- 99.7% of members are within 25 miles of a Contracted BH Facility
- 99.8% of members are within 25 miles of a Prescribing provider i.e. Psychiatrist/BH Nurse Practitioners
- 99.8% of members are within 25 miles of contracted Mental Health Outpatient Provider
Participating BH Provider Network by County

**Clark**
- Behavioral Health Outpatient Treatment: 654
- Certified R.N. Practitioner: 158
- OP Substance Abuse Clinic: 2
- Outpatient Psychiatric Hospital Private, and Community Mental Health Center: 123
- Physician’s Assistant: 123
- Psychiatric Hospital, Inpatient: 7
- Psychologist: 30
- Physician- Psychiatry: 52

**Washoe**
- Behavioral Health Outpatient Treatment: 316
- Certified R.N. Practitioner: 92
- Outpatient Psychiatric Hospital Private, and Community Mental Health Center: 92
- Physician’s Assistant: 22
- Psychiatric Hospital, Inpatient: 2
- Psychologist: 20
- Physician- Psychiatry: 66
BH Provider – New Member appointments

- North 9 agencies with 14 prescribers (Psychiatrist, NP, PA)
- South 8 agencies with 18 prescribers (Psychiatrist, NP, PA)
Nevada BH ED Process Flow

<Behavioral Health ED Process>

**ED**
- Member Presents to the ED via walk-in or PD. ED notifies RRT (702) 403-1305

**RRT**
- RRT Team is dispatched or is Rounding at Facility
- RRT Provides Assessment of Member
- Is Member on Legal Hold?
  - Yes
  - No
  - Does Member Need to be Admitted to IMD?
    - Yes
    - No

**STATE**
- Is a Bed Available?
  - Yes
  - Member is Admitted to State Facility
  - State Decision to allow member to Remain with MCO during inpatient confinement
  - Member is ready for Discharge from State Facility
- No

**ERMD**
- ERMD partners with RRT to create D/C plan
- ERMD/Admitting MD Partners with RRT to Discharge Members. RRT creates D/C plan

**AGP**
- RRT notifies AGP for tracking/outreach to member
- State Facility Works with AGP BH CM/UM on D/C Planning (7 Day F/U)
## Rapid Response Team (RRT)

Harmony assessed 98.8% of AGP patients in ER

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Total</th>
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<tr>
<td><strong>AGP Southern</strong></td>
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<td></td>
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<td><strong>members in ED</strong></td>
<td>71</td>
<td>63</td>
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<td>714</td>
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<td><strong>Diverted</strong></td>
<td>6</td>
<td>5</td>
<td>2</td>
<td>9</td>
<td>11</td>
<td>23</td>
<td>24</td>
<td>23</td>
<td>21</td>
<td>124</td>
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Partnership and Solutions

• **Behavioral Health Team**
  – State collaboration and partnering on care coordination OP BH
  • Facility meetings
  • Dr. Green & Brandi Johnson meetings
    – ER Diversion workflow
    – D/C planning
    – SED/SMI policy & workflow
    – Telemedicine
    – IMD

• **Behavioral Health Contracting Strategy**
  – Network
    • Psychiatrist, Psychologist
    • Specialty providers i.e. eating disorders and ABA

• **Case Management (CM)**
  – CM and Coordination with Rawson Neal, State Hospital
  – SUD CM Program
  – First time admitters

• **SAPTA providers**
  • SAPTA Task Force
  • Provider Forum/Training

• **PC-INSITE**

• **Inpatient Units**
  • Additional inpatient psych bed
Challenges and Recommendations

- Legal hold de-cert requires MD
- Limited inpatient beds
- Limited community resources
- Prolonged stays in ED
- Complexity of expansion member needs
- Lack of licensed providers

- L2K form revamp legislation required
- Approval of IMD In Lieu of language (Valley beds open)
- Support Council Recommendations
- Observation rate
- Specialized CM services
- Telemedicine