

# 2022 Anthem BH/SDOH/Health Equity Initiatives

*Anthem Nevada Medicaid*

## Speakers:

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# Anthem is proud to be a trusted partner with the State of Nevada for over 12 years

Fully integrated model of care

Innovative offerings that **evolve with Nevadans' needs** and State priorities

## Agenda:

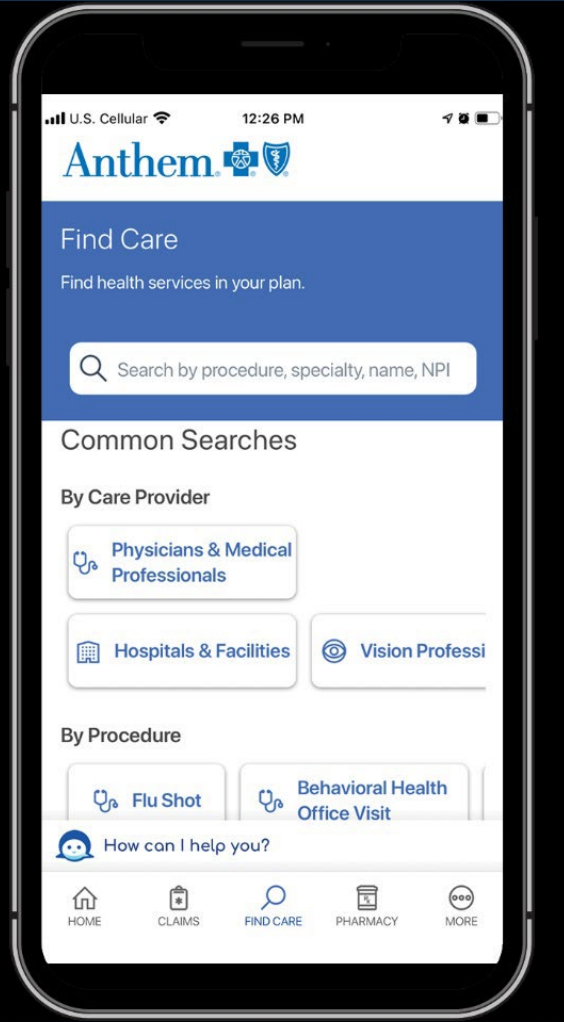
- Digital Solutions
- Care Management
- Local Behavioral Health, SDOH & Health Equity Initiatives
- Future Opportunities



As Nevadans, we know Nevada and are committed to improving the health of fellow Nevadans while enhancing equity and resiliency within our communities

# Comprehensive & Equitable Network-Digital Solutions

SYDNEY MAKES IT EASY FOR A MEMBER TO FIND A PROVIDER WHO MEETS THEIR UNIQUE NEEDS



- The *Find a Doctor* tool is easily accessible through the Sydney application via web or mobile
- Members can choose the **Find Care** option and apply filters to select attributes of a Provider that are important to them
- **Updated Behavioral Health Specialties**
- **BH Crisis Line & Nurse Line available 24/7- Staff Fluent in English & Spanish**
- **Wellness and Prevention Reminders**
- **Increased access to Mental Health & SUD telehealth providers**
- **Virtual & Mobile Urgent Care**
- **Community Resource Link**



Calm App - Anthem will offer a one-year subscription for members 18 and Under

## ICONS ASSIST MEMBERS WITH COMMUNICATING PROVIDER DETAILS

A	Treats older adults		Located close to public transportation
B	Treats people with behavioral health needs	H	Treats people with HIV/AIDS
†	Board certified		Wheelchair accessible for people with a disability or disabilities
D	Treats people with disabilities		Completed culturally competent care training offered by the U.S. Department of Health & Human Services
**	Receives ongoing training	*	Not accepting new patients at this time
#	Offers Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) services		Offers telemedicine, telehealth, or telemonitoring services

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# Care Management Team



*Anthem Knows Nevada*

## *Anthem Medicaid Currently Promotes a 3-Tier Care Management Structure for BH Care Management*

WE STRATIFY OUR MEMBERS BY RISK TO ASSURE WE COORDINATE THEIR SERVICES AND SUPPORTS



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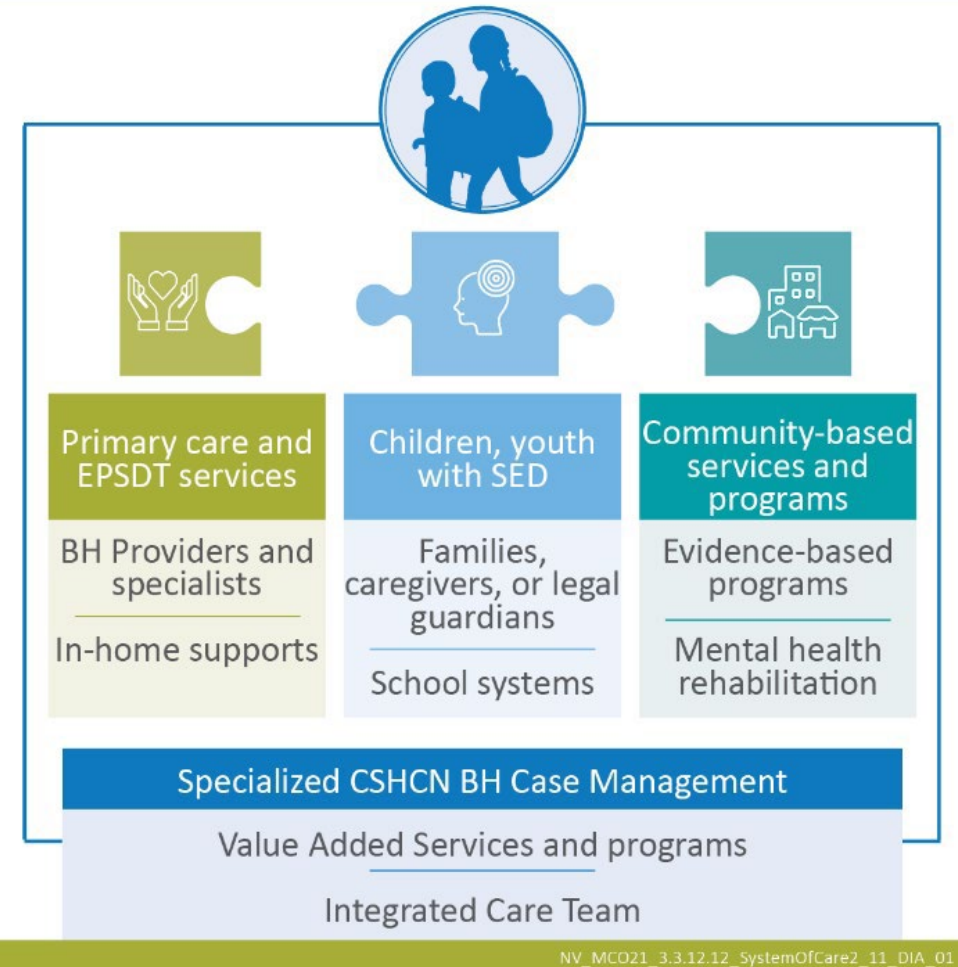
- Licensed Behavioral Health Case Managers available in Washoe & Clark Counties for field-based **face to face intervention**
- Licensed Case managers conduct Comprehensive Health Screens/Assessments. Assessments evaluate for BH, PH, SDOH, and family planning needs. Co-management of cases is encouraged for comorbid assistance
- Weekly Interdisciplinary Rounds Fostering an **integrated approach**
- Seasoned Local Behavioral Health Case Management Team serve as a **single point-of-contact**
- Effective 2022 Anthem Case Managers will provide additional support for members aged 21 & younger who are residing in **Residential Treatment Centers** to ensure seamless transitions between various levels of care

# Addressing State Priorities

## Special Healthcare Needs

- Members with Chronic Complex Diagnoses are managed by a licensed clinician
- Perpetually opened
- Health Risk Assessment and Care Plan with documented PCP/Provider collaboration

### SUPPORTING THE SYSTEM OF CARE FOR CHILDREN WITH SED



# Local Behavioral Health Initiatives

**Mobile Crisis Assessment Teams (MCAT)** support Members presenting to the ED who are experiencing a BH crisis. The program deploys field-based, hospital aligned Clinical Navigators to assess the Member while in the ED and work with treating Provider for level of care recommendations

## MCAT Summary

### Discharge Vs Inpatients

DISCHARGE	296	31.03%
INPATIENT	624	65.41%
RE-EVAL	34	3.56%
Grand Total	954	100.00%
Deflection Rate	31.03%	
Avg.Response Time (Hrs)	2:48	

### Housing

COUCH HOPPING	10	1.05%
GROUP HOME	17	1.78%
n/a	249	26.10%
OWN	23	2.41%
RENT	96	10.06%
SHELTER	29	3.04%
STREET	226	23.69%
UNKNOWN	31	3.25%
WEEKLY/MONTHLY	10	1.05%
WITH FAMILY	214	22.43%
WITH FRIEND(S)	49	5.14%

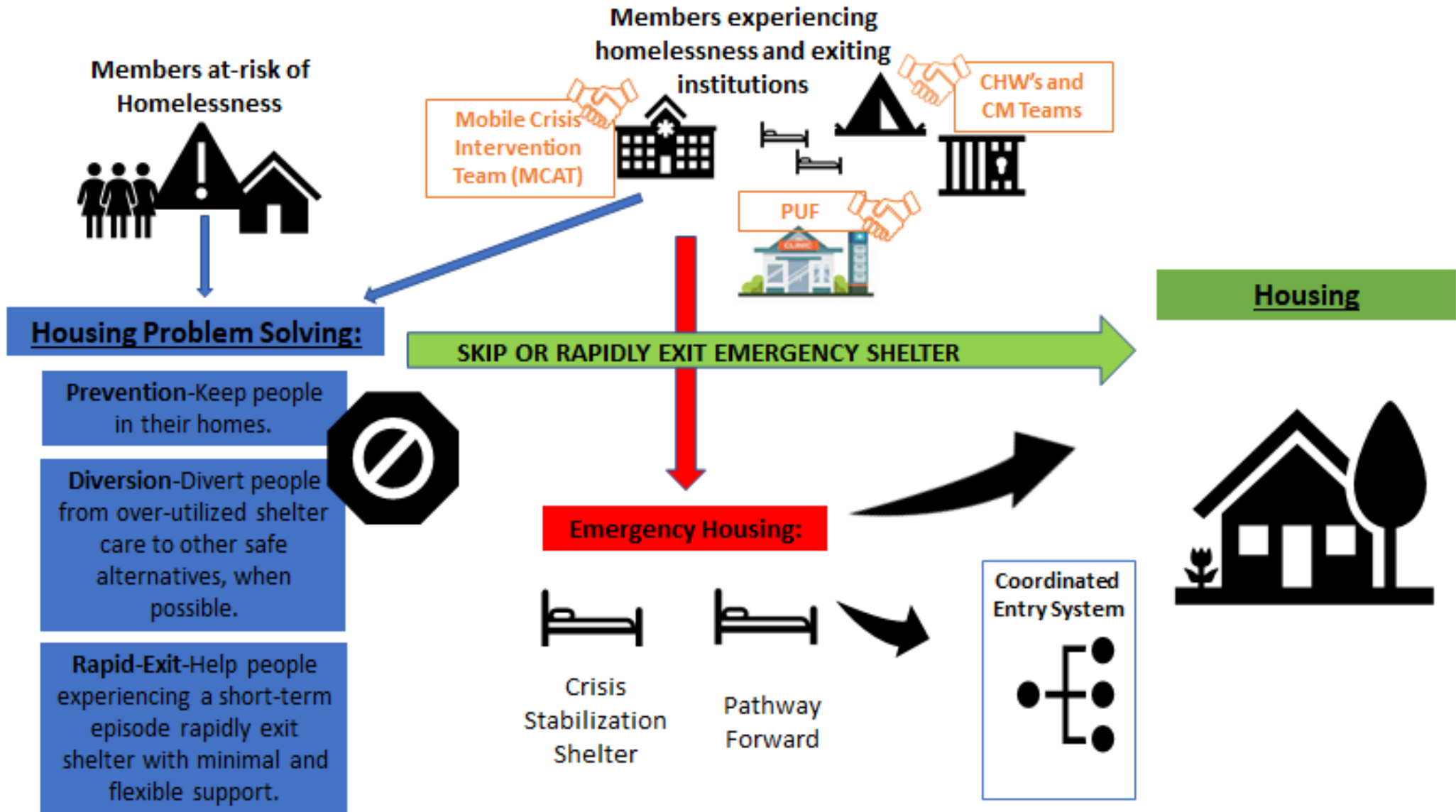
### Age Breakdown

under 18	80	8.39%
18-29	229	24.00%
30-39	310	32.49%
40-49	156	16.35%
50-59	145	15.20%
60 & above	34	3.56%

### Psychiatric Urgent Facility – (PUF)

Developed in partnership with WellCare, which provides an alternative level of care to ED services or IP psychiatric admission. The PUF Offers clinical support, Case Management engagement, medication management, and transportation to housing where needed

# Anthem's Homeless Prevention and Housing Continuum



# Cares Campus & Washoe County Collaboration

## Cares Campus

In November 2021 Anthem completed an on-site visit to the Cares Campus. Access to care needs were identified

- Anthem has been working diligently over the last 60 days to connect Washoe County – and VOA Cares Campus staff with local behavioral health, mobile urgent care, primary care providers to ensure the needs of all individuals residing at the Cares campus are met
- We look forward to continued collaboration with the other MCO'S Washoe County, and VOA

## Building Capacity: Landlord Engagement

Landlord partnerships and identification of scarce units of affordable housing is needed to scale-up RRH and PSH, and to create flow in the homeless service system

Anthem is working with Washoe County to support/enhance their Landlord Engagement Strategies, through:

- Housing Search Software (Padmission)
- Landlord Engagement Specialists



Photo Credit: NevadaFund.org



# Health/Race Equity Initiatives

## **Launched Health Equity Collaborative:**

Health Equity Manager has launched and is leading a quarterly Health Equity Collaborative with the other MCO's to share trends and best practices.

Our Health Equity Work includes launching several studies to examine racial, ethnic, and gender disparities in services within our SDOH programs.



# Opportunity: Learning from Success

- **Healthy Living Expansion – High-Acuity Chronically Homeless Members**
- Permanent Supportive Housing Program: Housing subsidy and Intensive CM.
- Partnership with Clark County and Help of Southern Nevada
- Partial funding through HUD CoC

## HLE Proven Success

IP claims were cumulatively reduced by 36 % within the first 30 days of placement - 61% within 90 days post placement

ER Visits were cumulatively reduced by 51 % within the first 30 days of placement- 61% within the first 90 Days post placement

# Contacts

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