



2021 Quality Program Behavioral Health Provider Summary



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Who We Are



The **Massachusetts Behavioral Health Partnership (MBHP)**, a Beacon Health Options company, manages mental health and substance use disorder services for more than 450,000 MassHealth Members across the Commonwealth. Working collaboratively with Members, their families, advocates, state agencies, and providers, MBHP has created a community-based system of care that joins behavioral health and primary care for Members. MBHP is committed to making sure that our Members receive clinically appropriate, high quality, accessible healthcare.

In order to strengthen and integrate medical and behavioral health services and improve the general healthcare status of our Members, MBHP also manages the Primary Care Clinician (PCC) Plan Support Services Program, which is a comprehensive, clinically focused management program that monitors, measures, and analyzes healthcare provided to PCC Plan Members by primary care clinicians (PCCs) with a panel size of 180 or more Members.

MBHP Vision and Mission

Our vision focuses on improving the health and well-being of individuals coping with mental health and substance use conditions. We make this vision a reality through recovery-focused programs and effective partnerships with our clients and providers.

Our mission is to help people live their lives to the fullest potential.

MBHP Mission (continued)

MBHP achieves its mission - to help people live their lives to the fullest potential - by:

- Exceeding the expectations of Members and their families in meeting their behavioral health needs as they define them; ensuring access to services that promote their rehabilitation and recovery
- Effectively and efficiently managing state resources to meet all contractual obligations and state requests
- Facilitating linkages, consensus building, and collaboration among state agencies, consumers, and other public policy makers
- Actively seeking and implementing Member, provider, and other stakeholder involvement in the design and delivery of MBHP services
- Strengthening links between behavioral and other medical services
- Increasing healthcare innovations and best practices

MBHP Core Values

Clinical Excellence - We are committed to a comprehensive, flexible, and integrated system of care management that increases access, improves quality of care, expands services, and achieves the best possible outcomes for Members where recovery principles are fully integrated.

Communication - We believe in frequent and open communication to provide appropriate, consistent, and accurate information about business decisions and day-to-day operations. We foster effective communication through active listening, sharing ideas, cooperative problem-solving, tact, and courtesy.

Compassion and Respect - We are united by our commitment to our Members/customers and to each other. We demonstrate respect to all of those we serve - treating them fairly and with dignity, listening to their ideas and feedback, and valuing their contributions.

Focus - We strive to always exceed the expectations of our internal and external customers. Interaction and communication with our customers is always professional, courteous, and responsive and is conducted in a manner which underscores our commitment to world-class service.

Supporting and Developing our People - Every one of us contributes to the success of MBHP and Beacon Health Options. We are committed to providing a work environment that fosters learning and development, recognition for best work, work-life balance, and effective leadership.

MBHP Core Values *(continued)*

Inclusion and Diversity - We all participate in creating a supportive environment where each of us feels a sense of belonging and where inclusion is encouraged. In this environment, we can grow, celebrate one another's successes, and embrace and channel diversity of personal experience, talent, and opinion with a collective focus towards achieving our mission.

Innovation - We value the exchange of new and diverse ideas. We are creative and embrace initiative and thoughtful risk-taking in continuously improving our services and sustaining an enduring leadership position in the marketplace.

Integrity - We conduct ourselves in an honest and ethical manner, striving for the highest ethical standards in all that we do. We approach our work with a dedication to quality, meeting and exceeding customer expectations, being accountable, and delivering on every promise.

Operational Excellence - We take pride in the highest level of quality and discipline in our work with a sense of urgency and a focus on results. We are centered on improving performance, building strong leaders, and enhancing organizational effectiveness.

Partnership - We focus on common goals through collaboration, teamwork, and consensus-building and are committed to building strong, long-term relationships. We all have a mutual stake in our success.

Quality Management Program Overview

The **MBHP Quality Management (QM) Program** serves as a unifying structure for all quality management activities across all clients and ensures and improves the quality of service provided to Members across behavioral health and medical care. MBHP recognizes a responsibility to demonstrate a solid commitment to superior clinical quality and service that is consumer-focused, clinically appropriate, cost effective, data-driven, and culturally competent. This is achieved through our company-wide, systematic, and well-coordinated QM Program that involves input from and coordination with all stakeholders including clients, Members, providers, functional areas, and clinical staff.

Each year, MBHP formulates a **QM Program Work Plan** that includes goals and the actions that are necessary to achieve our goals. Monitors of almost every aspect of our operation are developed and maintained. The collection of data for each measure is begun after consistent data collection methodology has been established. This approach allows MBHP to track and trend progress towards our goals.

MBHP also conducts an annual **QM Program Evaluation** to assess the overall effectiveness of the QM Program, including the effectiveness of the committee structure, the adequacy of the resources, practitioner and leadership involvement, the strengths and accomplishments of the program, and MBHP's performance in quality of clinical care and quality of service initiatives. Based on the evaluation results, MBHP revises the QM Program.

In this **2021 Quality Management Program Summary**, you will find information on our **QM Program Evaluation** results for 2020 as well as a description of our **QM Program**, including our **QM Work Plan goals for 2021**.

Quality Committees

MBHP maintains a quality committee structure to aid in the implementation of its **QM Program**. MBHP works in partnership with our providers to improve quality of care and services. MBHP Quality Committees give MBHP providers an opportunity to provide input into the QM Program. Providers participate on such committees as the **Behavioral Health Clinical Advisory Council**, the **PCC Plan Clinical Advisory Committee**, and the **Local Credentialing Committee**. Through these committees, providers:

- provide input into the MBHP Quality Management Program and Clinical Criteria;
- review, evaluate, and make recommendations for credentialing and recredentialing;
- provide peer review and feedback on practice guidelines, clinical quality monitors and indicators, and any critical issues regarding MBHP's policies and procedures; and
- review quality improvement activities and make recommendations for plans to improve quality of clinical care and service.

If you are interested in participating on a quality committee or council, please contact the MBHP Quality Department at 1-800-495-0086 (TTY: 1-877-509-6981).



2020 Quality Program Evaluation: *Data Monitoring*

As part of the Quality Management Program and Evaluation, we track our progress in meeting our goals. Some of the data MBHP monitors include:

- Member, PCC, and behavioral health provider satisfaction
- Member grievances and Member appeals
- Member adverse incidents
- Timely access to behavioral health appointments
- Timely telephonic access to MBHP Clinical and Community Relations staff
- Availability of behavioral health network providers
- Ability of behavioral health network providers to meet cultural and linguistic needs and preferences of our Members
- Coordination of behavioral healthcare with medical care
- Behavioral Health Screening Programs
- Health record documentation and adherence with performance specifications
- Provider use of behavioral health clinical practice guidelines

For 2020, the QM Program identified goals that were successfully met and areas for improvement. A portion of these data are reported in this QM Program Summary. **For additional results, please contact MBHP at 1-800-495-0086 (TTY: 1-877-509-6981).**

Clinical Practice Guidelines

MBHP has adopted three clinical practice guidelines from nationally recognized sources for behavioral health disorders relevant to our population based on review of claims and utilization data.

Prior to the adoption and dissemination of our guidelines, the relevant scientific literature was reviewed by a multidisciplinary team that included board-certified psychiatrists, a pediatrician, an internist, and multiple licensed clinicians. MBHP reviews and approves clinical practice guidelines at least every two years and updates them as needed. As part of our routine monitoring of adherence to generally accepted standard clinical practice, we monitor at least two important aspects of two guidelines annually. For more information on the guidelines, please see your provider manual. MBHP's current guidelines:

2021 Clinical Practice Guidelines

Psychiatric Evaluation of Adults: Adopted from the American Psychiatric Association (APA) guideline titled *Practice Guidelines for the Psychiatric Evaluation of Adults*. For more information and to access this guideline, please visit:

<http://psychiatryonline.org/doi/pdf/10.1176/appi.books.9780890426760>

National Action Alliance For Suicide Prevention: Recommended Standard Care for People with Suicide Risk: Making Health Care Suicide Safe. For more information and to access this guideline, please visit:

https://s21151.pcdn.co/wp-content/uploads/action_alliance_recommended_standard_care_final-1.pdf

Diagnosis, Evaluation, and Treatment of Attention-Deficit/Hyperactivity Disorder in Children and Adolescents

MBHP has adopted the American Academy of Pediatrics guideline titled *Clinical Practice Guideline for the Diagnosis, Evaluation, and Treatment of Attention-Deficit/Hyperactivity Disorder in Children and Adolescents*. The full guideline can be accessed:

<https://s21151.pcdn.co/wp-content/uploads/AAP-ADHD-CPG-for-the-Diagnosis-Evaluation-and-Treatment-of-ADHD-in-Children-and-Adolescents-Pub-2019-Adopted-Oct-2020.pdf>

Behavioral Health Provider Satisfaction

MBHP annually evaluates behavioral health provider satisfaction, including provider satisfaction with the Clinical Management (CM) process, using the analyses from data collected from our provider satisfaction survey. MBHP assesses results and identifies potential areas for improvement in provider satisfaction annually.

In 2021, MBHP will address the following quality improvement areas:

- Integration and enhanced care coordination
- Assess the cultural, ethnic, racial and linguistic needs of our Members and evaluate adequacy of our behavioral health network
- Assess availability of our Members' access to behavioral healthcare
- Improve substance use disorder (SUD) care pathways and reduce recidivism



Access to and Availability of Care

MBHP measures how well we are doing by making sure Members can easily access behavioral health (BH) services.

In 2020:

- **100%** of Members had one hospital within 60 miles or 60 minutes travel time from their home, whichever required less travel time.
- **100%** of the Members indicated they were able to travel to their therapy appointment within 30 minutes or less.
- MBHP staff answered the Northeast Access Line in approximately **11 seconds**.
- MBHP also measured how quickly Members could get an appointment with an MBHP BH provider. **Our standard is that Members can get an emergency care appointment in 1 hour, an urgent care appointment in 48 hours, and a routine care appointment in 10 business days.**
 - The average Emergency service response time was **71 minutes**.
 - **95%** of providers were able to offer an urgent care appointment within 48 hours of the request.
 - **92%** of providers reported offering a routine care appointment within 10 business days.



Health Records Audits

One way that MBHP providers are involved in our QM program and quality improvement activities is through their participation in health record audits. MBHP licensed clinicians perform health record audits across all levels of care and as needed for specific initiatives. Inpatient provider records must score greater than 80 percent on each data element, with outpatient providers having a greater than 75 percent performance standard for each data element. Quality improvement plans are required for all areas not meeting these performance standards. Network Management staff assist with follow-up and monitoring of quality improvement plans.

Health record audits were completed for the following in 2020:

- Statewide level of care review of MBHP psychiatric inpatient hospital facilities
- On-site and in-office review of outpatient providers
- Inpatient and outpatient audits of adherence with Clinical Practice Guidelines
- Substance use disorder care system review of outpatient providers

Monitoring of Quality Care

MBHP has a defined procedure for the identification, investigation, resolution, and monitoring of behavioral health quality-of-care and service issues and trends. Quality-of-care and service issues and trends are those that decrease the likelihood of desired health outcomes and that are inconsistent with current professional knowledge of behavioral health. MBHP has a number of Quality of Care and service measures but they are primarily identified via **Grievances** (i.e., Member complaints) from MBHP Members, and **Concerns** (i.e., provider complaints) and **Adverse Incidents** received from providers.

Grievances

Members, their guardians, or their authorized representatives have a right to file a grievance with MBHP about any aspect of their participation in MBHP or the services received by MBHP. Sources of dissatisfaction can include any aspect of MBHP's services as well as access of care and the quality of care received from network providers.

Monitoring of Quality Care *(continued)*

Concerns

MBHP network providers and internal staff, stakeholders, state agencies, and other appropriate parties also have a right to file a grievance with MBHP about any aspect or action of the MBHP and/or its behavioral health network provider(s). Sources of dissatisfaction can include the quality of care, administrative operations, and access to care.

Adverse Incidents

MBHP requires all 24-hour level of care providers to report each occurrence that represents actual or potential serious harm to the well-being of a Member, or to others by the actions of a Member. Reporting requirements for non-24-hour providers are limited to the deaths of MBHP Members, serious injuries requiring urgent or emergent treatment that occurred while a Member was receiving services from the providers of MBHP Covered individuals, and any serious attempted suicides that occur during the time span that a Member is receiving services from the provider, during and outside a treatment session. In 2020, MBHP met our performance goal of investigating and resolving all adverse incidents within established timeframes of 180 calendar days of receipt of the incident.

PCC Plan Support Services Program

Integration of behavioral healthcare and primary care is an important aspect of the PCC Plan Support Services Program. To fulfill the program objectives, in 2020, MBHP assisted PCCs by:

- supporting PCCs in accessing care management services for PCC Plan Members;
- promoting quality improvement via site visits to PCC practices during which PCC Plan Support Services Program staff encourage PCCs to develop action plans and interventions to address clinical areas in need of improvement;
- supporting primary care practice transformation by coordinating efforts with ACOs;
- conducting educational webinars for PCCs that target information and training relevant to clinical areas;
- developing and implementing activities that promote integration of behavioral healthcare and primary care; and
- developing and disseminating health education support materials that assist PCCs in providing clinical care and in educating Members about relevant health issues.

Quality Improvement Activities/Projects

One of the primary goals of MBHP's QM Program is to continuously improve care and services.

1. Data are collected for quality improvement projects, and activities are frequently related to key industry measures of quality that tend to focus on high-volume diagnoses or services and high-risk diagnoses, services, or special populations.
2. MBHP's PCC Plan Support Services Program quality initiatives focus on the coordination of care activities across medical and behavioral healthcare.
3. In addition to implementing improvement activities designed to help MBHP meet or exceed our measures for behavioral health and the PCC Plan Support Services Program, MBHP implements special projects each year intended to help improve the system of care.
4. In 2020, MBHP completed the following projects:
 - Follow-up after hospitalization for Mental Illness
 - Initiation and Engagement of Alcohol and Other Drug Dependence Treatment
 - Follow-up for children prescribed ADHD medication
 - Comprehensive Diabetes Care for Department of Mental Health population
 - Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications
 - Antidepressant Medication Management

Self-Management Tools

Achieve Solutions is the MBHP health and wellness information library.

- It is website where Members can comfortably and privately:
 - read articles
 - listen to audio clips
 - view videos
 - access resources
 - take trainings and
 - use interactive self-management tools, such as calculators, quizzes, and mobile applications about a wide variety of health and wellness topics.
- Achieve Solutions content is evidence-based, written by experts, and reviewed on a regular basis.
- Providers can direct Members to Achieve Solutions as a way to promote self-management of health conditions.



Self-Management Tools *(continued)*

There are more than 200 health topics, with corresponding self-management tools, on Achieve Solutions. Just a few of these topics include:

- Healthy weight (BMI) maintenance
- Smoking and tobacco use cessation
- Encouraging physical activity
- Healthy eating
- Managing stress
- Avoiding at-risk drinking
- Identifying psychiatric symptoms through self-assessment
- Recovery and resiliency
- Treatment monitoring
- Integrated Care: Taking Charge of Your Health

Please visit the health and wellness library:

<https://www.achievesolutions.net/achievesolutions/en/mbhp/Home.do>

Technology for Improved Care Coordination

MBHP Offers Technology to our Members and Providers for Improved Care Coordination

- MBHP provides an online link in the “Behavioral Health Providers” section of our website to the MassHealth Pharmacy Program website that contains the MassHealth Drug List and formulary and prior approval information.
- MBHP facilitates video conferencing for select outpatient psychiatrists, psychiatric nurse practitioners, and psychotherapy providers. It is intended to improve access to covered services when geography/specialty or linguistic capacity dictates that in-office visits are not within a reasonable distance.
- MBHP encourages our Members to use our online tools to take charge of their own health. Members can go to the “Members and Families” section of our website to:
 - Learn more about their prescriptions
 - Sign up for care management
 - Keep track of their past and present health with an online personal health record form

Behavioral Health Screening Programs for 2021

MBHP Behavioral Health Screening Programs are designed to prevent the occurrence of, ensure early identification and treatment of, and reduce impairment of behavioral health disorders. Programs are reviewed and updated annually. MBHP providers are encouraged to use and provide input into our Behavioral Health Screening Programs.

Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications

- MBHP aims to improve integration and support its Members with comorbidities by promoting the importance of screening.
 - Screenings allow timely diagnosis and treatment of diabetes for Members identified as susceptible to metabolic syndrome.

Two-Pronged Depression/SUD Co-Occurring Screening Initiative for Pregnant/Perinatal Women

- The *MCPAP for Moms* program will continue working with substance use disorder providers in screening pregnant women for perinatal mood disorders:
 - A specialist will provide trainings to our BSAS-licensed providers to implement universal screening for perinatal mood disorders as part of the intake and assessment procedures for pregnant and perinatal Members seeking treatment for substance use disorders.
- The *MCPAP for Moms* program will continue working with OB/GYN and family practitioners in screening pregnant women for substance use disorders:
 - In 2020, the MCPAP for Moms Provider Toolkit was updated to include instructional content and referral resources for administering the NIDA Quick Screen tool and local services to triage pregnant women with SUD.



2021 Quality Management Program Goals

Each year, MBHP formulates a QM Program work plan that includes goals and the actions that are necessary to achieve those goals. Monitors of almost every aspect of our operation are developed and maintained. This allows MBHP to track and trend progress towards QM Program goals.

The following are MBHP's QM Program goals for 2021:

1. Develop a strong program structure in order to deliver care that aligns with NCQA policy and clinical standards
2. Improve continuity of care in order to increase continuous engagement in treatment and improve health outcomes
3. Promote care coordination in order deliver care that is integrated and person-centered
4. Improve access to treatment
5. Deliver care that is high-quality, evidence-based, and promotes Member safety

Contact Us



If you have any questions or are interested in more information about our Quality Management Program, please contact:


MBHP Quality Department

1-800-495-0086

(TTY: 1-877-509-6981)

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Thank You

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