MERCY MARICOPA INTEGRATED CARE

“For the first time, we will have a system that looks at the whole person when it comes to getting health care…”

--State of Arizona Department of Health Services, Division of Behavioral Health Services
The Award

Mercy Maricopa was awarded the Regional Behavioral Health Authority (RBHA) contract, one of the largest behavioral health contracts in the nation, for Maricopa county effective 10/1/13 for a three-year term, with options for two, one-year extensions.

Membership is ~670k members for general mental health services (GMH) and ~14,000 members with Serious Mental Illness (SMI) including integrated behavioral and physical services.

Mercy Care Plan bid with Maricopa Integrated Health System (MIHS) as Mercy Maricopa Integrated Care.
Who is Mercy Maricopa?

Mercy Maricopa is a local nonprofit health plan sponsored by Mercy Care Plan (MCP) and Maricopa Integrated Health System (MIHS)

We put the member at the center of everything we do

• Both of Mercy Maricopa’s sponsors have long experience taking care of people in Maricopa County

• MCP is a 28-year-old Medicaid plan, also a nonprofit, that is sponsored by Dignity Health and Carondelet Health Network, faith-based health care systems.

• MCP already serves nearly half the AHCCCS SMI population for their physical health care needs

• MIHS is a public health care system, serving AHCCCS members, privately insured and uninsured citizens of Maricopa County for 135 years.
Mercy Maricopa Integrated Care

This structure reflects the organization submitted in the request for proposal. Changes could be made upon finalization of bylaws and member agreements.
The Win

Mercy Maricopa shaped a Community Proposal versus a single organization approach

Partnership uniquely positioned Mercy Maricopa to integrate behavioral health physical health for persons with Serious Mental Illness

Mercy Maricopa offers eight (8) SMI clinics that offer integrated care

Mercy Care’s experience serving populations with Complex Care Needs

Two years of outreach to the community stakeholders with identified opportunities

Anticipated Benefits

Lengthen the lifespan and improve healthcare outcomes

Strengthen the focus on screening, prevention, early intervention, care management, patient education, wellness, AND RECOVERY FROM MENTAL ILLINES SAND SUBSTANCE ABUSE

Control costs

60% of Medicaid’s highest cost beneficiaries with disabilities have co-occurring physical and behavioral health conditions

Current healthcare system is unsustainable

www.azdhs.gov
We Listened ..... 

In preparing our response, we spoke to members, families, advocates, providers, community agencies and other stakeholders 

• We held 70+ meetings with stakeholders before we wrote our proposal for the State 
• We will continue to be involved in your community – stay tuned for upcoming community events (watch the website – www.mercymaricopa.org) 

Here’s what we’ve learned so far: 

• The people and providers working in the RBHA system care deeply for the members they serve. They are excited to work with us to make the care for children and adults better. 
• Treating medical conditions under one system of care and the behavioral health in another has created issues. It is difficult to coordinate care between these systems. 
• Community members support the goal of delivering quality care. This will be done by integrating the behavioral health and physical health programs
Children’s and Adult System of Care

We will put members and families first – focusing on members’ life goals, build on their strengths and needs.

We will maintain and support the current behavioral health system while strengthening it by:

• Supporting the whole person

• Delivering services where the person wants them

• Closing gaps in care

• Supporting families

• Using the existing provider network and growing it
How will the system change?

The new RBHA system will build on the existing system, using what we have learned from stakeholders to improve it.

We will:

• Put members and families first

• Work with peers and families to reduce the stigma of mental illness and substance abuse

• Help you receive care for both behavioral and physical health needs

• Deliver more and better care—finding health problems early and taking care of them before they get worse

• Increase community-based services
Mercy Maricopa will become the Regional Behavioral Health Authority (RBHA) on Oct. 1, 2013

What is changing for me?  Nothing is changing for you today.

• Magellan will continue to be the RBHA through Sept. 30, 2013

• All children and adult mental health services will be provided by the Mercy Maricopa network as of October 1, 2013

• Mercy Maricopa plans to have the same providers that you have now
  ✓ *This means you will not have to change your case manager*

• If you are SMI and AHCCCS-enrolled you will now receive both your behavioral health and physical health services through Mercy Maricopa
How the new SMI system will work

When a member enters the SMI system for care:

• Providers will consider the member’s whole health —behavioral health, physical health, medication, case management, life goals

• You will be part of developing a care plan just for you. You can include your family and friends in your care if you choose

• The RBHA will focus on prevention and wellness
  ✓ The RBHA will screen for issues that could lead to illness and treat them early with whole person approach
  ✓ We will provide classes and service to help you manage your own care

• You can choose different ways to receive both physical and behavioral health services
  ✓ You can make the choice to stay with your existing primary care physician or choose a new one
How will SMI Title 19 members receive integrated care?

Mercy Maricopa will offer integrated services to our members with SMI, based on their choices and their need. This means that:

• People will have the choice to receive primary physical and behavioral health services within the same location

• Physical and behavioral health providers will communicate with one another

• Physical and behavioral health services will be managed by the same health plan

• You will not need to work with multiple insurance companies
We are committed to offering options to ensure members have choice, including the choice to stay with their existing PCP:

- Whole Health Clinic
- Patient Centered Medical Homes
- Patient Centered Health Care Homes
- Virtual Health Homes
Integrated Care for Title XIX SMI Population

On Day 1 we will have:

• 8 SMI Clinics with Co-location
  (goal to expand beyond co-location to full integration with shared medical record by end of year 1 – effectively becoming a WHC)

• 3 PCHCHs

• 13 PCMHs
Evidence Based Practices

We committed to implementing the following Substance Abuse and Mental Health Services Administration (SAMHSA) Evidence Based Practices:

- Supported Employment
- Supported Housing
- Family Psycho-education
- Assertive Community Treatment
- Consumer Operated Services
How Mercy Maricopa Supports Psychiatric Rehabilitation Services

Supported Employment:

• Establish an Intergovernmental Agreement with Rehabilitation Services Administration for the delivery of specialized vocational rehabilitation services and streamlined eligibility process
• Require all SMI clinics to employ Rehabilitation Specialists on each clinical team
• Become a registered and active Employment Network through SSA’s Ticket to Work Program
• Offer micro-loan and start-up assistance programs to launch successful consumer owned businesses that generate revenue, create jobs, and increase awareness
How Mercy Maricopa Supports Psychiatric Rehabilitation Services

Supported Employment (Continued):

- Participate on the AZ Employment Network Advisory Association
- Increase use of Peer-Run organizations for the delivery of SE services
- Develop partnerships to expand Work Incentive Planning & Assistance Agency (WIPAA) benefits counseling services and to expand use and efficacy of the DB101 web-based benefits calculator and work incentives support tool
How Mercy Maricopa Supports Psychiatric Rehabilitation Services

Supported Housing:

- Permanent Supportive Housing projects will establish Resident Advisory Councils and hold Quarterly Stakeholder Meetings
- Emphasis on community engagement / anti-stigma work and the establishment of safe and accepting communities
- Separation between support services and housing administration
- Leverage alternative funding sources to expand housing opportunities:
  - HUD/McKinney Vento & HUD matching fund/services programs
  - Public/private partnerships
  - Low Income Housing Tax Credit Projects
  - Community Development Block Grants
  - Public Housing Authorities to leverage government housing vouchers and the continuation and expansion of Bridge Subsidy Programs
  - Home Program (formula grant/loan program)
  - Community Development Financial Institutions
How Mercy Maricopa Supports Psychiatric Rehabilitation Services

Family Psycho-Education:

- Community education and awareness as it relates to family involvement
- Workforce development and system of care capacity building as it relates to family support services
- Creation of a family support certification process (mirroring that of the Peer Support Specialist certification process)
How Mercy Maricopa Supports Psychiatric Rehabilitation Services

Assertive Community Treatment:

*Investing in the development of specialty ACT teams*

- Medical ACT – serving those with complex medical and behavioral health needs
- Arizona State Hospital ACT – supporting individuals discharged from the State hospital, facilitating their successful transition to the community
- Forensics ACT – collaborating closely with the Department of Corrections and Probation and Parole departments to decrease recidivism
- Homeless ACT – addressing the challenges faced by members who do not have permanent housing
How Mercy Maricopa Supports Psychiatric Rehabilitation Services

Consumer Operated Services:

• Peer Health Navigators and Wellness Coaches will further health integration efforts and promote self-management while offering health education and promotion activities.

• Peer-Run organizations will employ these positions and manage health promotion programming.

• Technical assistance and training provided as needed to ensure that COSPs are sustainable as independent entities.
Innovative Programming

- Specialized First Episode Intervention Clinic, modeled after the evidence based program currently being operated at the University of Arizona (EPICenter). This clinic will be co-located within one of the MIHS Family Health Centers

- Partnership with ASU to create a Technical Assistance Center, consisting of stakeholders, including peer/family representation that will offer:
  - Monitoring of EBP fidelity,
  - Implementation of training initiatives,
  - Opportunities for peers and family members to improve the system and increase involvement in the system,
  - Improvement in workforce development efforts, and
  - Establish a supported education program. The TAC will be made up of a consortium of stakeholders, including peer/family representatives.
How can peers and family get involved?

Mercy Maricopa wants to involve the people getting services and their families in their care. We urge them to drive their own care plan.

- We will involve members and families in some of Mercy Maricopa’s key governing committees
- We will sponsor meetings and activities for members and families
- We have built in peer and family participation throughout the RBHA system
- We are working with the Arizona Peer and Family Coalition to find peer and family members to take part in our committees and to help with the RBHA transition.

✓ To take part, contact the Coalition at ArizonaPeerandFamilyCoaliton@gmail.com or contact the Community Engagement Committee at Community.Transition@azdhs.gove or by calling 1-800-867-5808
Who can become a member of the RBHA?

If you think you may be eligible

Please visit the Division of Behavioral Health Services website. This page will tell you who can become a member and how to do so. There is a lot of information on this site, as well as phone numbers for people who can answer your questions about whether you are eligible for services.

Click on:  http://www.azdhs.gov/bhs/pdf/AccessingBHSystem.pdf
Thank you

Mercy Maricopa Integrated Care