Overview of Cenpatico Integrated Care

Current Role

- Regional Behavioral Health Authority (RHBA) in southern Arizona
- Cenpatico is the health plan for persons designated with a serious mental illness (SMI) enrolled as Title XIX
- Non-Title XIX adults with SMI will continue to receive behavioral health benefits
- All other enrolled Title XIX adult and child members will receive behavioral health services
- GMH/SA Duals (Medicare/Medicaid) will receive their services from AHCCCS Health Plans
- Oversees the Crisis System in southern Arizona
  - All individuals are eligible for crisis services regardless of insurance status
AHCCCS Complete Care (ACC) Begins on October 1, 2018

This new integrated system will join physical and behavioral health services together to treat all aspects of our members’ health care needs under a chosen health plan.

Who Does AHCCCS Complete Care Affect?

What’s Changing?
Background

Grew up in Flagstaff

Attended Northern Arizona University

Employment History - Phoenix Suns, Pulte homes, Coconino County and Pinal County Sheriff’s Offices
What is HUMV?

Stands for Housing Unit for Military Veterans

Collection of Veterans

Housed & Treated Different
Pictures
Pictures
Pictures
Who, How, & Why

Any Veteran – branch, time, rank, & discharge
- Custody & Charges

Booking or Inmate request
- Meet, Forms, Verification

The Why?
My Why

#1 NEW YORK TIMES BESTSELLER

CHRIS KYLE

AMERICAN SNIPER

The Autobiography of the Most Lethal Sniper in U.S. History

TOUGH AS THEY COME

SSG Travis Mills

with Marcus Buckingham

Thousands have been wounded in the wars in Iraq and Afghanistan.
Five have survived quadruple amputee injuries.
This is one soldier’s inspiring story.

AMVETLAND
Program Development

Middlesex County
Maricopa County
Research
Planning
Blind Jump
Program Volunteers

How does the program work

- Volunteers
- Veterans Affairs
- Community Partners (Dogs, Horses, Retirees)
- Non-Profits
- Internal (Microwave, Library, Movies, Ping Pong)
Court Connection

Pinal County Jail - HUMV Pod

Pinal County Adult Probation - Veterans Court

Group Meetings, Different Entities, Monitor & Transfer

Michele Anderson – Court Research Analyst
Impact & Results

“Quieter”

“Easier to Cope” (PTSD)

“Brotherhood / Camaraderie”

“Restored Sense of Pride”

“Less Stress”

“No Politics”

0% Recidivism Rate
Background

- Born and Raised on Base
- Marine Corps from 1996-2000
- Started working in behavioral health while I went to college
- BHPP, BHT, Therapist and Clinical Liaison
WHY we became involved

- Number of Veterans in Arizona – 522,188 (https://www.va.gov/vetdata/Veteran_Population.asp)
- Number of Veterans on AHCCCS – 45,000 (http://familiesusa.org/product/cutting-medicaid-would-hurt-veterans)
- In 2014, an average of 20 Veterans died from suicide each day. 6 of the 20 were users of VA services (https://www.va.gov/opa/publications/factsheets/Suicide_Prevention_FactSheet_New_VA_Stats_070616_1400.pdf)
- After adjusting for differences in age and sex, risk for suicide was 22 percent higher among Veterans when compared to U.S. non-Veteran adults (https://www.va.gov/opa/pressrel/pressrelease.cfm?id=2951)

Our goals

- Assist Veterans in getting connected to the Veteran Administration
- Assist Veterans in getting connected to treatment providers (BH, SUD, housing, etc.)
- Improve the lives of Veterans
Pinal’s HUMV program goes far beyond a housing unit……

Cenpatico Integrated Care assists with bringing community partners into HUMV

- Transitional Living Center Recovery (TLCR)
- Honoring/Hiring/Helping Our Heroes of Pinal County (HOHP)
- Community Health Associates (CHA) Co-Located Jail Liaisons
- Give an Hour (Working out Logistics)
- Fish Tape Ministries (Working out Logistics)
- Open Hands Outreach Program (OHOP)
- National Community Health Partners (NCHP)
Cenpatico Integrated Care Veteran Interests

Internal Veterans Workgroup

- Identify gaps for Veterans
- Develop opportunities
  - Providers
  - System Partners – Courts, Probation, Detention Centers
    - Forged Partnerships- Champions
- Expand training opportunities
  - Internally
  - Externally

Outcomes

- Collect data – Recidivism Reports
  - Starting to track Veteran recidivism for HUMV
Background

Son of a United States Marine Corp Vietnam Veteran
Began working in behavioral health in 2006 as a Homeless Outreach Specialist

- Worked for National Non-Profit Peer-Support Organization developed for OEF & OIF veterans. Became Peer Mentor Coordinator For Rally Point La Frontera in conjunction with the Regional Municipalities Veterans Treatment Court in Tucson City Court.
Cenpatico Integrated Care Process

Co-Located Jail Liaisons

- Trained as Veteran Navigators
- AHCCCS applications
- Community Reentry
- Reach-In
- SMI Evaluations
- VA eligibility screenings
- Assist in connecting with outside agencies
Partnership with TLCR

TLKR – Peer Support

- Creating a Veteran Mentor program to assist Veterans who are involved in the Justice System
- Attend court to assist members
- Offer employment search & soft-skill employment preparation
- Success Story: Recently, TLCR assisted a Veteran who was released from the HUMV pod to get **housing the same day** and the Veteran was **employed within two weeks**!
Veteran Community Liaison Program

- Established Veteran Community Liaisons (VCLs) within provider agencies
- VCLs will be main points of contact for Veteran members
- Provide referrals and warm handoffs
- Stay up to date on Veteran Administration matters
- Assist in providing a warm and Veteran-friendly environment
- Provide education to provider agencies on Veteran-specific services
- Provide Veteran/Military culture trainings within provider agencies
- Currently 22 VCLs participating
Internal Veteran Integrated Care Management Program

- Integrated Care Managers (ICMs) are trained as Veteran Navigators
- Internal training for ICMs on Military/Veteran culture
- Serve as points of contact for Veteran members
- Provide support and appropriate referrals to Veteran agencies to coordinate behavioral and physical health services to Veteran members
- Advocate and oversee referrals made to Veteran and community agencies
- ICMs focus on with members with complex medical and behavioral health needs
- Schedule appointments with Veteran members, as needed
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