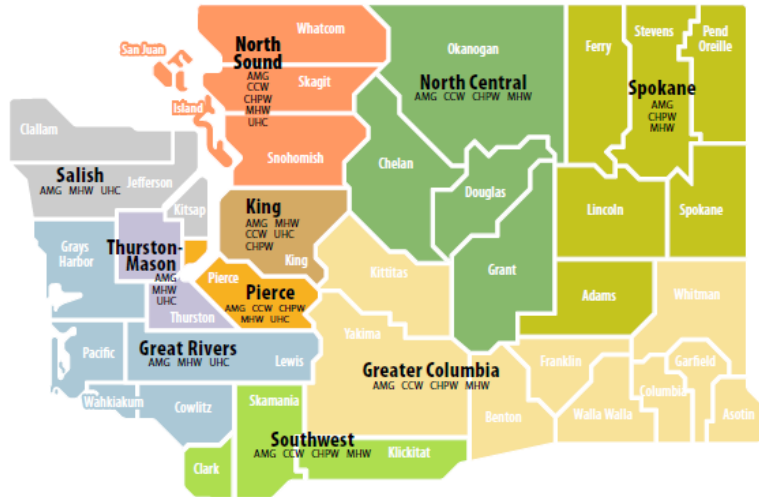


# IMC Overview



**Apple Health managed care**  
Service area map - January 2021



Integrated managed care regions		Health plans offered
Greater Columbia	Thurston-Mason	AMG – Amerigroup Washington
King	Salish	CCW – Coordinated Care of Washington
North Sound	Great Rivers	CHPW – Community Health Plan of Washington
Pierce	Southwest Washington	MHW – Molina Healthcare of Washington
Spokane	North Central	UHC – UnitedHealthcare Community Plan
	Apple Health Foster Care (statewide)*	

# January 2021: Managed Care Organizations by Region

\*Apple Health Foster Care is managed by Coordinated Care statewide.

Medicaid  
Covered  
(Apple Health)

- Physical Health
- Behavioral Health (BH)
  - Mental Health (MH)
  - Substance Use Disorder (SUD)

Non-  
Medicaid  
Services

- Behavioral Health services **NOT** covered or funded by Medicaid
- These services are funded by General Fund - State dollars
- Examples of services: room and board, sobering services

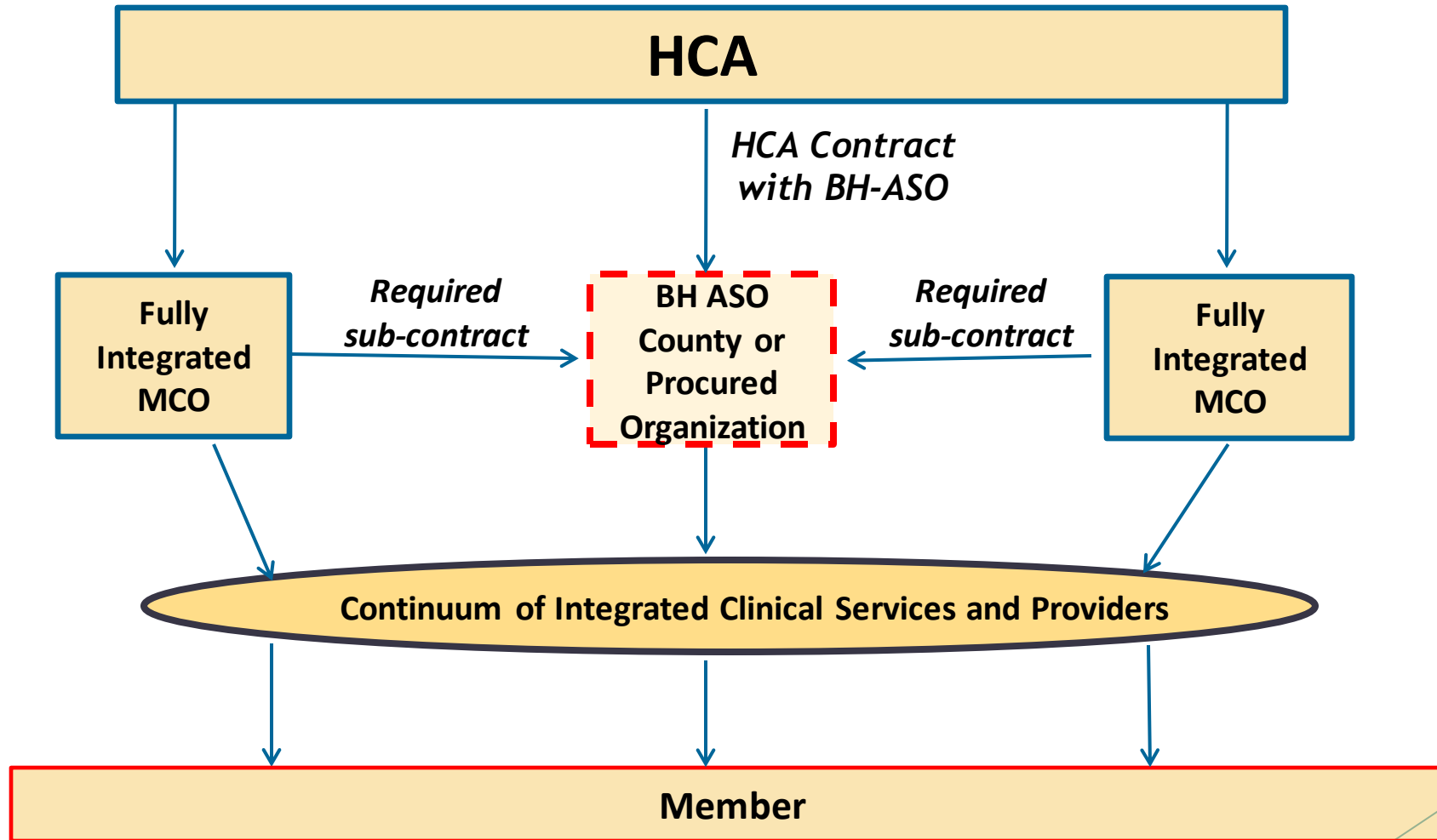
Enrollees

- Apple Health IMC Medicaid children, families, adults, blind/disabled
- Behavioral Health Services Only (BHSO) members will only receive behavioral health benefits through MCOs.

# Behavioral Health Administrative Services Organizations (BH ASO)

- ▶ See Slide 2 for regional BH ASOs
- ▶ MCOs required to contract with BH ASOs
- ▶ BH ASOs contracts with providers in their region to provide these services:
- ▶ Crisis Services (adult and youth)
  - ▶ 24/7 crisis response
  - ▶ Crisis Hotline
    - ▶ Washington Recovery Help Line: 1-866-789-1511
    - ▶ <https://www.hca.wa.gov/health-care-services-supports/behavioral-health-recovery/mental-health-crisis-lines>
  - ▶ Mobile Outreach Services
  - ▶ Designated Crisis Responders (DCR) and
  - ▶ ITA evaluations (involuntary commitments)
- ▶ Ombud's Services for behavioral health services
- ▶ Involuntary psychiatric inpatient to non-Medicaid individuals (underinsured and non-insured)
- ▶ Outpatient BH services and voluntary psychiatric inpatient to non-Medicaid individuals (underinsured and non-insured) within available resources
  - ▶ Varies by region

# Crisis System Management



# MCO Services



# MCO Services



- ▶ MCOs are responsible to pay for all “medically-necessary” covered physical and behavioral health services.
- ▶ Unless a part of the Involuntary Treatment Act (ITA)- all services are voluntary. Not all court-ordered services are medically necessary.
- ▶ Some PH/BH services require an approval PRIOR to the member accessing the service (prior authorization).
- ▶ All MCOs have an Honor Authorization process to assist members in accessing approvals for certain BH services prior to release.

# Case Management Overview





# HCA/MCO Contractual Obligations

- ▶ MCOs have multiple care coordination requirements including:
  - ▶ Attempt to obtain a data sharing agreement with correctional facilities for information sharing purposes (MOU)
  - ▶ Provide care coordination services upon arrest and/or release
- ▶ Consent- CM services are voluntary, and we must have member/guardian consent. Must follow “consent rules” (HIPAA)



# General Goals for Partnership

- ▶ Individualized care coordination processes
- ▶ Opening communication lines for ease of information sharing
  - ▶ Finding gaps in care, and filling them
  - ▶ Resource sharing
  - ▶ Learning from programs that already exist and show positive results
  - ▶ Identifying and overcoming communication barriers
- ▶ Ensuring that our members receive the care and support that they want and need
- ▶ Seeing positive impacts for the community as a whole
  - ▶ Lower re-arrest rates, connect individuals with appropriate care, reduction in emergency department visits

# Challenges to partnering

- ▶ Identifying members when they enter jail
  - ▶ Specifically, those who have higher needs
  - ▶ Information needs of the jails varies
- ▶ Resources
  - ▶ Administrative work
  - ▶ Transitional
- ▶ Historical lack of communication
  - ▶ Requirements have not been clearly discussed
- ▶ Blanket legislative mandates
- ▶ Rapid cycling through the legal system (MCOs are not 24/7)
- ▶ Complexity of multiple systems





# Questions & Answers





Kathleen Boyle, Director, Practice  
Integration  
Phone: (206) 482-5523  
Email: [kathleen.boyle2@amerigroup.com](mailto:kathleen.boyle2@amerigroup.com)



Cyndi Stilson, RN, BSN, CCM  
Manager of Transitions of Care  
Phone: 206.613.8817  
Email: [Cyndi.Stilson@chpw.org](mailto:Cyndi.Stilson@chpw.org)



Norma Owens  
Manager, Case Management  
[NOOWENS@coordinatedcarehealth.com](mailto:NOOWENS@coordinatedcarehealth.com)



Misty Queen, RN, MSN, CCM  
Director, Healthcare Services, Eastern  
Washington  
Phone: (509) 385-7873  
Email: [Misty.Queen@molinahealthcare.com](mailto:Misty.Queen@molinahealthcare.com)



Samantha Anderson, MPA  
Criminal Justice & Legal Systems Liaison  
Cell: (206) 458-8499  
Direct: (952) 656-0448  
Email: [Samantha\\_L\\_Anderson@UHC.com](mailto:Samantha_L_Anderson@UHC.com)