



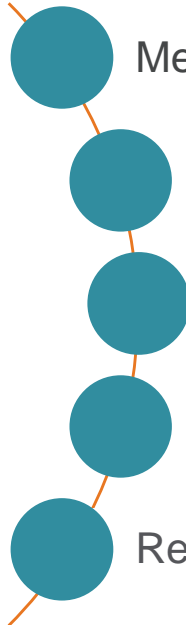
## Medica Behavioral Health Case Management

March 7<sup>th</sup>, 2023 Medica Care Coordination Quarterly  
Meeting



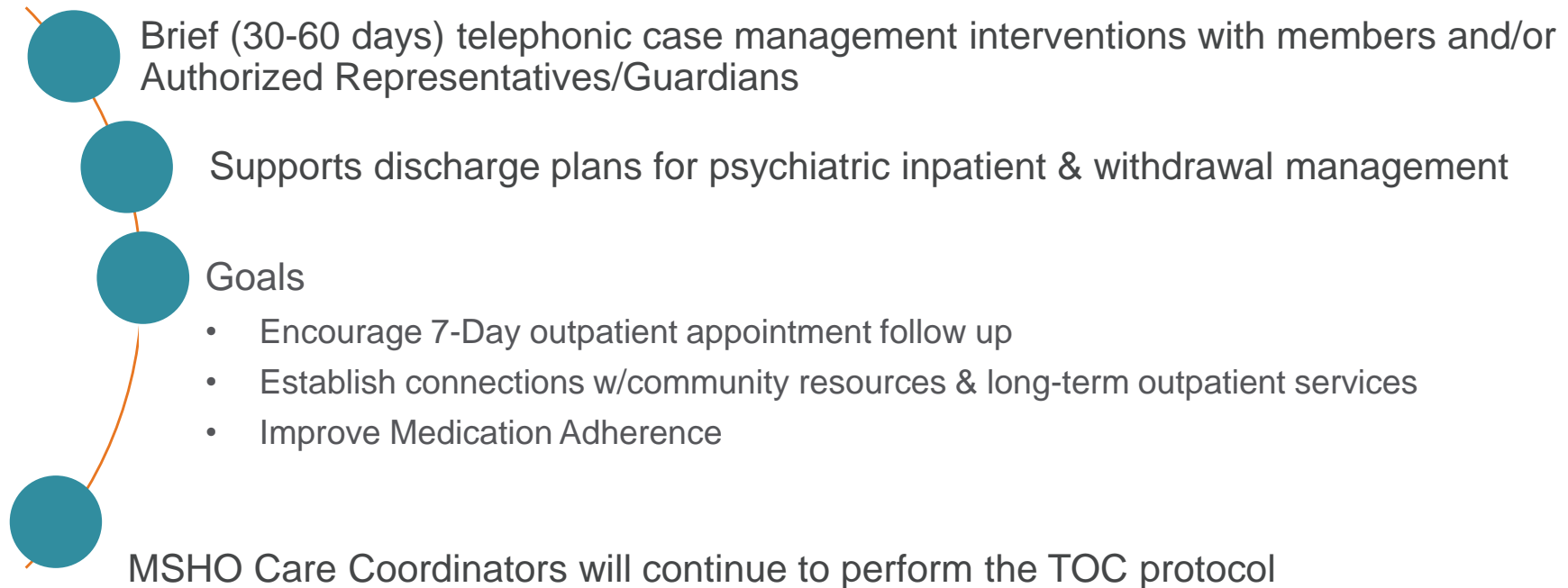
# Behavioral Health Case Management for MSHO Members

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- Mental Health Expertise & Interventions
  - Substance Use Disorder Expertise & Interventions
  - Gain Additional Support for Behavioral Health Goals for Treatment & Discharge Planning
  - Multidisciplinary Collaboration
  - Referrals can be direct referrals and our behavioral health algorithms

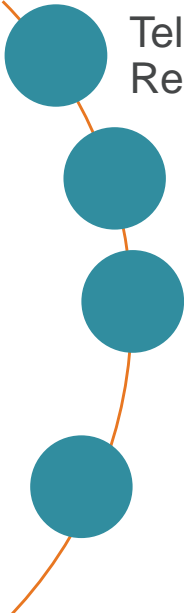
# Transition of Care (TOC) Case Management

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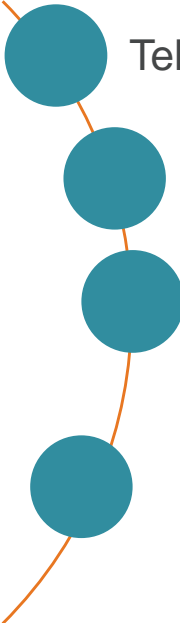
# Integrated Solutions (ISOL)

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- Telephonic case management interventions with members and/or Authorized Representatives/Guardians
  - Supports members who have complex behavioral health or co-occurring conditions which impact ability to stabilize in the community
  - High touch, frequent connections, longer term (6-9 months) engagement
  - **Goals**
    - Establish connections w/community resources & long-term outpatient services
    - Assess for impact of Social Determinates of Health (SDOH) issues
    - Increase independence & stability in a community setting/environment

# Medical Behavioral Integration (MBI)

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- Telephonic coaching interventions with members
  - Supports members who have chronic medical conditions and mild to moderate behavioral health condition
  - Coaching Model, Medical & BH Co-Management, 3-6 months engagement
  - **Goals**
    - Establish connections w/community resources & long-term outpatient services
    - Increase awareness of intersectionality of medical and behavioral conditions through psychoeducation & skill building
    - Improve treatment and medication adherence through psychoeducation & skill building

# MSHO Behavioral Health Case Management

Medica Behavioral Health (MBH) is now available to provide behavioral health case management services for MSHO members through direct referrals.

## Referral Criteria

<b>The member has had 2 or more of the following types of admissions in 6 months:</b>
Psychiatric Inpatient (IP) (Alzheimer's & Dementia diagnosis out of scope)
SUD IP (Withdrawal Management)
Eating Disorder IP (MH & Medical)
2 Emergency Room Visit for MH or SUD reasons
MH or SUD Residential

**For Questions or Assistance: 877-495-9422**

# MSHO Behavioral Health Case Management Referral

## Referral Source

- Name and Title of Care Coordinator Submitting Referral:
- E-Mail & Phone Number of Submitter:
- Phone Number:

## Member or Responsible Party Information

- Name:
- DOB:
- Phone Number:
- Reason for Referral, please see referral criteria:
- Is the member aware that Behavioral Health Case Management will be calling?
- Please provide information on the member's medical conditions:
- List of Medical Providers commonly used by the member:
- Please provide information regarding any significant behavioral health care events or past behavioral health treatment history
- Please share any other notable information you'd like MBH to know about the member:

## Email completed form to:

[Integrated\\_Solutions@Optumhealth.com](mailto:Integrated_Solutions@Optumhealth.com)

# MBH Case Consultation

Medica Behavioral Health (MBH) is available to assist our Medica Care Coordinators by doing telephonic case consultations for MSHO, MSC+ and SNBC, SNBC-E members. Having the opportunity for case consultation will allow you to better understand and address a member's mental health or substance abuse needs, while also managing their medical needs.

## When might you request a MBH case consultation?

- When you have a member, you are working with who is experiencing some mental health symptoms and you would like to talk to someone about the case.
- When you have a question about a specific mental health diagnosis, or a substance abuse issue
- When you have questions about new or worsening symptoms and would like some ideas on next steps, approaches with the member, etc.

## When would you NOT request a MBH case consultation?

- If the member is in crisis or there is an urgent need. You would contact the MBH intake line at 1-800-848-8327, and they would be able to assist more immediately. As a CC, you are calling as a representative for the member, so you would enter the member ID or press 8 for immediate assistance
- If the issue is related to a billing problem, this type of call can be directed to MBH Claims at 1-866-214-6829.
- If the issue is related to finding a provider, this type of call can be directed to the MBH Intake line at 1-800-848-8327.



# MBH Case Consultation

Who do you contact for this consultation?

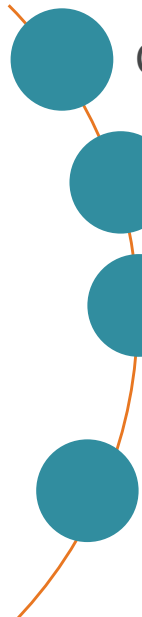
Please email [mbh\\_caseconsultation@optum.com](mailto:mbh_caseconsultation@optum.com) the form below with the subject line: Case Consultation. They will reach back out to you within 2 business days.

Your Name:	Agency/Organization:	
Phone:	Email:	
Availability:		
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Member's name:	Member's DOB:	Member ID:
Member's plan: <input type="checkbox"/> MSHO <input type="checkbox"/> MSC+ <input type="checkbox"/> SNBC <input type="checkbox"/> SNBC-E		
Reason for consult: <input type="checkbox"/> Resources <input type="checkbox"/> Questions <input type="checkbox"/> Next Steps/Approach <input type="checkbox"/> Consult		
Please provide a summary of the case:		

# Supplemental Community Case Management Programs

# Intensive Community Based Service (ICBS)

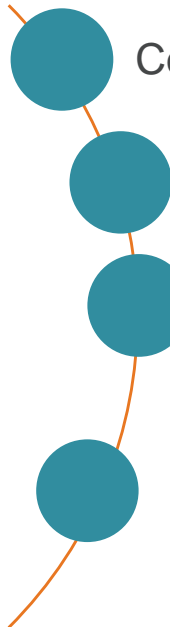
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- Community case management interventions with members
  - Supports members who have complex behavioral health or co-occurring conditions & SDOH barriers
  - High touch, frequent connections, (3-6 months) engagement. In Person option in the Twin Cities or Lake County. Virtual available for all of MN.
  - **Goals**
    - Establish connections w/community resources & long-term outpatient services
    - Address Social Determinates of Health (SDOH) issues
    - Increase independence & stability in a community setting/environment

**Call MBH 1-800-848-8327 to make a referral**

# Medica SUD Program

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- Community case management interventions with members
  - Supports members who have complex and chronic SUD diagnosis
  - Harm Reduction approach, with frequent connections, (3-6 months) engagement. In-Person in the Twin Cities
  - Goals
    - Establish connections w/community resources & long-term outpatient services
    - Increase awareness of substance use impact on medical and behavioral conditions through psychoeducation & skill building
    - Reduce or minimize risks associated with substance use through psychoeducation & skill building

**Call MBH 1-800-848-8327 to make a referral**

# Medica Behavioral Health additional services

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## ✓ MBH Crisis Line

1-800-848-8327 press 8

24-hour telephonic crisis support with a independently licensed mental health professional.



## ✓ Pre-Paid Visits

1-800-848-8327

Call MBH to access to psychiatric appointments within a few days for urgent mental health needs.



## ✓ 24 hour Substance Use Support Line

1-855-780-5955

Anonymous support line to discuss SUD concerns.



## ✓ Virtual Visits Access

Search for virtual providers & schedule an appointment through Live and Work Well

## ✓ Express Access Appointments

Search for virtual providers and schedule a appointment through Live and Work Well

# Additional Helpful Info

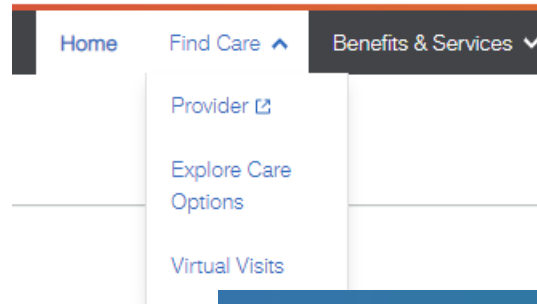
# Resources for Behavioral Health Support

Description	Contact Information
Medica Behavioral Health Intake Line Mental Health Crisis support available 24 hours a day	1-800-848-8327
Live & Work Well	Liveandworkwell.Com
Optum Substance Use Disorder Support Line Information and support regarding SUD concerns available 24 hours a day	1-855-780-5955
NAMI Crisis Text Line Support available 24 hours a day	Text "NAMI" or 741741
National Suicide Prevention Lifeline Support available 24 hours a day	1-800-273-8255

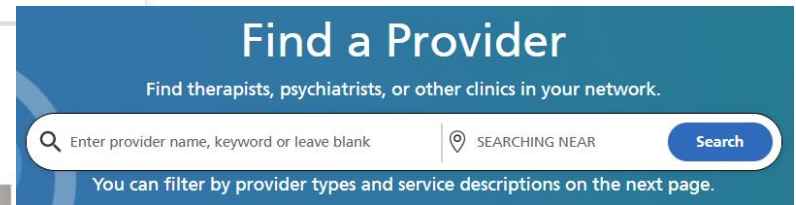
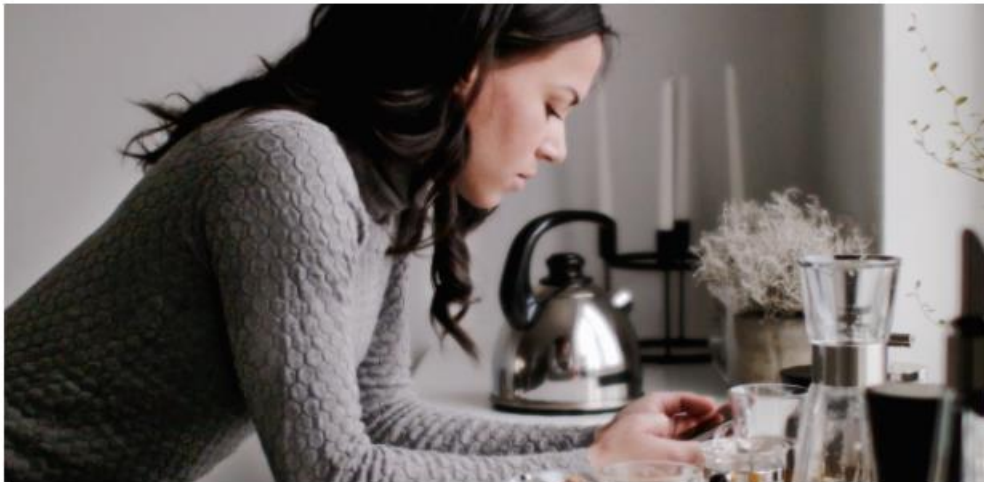
# Access, Resources and Tools

1. **Medica Behavioral Health:**  
1-800-848-8327
2. **Medica.com** or mymedica.com  
Find Care-Mental Health+Well-being
3. **Live and Work Well**  
www.liveandworkwell.com; use access code:  
'medica'

## Live and Work Well



Get help with stress, mental health, substance use and more.



## Additional Resources For

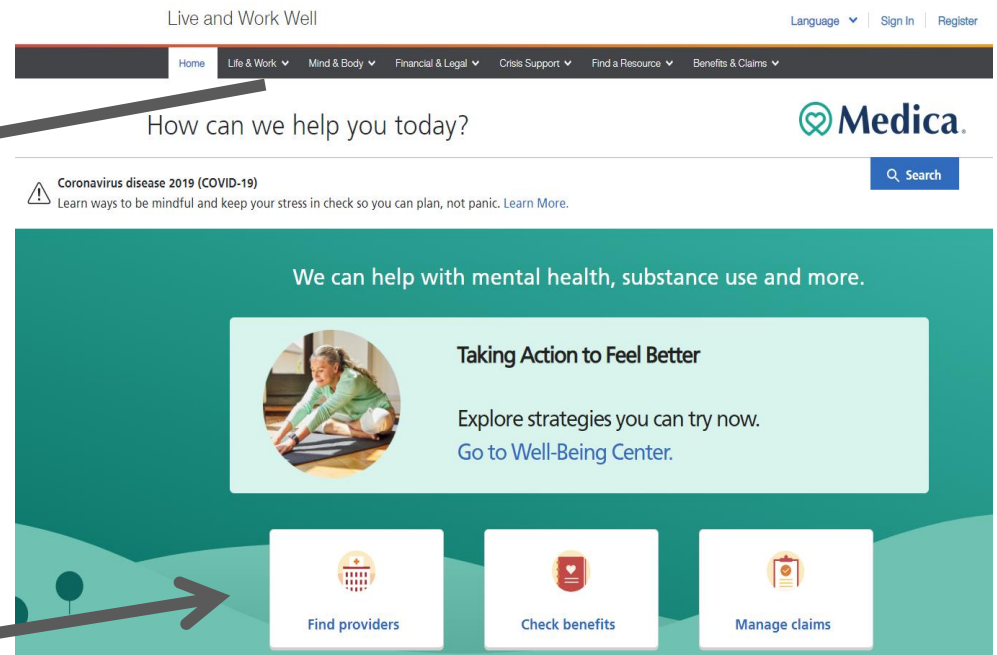
- Caregiving
- Parenting
- School & Education
- Relationships
- Financial and legal
- Career & Work



# Live and Work Well Website

[www.LiveandWorkWell.com](http://www.LiveandWorkWell.com)

- COVID-19 information
  - Resources for life and work
  - Mind and body support
  - Assessments and screeners
  - Courses
  - Crisis support
  - Financial and legal information
- 
- Provider Search
  - Check benefits
  - Manage claims



# ICBS

## *Intensive Community Based Services*

Medica's ICBS program delivers face-to-face and virtual intensive support for Medicaid and Commercial<sup>a</sup> individuals. ICBS is designed to assist members who would benefit from additional interventions beyond their current

### **Who to Refer:**

- For most Medica members in Minnesota
- History of multiple admissions to higher levels of care (Mental Health Inpatient or Emergency Departments)
- At risk for readmission
- Frequent crises
- Lack of supports
- Homelessness
- Medication or appointment non-compliance

### **To Make a Referral to the ICBS Program or For More Information Please Contact:**

Jane Wilka-Pauly, Provider and  
Community Liaison, 612-476-6426  
E-Mail: Jane.Wilka-Pauly@Optum.com  
or  
Medica Behavioral Health  
1-800-848-8327

### **What is ICBS?**

- Intensive, Short-Term<sup>b</sup> Intervention
- ICBS workers are able to provide unique interventions (i.e. transportation, etc.)
- Coordination of care across medical, behavioral and substance use providers
- Combination of case management and skills support
- Coordination of care across medical and behavioral health providers
- Connect members to providers and community-based supports outside of ACT, ARHMS and TCM



For Provider or Care Coordinator use only. Not intended for member distribution

# Medica Substance Use Disorder (SUD)

Medica partners with Mental Health Resources (MHR) to provide this exclusive service to Medica members.

The Substance Use Disorder (SUD) program, unique to Medica members, delivers face-to-face, intensive support for Medicaid and Commercial<sup>a</sup> individuals (call to confirm eligibility). The Medica SUD Program is designed to assist members who would benefit from additional SUD interventions beyond their current providers

## Who to Refer:

- For most Medica members in Minnesota
- History of multiple SUD treatment episodes encompassing all levels of care
- At risk for continued use, readmission and/or ongoing treatment episodes
- Lack of supports

## To Make a Referral to the Medica SUD Program or For More Information Please Contact:

Jane Wilka-Pauly, Provider and Community Liaison, 612-476-6426  
E-Mail: Jane.Wilka-Pauly@Optum.com

or  
Medica Behavioral Health  
1-800-848-8327

## What is the Medica SUD Program?

- Intensive, 6-Month<sup>b</sup> Program for members with an SUD diagnosis
- Client-centered programing offering both harm reduction and abstinence-based approaches based on individual's needs
- Coordination of care across medical, behavioral and substance use providers
- Connect members to providers and community-based supports beyond the scope of ACT, ARHMS and TCM



# Immediate Follow-Up Appointments Available!

(Children, Adolescent and Adults)

## Helping Patients Get the Care They Need After Discharge

You play an important role in ensuring that your patients receive follow-up care for mental health and/or substance use after discharge.



7 Day Follow-Up  
Appointments for both  
mental health and  
substance use disorders  
can help promote  
successful treatment  
outcomes, reduce hospital  
stays and increase patient's  
community tenure.\*\*

## Tools for Follow-Up Appointments:

- Pre-Purchased Psychiatry and Medication Assisted Treatment Appointments through Medica Behavioral Health\*
- Optum Express Access Appointments via [LiveAndWorkWell.com](https://www.LiveAndWorkWell.com)
  - Various Case Management Programs
  - Variety of Telehealth Options
- Independently Licensed Staff Available 24/7

**Call Medica Behavioral Health at 1-800-848-8327  
and Request to Speak to a Care Advocate.**



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# Questions and Thank You!

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