

MassHealth Medical Care Advisory Committee

September 2022

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Update on Behavioral Health Roadmap Progress

Update on 1115 waiver, and ACO and CP procurements

Update on End of Federal Public Health Emergency Eligibility Protections

Historical Structural Challenges in Behavioral Health



Structural challenges in access to mental health and addiction treatment remain, even after recent improvements made through legislation, policy reforms, and substantial public investment

- The Commonwealth's **Roadmap for Behavioral Health Reform is based upon statewide listening sessions and feedback**. Nearly 700 individuals, families, and others identified challenges and gaps in the system:
 - Too many people struggle to find the right type of behavioral health treatment and clinical provider that accepts their insurance.
 - Too often hospital emergency rooms are the entry point into seeking behavioral health treatment.
 - Individuals often can't get mental health and addiction treatment at the same location, even though mental health conditions and substance use disorder (SUD) often co-occur.
 - Culturally competent behavioral health care for racially, ethnically and linguistically diverse communities can be difficult to find.
 - These longstanding challenges have been exacerbated by the pandemic.



Behavioral Health Roadmap: Ensuring the right treatment when and where people need it

The Baker-Polito Administration is **expanding access to mental health and addiction treatment** and implementing critical health system reforms through the Roadmap for Behavioral Health Reform, including:

- **A Behavioral Health Help Line**, available 24/7 to all residents of the Commonwealth, providing live support, clinical assessment, and connection to the right mental health and addiction treatment in real time
 - The Help Line will connect people with a provider prior to a mental health emergency, for an assessment and appointment. The Help Line will deploy 24/7 mobile crisis intervention when needed.
- **Readily available outpatient evaluation and treatment**
 - Same-day evaluation and referral to treatment, evening/weekend hours, timely follow-up appointments, and evidence-based treatment in person and via telehealth at Community Behavioral Health Centers (CBHCs) across the Commonwealth.
 - Increased availability of mental health and addiction services available through primary care, supported by new reimbursement incentives, including MassHealth rate increases.
- **Better, convenient community-based alternatives to the emergency department** for urgent and crisis intervention services
 - Urgent care for behavioral health at CBHCs and other community provider locations and a stronger system of 24/7 community-based mobile crisis intervention provided by CBHCs
 - Expansion of Program for Assertive Community Treatment (PACT) programs to provide community-based treatment for individuals who require specialized treatment
- **A focus on advancing health equity by meeting the diverse cultural and linguistic needs of individuals and families across the lifespan** in all communities throughout the Commonwealth
- **Additional funding to address longstanding behavioral health challenges** exacerbated by the pandemic

Behavioral Health Urgent Care – Effective March 2022

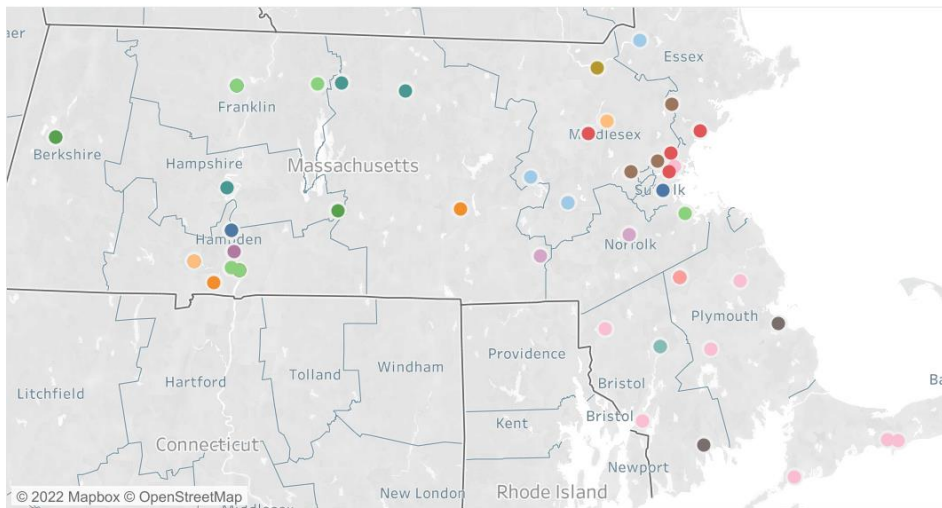


MassHealth Behavioral Health Urgent Care (BH UC) providers are Community Mental Health Center (CMHC) providers that offer enhanced access to outpatient services and expedited access to psychopharmacology and MAT evaluations

In addition to extended weekday and weekend hours, MassHealth BH UC providers attest to being able to provide same/next day appointments for diagnostic evaluation for new clients; urgent appointments for existing clients; urgent psychopharmacology and MAT evaluation available within 72 hours; and other treatment appointments within 14 calendar days.

As of September 2022, there are 67 attested BH UC sites:
 Western: 30; Central: 4; Southeast: 17; Northeast: 16

Behavioral Health Urgent Care Providers in MA- 9/6/22



- Provider Name**
- Mt. Tom Center for Mental Health and Recovery (BHN)
 - ACA FAMILY COUNSELING
 - Advocates
 - Agawam Counseling Center (BHN)
 - Brien Center
 - Carson Center for Adults and Families (BHN)
 - Carson Center for Children and Youth (BHN)
 - Center for Human Development
 - Child Guidance Clinic (BHN)
 - City Clinic (BHN)
 - Clinical and Support Options Inc.
 - Community Counseling of Bristol County, Inc
 - Eliot Community Human Services
 - Gandara Mental Health Center Outpatient Clinic
 - High Point Treatment Center
 - Italian Home for Children
 - Liberty St. Clinic (BHN)
 - Mental Health Association, Inc.
 - North Suffolk Mental Health Association/ East Boston Counseling Center
 - Northeast Health Services LLC
 - River Valley Counseling Center
 - Riverside Community Care
 - Riverside Community Care Inc.
 - SB Transitional Sub LLC DBA Mentor South Bay
 - School St. Counseling Institute (BHN)
 - ServiceNet Greenfield Outpatient Clinic
 - ServiceNet Northampton Outpatient Clinic
 - The Bridge of Central MA dba Open Sky
 - The Edinburg Center
 - Trinity Care Associates
 - Valley Human Services (Behavioral Health Network)
 - VOA Behavioral Health Services
 - Wayside Youth and Families

*Beginning January 2023, awarded CBHCs will also provide urgent care services as key component of CBHC model



CBHCs – Effective January 2023

- In July 2022 **EOHHS designated 25 CBHCs** who will expand access to routine, urgent, and crisis treatment for mental health conditions and substance use disorders starting in January 2023
- The statewide network of Community Behavioral Health Centers will deliver **24/7 community-based mobile crisis intervention and stabilization**, as an alternative to hospital emergency departments
- These Centers will serve **all ages and all communities** across the Commonwealth
- 15 of the CBHC locations are currently attested Behavioral Health Urgent Care providers

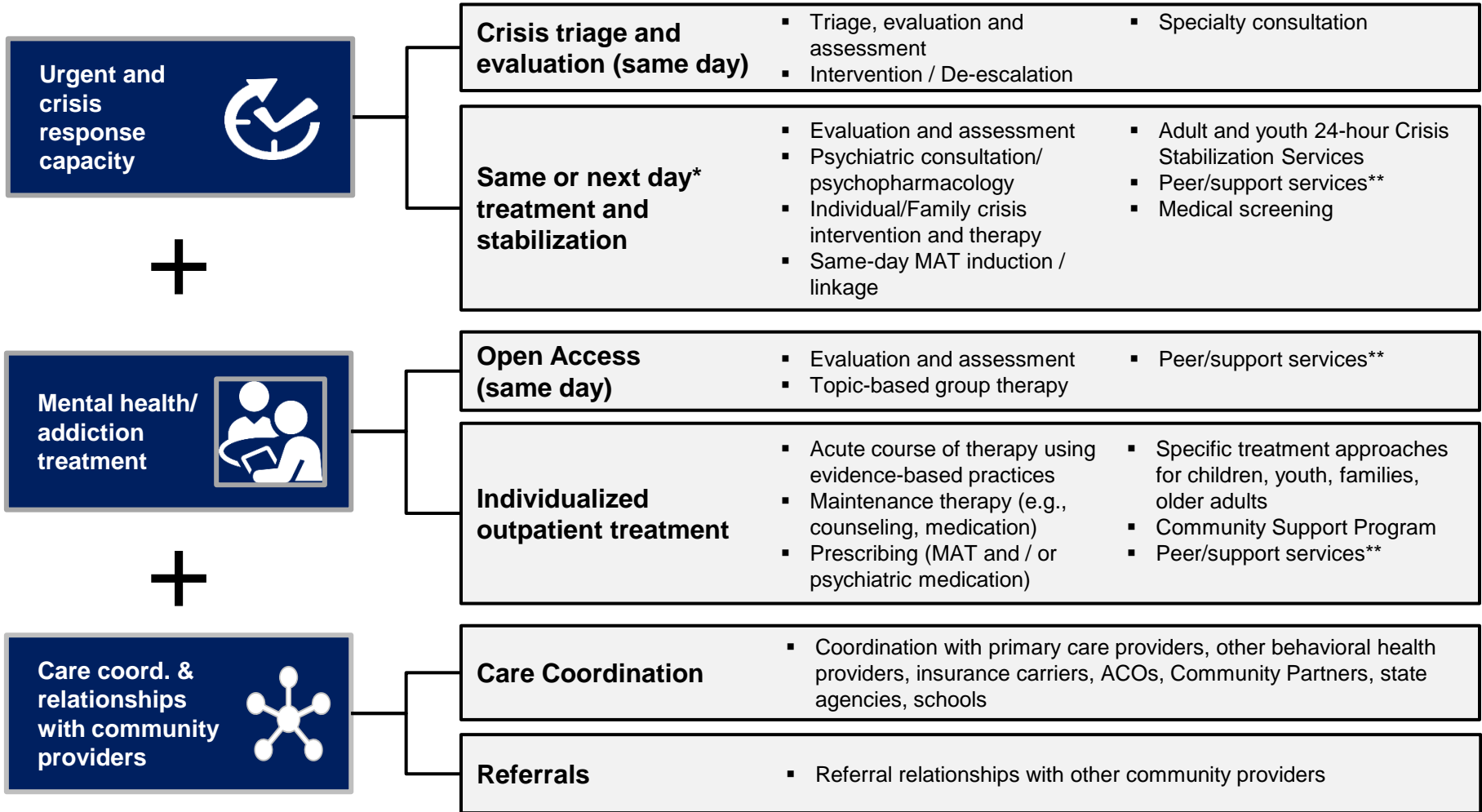
Region	CBHC Organization
Central	<ul style="list-style-type: none">•Advocates•Community HealthLink•Riverside Community Care•Clinical Support Options
Northeast	<ul style="list-style-type: none">•Vinfen•Eliot Community Human Services•Beth Israel Lahey Behavioral Health Services
Metro Boston	<ul style="list-style-type: none">•Riverside Community Care•Aspire Health Alliance•Boston Medical Center•Cambridge Health Alliance•North Suffolk Community Services
Western	<ul style="list-style-type: none">•Clinical Support Options•Behavioral Health Network•Center for Human Development•The Brien Center
Southeast	<ul style="list-style-type: none">•High Point•Child and Family Services•Community Counseling of Bristol County•Bay Cove Human Services•Fairwinds Center

More information can be found at: <https://www.mass.gov/info-details/community-behavioral-health-centers>



Key components of CBHCs – Effective January 2023

CBHCs will integrate crisis and community-based treatment by combining mobile teams, crisis stabilization, and care coordination



*Difference between need for crisis vs. urgent is based on diagnostic presentation of patient

** Certified Peer Specialists, Certified Young Adult Peer Specialists, Recovery Support Navigators, Recovery Coaches, Community Support Program services, and family support services

What are 988 and the Behavioral Health Help Line (BHHL)?



National 988 line: Non-clinical, compassionate, anonymous support

- Federal law, passed in Nov. 2020 created 988 as the dedicated 3-digit number for callers looking for suicidal crisis support or support for emotional distress
- 988 broadens the Lifeline – all 5 MA centers provide 24/7/365, non-judgmental support and referrals to additional services, as needed
- Calls will be distributed to the closest local MA center based on the caller's area code
- 988 is available in multiple languages and has direct access to the Veterans Crisis Line by pressing 1 and the Spanish Language Line by pressing 2 after dialing
- Text and chat services are available through 988. MA is currently working on a plan to localize text/chat response

Massachusetts BHHL: 24/7 behavioral health clinical assessments and connection to treatment

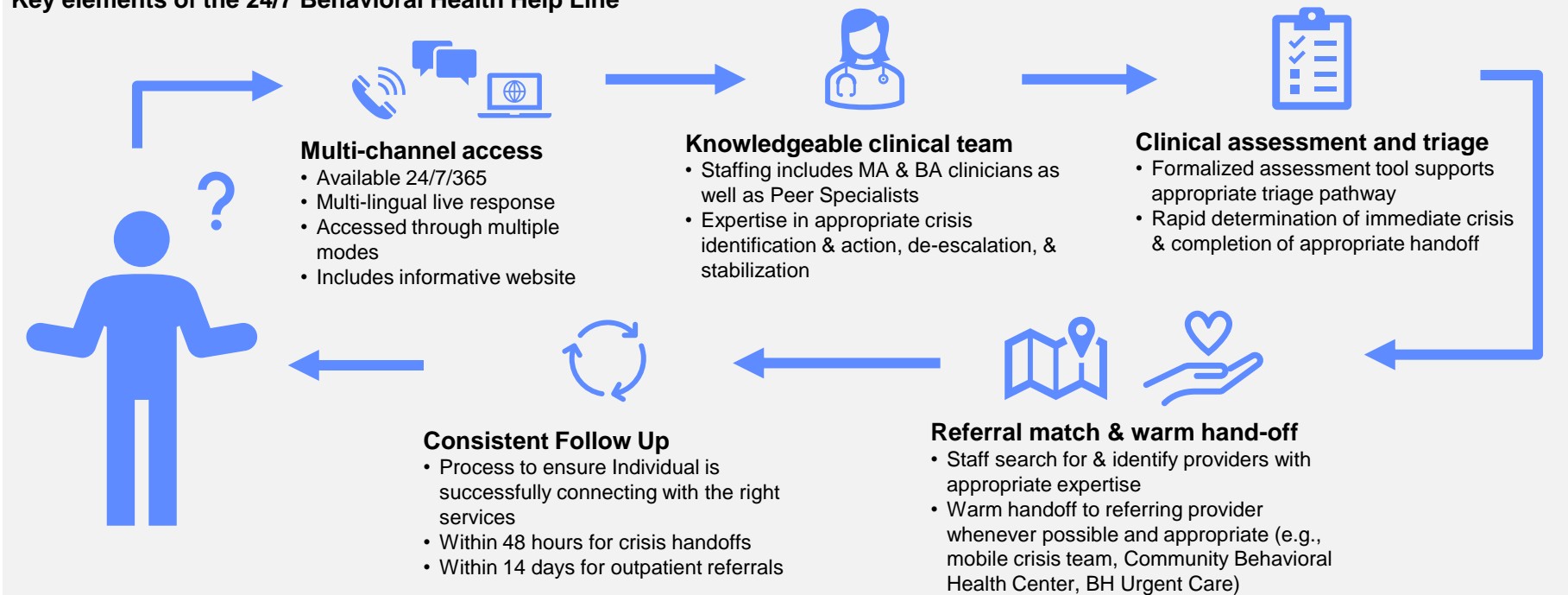
- The MA BHHL will provide clinical assessments, triage individual needs, book appointments at community behavioral health centers, and activate emergency services depending upon the circumstance
- The Help Line will launch in January 2023
- The Help Line is staffed by clinicians and will be connected to the CBHCs, which will also launch in January 2023

Behavioral Health Help Line – Effective January 2023



The 24/7 Behavioral Health Help Line will be a single, insurance-blind, multi-channel entry point for Commonwealth residents in search of mental health and substance use disorder treatment

Key elements of the 24/7 Behavioral Health Help Line



Enabling technology



The Help Line will be closely coordinated with key existing resources, such as:

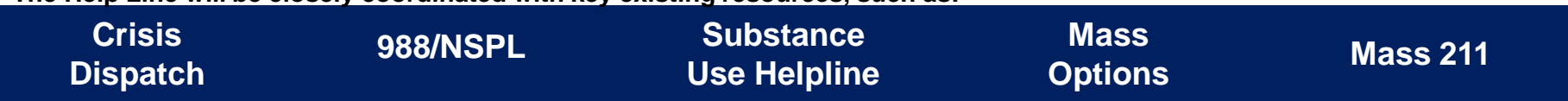


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Update on 1115 waiver, and ACO and CP procurements

Update on End of Federal Public Health Emergency Eligibility Protections



The goals of Massachusetts' 1115 demonstration extension are to:

- 1. Continue the path of restructuring and reaffirms accountable, value-based care** – increasing expectations for how ACOs improve care and trend management, and refining the model
- 2. Make reforms and investments in primary care, behavioral health, and pediatric care** that expand access and move the delivery system away from siloed, fee-for-service health care
- 3. Advance health equity**, with a focus on initiatives **addressing health-related social needs** and specific disparities, including **maternal health** and health care for **justice-involved** individuals
- 4. Sustainably support the Commonwealth's safety net**, including level, predictable funding for safety net providers, with a continued linkage to accountable care
- 5. Maintain near-universal coverage**, making updates to eligibility policies to support coverage and equity

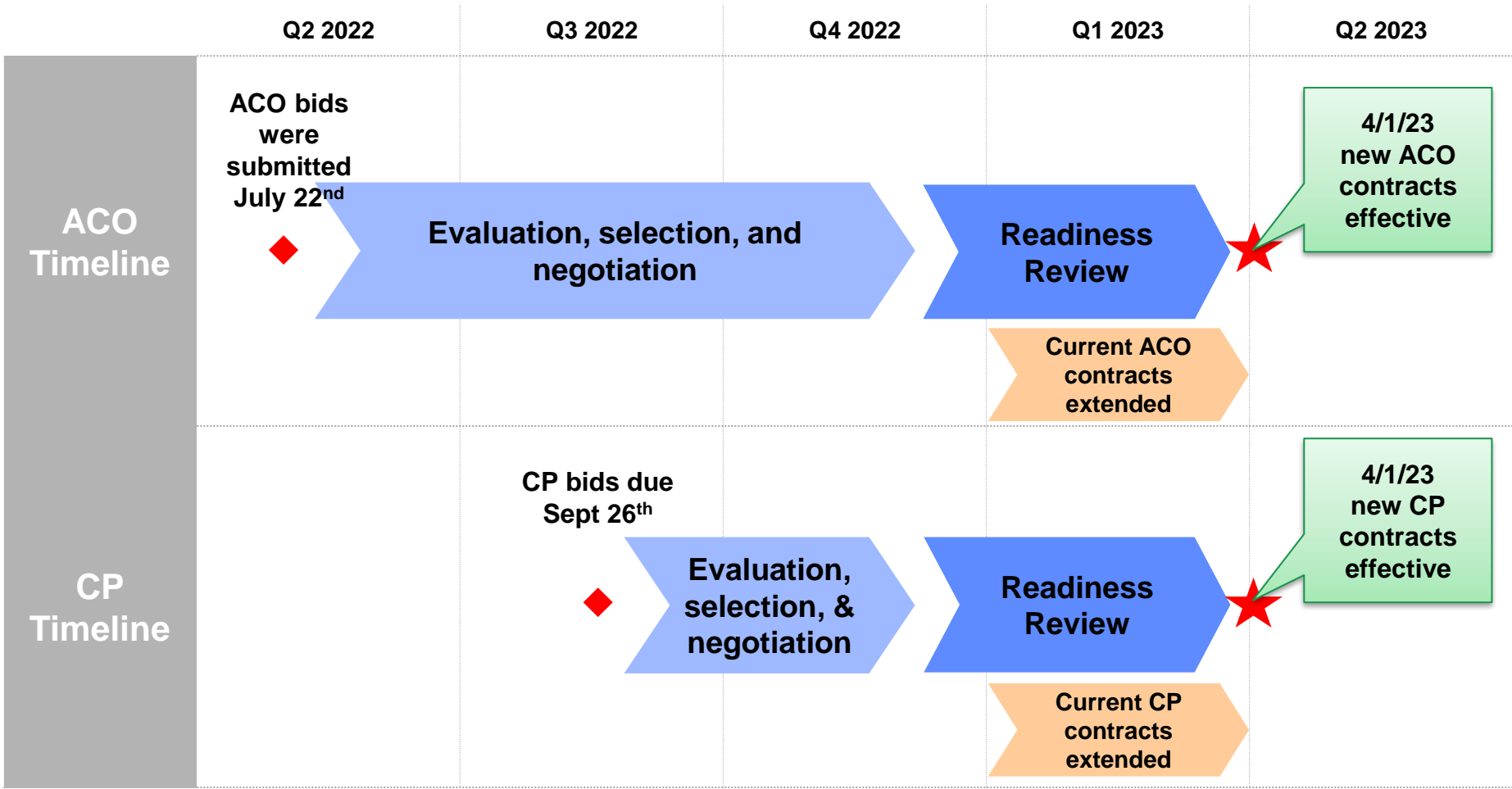
Status of CMS 1115 negotiations



Massachusetts and CMS are closely aligned on an extension to MA's 1115 demonstration and will finalize negotiations before September 30th

- MA submitted an 1115 extension proposal on December 22nd, 2021
- CMS extended MA's current 1115 demonstration on June 9th, 2022, noting CMS *“strongly supports the goals set forth in the state’s extension proposal”*
- MA's FY23 General Appropriations Act (FY23 GAA) included the updated hospital assessment and new hospital trust funds – financing critical to achieving safety net sustainability and advancing the goals of the 1115 extension over the next 5 years
 - Package will generate >\$600M in annual net benefit to hospitals
- **MA is working closely with CMS and federal partners and is on-track to finalize the 1115 demonstration extension by Sept 30th**

ACO and Community Partners Procurement Processes



ACO Procurement – Bids Received



<i>Responses for Accountable Care Partnership Plan (ACPP)</i>	
<u>ACO Bidder</u>	<u>ACO Partner (ACPP ONLY)</u>
AllWays Health Partners	Mass General Brigham, LLC
Fallon Health	Reliant Medical Group
Fallon Health	Atrius Health
Fallon Health	Health Collaborative of the Berkshires, LLC
Health New England	Baystate Healthcare Alliance
Tufts Health Public Plans, Inc.	Cambridge Health Alliance
Tufts Health Public Plans, Inc.	UMass Memorial Health Care, Inc.
WellSense Health Plan	Boston Accountable Care Organization, Inc.
WellSense Health Plan	Beth Israel Lahey Health Performance Network, LLC
WellSense Health Plan	Boston Children’s Health Accountable Care Organization, LLC
WellSense Health Plan	East Boston Neighborhood Health Center
WellSense Health Plan	Mercy Health Accountable Care Organization, Inc.
WellSense Health Plan	Signature Health Corp.
WellSense Health Plan	Southcoast Health Network, LLC
WellSense Health Plan	Tufts Medicine, Inc.
<i>Responses for Primary Care Accountable Care Organization (PCACO)</i>	
Community Care Cooperative	
Steward Health Care Network	

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MassHealth anticipates the FPHE will end in January 2023, though it could be extended further.



The month after the end of the federal Public Health Emergency (FPHE), **the Maintenance of Effort (MoE) provision will end** and members may experience changes in coverage.

MassHealth currently expects to begin this process in February 2023, unless the FPHE is extended beyond January. Once the FPHE ends, MassHealth will have 12 months to renew all 2.2M members on its caseload.

Key Updates:

- **MassHealth will share its Phase 1 Communication Toolkit** this fall, which focuses on reminding members to update their contact information and answer all mail from MassHealth
- MassHealth is **coordinating closely with Health Care for All and the Connector** on a broad outreach strategy, inclusive of planning for on the ground canvassing, subgrants to community groups, and a local media buy
- MassHealth is finalizing **best practices for health plans and community partners** to follow in advance of the redetermination, focusing on member outreach and coordination with partners and providers
- MassHealth is **continuing efforts to scale up operational capacity** through staffing and **implementing system changes** needed to comply with CMS guidance