



# A Healthy Virginia

## Medallion 3.0 Behavioral Health Home Regional Pilot Programs



Health Care Services Division

April 2016

*DMAS and DBHDS share the belief that it is important to the medical and behavioral health needs of individuals with serious mental illness to assure the right care in the right place at the right time. The Behavioral Health Home Pilot Initiative supports this belief.*

As a part of Governor McAuliffe’s—A Healthy Virginia plan, the Department of Medical Assistance Services and its Medallion 3.0 contracted Managed Care Organizations (MCO) implemented five regional behavioral health home (BHH) pilot programs effective July 1, 2015. The BHH pilots coordinate care for selected members with serious mental illness (SMI). The BHH Quarterly Report serves to inform on the status of the pilot program. To date, the BHH regional pilots serve 220 Medallion 3.0 members. Over the past three months, the BHH plans reported that approximately 56% of members received care or case management from the BHH Care Team or the dedicated MCO BHH care manager. As is usual for the SMI population, care and medication compliance have presented as barriers among the pilot programs. In an effort to increase member participation in the pilot programs, considerable outreach efforts to educate and to coordination care continue to be at the forefront of the pilot programs. BHH pilot programs are focused on member hospitalizations for both behavioral health and medical admissions. Across the BHH pilots, the plans had a total of 14 hospitalizations where 100% of members received a follow-up Care Team or Case Management visit within 7 days of discharge. During the first business quarter, 19 Care Teams requested non-traditional behavioral health services where 100% of requests were approved and services were provided.

**Next report:** August 2016.

### BHH Pilot Member Highlights

- Helped members find housing
- Assisted members in getting eye glasses for the first time
- Trained family members to give medications to assist member recovery
- Overcame obstacles in locating difficult to find qualifying members
- Successfully established medical homes for members who previously refused pilot care

### Medallion 3.0 Behavioral Health Home Regional Pilot Programs (Links Below)

[Anthem HealthKeepers Plus](#)

[Aetna Better Health](#)

[INTotal](#)

[Optima Family Care](#)

[VA Premier Health Plan](#)

**General Inquiries**

**BHHPilot@DMAS.Virginia.Gov**

Behavioral Health Home Program	Collective MCO Response
Measure	Response
AVG Number of Members for Q1	220
Percent of Members w/ BHH Care Team Contact	34%
Percent w/ Current Month CM Contact	22%
Percent w/ Previous Month MCO CM Contact	40%
Average Length of BH Hospital Stay (Days)	8.8
Average Length of Med Hospital Stay (Days)	4.1
*Percentages are weighted scores	