Identifying Populations For Care Coordination Interventions: The Health Plan Perspective

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Lisa Kay, MSW, MBA, is a Clinical Program Manager for Behavioral Health at Cigna Healthcare focusing on integrating behavioral health into medical settings. She is passionate about a holistic approach to care that considers both the mind and body in achieving optimal health outcomes. Lisa’s focus includes both clinical and financial models designed to encourage integrated care. In addition to behavioral integration Lisa is responsible for several efforts focused on finding sustainable solutions to the opioid epidemic. A particular area of interest for Lisa is promoting behavioral health care for expectant and new mothers contributing to activities like the Maternal Mental Health safety bundle through the Council on Patient Safety in Women’s Health Care.
PsychU Virtual Forum Rules of Engagement:

Otsuka Pharmaceutical Development & Commercialization, Inc. (OPDC) and Lundbeck, LLC. have entered into collaboration with OPEN MINDS, to explore new ways of bringing/increasing awareness around serious mental illness.

OPDC/Lundbeck’s interaction with OPEN MINDS is through PsychU, an online, non-branded portal dedicated to providing information and resources on important disease state and care delivery topics related to mental illness. One of the methods employed for the sharing of information will be the hosting of virtual fora. Virtual fora conducted by OPDC/Lundbeck are based on the following parameters:

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Objectives

1. To understand the concept of care coordination and its potential importance to individuals with complex needs, especially behavioral health disorders
2. To understand how stakeholders, especially payers, are involved in care coordination activities
3. To learn how one large insurance company – Cigna Healthcare – identifies their members in need of care coordination interventions
THE IMPORTANCE OF CARE COORDINATION
Definition Of Care Coordination

Care coordination involves deliberately organizing patient care activities and sharing information among all of the participants concerned with a patient's care to achieve safer and more effective care.

The patient's needs and preferences are known ahead of time and communicated at the right time to the right people.

This information is used to provide safe, appropriate, and effective care to the patient.

Discussion Question

In your experience, which patient populations are most challenging when it comes to care coordination?
The Value Of Care Coordination

Lack of care coordination may lead to serious complications, including medication errors, preventable hospital readmissions, and unnecessary pain and suffering for patients.

The Institute of Medicine has estimated that care coordination efforts could result in $240.1 billion in annual healthcare savings.


Why Is Care Coordination Important In Behavioral Health?¹

Mental health and substance use (MH/SU) illnesses seldom occur in isolation. Individuals with MH/SU may also suffer from conditions such as heart disease, cancer, diabetes, or neurological disorders.

Improving quality of care for individuals with comorbid MH/SU depends upon effective collaboration of all providers in coordinating the care of their patients.

If providers fail to detect and treat comorbid MH/SU conditions, and also fail to collaborate in the care of individuals with multiple health conditions, the individuals' health and recovery may be in jeopardy.

Polling Question

What is the most expensive medical condition in terms of total spending?

A. Heart conditions
B. Cancer
C. Diabetes
D. Mental disorders
Activities Associated With Care Coordination

1. Establishing accountability and agreeing on responsibility
2. Communicating/sharing knowledge
3. Helping with transitions of care
4. Assessing patient needs and goals
5. Creating a proactive care plan
6. Supporting patients' self-management goals
7. Linking to community resources

Poll Question

Do you work in an organization that provides care coordination for people with behavioral health disorders?

A. Yes  
B. No  
C. Not sure
THE POWER OF INTEGRATED CARE

Will Lopez, MD, CPE, Senior Medical Director, Cigna
Lisa Kay, MSW, MBA, Clinical Program Manager, Cigna
Discussion Question

Why are payers involved in care coordination?
An Ecosystem Of Health

Source: Cigna interpretation of patient-centered care model.
Meet Jill

Busy, stressed mom with aging parents for whom she also cares

- Increasing low back pain
- Growing inability to walk with friends
- Low health literacy

Example for illustrative purposes only. Jill is a fictitious individual.

Source: Cigna internal business information

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At A Crossroads - Anticipating Jill’s Costs

1. Internal Cigna business information
Clinical Model For Behavioral Integration

Source: Cigna interpretation of clinical model for behavioral integration
Discussion Question

Are there any populations, for example with specific health conditions or groups of people, where you could see this model being helpful?
Meet The Integrated Care Team

Focused on an individual in the context of the broader population; quarter back of the treatment team

Focused on patient education, medication compliance, and opioid use

Focused on behavioral and psychosocial factors influencing medical conditions

Source: Cigna’s interpretation of an integrated care team model
How Does This Translate To Jill?

Positive depression screening

Doctor screens further

Team creates a treatment plan for Jill’s back pain and depression

Medical provider

Pharmacist

Embedded behaviorist

Embedded behaviorist helps Jill understand the plan and secures the resources needed

Source: Cigna internal business information
How Cigna Supports The Integrated Clinical Model

- Medical provider
- Payer
- CUSTOMER

- Clinical supports
- Release of behavioral health information
- Local behavioral health network support
- Supportive reimbursement

Source: Cigna internal business information
Supporting Jill’s Provider

Jill’s physician has invested in behavioral services for brief intervention and coordination of care.

Reimbursement for brief in-office intervention

Through the group’s investment, Jill may be more likely to avoid negative outcomes

Holistic assessment of health

Focused behavioral interventions

Coordination of care for medical, behavioral, and psychosocial requirements

Screening prior to the onset of an opioid

Source: Cigna interpretation of how payers can support providers
A Vision For Jill

Seamlessly exchange behavioral information to support whole person care

AND FOR ALL OF OUR CUSTOMERS

Appropriately assess Jill to develop a holistic care plan

Continuously support her through the ecosystem of health to encourage positive outcomes

Proactively engage her to ensure that all aspects of the plan are achievable

Source: Cigna internal business information
CLOSING
## Upcoming Virtual Fora*

<table>
<thead>
<tr>
<th>Event</th>
<th>Speaker(s)</th>
<th>Date</th>
<th>Time</th>
</tr>
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</table>
| Engaged Practice: Methods For Managing The Complexity Of Bipolar Disorder & Related Conditions | • Gary Sachs, MD  
• Paul Keck, MD  
• William Kasper, PharmD (Moderator) | April 18, 2017 | 12:00 pm to 1:00 pm EST |
| Improving Healthcare For Mental Health Patients: Is Collaborative Care The Answer? | • Brent Forester, MD  
• Rebecca Roma, MD  
• Cheen Lum, PharmD, BCPP  
• Cathy Gonzalez, RN  
• Bob Pitasi, PharmD, BCPP, MBA (Moderator) | April 27, 2017 | 12:00 pm to 1:00 pm EST |
| Dealing With Stigma In Mental Health: Are We Making Progress?         | • Patrick Corrigan, PsyD  
• Kent Alford, RN, MSN                                                   | May 10, 2017 | 12:00 pm to 1:00 pm EST |
| Integrated Care: Navigating The Evolving Health Care System In 2017    | • Sloan Manning, MD  
• Marla Moses, NP  
• Clayton Chau, MD, PhD                                                   | May 18, 2017 | 12:00 pm to 1:00 pm EST |
| Looking Beyond Mood & Psychosis: A Focus On Neurocognition            | • Philip D. Harvey, PhD  
• Katherine Burdick, PhD  
• Aneta Fornal, PharmD (Moderator)                                        | June 7, 2017 | 12:00 pm to 1:00 pm EST |

*Register for these programs at https://www.psychu.org/events/

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