

The PsychU Guide To The Hawaii Mental Health System

This resource is provided for informational purposes only and is not intended as reimbursement or legal advice.

You should seek independent, qualified professional advice to ensure that your organization is in compliance with the complex legal and regulatory requirements governing health care services, and that treatment decisions are made consistent with the applicable standards of care.

Except as otherwise indicated, the information provided is accurate to the best of Otsuka's knowledge as of August 2017.

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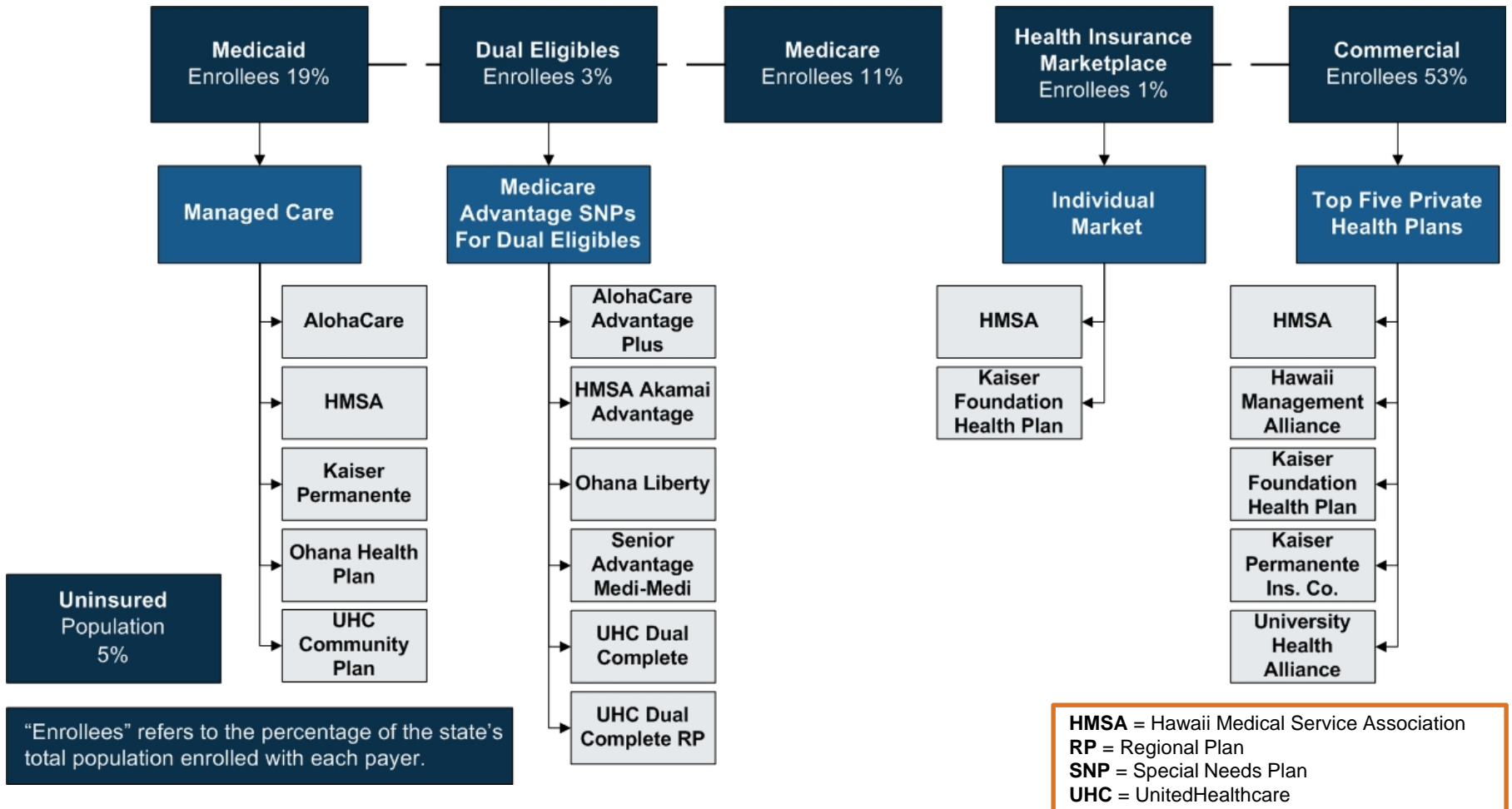
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Appendix A: Sources

BH = Behavioral Health
FFS = Fee-For-Service
SMI = Serious Mental Illness

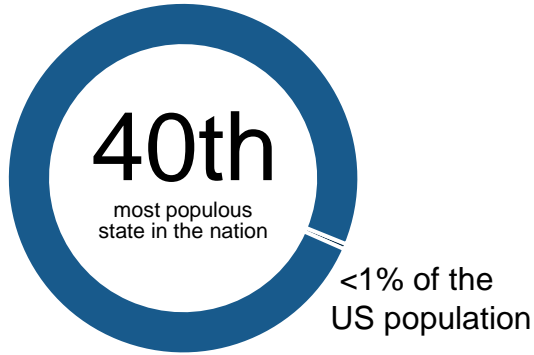
A. HAWAII HEALTH CARE MARKETPLACE OVERVIEW

1. Physical Health Care Coverage Map

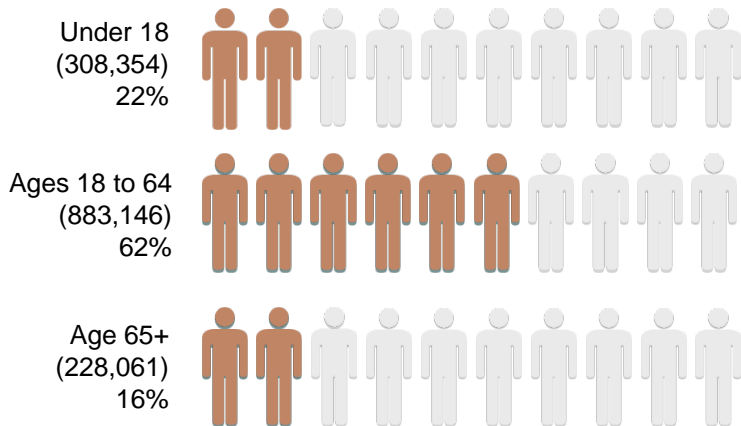


2. Population Demographics

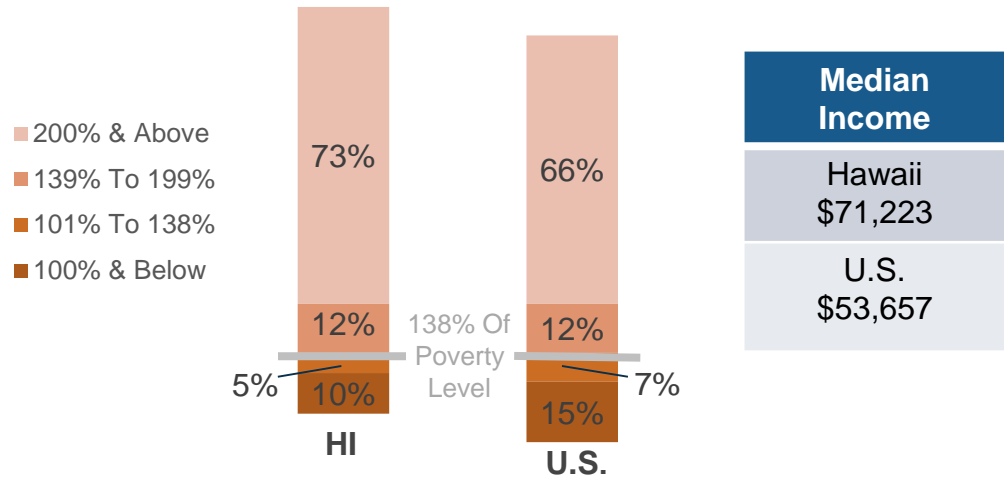
Total Hawaii Population – 1,419,561
 SMI Population - 64,477



Population Distribution By Age

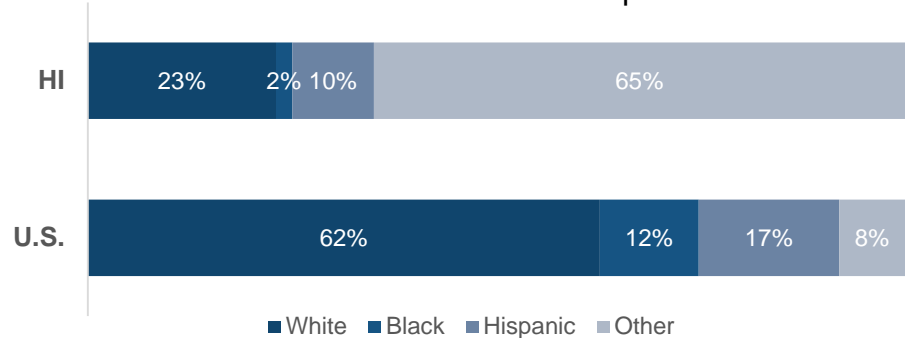


Population Distribution By Income To Poverty Threshold Ratio



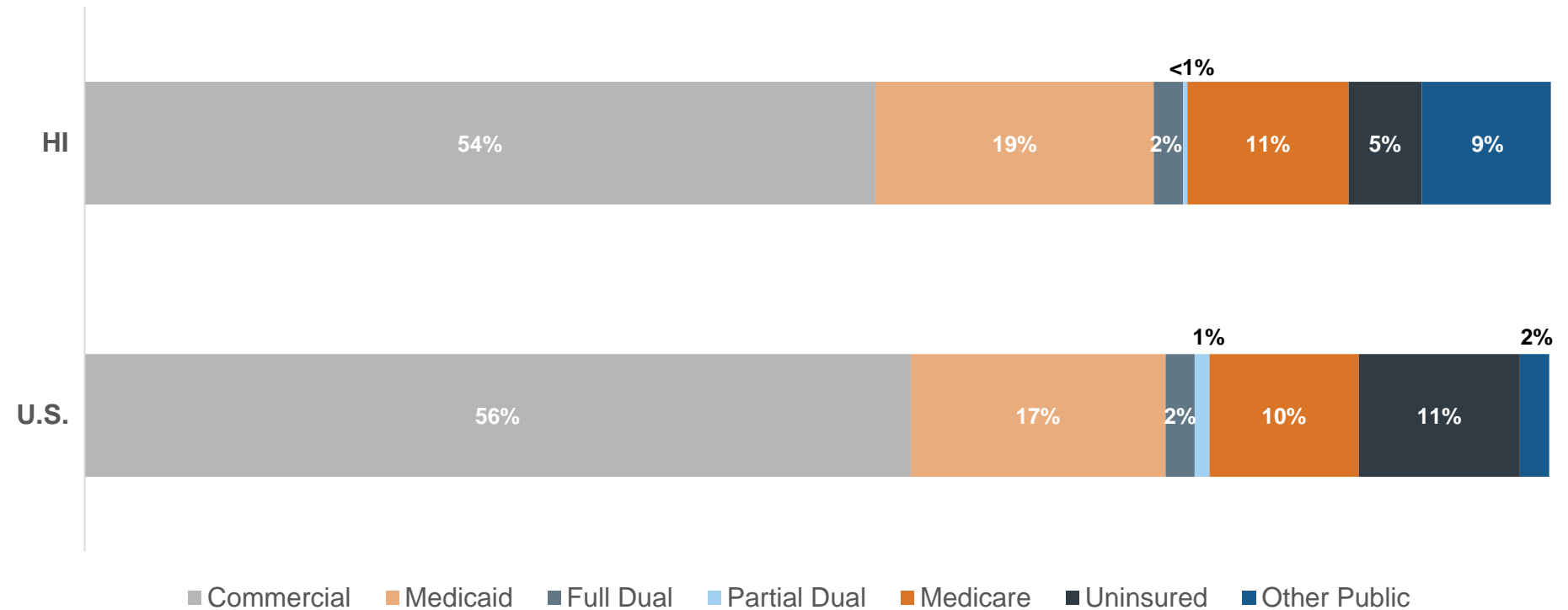
Median Income
Hawaii \$71,223
U.S. \$53,657

Hawaii & U.S. Racial Composition



SMI = Serious Mental Illness

3. Population Distribution By Payer: United States v. Hawaii



4. Largest Health Plans By Enrollment

Plan Name	Plan Type	Enrollment*
HMSA	Commercial	534,591
Kaiser Foundation Health Plan, HI Region	Commercial	189,403
HMSA	Medicaid Managed Care	167,871
TRICARE	Other Public	159,886
Medicare FFS	Medicare	117,347
AlohaCare	Medicaid Managed Care	70,527
University Health Alliance	Commercial	56,636
UnitedHealthcare Community Plan	Medicaid Managed Care	45,894
Ohana Health Plan	Medicaid Managed Care	43,467
Hawaii Management Alliance Association	Commercial	40,638

*Medicare enrollment as of April 2017; Medicaid as of March 2017; TRICARE as of February 2017; Commercial as of 4th quarter 2016

FFS = Fee For Service
HI = Hawaii
HMSA = Hawaii Medical Service Association

5. Largest Health Plans By Estimated Serious Mental Illness (SMI) Enrollment

Plan Name	Plan Type	Enrollment*	Estimated SMI Enrollment
Medicare FFS	Medicare	117,347	16,781
HMSA	Commercial	534,591	12,670
HMSA Quest Integration	Medicaid Managed Care	167,871	10,744
TRICARE	Other Public	159,886	8,954
HMSA	Medicare	35,915	5,136
AlohaCare	Medicaid Managed Care	70,527	4,514
Kaiser Foundation Health Plan, HI Region	Commercial	189,403	4,489
Kaiser Foundation Health Plan, Inc.	Medicare	31,141	4,453
UnitedHealthcare Insurance Company	Medicare	22,406	3,204
UnitedHealthcare Community Plan	Medicaid Managed Care	45,894	2,937

*Medicare enrollment as of April 2017; Medicaid as of March 2017; TRICARE as of February 2017; Commercial as of 4th quarter 2016

FFS = Fee For Service
HI = Hawaii
HMSA = Hawaii Medical Service Association

6. Health Insurance Marketplace

Health Insurance Marketplace	
Type Of Marketplace	Federal
Individual Enrollment Contact	www.healthcare.gov
	1-800-318-2596
Small Business Enrollment Contact	Not applicable
	Not applicable

2017 Individual Market Health Plans

- Hawaii Medical Service Association
- Kaiser Foundation Health Plan, Inc.

2017 Small Group Market Plans

None; In December 2016, the federal government approved a waiver exempting Hawaii from the small business health options program (SHOP) because of inconsistencies between the state's pre-existing employer mandate and the PPACA

PPACA = Patient Protection & Affordable Care Act

B. HAWAII MEDICAID SYSTEM OVERVIEW

7. Delivery System, Risk, & Federal Participation

Medicaid Financial Delivery System

Is Managed Care Mandatory For Populations With SMI?	Yes
Is Managed Care Mandatory For Dual Eligibles?	Yes
Total Medicaid Population Distribution	<ul style="list-style-type: none"> 0% in FFS 100% in managed care
Medicaid Beneficiaries With SMI: <i>Primary Service System</i>	All individuals with SMI are enrolled in managed care because Hawaii does not operate a FFS program

Medicaid Financing & Risk Arrangements: Behavioral Health

Traditional Behavioral Health Services	<ul style="list-style-type: none"> <u>Individuals Without SMI</u>: Covered by the MCO <u>Individuals With SMI</u>: Covered by an at-risk BHO, Ohana Health Plan
Specialty Behavioral Health Services	<ul style="list-style-type: none"> <u>Individuals Without SMI</u>: Services are not covered <u>Individuals With SMI</u>: Covered by an at-risk BHO, Ohana Health Plan
Pharmaceuticals	<ul style="list-style-type: none"> <u>Individuals Without SMI</u>: All pharmacy services are covered by the MCO <u>Individuals With SMI</u>: Psychotropic medications are covered by the BHO; all other pharmacy is covered by the MCO

BHO = Behavioral Health Organization
FFS = Fee-For-Service
MCO = Managed Care Organization
SMI = Serious Mental Illness

8. Expansion Decision

State Medicaid Expansion Decision	
Participating In Expansion?	Yes
Date Of Expansion	January 2014
Medicaid Eligibility Income Limit For Able-Bodied Adults	133% of FPL*
Legislation Used To Expand Medicaid	None; executive implementation via Medicaid state plan amendment

*The PPACA requires the 5% of income be disregarded when determining eligibility

FPL = Federal Poverty Level
PPACA = Patient Protection & Affordable Care Act

9. Care Coordination Entities

Medicaid Care Coordination Entities For Chronic Care Populations (Including SMI)

Managed Care Plan	✓	Managed care plans provide care coordination for persons with special health care needs
ACO Program		None
Health Home		None
Medical Home		None
PCCM Model		None

ACO = Accountable Care Organization
PCCM = Primary Care Case Management
SMI = Serious Mental Illness

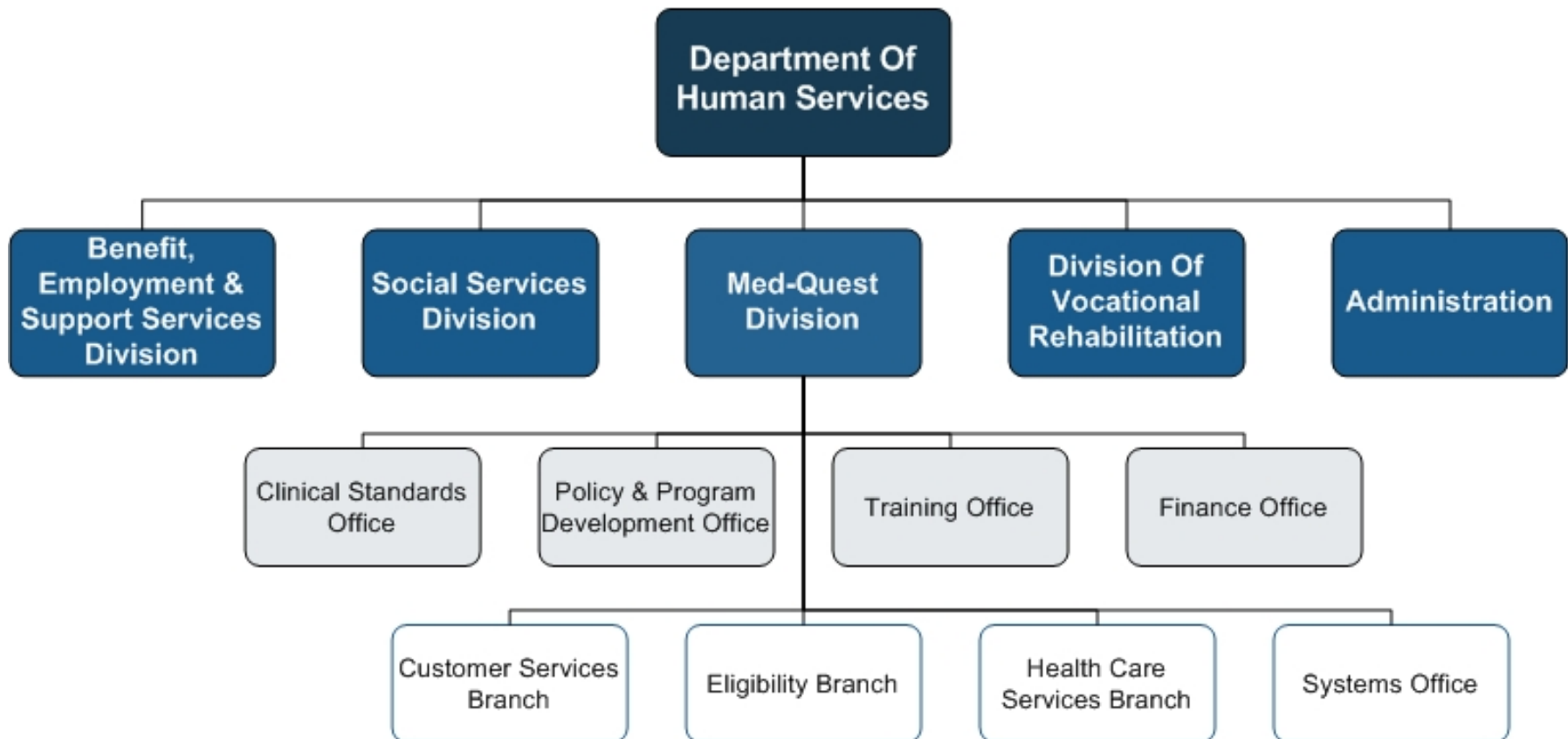
10. The Uninsured

State Agency Responsible For Uninsured Citizens & Delivery System Model

Physical Health Services	The Hawaii DOH, Family Health Services Division provides funding for physical health services for the safety-net population
Mental Health Services	The Adult Mental Health Division within the DOH BHA provides funding for mental health services for the adult safety-net population through four state-operated community mental health centers
Addiction Treatment Services	The Alcohol & Drug Abuse Division within the DOH BHA provides funding for addiction treatment services for the safety-net population through a network of provider organizations

BHA = Behavioral Health Administration
DOH = Department Of Health
SMI = Serious Mental Illness

11. Organizational Chart



12. Key Leadership

Name	Position	Department
Pankaj Bhanot	Director	DHS
Judy Mohr Peterson	Administrator, State Medicaid Director	DHS Med-Quest Division
Meredith Nichols	Acting Assistant Administrator	DHS Med-Quest Division
Eric Nouchi	Finance Officer	DHS Med-Quest Division
Curtis Toma, MD	Medical Director	DHS Med-Quest Division
Jon Fujii	Acting Administrator, Health Care Services Branch	DHS Med-Quest Division
Edie Mayeshiro	Acting Administrator, Policy & Program Development Office	DHS Med-Quest Division

DHS = Department Of Human Services

13. Program Benefits

Federally Mandated Services

- Inpatient hospital services other than services in an IMD
- Outpatient hospital services
- Rural Health Clinic services
- Federally Qualified Health Center services
- Laboratory and X-ray services
- Nursing facilities for individuals 21 and over
- Early & Periodic Screening, Diagnosis & Treatment
- Family planning services and supplies for individuals of child-bearing age
- Physician services
- Medical and surgical services of a dentist
- Home health services
- Nurse midwife services
- Nurse practitioner services
- Pregnancy services, including tobacco cessation programs
- Free standing birth centers
- Non-emergency transportation to medical care

Hawaii's Optional Services

- Podiatrists' services
- Optometrists' services and eyeglasses
- Other practitioners' services
- Clinic services
- Dental services for children; Emergency dental services for adults
- Physical, occupational, and speech and language therapy
- Prescribed drugs
- Dentures and prosthetic devices
- Diagnostic, screening, and preventive services
- Rehabilitative services
- Intermediate care facility services for I/DD
- Inpatient psychiatric facility services for individuals under 22
- Hospice care
- Case management
- Respiratory care
- Nursing facility services for patients under 21

I/DD = Intellectual & Development Disability
IMD = Institution For Mental Disease

C. HAWAII MEDICAID FINANCING & SERVICE DELIVERY SYSTEM

14. Overview

Medicaid System Characteristics		
Characteristics	Medicaid FFS	Medicaid Managed Care
Enrollment (March 2017)	0	358,674
SMI Enrollment	All individuals with SMI are enrolled in managed care because Hawaii does not operate a FFS program.	
Management	Not Applicable	Five MCOs
Payment Model	Not Applicable	Capitated rate
Geographic Service Area	Not Applicable	<ul style="list-style-type: none"> Four plans statewide One plan, Kaiser Permanente, is available on Maui and Oahu only

Total Medicaid Beneficiaries: 358,674

Total Medicaid With SMI Beneficiaries: 22,955

FFS = Fee-For-Service
MCO = Managed Care Organization
SMI = Serious Mental Illness

15. Enrollment By Eligibility Group

Mandatory FFS Enrollment

None; Hawaii does not operate a FFS program

Option To Enroll In FFS Or Managed Care

None; Hawaii does not operate a FFS program

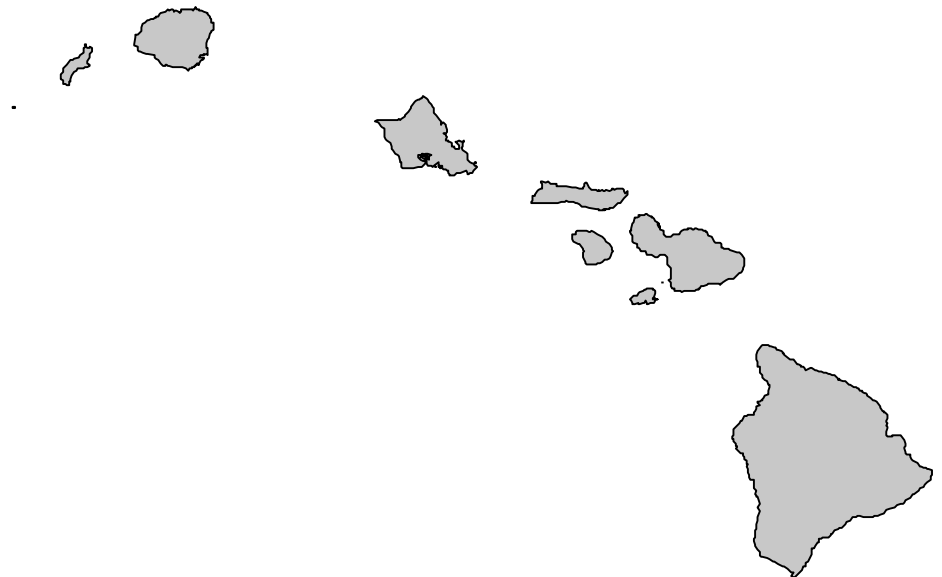
Mandatory Managed Care Enrollment

- Children
- Parents and caretaker relatives
- Medicaid expansion population
- Aged, blind, and disabled population

FFS = Fee-For-Service

16. Fee-For-Service (FFS) Program: Program Overview

- Hawaii does not operate a Medicaid FFS program



17. Managed Care Program: Program Overview

- Managed care enrollment as of April 2015 was 358,674
- Hawaii calls its managed care program QUEST Integration
- There are five QUEST Integration managed care plans
 - The plans receive a capitated rate for providing physical health, behavioral health, and long-term services and supports (LTSS)
- Upon enrollment, Medicaid beneficiaries are assigned a plan
 - If they wish to enroll in a different plan, they have 15 days to choose a new plan
- QUEST Integration plans are available statewide except for Kaiser Permanente, which is available on Maui and Oahu only

18. Managed Care Program: Behavioral Health Overview

- QUEST Integration MCOs are at-risk for standard behavioral health services and behavioral health pharmacy services provided to individuals without SMI
- Individuals with SMI are eligible to receive standard and specialized behavioral health services through the Community Care Services (CCS) program
 - The program is administered by an at-risk behavioral health organization, Ohana Health
- Upon an individual's enrollment in the CCS program, Ohana Health Plan becomes responsible for standard behavioral health services, specialized behavioral health services, and psychotropic pharmacy services
 - All medical and other pharmacy services remain the responsibility of the MCOs
 - CCS is responsible for coordinating care with the MCOs
- Participation in CCS is voluntary
 - As of March 2015, 5,642 individuals were enrolled in CCS

MCO = Managed Care Organization
SMI = Serious Mental Illness

19. Managed Care Program: Community Care Services (CCS) Eligibility

Adults with an SMI diagnosis who are unstable and moderate-high risk are eligible for CCS services if the individual:

- Demonstrates the presence of a qualifying diagnosis for at least 12 months or is expected to demonstrate the qualifying diagnosis for the next 12 months; and
- Meets at least one of the criteria demonstrating instability or functional impairment:
 - Global Assessment of Functioning score less than 50
 - Clinical records demonstrating instability under current treatment or plan of care
 - Requirement for protective services or intervention by housing or law enforcement officials

Members who do not meet these criteria, but require medically necessary additional services are evaluated for eligibility on a case-by-case basis

SMI = Serious Mental Illness

20. Managed Care Program: Behavioral Health Benefits

Managed Care Standard Mental Health Benefits Provided By The MCOs & CCS

- Acute hospitalization
- Diagnostic laboratory services
- Electroconvulsive therapy
- Evaluation and monitoring
- Counseling
- Prescription medications
- Medication management

Managed Care Standard Addiction Treatment Benefits Provided By The MCOs & CCS

- Inpatient detoxification
- Screening
- Treatment and treatment planning
- Therapeutic support and education
- Homebound services
- Methadone treatment

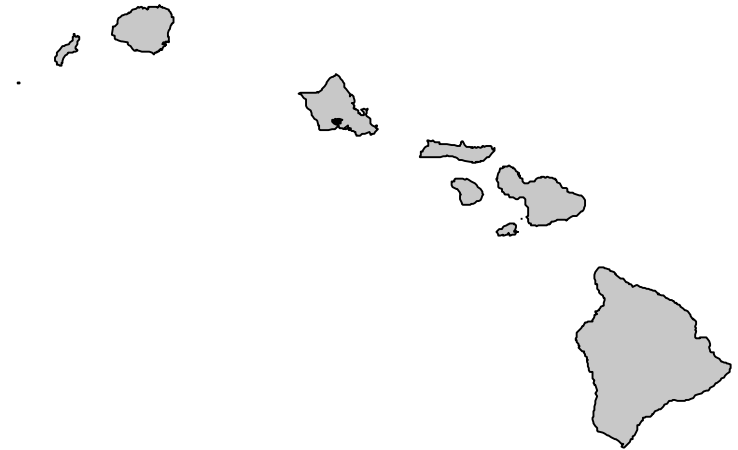
Managed Care Specialized Behavioral Health Benefits Provided By CCS To Persons With SMI

- Assertive community treatment (ACT)
- Crisis residential services
- Crisis intervention and management
- Financial management services
- Supportive employment
- Supportive housing
- Psychosocial rehabilitation
- Care coordination and case management
- Intensive outpatient
- Peer specialist

CCS = Community Care Services
MCO = Managed Care Organization
SMI = Serious Mental Illness

21. Managed Care Program: Serious Mental Illness (SMI) Population

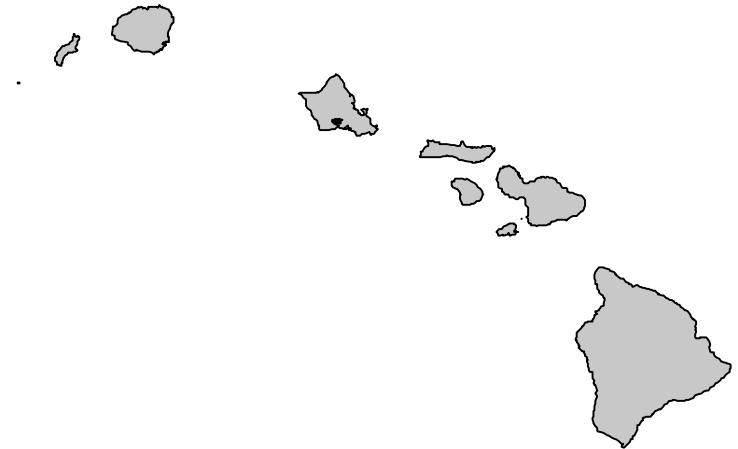
- All individuals with SMI are enrolled in managed care because Hawaii does not operate a FFS program
- Individuals with SMI are eligible to receive specialized services through the CCS program if they meet the clinical criteria
- The benefits package for the Medicaid expansion population is aligned with that of the traditional Medicaid population; therefore, determination of medical frailty is not necessary for persons with SMI to access the full array of State Plan services



CCS = Community Care Services
FFS = Fee-For-Service

22. Care Coordination Initiatives

- Hawaii developed a health care system transformation plan in 2014 using a State Innovation Model (SIM) design grant
 - The plan included the establishment of health homes for persons with two or more chronic conditions
 - As of July 2017, the state has not announced submission of a health home Medicaid state plan amendment
 - Using funding from a second SIM design grant, the state formulated its 2016 health care system transformation plan
 - This plan includes no mention of a health home program
- Although both the 2014 and 2016 health transformation plans highlight the utility of patient-centered medical homes (PCMHs), the state has not implemented a Medicaid PCMH program



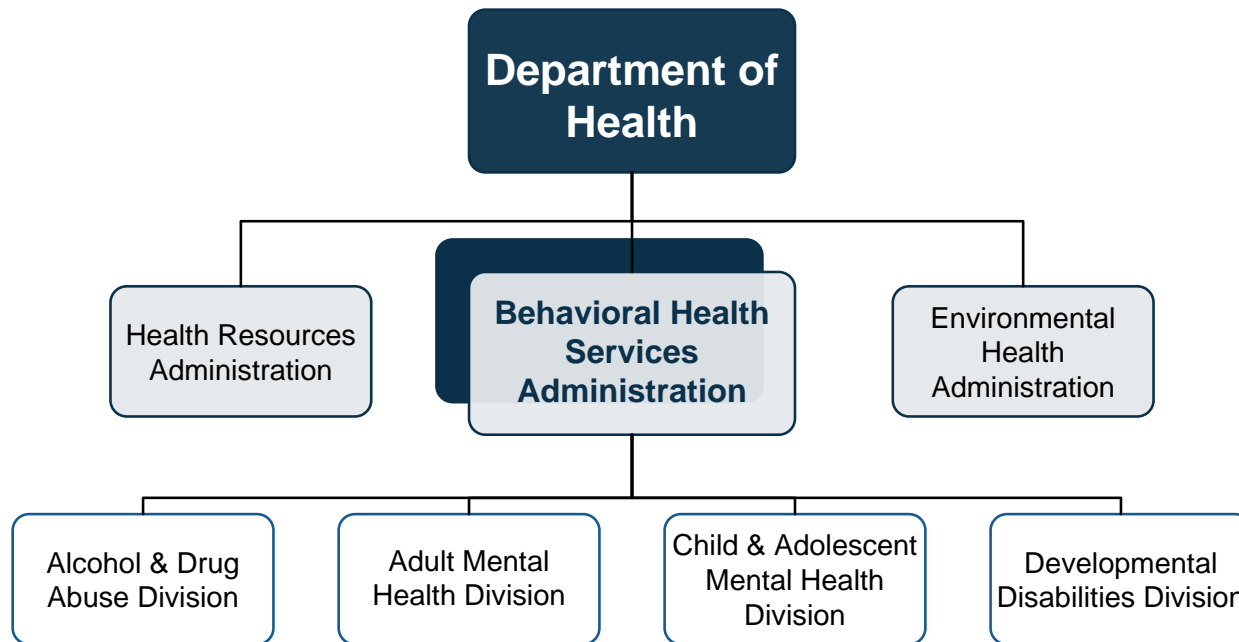
23. Program Waivers With Impact On The SMI Population

Waiver Title	Waiver Description	Waiver Type	2017 Enrollment Cap	Effective Date	Expiration Date
Hawaii QUEST Integration	<ul style="list-style-type: none"> • Authorizes Hawaii's Medicaid managed care program • QUEST integration plans provide physical health, behavioral health, and long-term services and supports to all Medicaid beneficiaries • Additionally, the waiver allows for the state to provide specialized behavioral health services to individuals with SMI 	1115	None	08/01/94	12/31/18

SMI = Serious Mental Illness

D. HAWAII BEHAVIORAL HEALTH ADMINISTRATION & FINANCE SYSTEM

24. Behavioral Health Services Administration Organization Chart



25. Behavioral Health Services Administration Key Leadership

Name	Position	Department
Virginia Pressler, MD	Director Of Health	DOH
Keith Yamamoto	Deputy Director Of Health	DOH
Lynn Fallin	Director Of Behavioral Health	DOH Behavioral Health Services Administration
Mark Fridovich	Administrator, Adult Mental Health Division	DOH Behavioral Health Services Administration
Edward Mersereau	Administrator, Alcohol & Drug Abuse Division	DOH Behavioral Health Services Administration
M. Stanton Michaels, MD	Administrator, Child & Adolescent Mental Health Division	DOH Behavioral Health Services Administration

DOH = Department Of Health

26. State Psychiatric Institutions

Institution	Location	Beds	FY 2016 Discharges	FY 2016 Average Daily Census
Hawaii State Hospital	Kaneohe	202	115	201

*The state has appropriated \$160M for construction of a new 144-bed facility at Hawaii State Hospital by 2020. In 2017, a vacant building on hospital grounds was demolished to make space for the new structure.

FY = Fiscal Year

27. Accountable Care Organizations (ACOs)

Medicare Shared Savings Program

1. ACO Of East Hawaii, LLC.

APPENDIX A: SOURCES

Sources

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A. Health Care Marketplace Overview

1. Physical Health Care Coverage Map

- United States Department of Health and Human Services. (2016, October 18). 2017 QHP Landscape Individual Market Medical. Retrieved November 3, 2016 from <https://www.healthcare.gov/health-plan-information-2017/>
- Hawaii Department of Labor and Industrial Relations. (2016, December 30). ACA Small-Business Health Options Program Waiver Approved. Retrieved July 3, 2017 from <http://labor.hawaii.gov/aca-smallbiz/>
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- United States Census Bureau. 2014 Population Estimates. Retrieved May 3, 2016 from <http://www.census.gov/popest/data/state/totals/2014/index.html>
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- United States Census Bureau. State Median Income. Retrieved May 3, 2016 from <https://www.census.gov/hhes/www/income/data/statemedian/index.html>
- United States Census Bureau. Poverty. Retrieved May 3, 2016 from https://www.census.gov/hhes/www/cpstables/032015/pov/pov46_002.htm

3. Population Distribution By Payer: United States v. Hawaii

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A. Health Care Marketplace Overview (Continued)

4. Largest Health Plans By Enrollment

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- Health Plans USA. (2017, April). Subscription Database. Available from <http://www.markfarrah.com/products/health-plans-usa.aspx>
- Hawaii Department of Human Services. 2017 Hawaii Medicaid Managed Care Enrollment. Retrieved July 6, 2017 from <http://www.medquest.us/ManagedCare/MQDquestenroll.html>

5. Largest Health Plans By Estimated Serious Mental Illness (SMI) Enrollment

- OPEN MINDS. (2017, April). Health Plans Database.
- United States Department of Defense. TRICARE Patient Numbers by State. Retrieved November 30, 2016 from <http://health.mil/I-Am-A/Media/Media-Center/Patient-Population-Statistics/Patient-Numbers-By-State>
- Health Plans USA. (2017, April). Subscription Database. Available from <http://www.markfarrah.com/products/health-plans-usa.aspx>
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- Hawaii Department of Labor and Industrial Relations. (2016, December 30). ACA Small-Business Health Options Program Waiver Approved. Retrieved July 3, 2017 from <http://labor.hawaii.gov/aca-smallbiz/>

B. Medicaid System Overview

7. Delivery System, Risk, & Federal Participation

- Information compiled from sources provided throughout the profile.

Sources

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B. Medicaid System Overview (Continued)

8. Expansion Decision

- Information compiled from sources provided throughout the profile.

9. Care Coordination Entities

- Information compiled from sources provided throughout the profile.

10. The Uninsured

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11. Organizational Chart

- Hawaii Department of Human Services. (2016, July 22). Medicaid State Plan Amendment 16-0002. Retrieved July 3, 2017 from <https://www.medicaid.gov/State-resource-center/Medicaid-State-Plan-Amendments/Downloads/HI/16-0002.pdf>

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- Hawaii State Legislature. (2017, February). Hawaii Government Directory and the Guide to Government in Hawaii. Retrieved July 3, 2017 from <http://lrbhawaii.org/capitoli/dirguide/>

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C. Medicaid Financing & Service Delivery System (Continued)

19. Managed Care Program: Community Care Services (CCS) Eligibility

- WellCare. (2016, February 23). CCS Provider Manual. Retrieved July 5, 2017 from <https://www.wellcare.com/en/Hawaii/Providers/Community-Care-Services>
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24. Behavioral Health Services Administration Organization Chart

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