OptumHealth New Mexico

An Overview Presentation for the:
Behavioral Health Services Subcommittee

of the Legislative Health and Human Services Committee

August 19, 2011

Overview

OptumHealth℠
New Mexico

Overview

OptumHealth New Mexico is privileged to have a four-year contract with the State of New Mexico to manage the public sector behavioral health service delivery system for Medicaid beneficiaries and those eligible for behavioral health services supported by state and federal funds.

Our GOAL is to leverage the partnerships with the state, consumers and families, providers, and key community stakeholders to:

- Improve access to appropriate, high quality care
- Manage the available funds effectively and efficiently
- Support recovery and promote behavioral health
- Prevent or reduce the adverse effects of substance abuse and mental illness
- Eliminate waste and abuse
- Assist each person to have a full life in their community

Our COMMITMENT is to Provider Partnerships, Clinical Excellence, Consumers & Families and Technological Advances – ***INVESTING IN NEW MEXICO***

Giving Back To The Community - OptumHealth is honored to be able to be a viable part of our communities by "giving back" through Prevention Programs, Sponsorships, Scholarships, Grants and Volunteerism

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Overview *cont'd*

Giving Back To The Community…

a. OHNM committed $2 million to substance abuse and suicide prevention in Native American and rural communities

b. OHNM has pledged to invest and leverage $15-20 million in affordable housing projects for consumers

c. OHNM employs 15 Peer and Family Specialists ($1M in salary & benefits) who work with our licensed clinical staff to assist consumers and families to obtain services,, navigate the health care systems and share the lived experience of recovery. Peer and Family Specialists started thirty (30) no-cost support groups for consumers and families statewide.

d. $20,000 worth of books on recovery and resiliency were donated to public and high school libraries in urban, rural and tribal communities around the state

e. $300,000 in Medicaid funds set aside for investment were awarded to consumer-run programs including events and conferences

f. Grants are an important investment we make to the provider community to ensure sustainability and presence with $56,245 being awarded

g. OHNM is committed to system change by expanding Telehealth services more than 111% across the state in rural and frontier areas; and by expanding services to tribes and pueblos almost two-fold. And, through ProjectHOPE, bringing much-needed medical and behavioral health care services and resources to underserved communities in New Mexico's southern border and frontier areas.

h. OHNM employees have volunteered their time, services and resources in over 50 events thus far this year

i. OHNM is committed to consumer and families through excellent customer service and accessibility with 99% of all calls answered within 30 seconds

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Overview *cont'd*

Investment in Native American Communities

100% **Percentage of Native American and Indian Health Service (IHS) providers set up and trained to bill OHNM - a first for a Statewide Entity.**

Our support for Tribes and Pueblos has helped expand Native representation in our population served from 5% to 8%.

	Jul 09 - Sep 09		Jul 10 - Mar 11	
Statewide	**Total Consumers**	**%**	**Total Consumers**	**%**
Hispanic	11,367	45.41%	32,540	46.39%
White (Non-Hispanic)	7,851	31.36%	20,111	28.67%
Native American	1,218	4.87%	5,456	7.78%
African American	475	1.90%	1,356	1.93%
Alaska Native	11	0.04%	30	0.04%
Asian/Pacific Islander	31	0.12%	83	0.12%
Multiracial	222	0.89%	736	1.05%
Other/Unknown	3,899	15.57%	9.828	14.01%
Unduplicated Consumers	**25,034**		**69,974**	

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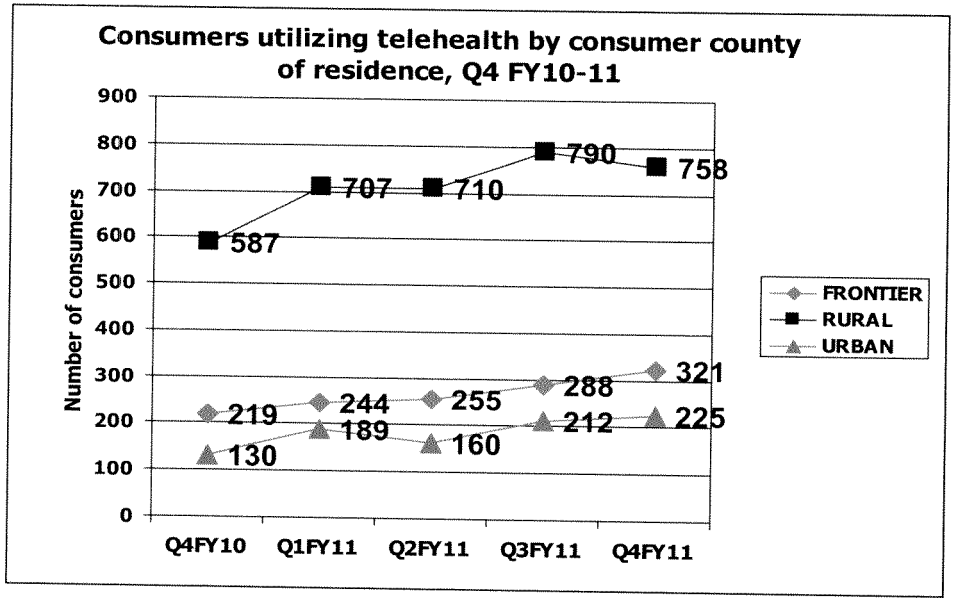
Investment in Telehealth

111% **Telehealth services have increased by 111% in rural counties since OptumHealth began working with the State**

Many New Mexicans live in rural or frontier areas. Telehealth allows consumers to receive Behavioral Health and other services locally. Two-way video conferencing lets consumers visit with a specialist in Albuquerque, Santa Fe, or anywhere in New Mexico. It brings them face-to-face with the right provider. It also saves time and money.

- 1,321 consumers in 27 New Mexico counties received Telehealth services from January - June 2011
- More than 8,000 Telehealth services were provided in New Mexico from July 2009 - June 2011
- Greater than 88% of New Mexico Telehealth consumers feel positive about the services they've received



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Value Added Services (VAS)

VAS are limited annual funds that are part of our contractual obligation

- *SFY2011* estimated total was $7,403,001.25. VAS is comprised of two components:

  (a) Community Reinvestment; and

  (b) Non-Entitlement Services - services that Optum offers to individual Medicaid managed care consumers in accordance with Medicaid regulations. These services are not included in the Medicaid benefit package. Examples include Respite Care, Infant Mental Health and Transitional Living Services

  Challenges include a disproportionate utilization of VAS funds in terms of services and geography; 61% of all VAS funding in FY2011 was spent on TLS

- VAS Collaboration - The VAS Brainstorming Committee was created in January 2011 to work with OptumHealth in the development of a more effective, equitable method of managing VAS services.
  - Since the initial meetings, participation in the VAS Re-design was expanded and revised to include over 60 participants including providers (CSA and non CSA), state agencies, consumers, family members and OptumHealth staff.
  - This plan represents the consensus of the overall groups (not every individual) and all input was considered.

- *In 2012*, VAS dollars will be allocated to Core Service Agencies (CSA) to manage with the exception of Infant Mental Health and TLS. Allocations for CSAs is based on current Medicaid Enrollment data which will ensure equitable distribution of VAS dollars across the state for the first time.

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Community Reinvestment

OptumHealth is contractually committed to applying a portion of its Medicaid Managed Care Revenue to Community Reinvestment with 10 organizations received funding in 2011, 4 of which are serving the Native American population (2 Navajo Nation).

FY2011: Despite decreased Medicaid revenue, OptumHealth New Mexico continues funding Consumer-Run Programs

Consumer-Run Programs are operated by behavioral health consumers who provide services for their fellow consumers. Services include:

- peer support
- recovery training
- support groups
- employment networks
- warm lines and help lines
- traditional cultural wellness practices
- social networks of support
- educational services
- peer crisis respite
- creative artistic expression
- referrals to traditional, holistic, alternative and self help modes of treatment

The expectation of recovery and hope for a better life shown in these programs is positive and powerful, expanding the capacity of communities in New Mexico to deliver a wide variety of sustainable behavioral health services.

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Community Reinvestment *cont'd*

SFY2011 Highlights:

- Drop-In Centers were developed in Las Vegas, Espanola and Albuquerque to provide a safe place for recovery for 23,000 consumers per year
- Employment Network in Drop-In Center in Albuquerque placed 20 consumers in full time jobs
- GED at Drop-In Center in Espanola is the only adult literacy program in Espanola Valley, successfully graduating 4 students in May 2011
- Consumers discharged from NMBHI find assistance with housing and transition to community life.
- 200 consumers from around the state attended the annual Consumer Wellness Conference

SFY2012 Funding:

- 10 proposals were funded
- 7 of the 10 awards went to agencies funded for the first time
  - 4 of 10 awards went to Native American Consumer-run Programs (2 in Navajo Nation)
- 3 of 10 to awards went to new initiatives in agencies that received prior funding

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Overview *cont'd*

Core Service Agencies (CSAs)

CSAs are a key element in the Collabrative's vision of quality behavioral health care, promoting Recovery and Resiliency. OptumHealth and our partners have successfully executed and implemented this vision. CSAs coordinate care and provide essential services to children, youth and adults who have a serious mental illness, severe emotional problems, or substance abuse dependency.

In the first year, OHNM successfully created 41 CSAs, ensuring full access for our most vulnerable citizens. Three more were added in 2011 in our most populous area where access is challenged

Today, approximately 5,000 consumers each month benefit from these comprehensive, holistic agencies.

CSAs are not new agencies - they are multi-service agencies that already exist in our communities run by committed men & women well-known in the behavioral health field. For example, in this region we have:

- Southwest Counseling (Roque Garcia)
- Southern NM Human Development (Vincent Ortega)
- Families & Youth, Incorporated (Jose Fritze)

CSAs provide or coordinate psychiatric services, medication management, everyday crisis services, and comprehensive community support services (CCSS) that support an individual's self-identified recovery goals, and other clinical services

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Core Service Agencies (CSA's) *cont'd*

CSAs are designed to provide a "web" of interactive community partners that serve as natural, formal and informal supports for individuals and families. For example, CSAs assist consumers with linkages between physicians, peers, support workers, spiritual guides, animal companions and family as the consumer directs. CSAs foster self-help and active participation.

CSAs are not the only avenue for services; CSA's provide *essential services* as well as *coordinate services* with other community-based providers

In 2012, we are in year two of an anticipated five-year implementation of CSAs

CSAs are the Collaborative's platform for Health Care Reform, Statewide Crisis System, Opioid Treatment, Prevention and Disaster Response – wherever you turn CSAs are being asked to step into innovative roles

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Our Future Together

OptumHealth New Mexico is focused on fulfilling the important responsibilities entrusted to us, and we support the Behavioral Health Collaborative's vision of recovery and resiliency for all New Mexicans. We partner with the Collaborative to create a system of care with long-term sustainability in New Mexico.

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Thank You.

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