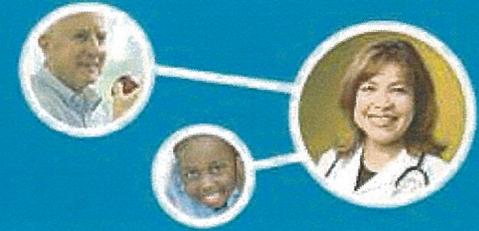




**Molina Healthcare of New Mexico, Inc.**  
**Behavioral Health Subcommittee of the Legislative Health and**  
**Human Services Committee – Mental Health Parity**  
**October 8, 2014**  
**Ballroom A, Student Union, University of New Mexico (UNM)**



# Agenda



Introduction

Mental Health Parity

Member Satisfaction

Centennial Care

- Care Coordination
- Peer Support
- Real- life Scenario

Marketplace

- Care Coordination
- Real- life Scenario

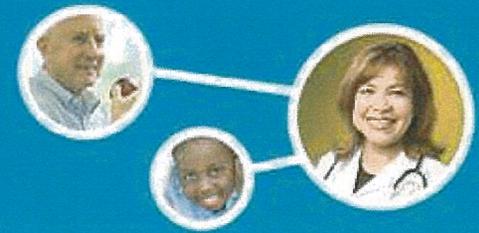
Cultural Awareness and Sensitivity

Conclusion



Your Extended Family.

# Introduction

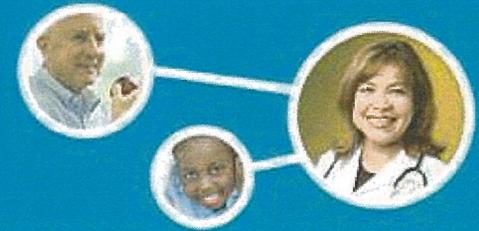


Molina Healthcare's main focus is to provide the most effective and least restrictive treatment for mental health and substance issues , appropriate coordination, and integration of care, according to the principles of recovery and cultural awareness and sensitivity.



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# Mental Health Parity



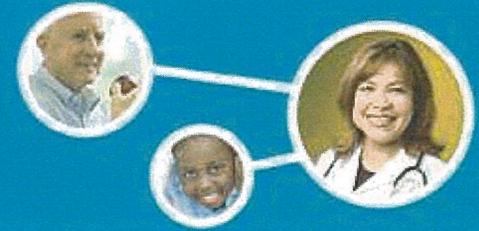
Molina Centennial Care and Marketplace plans substantially comply with the definition and application of Mental Health Parity

- Molina Plans do not impose aggregate lifetime or annual dollar limits
- Molina plans fall within general benefit classifications and allowable sub-classifications of services
- Covered services includes:
  - Outpatient Hospital/Facility Services
  - Inpatient Hospital Services



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# Member Satisfaction



## Centennial Care

- Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey: November
- Molina has received minimal formal grievances, year to date
- Mental Health Statistical Improvement Project(MHSIP)
  - Data will be available mid-October
  - Nationally accepted survey tool
  - Consists of four domains:
    - Access, quality, consumer perceptions of outcomes, and general satisfaction.
- Quarterly Member Advisory Boards

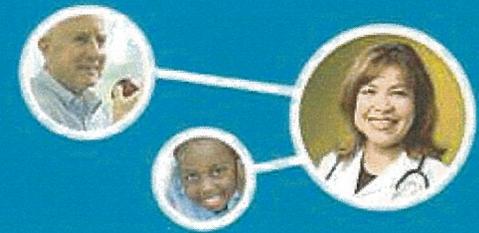
## Marketplace

- Effective since January 2014
- CMS will be conducting member satisfaction surveys in 2015
- Molina has not received formal grievances, year to date
- Quarterly Member Advisory Boards



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# Care Coordination

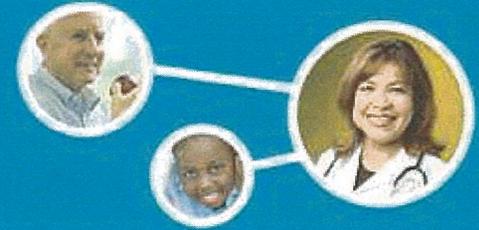


Care Coordination helps the Member access the care and services they need. A Care Coordinator works with the Member to determine the services needed. The Member is then referred to services and programs within their community to help them. A Care Coordinator is the main point of contact and will work with the Member's care team to ensure the goals created are being met.

## Elements of Care Coordination:

- Peer Support Specialists
- Community Health Workers
- Transitional Coaches
- Care and Recovery plan
- Cultural Awareness and Sensitivity

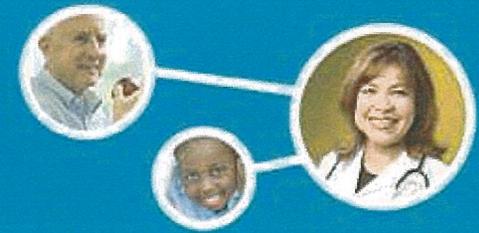
# Peer Support



Peer Support Specialists are individuals with lived experiences. They have a personal understanding of what it feels like to be helpless and hopeless as a result of Mental Health and/or Substance Abuse disorder and how to overcome those barriers to improve their quality of life.

Molina has 5 Peer Support Specialists, throughout the State.

# Cultural Awareness and Sensitivity



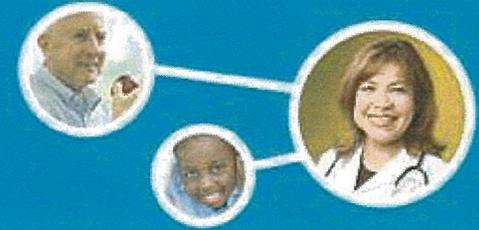
## Hispanic and Native American Mental Health and Substance Abuse

- Value Added Service (VAS) Traditional Healing
  - Native American
  - Curandera
- Native American Outreach efforts
  - Extensive outreach to providers for Native Americans
  - Collaboration with First Nations Community Health Source
    - Homeless populations
    - Social Services
    - Wellness Center
    - Urgent Care
    - Shuttle services



Your Extended Family.

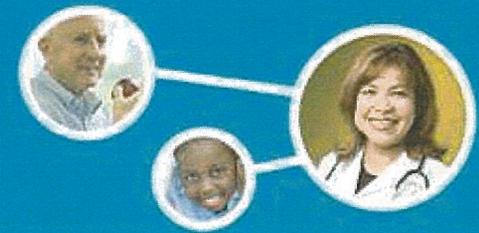
## Centennial Care - Real-life Scenario



**Recovery Care Plan:** Member was being discharged from an inpatient psychiatric unit. He was referred to a Peer Support Specialist who assisted with his engagement with follow-up care and any barriers related to it. The Member voiced his concerns to his Peer Support Specialist regarding the step- down process and the fear he had about not wanting to go back home for fear of relapse. During the visit the Peer Support Specialist provided the member with a list of resources to facilitate his step- down to community based services. The member was able to secure a place to be released to. The Member was able to find a group home which will teach, model, and coach him to maintain his abstinence.

The Member expresses appreciation and relief that he can succeed with a healthy support system. Recently, the Member revealed he is doing well in the group home and enjoys his AA classes. The Member will be getting a phone to stay in touch with his Care Coordinator.

# Marketplace Real- life Scenario

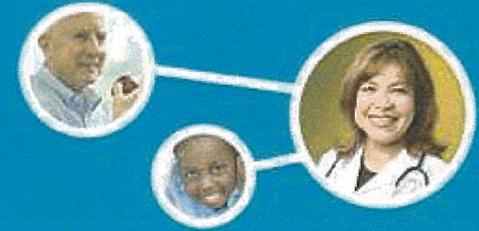


**Recovery Care Plan:** Member is a 50- year old who is in recovery from both Mental Health and Substance Abuse disorders. During his initial period of coverage under Molina Healthcare- Marketplace, he was having problems getting his medications refilled since they were not in the formulary. He was experiencing some uncomfortable symptoms. He contacted a Peer Support Specialist from Molina who worked with the Molina Medical Director and Pharmacist. As a result of Peer Support Specialist intervention, he was able to get back on his medication again and regain his usual level of functioning. Because of his positive experience, he decided to apply for a position of Peer Support Specialist at Molina. He was hired. He is now helping Molina Members in their path to Recovery.



Your Extended Family

# Conclusion



Molina Healthcare is putting forward its best effort to implement the principles of parity by applying efficient Utilization Management (UM) practices, improving on coordination and integration of care, and developing plans to address the identified gaps.



Your Extended Family.