



Carelon Behavioral Health's FEP Specialty Program

Adult QAP

March 14, 2023

Acknowledgements

- Carelon Quality & Clinical Departments
- Department of Social Services
- Department of Children and Families
- Department of Mental Health and Addiction Services

Chapter

01

Carelon's FEP Program Development

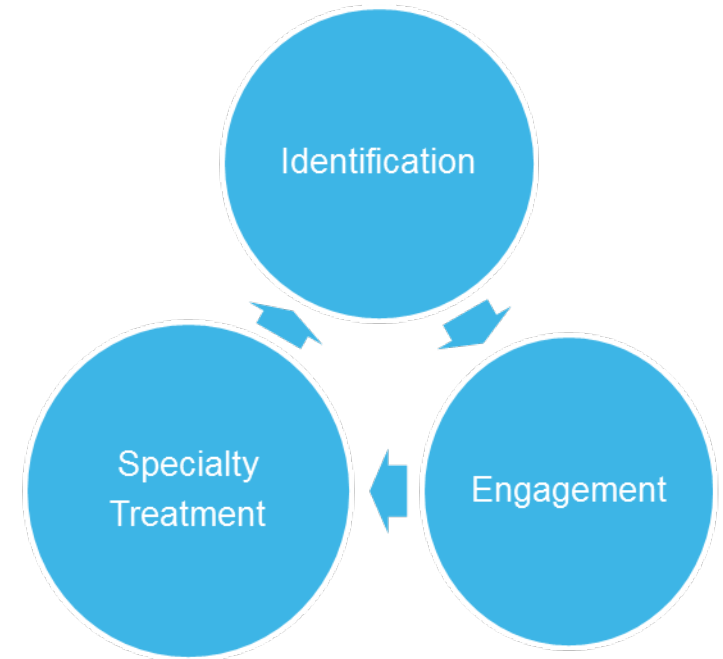
Carelon's FEP Specialty Program

- **Service Description**

- Carelon will identify, refer, and follow-up on emerging adult Medicaid members from 12-26 who have experienced FEP
- Program implemented September 1, 2017

- **Scope**

- Identify providers
- Develop a referral process
- Refer emerging adult to FEP services
- Eligible for care coordination, outreach, and referral to appropriate treatment and services



Chapter

02

Identify & Refer:

Methods

Methods

- **Purpose**

- Identify HUSKY Health members that may be experiencing FEP
- Provides a starting point for FEP ICM & Peer Specialist to contact provider and/or member
- Data is descriptive; looking to better understand emerging adults that may be experiencing FEP

- **Process**

- Multiple iterations in identification methodology
- Input from colleagues and professionals in the field
- Referenced research literature on criteria

Methods

- **Measurement Period**

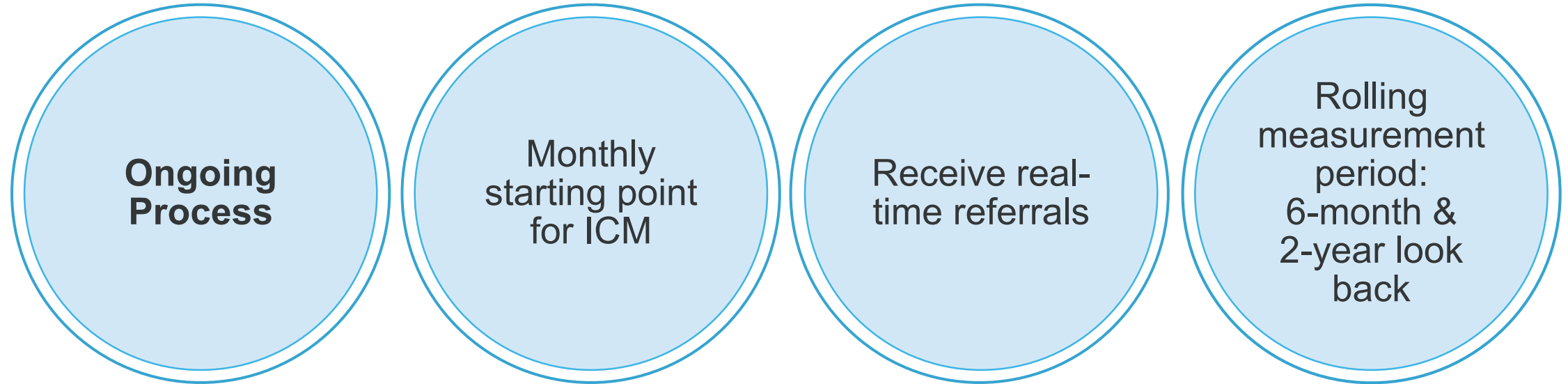
- PRE: 2-years
- POST: 6-months

- **Inclusion Criteria**

- Age: member ages 12 – 26 during POST period
- Diagnosis: psychotic disorder diagnosis during POST on any claim, no psychotic disorder diagnosis during PRE
- Pharmacy: antipsychotic script filled in POST, no antipsychotic script filled in PRE
- Enrollment: ‘Continuously’ Medicaid enrolled



Methods



FEP ICM Contact Activity CY '22

274 members have been identified with an FEP Flag for 1/1/2022 - 12/31/2022 (flag opened and/or closed between these dates).

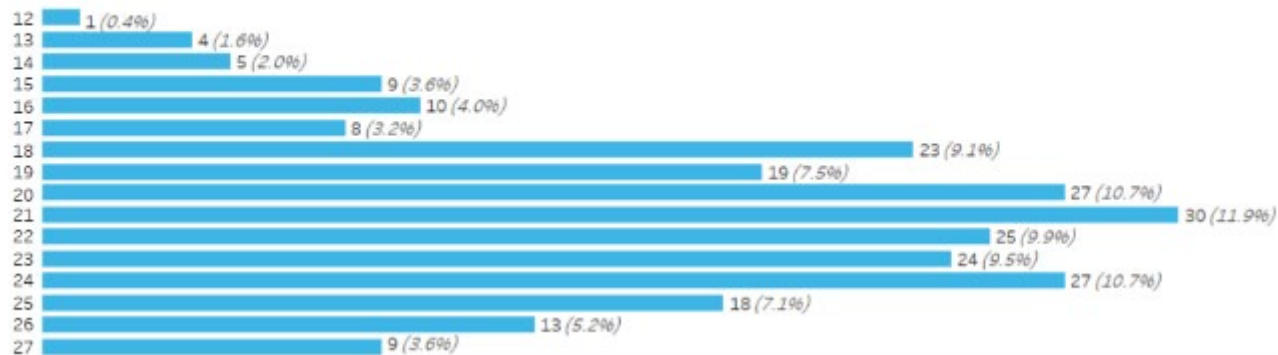
Use the filters on the left for additional contact details throughout this workbook.

Of all flagged members in this report, 252 members were contacted by D7QUEENM between 1/1/2022 - 12/31/2022 (totaling 1,649 contacts overall, as detailed below).

Demographic:

Age

Select a demographic grouping for the graph below. Filters above (ICM/Peer and Contact Period) also impact the view. By default, a count of FEP members by race is displayed. A table is provided with subgroups. Hovering provides additional contact details for each group and subgroup.



- **274** HUSKY Health Members identified as potentially experiencing FEP
- Of those identified, **252** members were reached
- A total of **1649** contacts made
- **Majority** were:
 - Unknown Race
 - Age 20-26
 - Male
 - HUSKY D

FEP ICM Contact Activity CY '22

Contacts by Primary Purpose

Each column is the group contacted. Measures represent the number of contacts based on the purpose of the contact (on the left/rows). Groups are defined under "Grouping Description" tab. Select any value to highlight the row/column for easier viewing.

	Beacon UM	Community Support	Family	Inpatient Utilizatio..	Legal Guardian	Member	Other	Probation	Provider	School	Treatment Team	Grand Total
Care Coordination	1	91	60	393	1	21	7	10	441	3	4	1,032
Assessment							208					208
Engagement			26		1	125						152
Monitoring		1					132					133
Discharge		1		1			113					115
Care Planning						2						2
Other							2					2
Transition Meeting		1						1				2
Education										1		1
Engaged in MAT services						1						1
Integrated Rounds (HEDIS)			1									1

- Of the **1649** contacts made, **1,032** contact were for Care Coordination purposes
- Followed by Assessment, Engagement, and Monitoring

Contacts By Contact Outcome

Each column is the group contacted. Measures represent the number of contacts based on the result of the contact (on the left/rows). Groups are defined under "Grouping Description" tab. Select any value to highlight the row/column for easier viewing.

	Beacon UM	Community Support	Family	Inpatient Utilizatio..	Legal Guardian	Member	Other	Probation	Provider	School	Treatment Team	Grand Total
Outreach Attempt		36	20	276	2	80	1	5	268	1		689
Other							460					460
Live	1	52	37	118		43	1	4	173	2		431
Received Contact from Guardian			16			13						29
Live Text Contact		4	13			6		1				24
Live Virtual Visit		1				2				1		4
F2F Attempted Unsuccessful						3						3
Live F2F Community		1	1			1						3
Live Conference Call										1	1	2
Voicemail Received						1			1			2
Provider Meeting										1	1	1
Rounds										1	1	1

- Majority of contact by outcome were outreach attempts, other coordination, and live contacts

Chapter

03

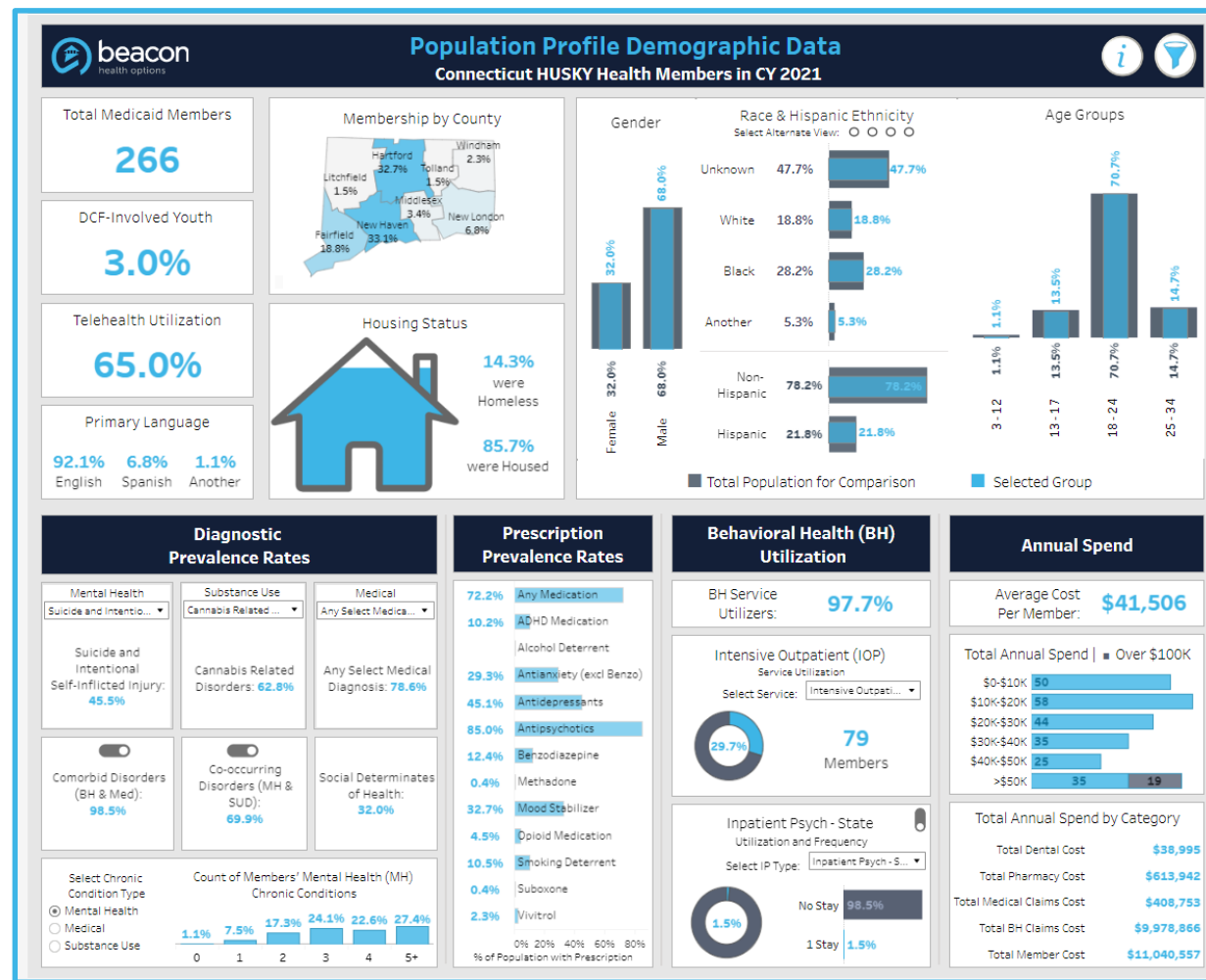
Carelon's FEP Specialty Program

FEP Population Profile CY 2021

266 HUSKY Health members that had at least **one** FEP contact

Comparison to Medicaid population for the same age range

- **14.3% Homeless** compared to **1.2%**
- **45.5% Suicide/Intentional Self-Inflicted Injury** Diagnosis compared to **2%**
- **62.8% Cannabis** Related Disorders Diagnosis compared to **3.1%**
- **95.1% ED Utilization** as compared to **27%**



Carelon Behavioral Health's FEP Program components:

Identification

A ***parent/legal guardian, hospital, physician, or behavioral health provider*** can refer an individual who may be experiencing FEP, or the ***individual can self-refer***. In addition, the ***Carelon Behavioral Health team*** can also identify individuals who may be experiencing FEP.

Engagement

Carelon Behavioral Health's FEP Intensive Care Manager (ICM) and Peer Support Specialist (PSS) will help the individual and family members to ***understand the diagnosis and options for managing symptoms***. The ICM and Peer will work collaboratively with the individual to ***establish a person-centered recovery plan*** and to ***connect them with evidence-based treatment, community services, and natural supports***.

Care coordination and support activities

The FEP team provides:

- ***Education*** on symptoms of psychosis and tools to manage them
- ***Coordination*** of care among individuals, families, and providers
- ***Peer support*** for the individual and families
- Assistance with ***discharge planning and coaching*** on connecting to a subsequent provider
- Assistance to individual and families ***applying for DMHAS supports***, such as Young Adult Services (YAS)
- ***Coordination of care*** with primary care physicians as needed

Carelon Behavioral Health FEP Program Successes



To Make a Referral

Individuals, family members, and providers can make a referral to the FEP program by contacting Carelon Behavioral Health as follows:

Michelle Queen, LPC, Clinician

Email: michelle.queen@beaconhealthoption.com

Phone: (860) 391-7179

Neisha Jones

FEP Peer Specialist

Quaneisha.Jones@beaconhealthoptions.com

(959) 666-0936

A member of our team will return your call within one business day.

Thank You!