

The CT Behavioral Health Partnership:

Timely Connection of Children and their Families to Behavioral Health Services

Educating Practices in the Community
presented by

The Child Health and Development Institute

The Behavioral Health Partnership: A Response to the Crisis

THE BEHAVIORAL HEALTH CRISIS

- United States Public Health Service (2000)
 - Only 1 in 5 of youth who need behavioral health services receive them.
- CT Pediatric Providers Study (Pidano, 2006)
 - 90% of pediatric primary care providers reported that patients have difficulty obtaining behavioral health services.
 - Absence of available child psychiatric consultation identified as a major barrier to treatment

THE RESPONSE

- ***The Connecticut Behavioral Health Partnership*** (DSS, DCF, and the administrative services organization, Value Options)
 - A single point of access for *all* behavioral health services for children and their parents who are insured by HUSKY A or B
 - Improves access to care and provides supports for PCPs in addressing behavioral health needs of patients

The Connecticut Behavioral Health Partnership (CT BHP) Supplements HUSKY MCO Services

HUSKY MCOs	CT BHP
Primary care	All behavioral health services
Screening	Care management
E & M services provided by PCP for behavioral health dx	Will work with MCO to coordinate care when both behavioral and physical issues are present
Patient transportation to medical and behavioral health appointments	Telephone psychiatric pharmacy consultation
Emergency department visits	Authorizes inpatient care
All medications	Residential treatment

How Will the Behavioral Health Partnership Help Meet the Behavioral Health Needs of Your Patients?

- Call **one** phone number or access behavioral health services via the web regardless of which health plan the patient has:
 - Names of behavioral health providers
 - Authorization of services if needed
 - Families can call for referrals
 - Family or PCP can call if problems in finding care

How It Works

- PCP or Family for referral go to www.ctbhp.org for Referral Connect or call **877-552-8247**
- Customer Service Representative will identify local **behavioral health referral sources.**
- **Customer Service Representatives can also help families:**
 - schedule appointments
 - overcome transportation barriers
 - link families to **Case Managers** and **Peer Specialists**
- **Case Managers can help with the most difficult situations.**
- **Peer Specialists** work with families to:
 - support engagement in treatment
 - help with service system navigation
 - identify family and community supports

Referral Connect

- Text to be provided by VO

Improved Access to Care
NEW initiative of the CT BHP:
Enhanced Care Clinics (ECCs)
(to start September 1, 2007)

- The BHP has designated 31 behavioral health agencies as Enhanced Care Clinics (ECCs) to ensure timely and coordinated care for your patients.
- How soon will patients be seen?
 - **2 hours for emergencies**
 - **2 days for urgent care appointments**
 - **2 weeks for routine appointments**
- **In 2008, these clinics will be required to coordinate their services with primary care services.**

*More Help for PCPs
Telephone Psychotropic Medication
Consultation*

- **CALL 866 375-0993**
 - Your call will be returned by a child and adolescent psychiatrist within 1 business day.
 - Psychiatrist will answer general questions about dosage range, side effects, and medication options for particular disorders.
 - Become a partner with an ECC and receive additional consultation supports

To Access the CT BHP:

Call: 877-552-8247

Referral Connect: www.ctbhp.com

Fax: 866-434-7681

TTY: 866-218-0525

What Information Should The Primary Care Office Provide When Making a Referral?

Child's Identifying Information:

- Name
- Parent or Guardian Name
- Phone Number
- Medicaid Number
- Demographics
- Diagnosis (if known)
- Symptom Description

What is the PCPs Ongoing Role in the Care of Children Who Have Been Referred to the Behavioral Health Partnership?

- Physical care
- Possible medication management for some children who are stable on their prescriptions (billable to HUSKY)
- Collaborative communication with behavioral health service providers

What if the referral information/assistance provided by the CT BHP proves insufficient?

- Call the Customer Service Representative at the BHP and explain your concerns

What if the linkage between the family and the behavioral health service does not occur?

- Call the Customer Service Representative at the BHP and ask for assistance to facilitate the linkage

*What if we already have a
behavioral health referral source for
children insured by HUSKY?*

- You can continue to refer patients to that provider.
- You can call the BHP if you or the family want additional services
 - > Customer Service
 - > Peer/Family Supports

What about our patients who have private insurance?

- The BHP only locates and manages services for children and their families insured by HUSKY
 - collaborative relationships developed with behavioral health providers through the BHP may facilitate referrals of privately insured children

REFERRAL EXAMPLE

- During a well child visit, a mother and her 14-year-old daughter, Sarah, tells the pediatrician that the girl's anxiety symptoms – persistent worrying, sleep difficulties, bouts of shortness of breath, heart palpitations, sweaty palms – are not diminishing despite her weekly therapy sessions with a social worker. The therapist recommended that the mother ask the pediatrician about the advisability of a medication trial. The pediatrician agrees that medication could be of benefit but is uncertain about the medication of choice.

Help for Sarah

- If you have a community provider you know, simply refer Sarah—no need to call CT BHP
- Or if you know of an ECC or are a partner with an ECC refer them there and they will have a timely appointment for Sarah
- If you are not sure where to refer Sarah or what level of care call CT BHP
- You want to start Sarah on medication but have a question about the medication, call 866 375-0993

REFERRAL EXAMPLE: EARLY INTERVENTION

A young, single mother tells the pediatrician that her 36-month-old son, Christopher, “never listens.” The boy yells and throws things when he does not get his way, hits his mother, and runs from her when in public places. The mother has not been able to implement the behavior management strategies previously suggested by the pediatrician and is feeling increasingly frustrated and exhausted.

Help for Christopher and His Mother: You have Options

- Call Child Development Infoline (800 555-7000) for further evaluation and connection to services.
- Refer the mother and Christopher to any community behavioral health provider who has expertise in early child development and parenting skills and participates in the HUSKY program.
- Call the Behavioral Health Partnership for referral resource information.
- If there is an ECC in your area, you can recommend that the mother call the agency directly.
- If you think that the mother would benefit from assistance to access the recommended behavioral health services, you can call the BHP and talk with a Customer Service Representative.
- If the mother is also covered by the HUSKY plan, The Behavior Health Partnership staff can help her to secure needed behavioral health services for herself.