
CHC Educational Conference: Chester County

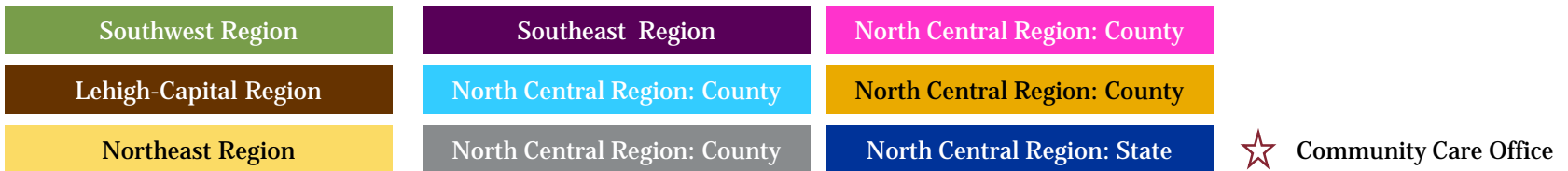
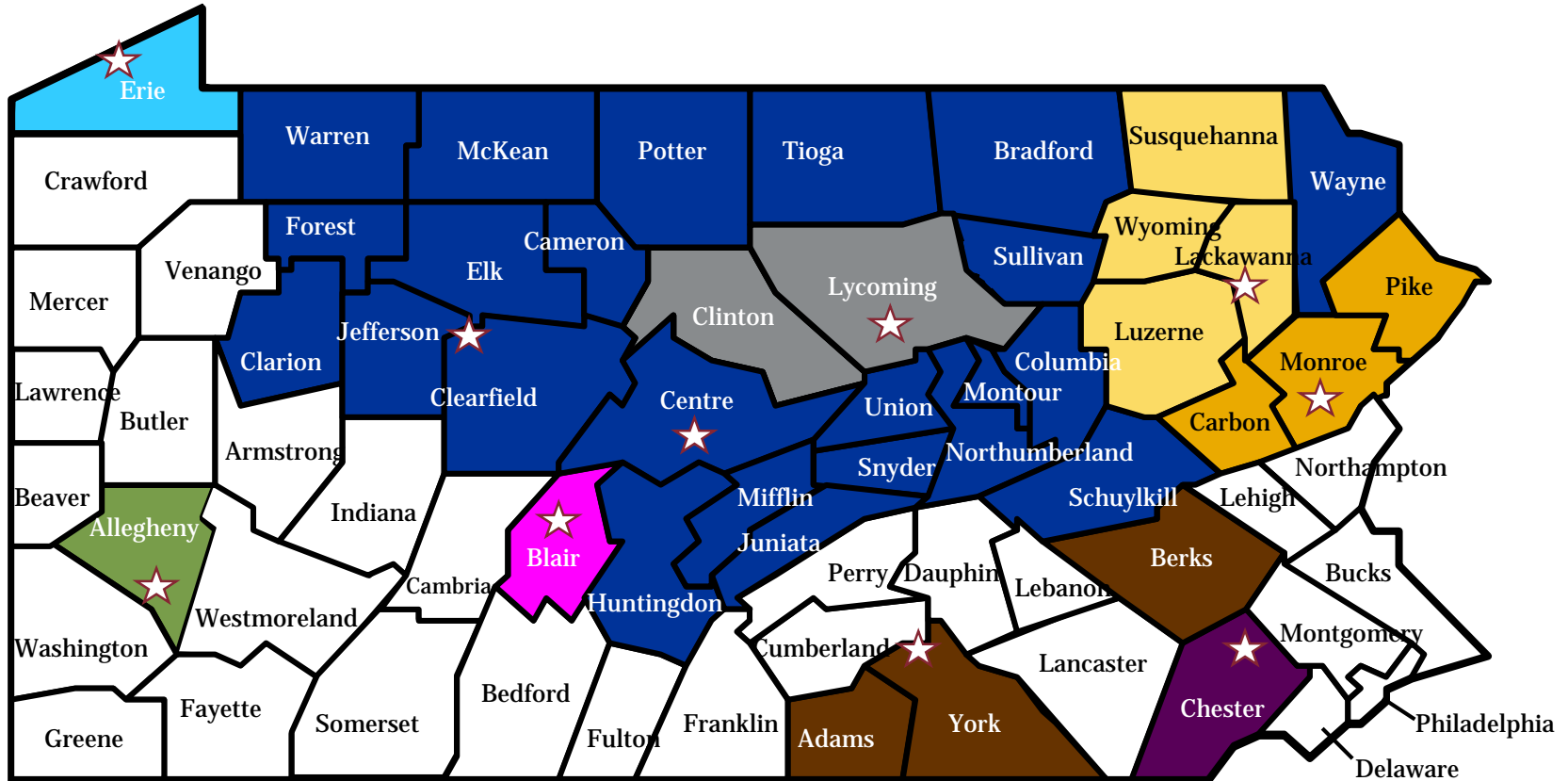
Matthew Hurford, MD, Chief Medical Officer
June 18, 2018

About Community Care

- Incorporated in 1996 to support BH HealthChoices
- Part of the UPMC Insurance Services Division
- 501(c)(3) nonprofit behavioral health managed care organization
- Licensed as risk-bearing HMO
- Implemented HealthChoices in 39 counties in Pennsylvania beginning in 1999
- Over 1,000,000 Medicaid members



Community Care HC Contracts



Innovation and Partnerships



PH/BH Integration

- PCORI Optimal Health
- Behavioral Health Home Plus
- Wellness Coaching
- Collaborative Care at FQHCs
- Integration of Care
- Cultivating Health for Success
- Emergency Department Interventions
- Integrated Care/My Connected Care
- Geisinger Health Plan Data Exchange
- BHMCO/PHMCO Coordination



Recovery & Wellness

- Conferences & Trainings
- CommonGround & Decision Support Centers
- Recovery Library Access & Use
- PCORI Shared Decision Making
- Peer Support in Behavioral Health
- Statewide Recovery Member Advisory Board; Families of Children & Youth Advisory Board; Youth & Young Adult Advisors



Substance Use Disorders

- Centers of Excellence
- SAMHSA Hub & Spoke Grant
- Tracking & Care Management Interventions
- Expanding Medication Assisted Treatment (MAT)
- Enhancing Continuity of Care for Members with an Opioid Use Disorder

Behavioral Health State Plan Services

Behavioral Health

- Clozaril support services
- Inpatient Psychiatric Hospital
- Mental Health Crisis Intervention
- Outpatient Psychiatric Clinic Mental Health including Mobile Mental Health Treatment
- Mental Health Partial Hospitalization
- Peer Support
- Physician Office (Psychiatrist)
- Targeted Case Management (TCM)- Behavioral Health Only
- Laboratory and Diagnostic
- Smoking Cessation Counseling Services
- Emergency room evaluations for voluntary and involuntary commitments

Substance Use Treatment

- Inpatient Drug and Alcohol Detox
- Drug and Alcohol Hospital Based Rehabilitation
- Methadone Maintenance
- Outpatient Drug and Alcohol



Supplemental/Specialized Services

- Supplemental services are available but may vary from county to county; e.g.:
 - Assertive Community Treatment Team (ACT)
 - Dual Diagnosis Treatment Team (DDTT)
 - Certified Recovery Specialist (CRS)

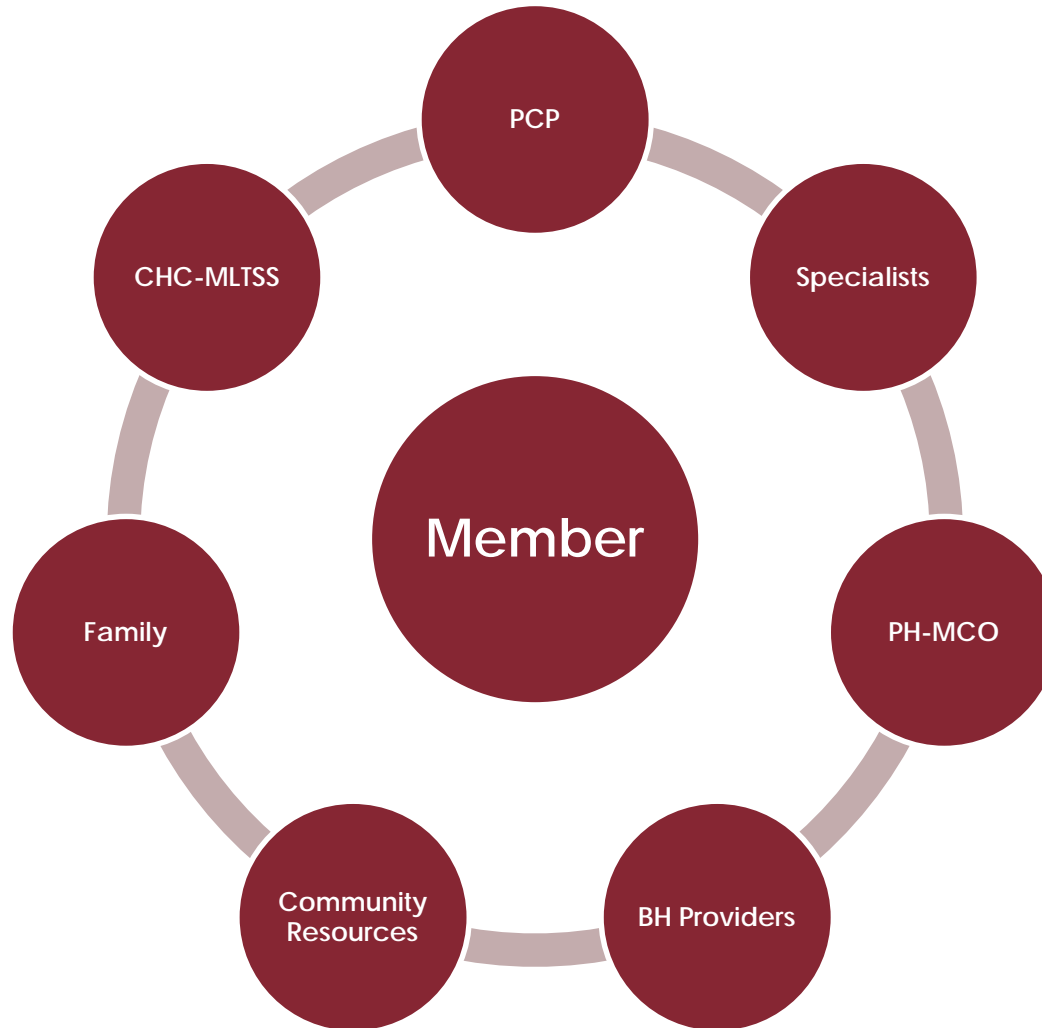


Serving the CHC Population

- Community Care strives to:
 - Encourage systems and individuals to recognize the integral role behavioral health plays in overall health and wellness
 - Make coordination and collaboration an easy process
 - Make the referral process as simple as possible
 - Make all processes timely
 - Encourage BH screenings and referrals



Care Coordination



CHC Coordination & Collaboration

- Behavioral Health Coordinator
 - Designated position to ensure effective coordination; collaboration & partnerships
- Care Management
 - Team of licensed and specialty clinicians
- Customer Service
 - Operates 24 hours/day, 365 days/year
- Physician and Psychological Services
 - Accessible 24 hours/day, 365/year
- Weekly operational and clinical meetings with CHCs
- Developing data sharing with CHC's
- Participation on CHC Quality Committees
- CHC-specific training symposium for providers
- Conducted CHC specific survey the BH provider network
- Initiative to survey, outreach, and educate nursing facilities about the behavioral health system and services



Community Care Contact Information

- Chester County member line:
1.866.622.4228
- Provider Line: 1.888.251.2224
- Coordination of Care line:
1.844.488.5336
- Physician Line (Community Care psychiatrists are available 24 hours a day, seven days a week): 1.844.535.4324
- Community Care website:
www.ccbh.com
 - Use the “Contact Us” option

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Thank you!

