

Chapter 12

Coordination of Care

- 12.1. Coordination for Individuals with Medical Care Providers and HealthChoice MCOs
- 12.2. Rare and Expensive Case Management
- 12.3. Coordination of Care for Individuals with Severe and Persistent Behavioral Health Disorders and Co-occurring Medical Disorders

The Maryland Public Behavioral Health System (PBHS) emphasizes communication between mental health providers, medical care providers, and substance related disorder providers. Beacon Health Options, Inc. (Beacon) has embraced this integrated philosophy and provides key services that will enable better coordination of care for an individual's treatment teams.

12.1. Coordination for Individuals with Medical Care Providers and HealthChoice MCOs

There can be many challenges in ensuring seamless care for an individual who utilizes a variety of treatment providers. However, Beacon offers a variety of services that assist in the bridging of any service gaps. With the consent of the individual, the treating behavioral health provider(s) communicate directly with the medical care provider on a regular basis in order to coordinate behavioral health and somatic health care. Interdisciplinary and interdepartmental conference calls, data sharing, treatment planning, and outreach to participants are all options for coordinating care on high-risk participants. To assist in this coordination of care, Beacon also communicates with the HealthChoice Managed Care Organizations (MCOs) regarding high-risk participants with co-occurring behavioral health conditions and medical disorders. To better serve the individual and the providers, Beacon is available to play a role in treatment and recovery plans developed to meet the needs of individuals.

Beacon will also coordinate with other agencies such as the Department of Human Resources, Department of Social Services, Department of Juvenile Services, Development Disabilities Administration, Department of Education, Behavioral Health Administration (BHA), Medicaid, Core Service Agencies (CSAs), and Local Addictions Authorities (LAAs) on an as needed basis. Pharmacy data is integrated into ProviderConnect and is available to assist providers in the development and coordination of the optimal care plan.

To further ensure that individuals are receiving the appropriate coordination of services, Beacon will conduct both scheduled and unscheduled audits. Onsite audits by Beacon include a review of medical records for evidence of coordination of behavioral health services and somatic care.

12.2. Rare and Expensive Case Management

Rare and Expensive Case Management (REM) is a case management program for people who have rare and expensive diseases, the types of which are listed on COMAR. These individuals may have congenital anomalies, AIDS, metabolic disorders, or renal failure. REM is a carve-out of HealthChoice. Individuals who are in REM are disenrolled from their MCO and become Medicaid, fee-for-service.

12.3. Coordination of Care for Individuals with Severe and Persistent Behavioral Health Disorders and Co-occurring Medical Disorders

Individuals with severe and persistent behavioral health disorders leading to frequent medical and/or behavioral health hospitalizations may require more intensive coordination efforts. These participants are identified, flagged, and tracked by Beacon to facilitate coordination between hospitals and community-based behavioral health providers.

As described in the above sections, Beacon identifies and tracks high-risk participants within the PBHS. Referrals are received on an ongoing basis from Beacon Care Managers, MCOs, CSAs, LAAs, and providers, as well as from regular reports of multiple inpatient admissions. Once participants are identified and their treatment history is analyzed, they are flagged in Beacon's care management system to track future utilization patterns. This allows Beacon to involve relevant stakeholders in the discharge, transition, treatment, and rehabilitation planning of their participations. When an individual is identified, Beacon Care Managers notify the treating and/or requesting behavioral health providers by phone regarding the high-risk status of the participant. Beacon also emails the participant's CSA and/or LAA daily regarding any new admission to inpatient services for these high-risk participants.

For cases that involve the highest risk participants, Beacon has designated resources who provide intensive care management and coordination of care activities. The goal of providing these services is to improve care and reduce inpatient recidivism by pulling together relevant stakeholders to collaborate on the participant's aftercare plans. As part of this collaboration, Beacon often completes a peer-to-peer consultation with the treating behavioral health provider to review the treatment and aftercare plans. The Beacon MCO Liaison coordinates meetings with relevant parties either telephonically or in-person. This can include, but is not limited to, CSAs, LAAs, MCOs, behavioral health providers, and medical care providers, and are utilized to discuss a comprehensive and individualized approach to address the participant's behavioral health and medical care needs. Referrals for this program may be made by contacting the Beacon MCO Liaison.