



# ACCESS Mental Health for Moms

## SEMIANNUAL PROGRESS REPORT

Quarters 1&2 of SFY 2023: July 1, 2022 - December 31, 2022



Report prepared by Beacon Health Options for the Department of Mental Health and Addiction Services  
Submitted February 28, 2023



# Acknowledgements

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# Table of Contents

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Program Description.....	1
Enrollment.....	2
Map of Enrolled Practice Locations.....	3
Practice Utilization.....	4
Demographics .....	5
Consultations.....	6-7
Provider Satisfaction.....	7
Definitions & Acronyms .....	8

## Introduction

ACCESS Mental Health for Moms is a statewide program funded by the Department of Mental Health and Addiction Services (DMHAS) created to ensure that all of Connecticut's perinatal practitioners (Obstetricians, Gynecologists, Midwives, Pediatric and Adult Primary Care Providers, and Psychiatric Providers), working with pregnant and postpartum individuals presenting with mental health and/or substance use concerns, have real-time access to seasoned reproductive psychiatrists for consultation, education, and referral support.

Administered by Beacon Health Options (Beacon), the ACCESS Mental Health for Moms program consists of one statewide Hub team led by board-certified reproductive psychiatrists from Yale School of Medicine and is staffed with a licensed clinician and care coordinator to support perinatal practitioners and their patients connect to services. The Hub team provides real-time psychiatric consultation and individualized, case-based education to perinatal providers over the phone. Phone conversations may entail diagnostic clarification, psychopharmacology recommendations, counseling recommendations, and resources to help perinatal individuals connect to community resources.

## Data Sources

The information included in this semiannual report represents data entered into Beacon Health Options' Encounter System; a HIPAA compliant platform designed specifically to capture curbside consultation and resource and referral support. Beacon's Encounter System is the primary platform used for all consultations provided by the ACCESS Mental Health for Moms Hub team. Data is entered after every call, then de-identified and transferred to Beacon's data warehouse for analysis.

## Methodology

The data contained in this initial semiannual report was prepared by Beacon Health Options for the Department of Mental Health and Addiction Services and summarizes progress made by the ACCESS Mental Health for Moms program. The primary reporting period for this report is July 1, 2022 through December 31, 2022 (Quarters 1 & 2 of SFY 2023); in some metrics, totals covering the entire length of the program or "since inception" (June 20, 2022 through December 31, 2022) are also provided.

# Enrollment

Quarters 1&2 SFY 2023: July 1, 2022 - December 31, 2022

The ACCESS Mental Health (AMH) for Moms program is available to all perinatal practitioners (Obstetricians, Gynecologists, Midwives, Pediatric and Adult Primary Care, and Psychiatric Providers). However, obstetrical providers treat the highest volume of perinatal individuals and therefore are the primary medical group who receive targeted outreach and formal enrollment efforts; including an invitation to meet directly with the Hub team's psychiatrist to review program services.

Starting in June 2022, the program used supplemental reports provided by the Department of Social Services and Community Health Network CT to identify obstetrical practices across Connecticut. Initially, 169 obstetrical practice groups were identified as potential participants to enroll in the program. However, through telephonic outreach, the Hub team identified that several practices were either closed or did not offer obstetrical services, therefore reducing the total number of eligible obstetrical practice groups down to 137 practice groups.

As of December 31, 2022, the Hub team outreached to 100% of these practices; educating them about the program and inviting them to enroll. It is important to note that provider feedback from all perinatal provider groups (obstetrical, primary care, and psychiatry groups) has been overwhelmingly positive. Providers recognize delivering support, guidance, and appropriate intervention, particularly to the state's most vulnerable residents, can have a long-term, sustainable impact, and can change the trajectory of a family's life. Providers have expressed appreciation to the Department of Mental Health and Addiction Services (DMHAS) for supporting the implementation of this program.

In Q1&Q2 SFY'23, a total of 46 obstetrical practice groups with 93 practice sites and 285 providers enrolled in the program. This is approximately 34% (46 out of 137) of the total potential obstetrical practice groups identified statewide. Of the 285 obstetrical providers enrolled, approximately 74% (211) are medical physicians (MDs and DOs), approximately 13% (38) are certified nurse midwives (CNMs), approximately 8% (22) are advanced practice nurse practitioners (APRNs), 4% (12) are physician assistants (PAs), and less than 1% (2) are registered nurses (RNs). Practice group information including site location and phone numbers can be found on the Map of Enrolled Practices dashboard within this report.

As part of the statewide implementation, marketing efforts to inform all perinatal practitioners about the AMH for Moms program will continue to be a primary focus throughout this rest of this state fiscal year. Further review and analysis showcasing all efforts will be reported in the program's SFY2023 year-end report.

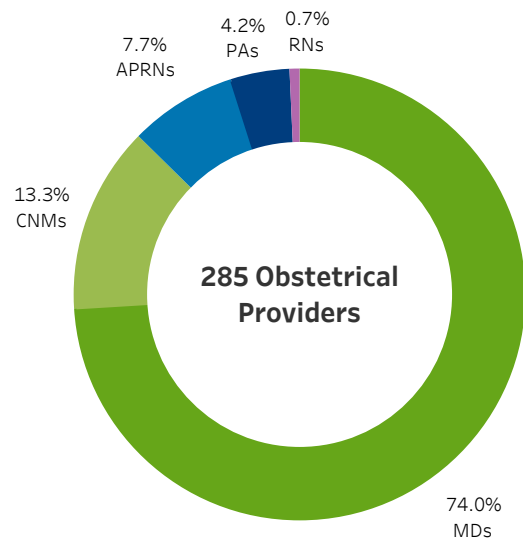
**46 Obstetrical Practices Enrolled**



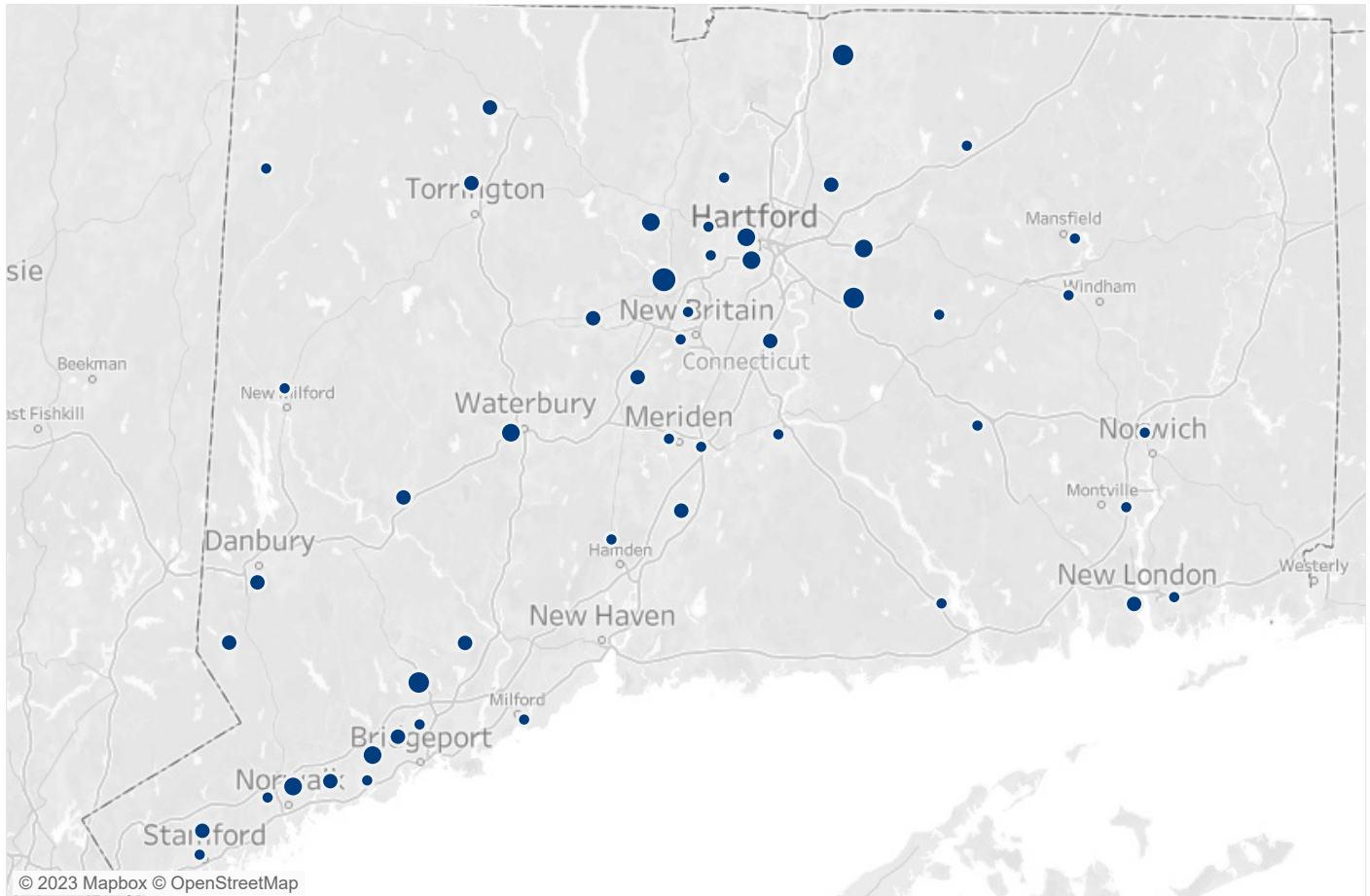
**93 Obstetrical Practice Sites**



**285 Obstetrical Providers**



# Enrolled Practice Locations



Search Practice Name by Town:

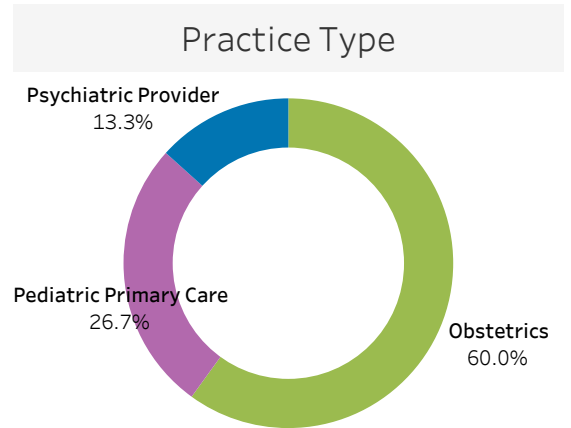
All

Practice Name	Address	Phone
Coastal ObGyn & Midwifery	2 Sandy Desert Road Uncasville, CT 06382	(860) 443-4148
	3 Shaws Cove Suite 206 New London, CT 06320	(860) 443-4148
Hospital of Central Connecticut Women's Ambulatory Clinic	100 Grand St New Britain, CT 06052	(860) 224-5261
Maternal Fetal Care PC	1275 Summer Street, Ste 306 Stamford, CT 06905	(203) 978-5775
WHCT: Avery Center for Obstetrics and Gynecology	12 Avery Place Westport, CT 06880	(203) 227-5125
	40 Cross Street Suite 250 Norwalk, CT 06851	(203) 227-5125
	400 Stillson Road Fairfield, CT 06824	(203) 227-5125
WHCT: Briar Rose Network	122 Maple Street Bristol, CT 06010	(860) 583-1800
WHCT: Candlewood Center for Women's Health	103 Newtown Road Danbury, CT 06810	(203) 730-8789
WHCT: Central CT OBGYN	25 Newell Road, Suite E35 Bristol, CT 06010	(860) 276-6800
	1131 West St Bldg 2 Southington, CT 06489	(860) 276-6800
WHCT: Comprehensive Gynecology of CT	60 Washington Ave Stes 201 & 206 Hamden, CT 06518	(203) 230-2939
WHCT: Connecticut Women's OBGYN	151 Hazard Avenue, Suite 9B Enfield, CT 06082	(860) 648-2748
	345 North Main St Suite 242 West Hartford, CT 06107	(860) 648-2748
	1050 Sullivan Ave Suite 4A South Windsor, CT 06074	(860) 648-2748
WHCT: Ferrucci Ferrucci & Morris	148 East Ave Suite 3-K Norwalk, CT 06851	(203) 325-4665
	1250 Summer St Suite 305 Stamford, CT 06905	(203) 325-4665

# Practice Utilization

Utilization dashboards are created to analyze program use by provider type. As noted above, the AMH for Moms program is available to all perinatal practitioners including obstetrical providers, pediatric and adult primary care, and psychiatric providers. However, the program works to formally enroll obstetrical practices given that they treat the highest volume of perinatal individuals across the state and will likely use the program's full suite of services, i.e., telephonic psychiatric consultation, resource and referral support, and monthly training and education. Psychiatric providers, on the other hand, are more likely to contact the program primarily for psychopharmacological consultation for their perinatal patients. Whereas pediatricians are expected to contact the program primarily for resource and referral support in connecting their patient's parent to behavioral health treatment.

In the first six months of the program (July 1, 2022 – December 31, 2022), perinatal practitioners contacted the AMH for Moms Hub team requesting support for a total of 15 perinatal individuals presenting with mental health and/or substance use concerns. The majority, approximately 60% (9), were patients being treated by their obstetrical provider, 13% (2) of the individuals served were patients being treated by a psychiatrist requesting psychopharmacological consultation and 27% (4) of the individuals served were identified as needing support by their child's pediatrician during a well-child visit. Additional information, including details regarding the individuals served can be found in the demographic section of this report.



The Practice Specific Utilization graph is created to showcase consistency of the program's use over time. The graph depicts both actively enrolled and utilizing obstetrical practice groups as well as obstetrical practice groups who have utilized the program and are not yet enrolled. The quarterly utilization rate filter at the top of the graph can be adjusted to highlight low, moderate, and high utilizer groups. The graph is sorted by the highest percent of quarters used over time. If the enrolled obstetrical practice group used once during the quarter, it is counted and compared to total quarters enrolled. For example, if a practice enrolled in June of 2022 (3 quarters enrolled) and used every quarter since enrollment, their utilization rate equals 100% (3 quarters enrolled, 3 quarters used). It is important to note that newly enrolled practices with consistent utilization will also show a high percentage rate (1 quarter enrolled, 1 quarter used is also 100%). The graph also highlights enrolled obstetrical practices who have yet to use the program.

As of December 31, 2022, a total of 46 obstetrical practice groups enrolled in the program, two practice groups used the program at least one time since their enrollment. Maternal Fetal Care PC and Women's Health CT: Woodland Women's Health Associates each contacted the program requesting consultation and support for one of their perinatal patients respectively. It is important to note that while the program is working to actively enroll all obstetrical practices across the state, a practice can contact the program prior to completing the enrollment process and still receive program services. For example, Center for Women's Health and Midwifery – Yale New Haven Hospital contacted the program requesting support for five of their perinatal patients and William Backus Hospital-Labor and Delivery used the program to support two of their perinatal patients prior to completing the enrollment process (Q1&Q2 SFY'23). Further review and analysis of program utilization will be reported in the program's SFY2023 year-end report.

■ Practice Enrolled | ■ Practice Not Enrolled, Participating

## Utilization

Average line: average number of quarters used by the program to date. (December 31, 2022)

Practice Name	Practice Type	Quarterly Utilization Rate: All values
Center for Women's Health	Obstetrics	100.0%
Maternal Fetal Care PC	Obstetrics	100.0%
WHCT: Woodland Women's Health Associates	Obstetrics	50.0%
William Backus Hospital-Labor & Delivery	Obstetrics	50.0%
WHCT: S.H.E. Medical Associates	Obstetrics	0.0%
WHCT: Women's Comprehensive Health Care	Obstetrics	0.0%
WHCT: Progressive Women's Health	Obstetrics	0.0%

# Demographics

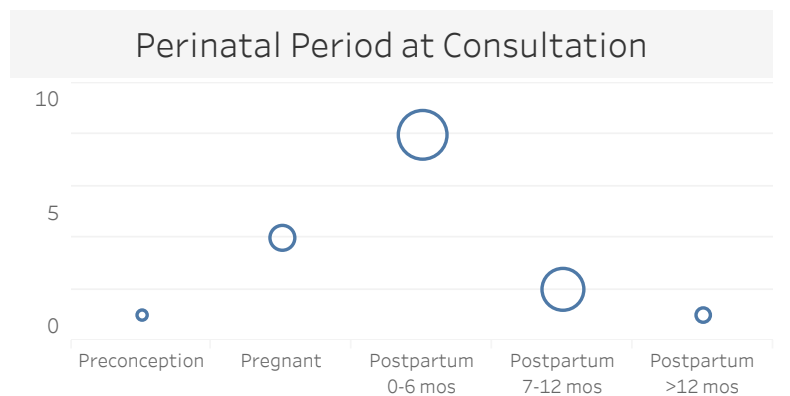
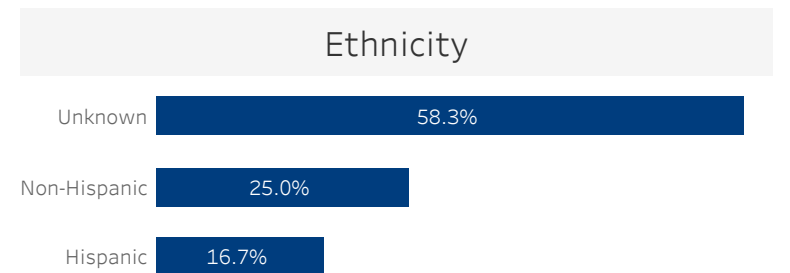
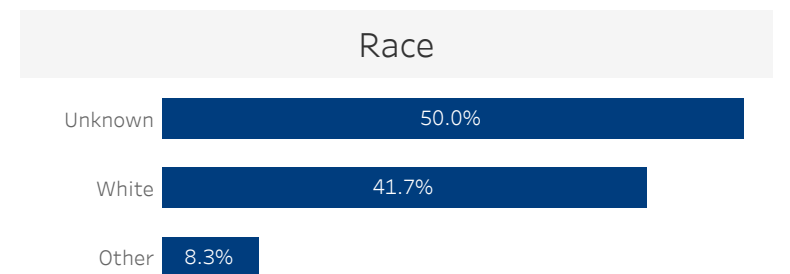
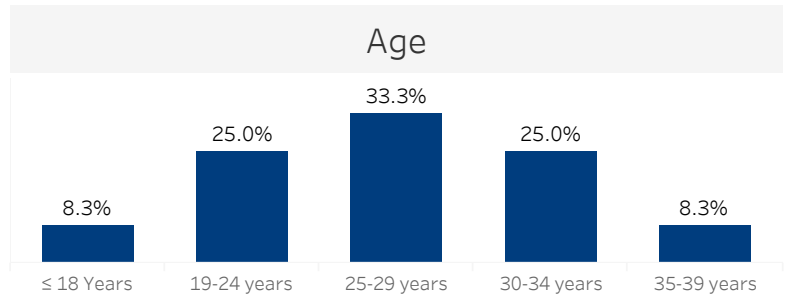
The program served a total of 15 unique perinatal individuals in Q1 & Q2 SFY 2023

The AMH for Moms program supports perinatal practitioners treating all pregnant and postpartum patients up to 12 months post-delivery who are presenting with mental health and/or substance use concerns, regardless of insurance. Demographic dashboards are created to highlight individual characteristics (age, gender, race, ethnicity, and perinatal period) of the individuals served by the program during the report period. Demographic information is captured the first time the provider calls requesting support on the respective individual and is then entered into the Encounter System. Since inception of the program through December 31, 2022, providers requested consultation for a total of 15 pregnant and postpartum individuals, 12 of whom gave permission to the provider to share their demographic information with the Hub team and demographic details are highlighted below.

Of the total unique perinatal individuals served by the program in Q1&Q2 SFY'23, 100% identified as female. Approximately 33% (4 out of 12) of the individuals served were between the ages of 25 and 29 years old, 25% (3 out of 12) of the total unique individuals served were between the ages of 19 and 24 years and 30 and 34 years respectively. Of the total unique individuals served by the program in the first six months of this state fiscal year, one individual was under the age of 19 years and one individual was over the age of 35 years.

Race and Ethnicity are also requested the first time the provider calls requesting support. However, the majority of the individuals served during the first six months of the program (July 1, 2022 – December 31, 2022) were entered into the Encounter System without an identified Race (50% or 6 of the 12 individuals) or Ethnicity (58% or 7 of the 12 individuals). Of the 12 unique perinatal individuals served by the program during this reporting period, five individuals (42%) were identified as White, and one individual was identified as multiracial. Approximately 25% (3 out of 12) of the individuals served identified as Non-Hispanic and 17% (2 out of 12) of the individuals served identified as Hispanic. Beacon's central administration team will work with the Hub team in Q3 SFY'23 to improve the documentation of Race and Ethnicity of individuals served by the program.

The perinatal period of the individuals served by the program is also captured at the time of each consultation. Depending on the length of time the program supported a respective individual, the individual can be counted in multiple perinatal period groups and therefore the counts in the graph below are not unique. The placement of the circle in the graph indicates the number of individuals in each perinatal category and the size of the circles indicates the number of consultations provided. In Q1&Q2 SFY'23, four individuals were served while pregnant, eight individuals received support immediately postpartum, two individuals were noted to be within 7-12 months postpartum, one individual was in the preconception period at the time of consultation and one individual was served after the 12-month postpartum period.





# Consultations

The program provided a total of 49 consultations in Q1&Q2 SFY 2023

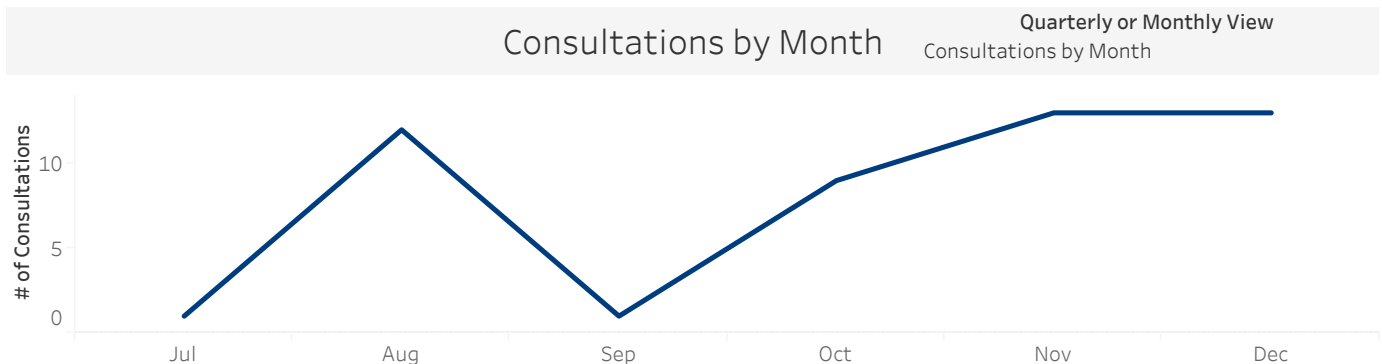
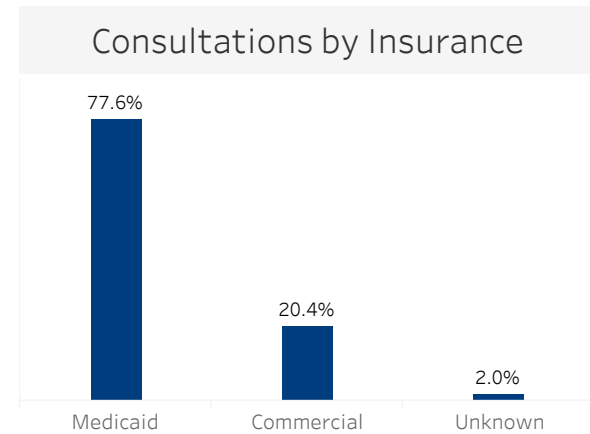
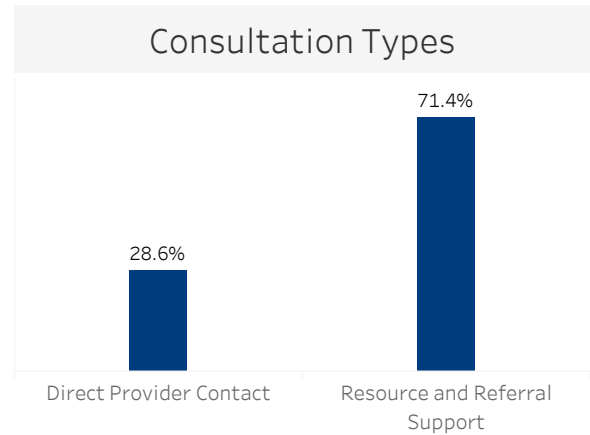
Consultation dashboards are created to showcase the number of consultations provided directly to providers and to perinatal individuals seeking resource and referral support. The program went live June 20, 2022, and the first request for psychiatric consultation took place on July 19, 2022. From that time until the close of Q2 SFY'23, the Hub team provided a total of 49 consultations (July 19, 2022 - December 31, 2022).

**Direct Provider Contacts:** Of the 49 consultations provided in Q1&Q2 SFY'23, approximately 29% (14) were reported as direct contact with providers. This includes both initial inquiries and follow up phone calls to the perinatal provider. Exceeding outcomes expectations, per Hub team report, **100%** (13 out of 13) of initial provider calls were answered by the Hub team's consulting psychiatrist within 30-minutes of the provider's initial inquiry; 77% (10 out of 13) of which were connected directly at the time of the call. The program benchmark is that 95% of all initial provider calls requiring a call back will be returned within 30 minutes of this initial inquiry unless an alternative time was requested by the provider.

**Resource and Referral Support:** Approximately 71% (35 out of 49) of the total consultations provided in the first six months of this state fiscal year were consultations directly supporting perinatal individuals helping them connect to resources in the community. As of December 31, 2022, a total of four perinatal individuals who received resource and referral support confirmed connection to mental health and substance use services within their community.

While the program offers one-time diagnostic and psychopharmacological assessments, the Hub team did not provide a face-to-face assessment during this report period.

**Insurance Breakout:** Of the 49 total consultations provided in Q1&Q2 SFY'23, approximately 38 (78%) were for perinatal individuals with Medicaid insurance; 10 (20%) of the consultations were for individuals with an identified commercial insurance plan such as Aetna, Anthem BCBS of CT, or Tricare and one (2%) of the consultations was provided to an individual without an insurance coverage identified.

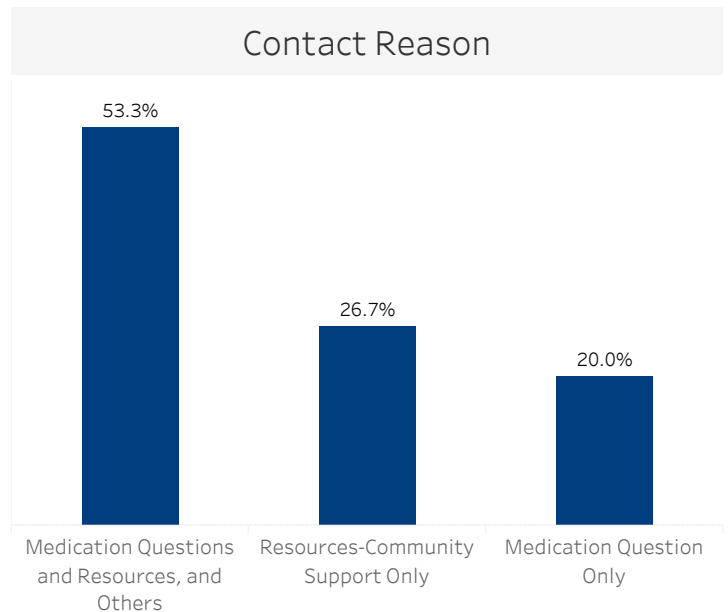


# Consultations

The program provided a total of 49 consultations in Q1&Q2 SFY 2023

**Reason for Contact:** The reason for contact is captured on every consultation and can include multiple reasons. For example, a provider may contact the program solely for guidance with prescribing psychotropic medication or solely for help with finding resources. On the other hand, providers may need help with both prescribing and finding resources. The Contact Reason graph below shows the breakout of reasons for the current reporting period.

In Q1&Q2 SFY'23, providers contacted the program needing help with both prescribing psychotropic medication and finding resources for the majority of individuals served (53% or 8 individuals). Providers contacted the program solely for resource and referral support for 4 individuals (27%) and solely for medication questions for 3 individuals (20%). The majority (13 out of the 15) of the individuals served were noted to have questions or concerns related to their mental health only, while some providers contacted the program with questions related to both mental health and substance use concerns for two individuals.



**Program Satisfaction:** With a program benchmark to achieve high rates of provider satisfaction, the Hub team is charged with asking every calling provider to respond to the question: "rate your satisfaction with the helpfulness of the AMH for Moms program on a scale of 1-5; 5 being excellent". The Hub team captures responses after every consultation. For the first six months of SFY'23, 93.9% of providers rated the consultation as a 5 out of 5.

**"You are my new best friend, this [AMH for Moms] is so helpful! I will call back because I have a few other patients that I want to discuss." ~Obstetrical Provider served by AMH for Moms program.**

**"... I'm so happy things are finally falling into place...I have to really thank you [AMH for Moms] for not giving up on me and being persistent and helping me out! I can't thank you enough!" ~ Postpartum Mom served by AMH for Moms program.**

# Definitions

**Encounter System:** a secure, HIPAA-compliant online data system developed by Beacon Health Options that houses structured electronic forms. Hub staff enter information for every consultation into this database.

**Enrollment:** a formal relationship between the obstetrical practice and Hub team formed after the Hub team psychiatrist meets with the practice's medical director and providers of the practice. The Hub team psychiatrist explains what the program does/does not provide and an enrollment agreement form is signed.

**Hub Team:** the behavioral health personnel providing AMH for Moms services. The Hub team consists of board-certified psychiatrists specializing in reproductive psychiatry, a licensed masters' level behavioral health clinician and a program coordinator. The AMH for Moms program has one Hub team to covers the entire state of Connecticut.

**Perinatal Individuals Served:** a pregnant or postpartum individual up to 12 months post-delivery supported by the AMH for Moms program. Individuals can be the subject of a psychiatric consultation and not receive direct resource and referral support and still be considered served by the program.

**Perinatal Provider/Practitioner:** an individual provider who contacts the AMH program seeking consultation and/or resource support for their pregnant or postpartum patient.

**Practice Group:** an obstetrical practice that identifies itself as a group by listing a primary site and additional satellite practice sites; sharing physicians, patients, and policies and procedures. In this measure, a group is captured as a count of one regardless of how many sites are listed in the group.

**Practice Groups Utilized:** any practice group noted having at least one consultative activity during the reporting period.

**Practice Site:** an individual obstetrical office; uniquely identified by address.

**Race:** the race of the perinatal individual identified during the consultation, if provided. The "other" race category includes: American Indian or Alaskan Native, Native Hawaiian/Other Pacific Islander, multiracial, and any race identified as "other" in the encounter system.

**Perinatal Period:** the stage of the individual at the time of the consultation including preconception, pregnant (1st trimester, 2nd trimester, and 3rd trimester), postpartum (0-3 months, 4-6 months, 7-9 months, 10-12 months and postpartum greater than 12 months).

**Consultation:** any activity provided by the AMH for Moms Hub staff and entered into the Encounter system including incoming/outgoing calls to providers and perinatal individuals. This also includes face-to-face assessments provided by Hub staff. Consultations are grouped by:

- **Direct Provider Contacts:** (Phone from Provider, Phone to Provider, On the Fly Consult): direct contact with the perinatal provider
- **Resource and Referral Support:** direct phone contact with the perinatal individual needing support in connecting to mental health and or substance use services in the community
- **Face to Face Assessments:** a face-to-face diagnostic evaluation or psychopharmacological consultation provided by the Hub psychiatrist
- **Other** (Phone Other, Materials Request, BH Network Management, Hallway Other, Office Education)

## Acronyms

DMHAS – Department of Mental Health and Addiction Services  
Beacon – Beacon Health Options  
AMH – ACCESS Mental Health  
CT – Connecticut  
MD – Doctor of Medicine

DO – Doctor of Osteopathic Medicine  
CNM – Certified Nurse Midwife  
APRN – Advanced Practice Registered Nurse  
PA – Physician Assistant  
RN – Registered Nurse