

ACCESS Mental Health CT Progress Report

Review of Outreach and Enrollment Activities

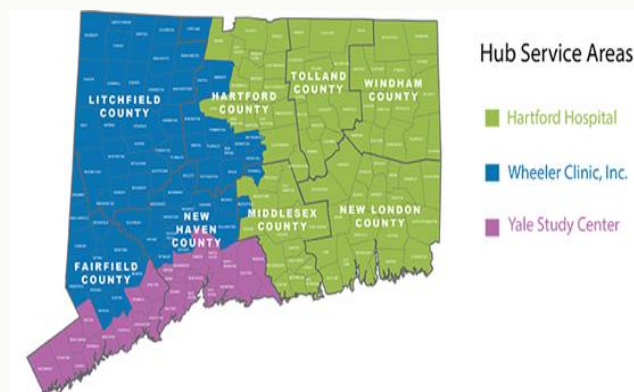
This report was prepared for the Department of Children and Families to meet the first of the ACCESS Mental Health CT program start-up goals and October 20, 2014 deliverable. This initial report focuses on state-wide efforts made to outreach, educate, and enroll pediatric and family care practices in ACCESS Mental Health. This was made possible through the collaborative effort of ValueOptions CT, the Department of Children and Families, and the three ACCESS Mental Health Hub teams.



Overview

ACCESS Mental Health CT is a state funded program designed to ensure that all youth under 19 years of age, irrespective of insurance coverage, have access to psychiatric and behavioral health services through contact with their primary care providers (PCP). In December 2013, ValueOptions CT (VO) entered into a contract with the Department of Children and Families (DCF) to administer the ACCESS Mental Health program. Through a competitive procurement process, VO sought qualified behavioral health organizations to serve as expert psychiatric specialists supporting PCPs seeking assistance in treating youth with behavioral health concerns. Out of eighteen highly qualified applicants, three organizations submitted outstanding applications and were awarded ACCESS Mental Health Hub contracts in June 2014. The Institute of Living at Hartford Hospital, Wheeler Clinic, Inc. and Yale Child Study Center employed seasoned behavioral health professionals to work as service area Hub teams covering the entire state of Connecticut.

The program is designed to increase PCPs' behavioral health knowledge base so they can identify and treat behavioral health disorders more effectively and expand their awareness of local resources. Each Hub team consists of a full-time equivalent child and adolescent psychiatrist(s), behavioral health clinician(s), program coordinator, and a half-time family peer specialist. The teams are charged with providing to PCPs real-time phone consultations that include education on assessment, treatment, and access to community resources. Consultations may result in one of the following outcomes, depending on the needs of the child and the family: an answer to the PCP's question; referral to the team's program coordinator or family peer specialist to assist the family in accessing local behavioral health services; referral to the team's behavioral health clinician to provide transitional (interim) face-to-face or telephonic support to the child and family; or referral to the team's child psychiatrist for a face-to-face diagnostic evaluation or psychopharmacological consultation.



To ensure adequate coverage, the state is divided into three geographic service areas (approximately 272,000 youth per Hub). Each pediatric and family care practice is assigned a Hub team based on the location of the practice within the Hub service area.

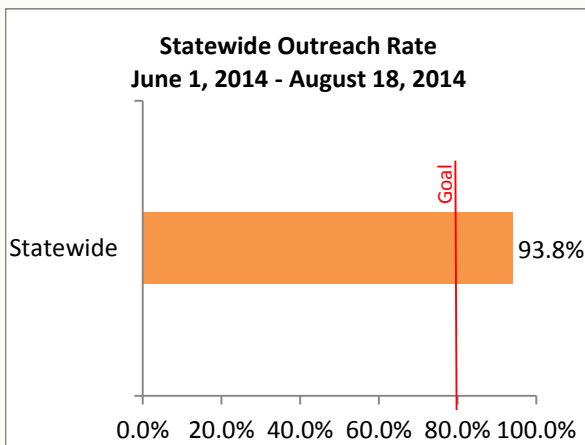


Statewide Outreach

State agency representatives, medical and behavioral health providers and key stakeholders lobbied for ACCESS Mental Health to be established in Connecticut. As part of the state-wide implementation, start-up goals of educating 80% of pediatric and family care practices by August 18, 2014 and enrolling 50% of those practices by November 17, 2014 were set. In collaboration with DCF, Child Health and Development Institute, and the CT chapter of the American Academy of Pediatrics, VO utilized several marketing tactics to inform the pediatric medical community about the ACCESS Mental Health program. Press releases, newsletters, email blasts, website development, webinars, and community meeting announcements began in May 2014. Additionally, the Hub teams deployed their own individual tactics across the state, including press releases, newsletters, brochure mailings, phone calls, and face to face meetings.

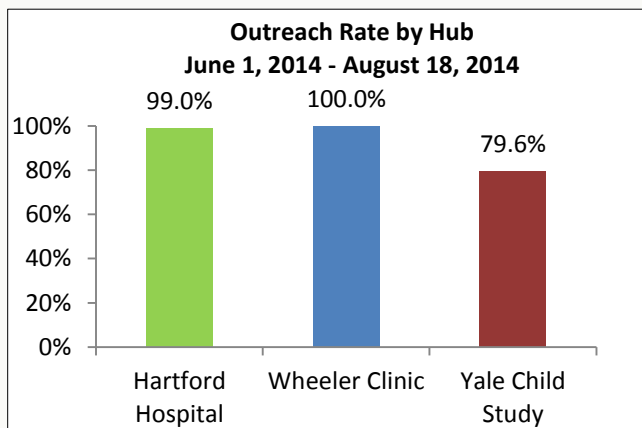
Initially, 506 pediatric and family care practices in the state of Connecticut were identified as potential participants to enroll in the ACCESS Mental Health program. However, through outreach, the initial list of 506 practices was updated to reflect new practices and those that retired.

Initial Practices Identified	506
Practices Added	18
Practices Removed	20
Final Practice Count	504



From June 1st through August 18th, the Hubs connected with 93.8% (473) of the pediatric and family care practices across the state, educating them about the ACCESS Mental Health CT program and inviting them to enroll. This far exceeds the start-up goal of 80%. All three Hub teams made solid efforts in outreaching to the practices within their service areas.

Wheeler Clinic outreached to 100% of the practices assigned within their assigned service area, followed by Hartford Hospital with 99% and Yale Child Study with 79.6%.



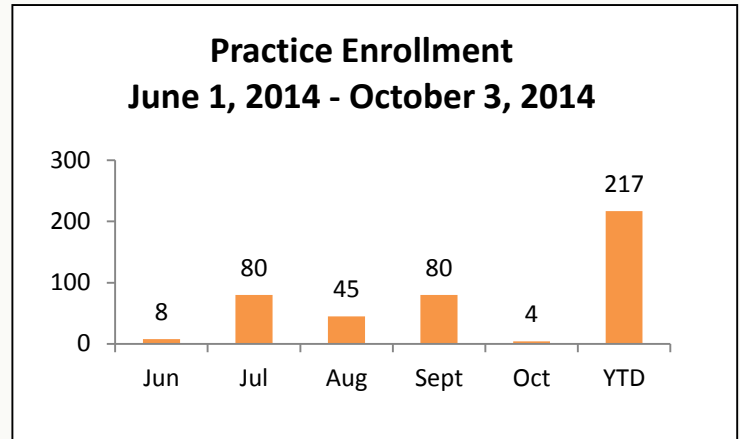
	Practices Assigned	80% Compliance Benchmark	Practices Outreached	Outreach Rate
Hartford Hospital	202	162	200	99.0%
Wheeler Clinic	160	128	160	100.0%
Yale Child Study	142	114	113	79.6%
Statewide	504	403	473	93.8%

It is important to note that this data only includes the direct efforts made by each Hub. The additional efforts made by DCF, CHDI, CT-AAP and VO are not included in this data.

Enrollment

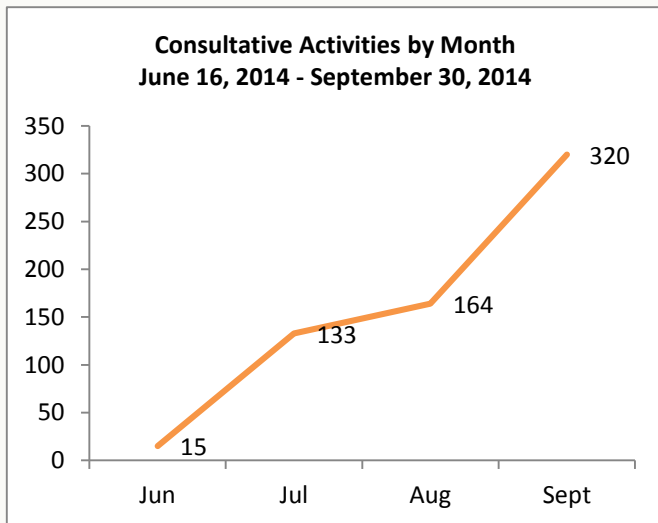
The vision of the ACCESS Mental Health CT program is to improve access while promoting productive relationships between primary care and child psychiatry. Per contract, each Hub team can carry no more than 5 child and adolescent psychiatrists (CAP) on their team. This small team allows the PCP and CAP to build a trusted relationship. As a requirement of enrollment, a CAP from each Hub team must complete an on-site visit with each practice interested in enrolling. This in-person meeting fosters the PCP/CAP relationship from the start.

As of October 3rd, 217 pediatric and family care practices with 836 primary care providers have enrolled in the program.



The second of the two start-up goals focuses on enrollment and is due November 17, 2014. Preliminary results show that the Hubs are on-track to meet and exceed this goal.

Consultative Activities



ACCESS Mental Health CT went live June 16, 2014 providing consultative activities to enrolled pediatric and family care providers across the state. Each Hub team has a toll-free phone number available Monday – Friday, 9am-5pm. Consultative activities include: telephone consultation, assistance with finding community behavioral health services, connect to care follow up, and one-time diagnostic assessments.

In just three months, the Hub teams have completed a total of **632** consultative activities supporting enrolled PCPs across the state.

Program satisfaction is a key measure that defines program success. Satisfaction surveys are collected at enrollment with annual surveys to follow. Additionally, feedback is captured after every consultative activity. Preliminary feedback from the pediatric and family care providers who have used the program report positive satisfaction. In August 2014, a PCP Advisory Group comprised of primary care physicians was also established.

If you are interested in further information on this topic or are interested in a presentation to your group, committee, or agency, please contact the ACCESS Mental Health Central Administration team at accessmhct@valueoptions.com