



ACCESS Mental Health for Youth

SEMIANNUAL PROGRESS REPORT

Quarters 1&2 of SFY 2025: July 1, 2024 – December 31, 2024



Report prepared by Caredon Behavioral Health for the Connecticut Department of Children and Families
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Introduction

ACCESS Mental Health for Youth is a statewide program funded by the Department of Children and Families (DCF) created to ensure that all youth and young adults under 22 years of age, irrespective of insurance coverage, have access to psychiatric and behavioral health services through contact with their primary care providers (PCP). The program is designed to increase PCPs' behavioral health knowledge base so they can identify and treat mental health and substance use disorders more effectively and expand their awareness of local resources. Carelon Behavioral Health (Carelon) contracts with three behavioral health organizations to act as Hub teams and provide support across the state: Institute of Living at Hartford Hospital, Wheeler Clinic, and Yale Child Study Center. Each Hub team consists of board-certified child and adolescent psychiatrists, a behavioral health clinician, a program coordinator, and a family peer specialist. The teams are charged with providing real-time psychiatric consultation and individualized, case-based education to PCPs over the phone. Phone conversations may assist with diagnostic clarification, psychopharmacology recommendations, counseling recommendations, and care coordination supporting individuals and their family in connecting to community resources.

Data Sources

The information included in this report represents data entered into Carelon's Encounter System showcasing ongoing activity provided by the three ACCESS Mental Health for Youth Hub teams.

Methodology

The data contained in this report is refreshed for each set of progress reports. The results may differ from previously reported values due to late submissions of some data reflecting practice and PCP enrollment, number of individuals served, consultative activities, and satisfaction rates. In most instances, the changes do not create significant differences in the reported conclusions. However, on some occasions there is sufficient variation that changes the analysis. Any analysis affected by these variations will be noted in the narrative and implications will be described.

The methodology for Enrollment remains unchanged. Any primary care practice treating youth and young adults under the age of 22 years of age, regardless of volume, is eligible to enroll in the program. This includes pediatric practices and practices that treat the lifespan population. At enrollment, practice sites are asked to identify if they are a stand-alone practice or a practice with a primary site and additional satellite sites that share physicians, patients, and policies and procedures. Enrollment captures the total amount of sites. This methodology also assesses the distribution of locations across the state.

The methodology for Utilization remains consistent. To eliminate the possibility of inflation, the methodology for Utilization captures the total amount of practice groups; a stand-alone practice is counted once and a practice with multiple sites is also counted once. For instance, if a practice shares physicians, patients, policies and procedures across multiple sites, we group the site locations together and count that practice once within the time period.

This report was prepared by Carelon Behavioral Health for the Department of Children and Families and summarizes the progress made by the ACCESS Mental Health for Youth program. The primary reporting period for this report is July 1, 2024 through December 31, 2024 (Quarters 1 & 2 of SFY 2025); in some metrics, totals covering the entire length of the program or "since inception" (June 16, 2014 through December 31, 2024) are also provided. When viewing this report on Tableau, most dashboards allow the reader to change the date range by selecting the year(s) in the filter at the top of each dashboard. Date ranges are clearly labeled on each graph or table depicting the corresponding timeframes selected by the reader. Filters are also added to Hub-specific dashboards to allow the reader to select data for each Hub team when viewing the report via Tableau.

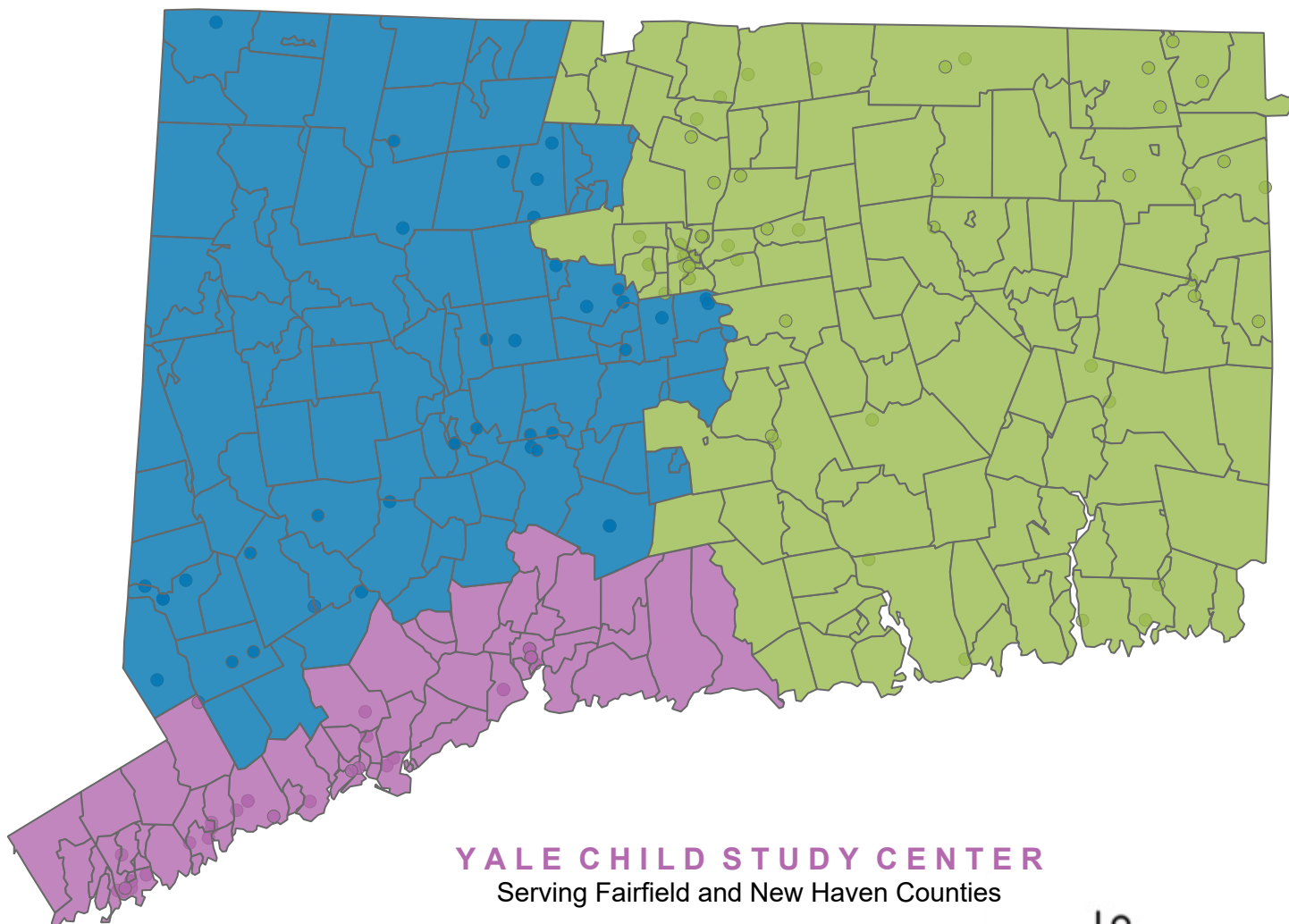
Hub Catchment Areas

WHEELER CLINIC, INC

Serving Fairfield, Hartford, Litchfield,
Middlesex, and New Haven Counties

HARTFORD HOSPITAL

Serving Hartford, Middlesex, New London,
Tolland, and Windham Counties



YALE CHILD STUDY CENTER

Serving Fairfield and New Haven Counties



Type a town to find the assigned HUB
No items highlighted

Carelon contracts with three behavioral health organizations to act as Hub teams and provide support across the state: Institute of Living at Hartford Hospital, Wheeler Clinic, and Yale Child Study Center. To ensure adequate coverage, the state was divided into three geographic service areas; approximately 272,000 youth per Hub.

Primary Care providers treating individuals under the age of 22 years of age are eligible for enrollment. Practice location determines Hub team assignment. For more information about the program and enrollment please visit www.accessmhct.com.

As the ACCESS Mental Health for Youth program reaches the midpoint of its eleventh operational year, it continues to positively impact pediatric and family care practices across Connecticut. This is evidenced by the data presented in this semiannual progress report. Enrollment remains robust and is well distributed throughout the state, with extremely positive program satisfaction. Primary care providers (PCPs) report improved comfort in identifying and treating mental health conditions and express gratitude for the program's support. A comprehensive review of the data for this reporting period (July 1, 2024 – December 31, 2024, Q1&Q2 SFY'25) can be found in the narrative sections and accompanying dashboards of this report.

Since its inception in June 2014, the ACCESS Mental Health for Youth Hub teams have provided over 80,200 consultations, supporting more than 14,300 individuals.

In September 2021, Connecticut was awarded a 5-year federal grant through the American Rescue Plan Act – Pediatric Mental Health Care Access – New Area Expansion, offered by the Health Resources and Services Administration (HRSA). This grant allowed the program to also support PCPs treating young adults aged 19 to 21. During this reporting period, the program served 1,046 individuals, reflecting an 8% increase compared to the same period in the previous state fiscal year, with approximately 12% being young adults aged 19 or older. Meetings with the Hub teams, the Department of Children and Families (DCF), Carelon's central administration, and Connecticut's Departments of Mental Health and Addiction Services and Public Health, along with other key organizations, continued to take place. These discussions focused on gathering information about statewide initiatives, available training, and strategies to enhance statewide coordination of resources for youth and young adults.

Additionally, HRSA awarded funding to the ACCESS Mental Health program to create three provider toolkits and seven psychoeducational videos to support parents and caregivers caring for children with mental health concerns. Beginning in Q1 SFY'25, a marketing strategy utilizing email campaigns, newsletters, social media, and fax was launched to distribute these valuable resources. Dissemination efforts will continue in Q3 SFY'25.

To further support youth and young adults whose PCPs are the primary prescribers of psychotropic medication, Connecticut state legislation allocated a portion of the American Rescue Plan Act (ARPA) funding to enhance the AMH program. This increased capacity allows for telephonic bridge treatment sessions and care coordination for those referred by their PCPs but who have yet to engage in counseling or psychotherapy services. Since July 2022, Carelon's administration and the AMH Hub teams have adapted operations to provide this service. During this reporting period, 18.6% of individuals (8 out of 43) agreed to and received bridge treatment — all served by the Yale Child Study Center. The Hub teams consistently noted that bridge treatment was valuable for the small group of individuals and families for whom it was clinically appropriate. Many families who declined bridge treatment preferred to wait for community services rather than engage in short-term therapy. Notably, both Hartford Hospital and Wheeler Clinic have reported improved wait times for connecting individuals to community-based behavioral health treatment, significantly decreasing the need for additional telephonic support. In contrast, the Yale Child Study Center continues to experience long wait times for outpatient talk therapy.

As noted in previous reports, Carelon's ACCESS Mental Health central administration team is focused on securing third-party reimbursement for AMH psychiatric consultations. Pediatricians and family physicians benefit greatly from these consultations, improving care for numerous patients. Third-party insurer involvement has been an ongoing priority. Anthem Blue Cross Blue Shield of CT has shown interest leading to a planned pilot program. This pilot will enable reimbursement for telephonic curbside psychiatric consultations, using specific CPT and ICD codes, with no cost to the patient. Although previously anticipated to launch in the fall/winter, unforeseen challenges related to IT build costs and NPI coding contributed to delays. These issues are currently being resolved by Anthem and the Hub team. It is important to note that while this initiative may yield only a small amount of funding, it represents an initial step toward broadening additional third-party insurer contributions to the program's overall funding; thereby, increasing sustainability.

Enrollment

A total of 375 practice sites are currently enrolled in the ACCESS MH program.

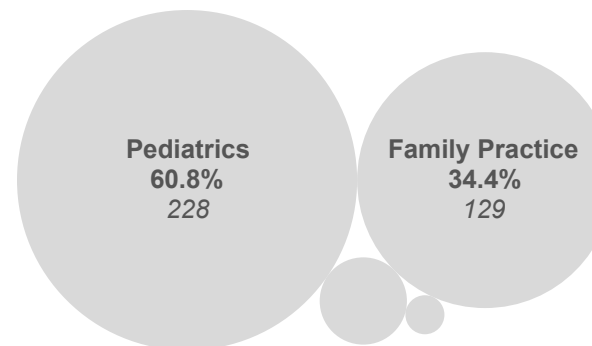
All pediatric and family care practice sites providing primary care services to youth and young adults under the age of 22 years are eligible for enrollment in the program. The program uses a supplemental report provided by the Department of Public Health generated directly from the CT WiZ System. The CT WiZ system is a statewide immunization information system designed to track immunizations administered in public health settings. While this report is a good source for identifying and locating primary care sites across the state, regular outreach by the Hub teams is also needed to identify, update, and track practice site and PCP changes as they occur. The Hub teams will complete a formal review of the eligible and enrolled primary care sites in Q3 SFY'25.

By December 31, 2024, a total of 403 primary care practice sites were identified as eligible for enrollment, with approximately 93% (375 out of 403) enrolling statewide. This aligns with figures reported in the program's SFY'24 annual report. Readers viewing this report via Tableau, selecting a town in the Map of Enrolled Practices dashboard will reveal the location and contact information of each enrolled practice.

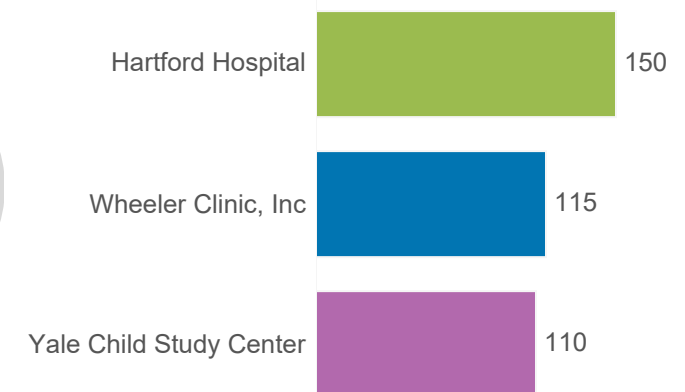
Statewide, around 61% of enrolled sites are pediatric practices, 34% are family medicine practices, 4% represent groups combining both specialties, and under 1% were entered without a specified provider type.

Hartford Hospital enrolled approximately 90% (150 out of 167) of eligible practice sites within their designated service area. Wheeler Clinic enrolled 97% (115 out of 119) of their eligible practice sites and Yale Child Study Center enrolled approximately 94% (110 out of 117) of the eligible practice sites within their designated service area. Selecting a specific Hub team in the Enrollment bar chart above will display detailed information about their respective sites.

Percent of Total Enrolled Practice Sites by Provider Type



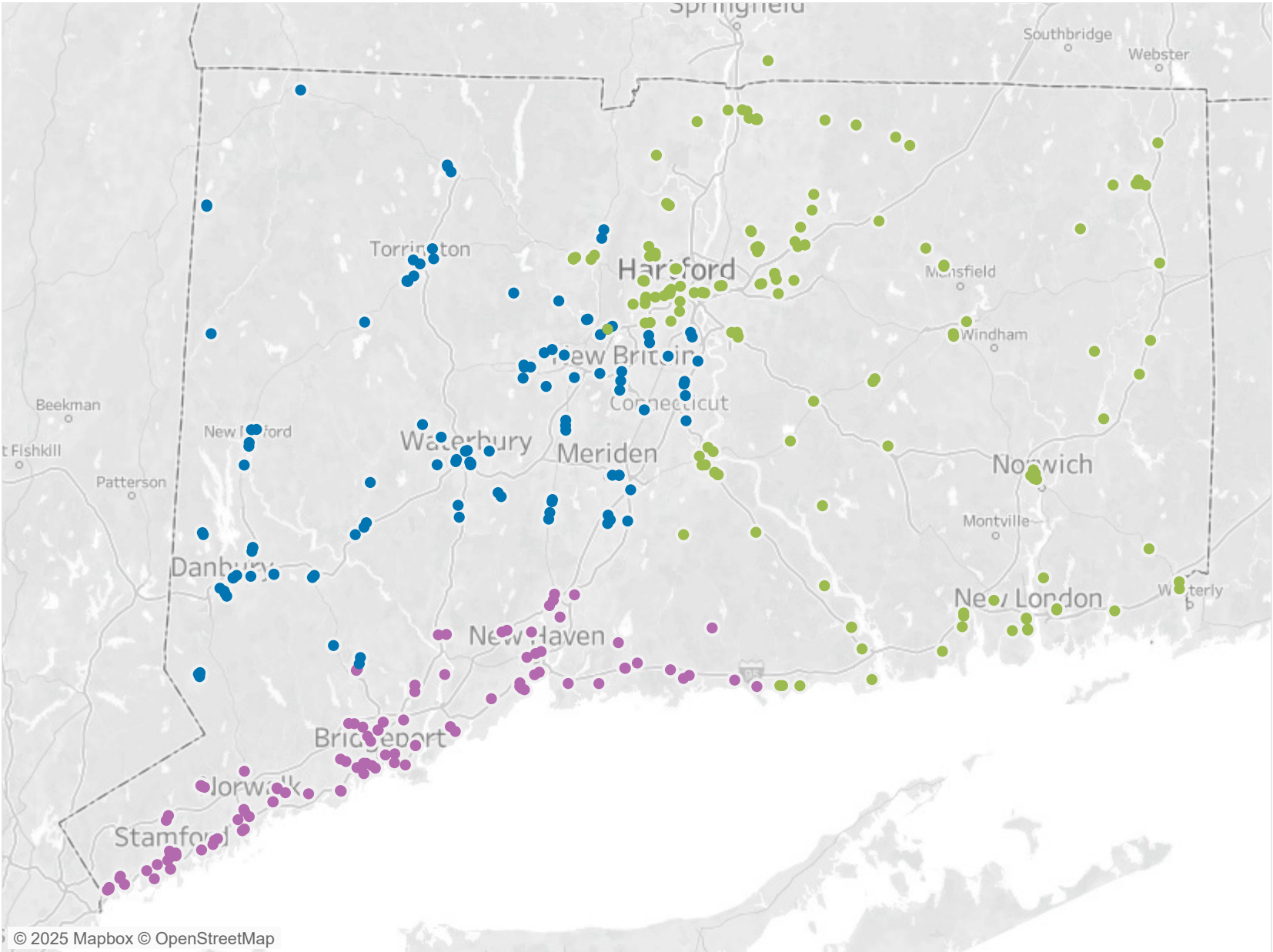
Total Enrolled Practice Sites
Select Hub name for specific details



Total Enrolled Practice Sites by Provider Type

	Hartford Hospital	Wheeler Clinic, Inc	Yale Child Study Center	Statewide
Pediatrics	67	71	90	228
Family Practice	79	36	14	129
Peds/Family	2	7	6	15
None Selected	2	1		3
Total Enrolled	150	115	110	375
Total Eligible Practice Sites	167	119	117	403

Enrolled Practice Locations



HARTFORD HOSPITAL
855-561-7135
Serving Hartford, Middlesex, New London,
Tolland, and Windham Counties

WHEELER CLINIC, INC
855-631-9835
Serving Fairfield, Hartford, Litchfield,
Middlesex, and New Haven Counties

**YALE CHILD STUDY
CENTER**
844-751-8955
Serving Fairfield and New Haven
Counties

Search practice name by town:
All

Practice Name	Address	Phone
ABC Pediatrics	945 Main St. Suite 212 Manchester CT, 0...	(860) 649-6166
ABC Pediatrics LLC	52 Peck Rd, STE G Torrington CT, 06790	(860) 582-1170
Abington Family Healthca..	5 Clinic Rd Abington CT, 06230	(860) 974-0529
Access Priority Family He..	353 Pomfret St Pomfret CT, 06260	(860) 928-1111
All Ages Medical Cre	144 Morgan Street Suite 8 Stamford CT, ..	(203) 353-1123
Alliance Medical Group	690 Main St Southbury CT, 06448	(203) 264-6503
	1625 Straits Turnpike #302 Middlebury C..	(203) 759-0666
Amitabh R. Ram, MD, LLC	21 B Liberty Dive Hebron CT, 06248	(860) 228-9300
	21 Woodland St., #115 Hartford CT, 061..	(860) 524-8747
Andrea Needleman, MD	4 South Pomeroug Avenue Woodbury C..	(203) 263-2020
Andrew Adade	18 Hillandale Ave Stamford CT, 06902	(203) 327-9333
Andrew F Cutney, MD/NE..	5520 Park Avenue Trumbull CT, 06611	(203) 371-0076
Anne Marie Villa, M.D., P...	150 Hazard Ave Unit B Enfield CT, 06082	(860) 749-3661
Applesseed Pediatric and	80 East Main Street Middletown CT, 064	(860) 740-7331

Individuals Served

The program served a total of 1,046 individuals in Q1&Q2 SFY 2025.

The AMH for Youth Hub teams offer support to all youth and young adults under the age of 22, regardless of their insurance status. When a PCP first contacts a Hub team for assistance with an individual, demographic details are recorded and entered into the Encounter System.

Since inception of the program to date, June 16, 2014 through December 31, 2024, enrolled PCPs contacted their respective Hub teams requesting consultation for 14,392 unique individuals presenting with mental health and substance use concerns. During the first two quarters of this state fiscal year, the program served a total of 1,046 individuals, reflecting an 8% increase compared to the same period in the previous state fiscal year (967 in Q1&Q2 SFY'24). This period also saw a 34% rise in individuals served compared to the six-month period immediately preceding the COVID-19 pandemic (779 in Q1&Q2 SFY'20).

Adolescents aged 13 to 18 made up the largest demographic group, comprising about 41% (433) of those served in Q1&Q2 SFY'25. The 6 to 12 age range followed closely, accounting for approximately 35% (368). Children under six represented approximately 11% (117), while young adults aged 19 and older made up approximately 12% (128).

Regarding DCF involvement, nearly 6% (58) of individuals in Q1&Q2 SFY'25 received support from the Department, as reported by their PCP. This is similar to the 5% (44 individuals) reported during the same period in the previous fiscal year.

In terms of racial demographics, approximately 67% (701) of the individuals served were White, 18% (183) were Black, 3% (33) were Asian, and 6% (65) identified as another race. About 6% (65) were recorded without an identified race. Compared to the same period in the previous state fiscal year, there were fewer individuals identified as White, Asian, or another race, while the percentage of Black individuals increased by three percentage points.

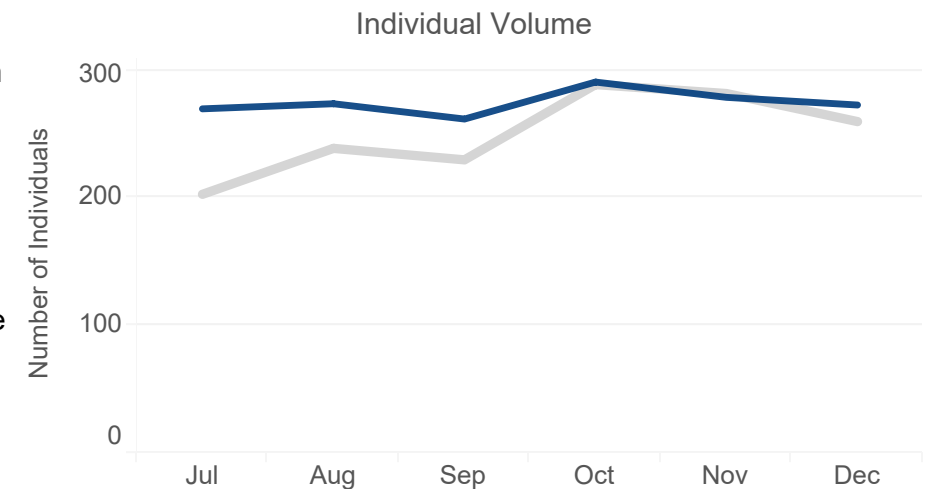
The data on Hispanic ethnicity is presented separately from race, allowing for more detailed filtering on the dashboards. Approximately 19% (197) of individuals served by the program identified as Hispanic. Meanwhile around 77% (801) identified as non-Hispanic, and for about 5% (48) of individuals served during this reporting period, their Hispanic ethnicity was not specified.

Of the total unique individuals served during this time-period, approximately 51% (529) identified as female, 49% (510) identified as male, and approximately 1% (7) of individuals served had an unspecified or unknown sex.

● Current SFY Q1&Q2 2025 ● Last SFY Q1&Q2 2024

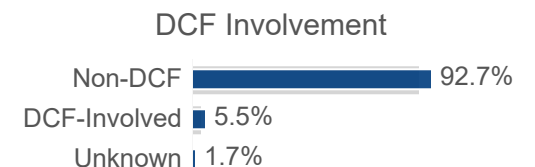
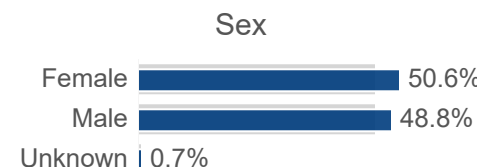
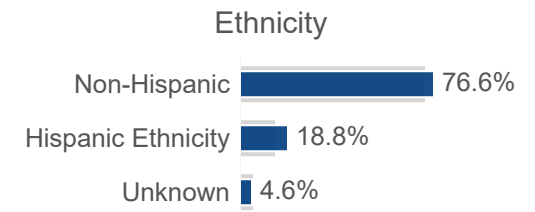
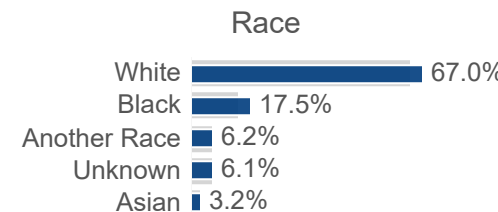
Click on any graph to filter all other demographics for the chosen population

Select Current and/or Last Fiscal Year:
All



Ages of Individuals Served in SFY Q1&Q2 2025

0-5	6-12	13-18	19+
11.2%	35.2%	41.4%	12.2%



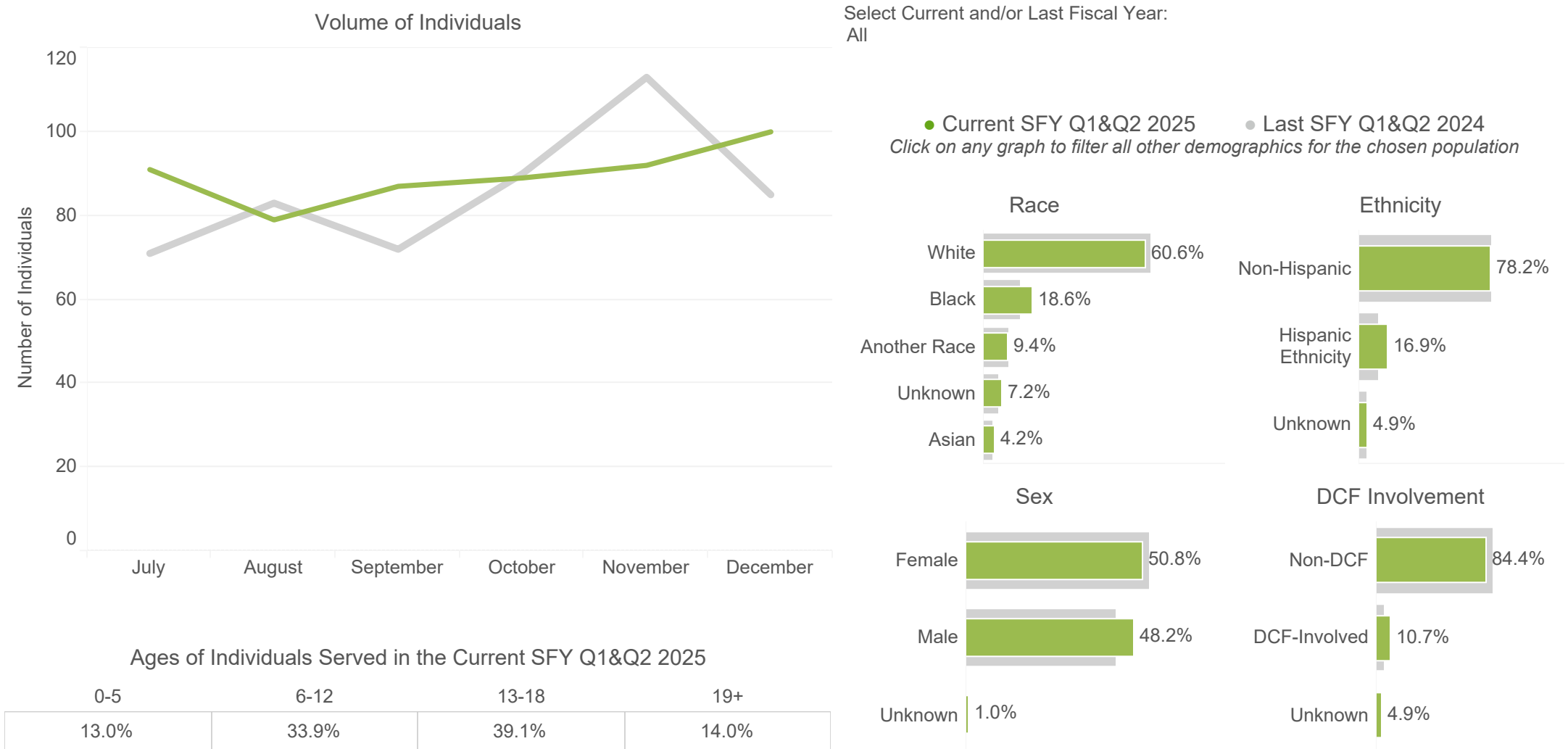
Individuals Served

Hartford Hospital Hub served a total of 307 individuals in Q1&Q2 SFY 2025

In the first half of SFY'25, Hartford Hospital supported 307 unique individuals, marking a nearly 4% increase compared to the same period in SFY'24, when 296 individuals were served. This number represents about 29% of the total unique individuals served during this reporting period (307 out of 1,046).

Adolescents aged 13 to 18 made up the largest group, representing about 39% (120 individuals) of those served by Hartford Hospital in Q1&Q2 SFY'25. Children aged 6 to 12 comprised the second largest group at approximately 34% (104 individuals). Meanwhile, around 14% (43 individuals) were older than 19, and about 13% (40 individuals) were under six years of age.

During this reporting period, approximately 51% (156 individuals) of those served identified as female, while 48% (148 individuals) identified as male.



Individuals Served

Wheeler Clinic, Inc Hub served a total of 384 individuals in Q1&Q2 SFY 2025

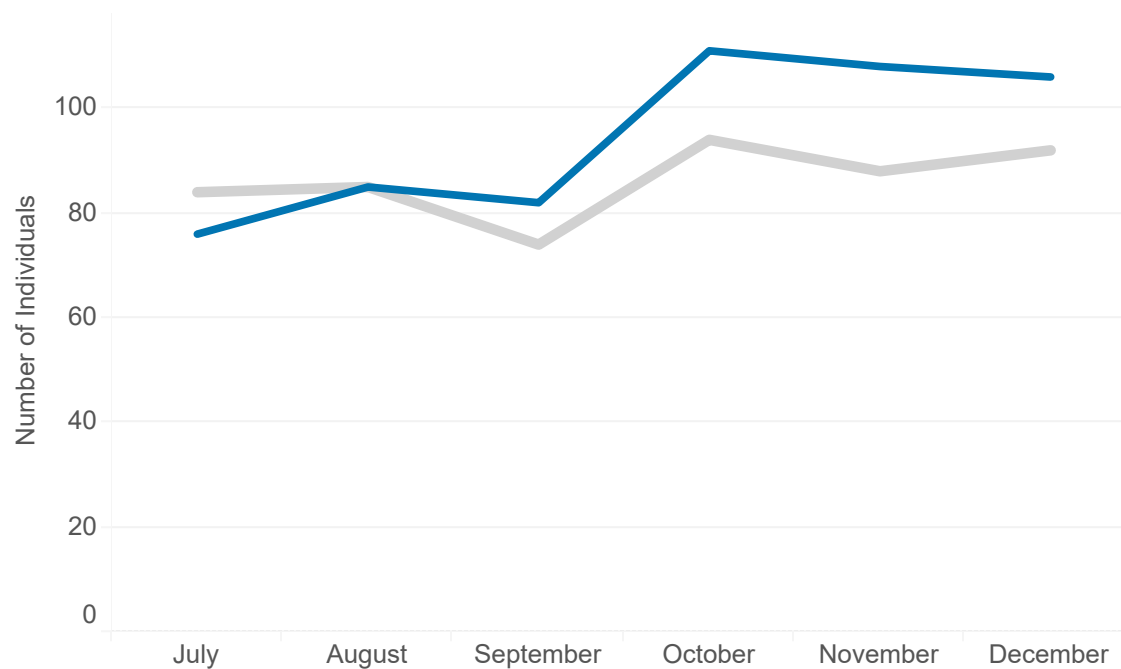
Wheeler Clinic supported 384 unique individuals in Q1&Q2 SFY'25. This represents a 10% increase compared to the same period in the previous state fiscal year (Q1&Q2 SFY'24), when 349 individuals were served. The individuals supported by Wheeler Clinic account for approximately 37% of the total 1,046 individuals served in this reporting period.

Adolescents aged 13 to 18 made up the largest group, representing about 42% (160 individuals) of those served by Wheeler Clinic in Q1&Q2 SFY'25. Children aged 6 to 12 comprised the second largest group at approximately 36% (137 individuals). Additionally, about 12% (47 individuals) were under the age of six, and approximately 10% (40 individuals) were 19 years of age and older.

Of the total unique individuals served by Wheeler Clinic during this time-period, approximately 48% (185) of individuals identified as female and 52% (198) identified as male.

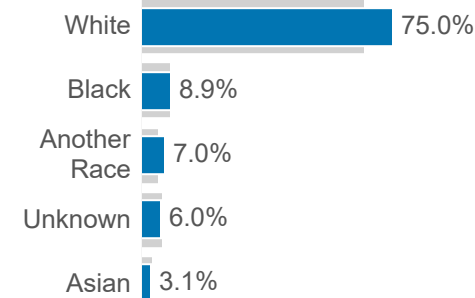
Volume of Individuals

Select Current and/or Last Fiscal Year:
All

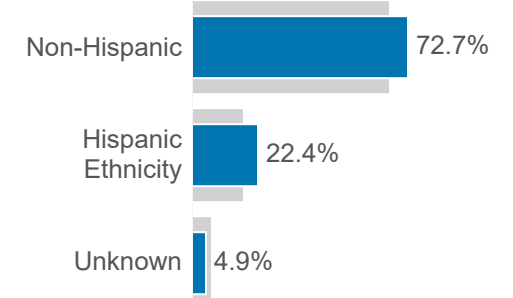


● Current SFY Q1&Q2 2025 ● Last SFY Q1&Q2 2024
Click on any graph to filter all other demographics for the chosen population

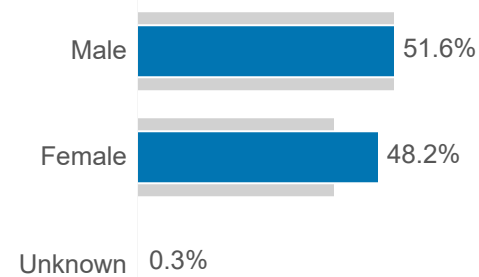
Race



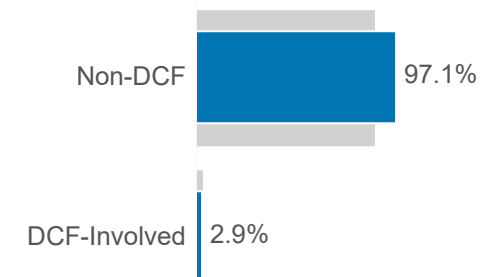
Ethnicity



Sex



DCF Involvement



Ages of Individuals Served in the Current SFY Q1&Q2 2025

0-5	6-12	13-18	19+
12.2%	35.7%	41.7%	10.4%

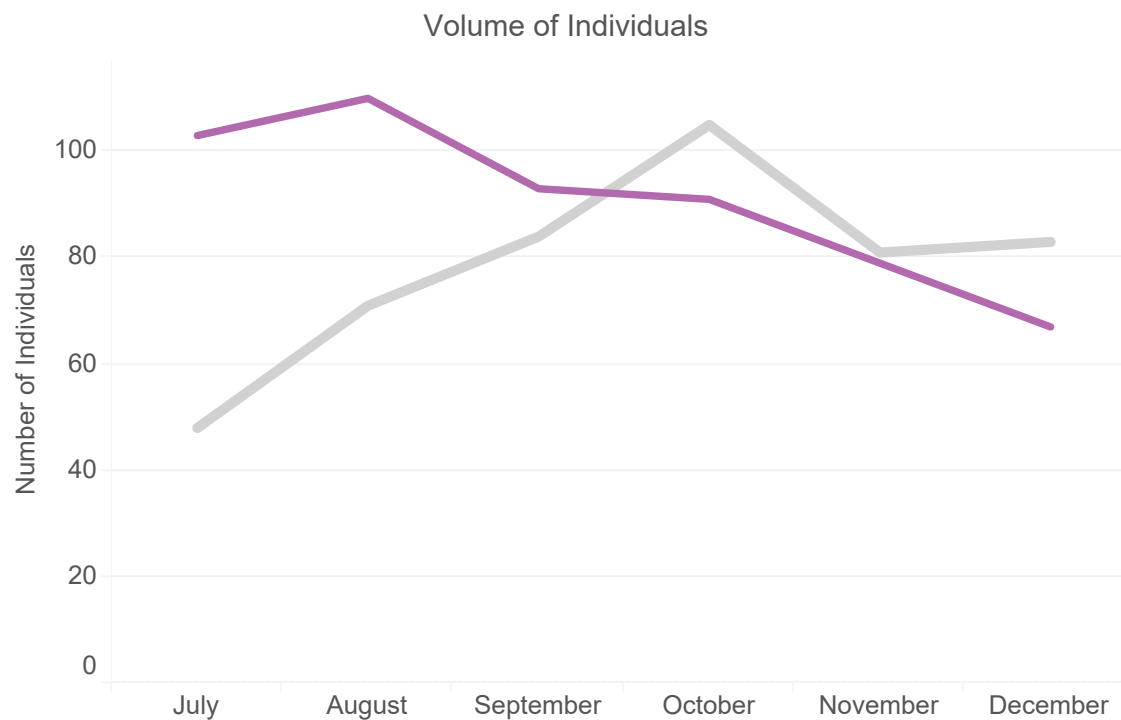
Individuals Served

Yale Child Study Center Hub served a total of 355 individuals in Q1&Q2 SFY 2025

With approximately 34% of the total volume of unique individuals served statewide during this six-month time-period, Yale Child Study Center supported 355 individuals. This is an increase of nearly 10% in the volume of individuals served when compared to the volume of individuals Yale Child Study Center served during the same six-month period in the previous state fiscal year (322 youth in Q1&Q2 SFY'24).

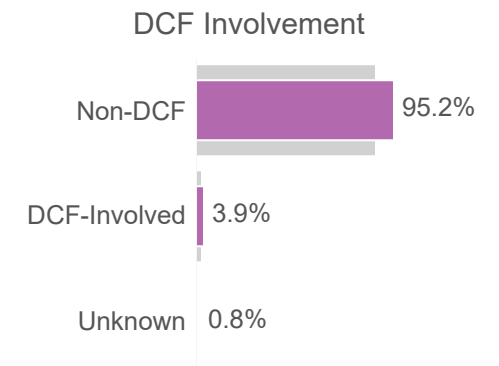
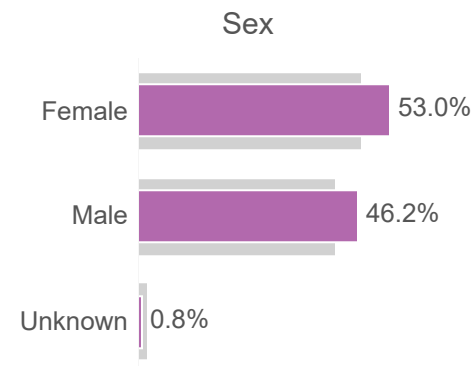
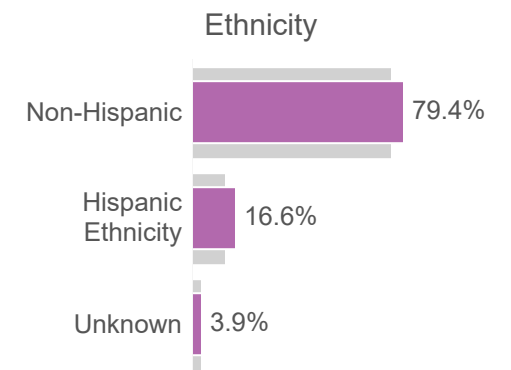
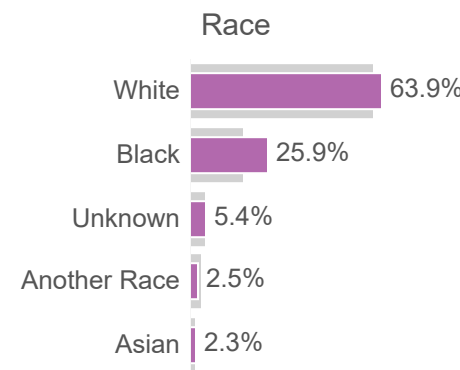
Adolescents aged 13 to 18 made up the largest group, representing about 43% (153 individuals) of those served by Yale Child Study Center in Q1&Q2 SFY'25. Children aged 6 to 12 accounted for the second largest group at approximately 36% (127 individuals). Additionally, roughly 13% (45 individuals) were 19 years or older, and about 9% (30 individuals) were under the age of six.

Of the total unique individuals served by the Yale Child Study Center during this time period, approximately 53% (188) of individuals identified as female and 46% (164) identified as male.



Select Current and/or Last Fiscal Year:
All

● Current SFY Q1&Q2 2025 ● Last SFY Q1&Q2 2024
Click on any graph to filter all other demographics for the chosen population



Ages of Individuals Served in the Current SFY Q1&Q2 2025

0-5	6-12	13-18	19+
8.5%	35.8%	43.1%	12.7%

Consultations

The program provided a total of 4,672 consultations in Q1&Q2 SFY 2025.

Summary for Current SFY → Average of 779 consultations per month. → Average of 2,336 consultations per quarter.

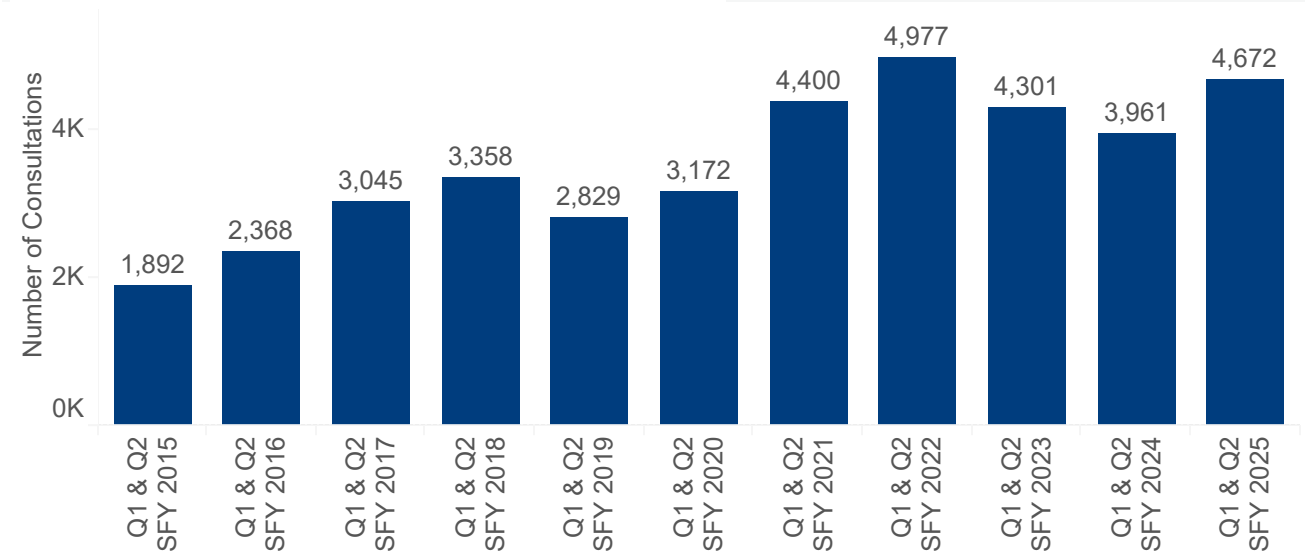
Consultations are calls that include telephone consultation, assistance with finding community behavioral health services, and connect to care follow up. One-time diagnostic assessments are also included in this measure.

Since inception of the program, the Hub teams have provided 80,251 consultations, supporting PCPs in treating pediatric and young adult patients within their primary care practices, from June 16, 2014 to December 31, 2024.

In Q1&Q2 SFY'25, the program provided a total of 4,672 consultations, averaging 779 consultations per month and 2,336 consultations per quarter. This reflects an 18% increase compared to the same period in the previous state fiscal year (3,961 in Q1&Q2 SFY'24), and a 47% rise in consultation volume compared to the six months immediately preceding the COVID-19 pandemic (3,172 in Q1&Q2 SFY'20).

Consultation Volume | SFY Encounters

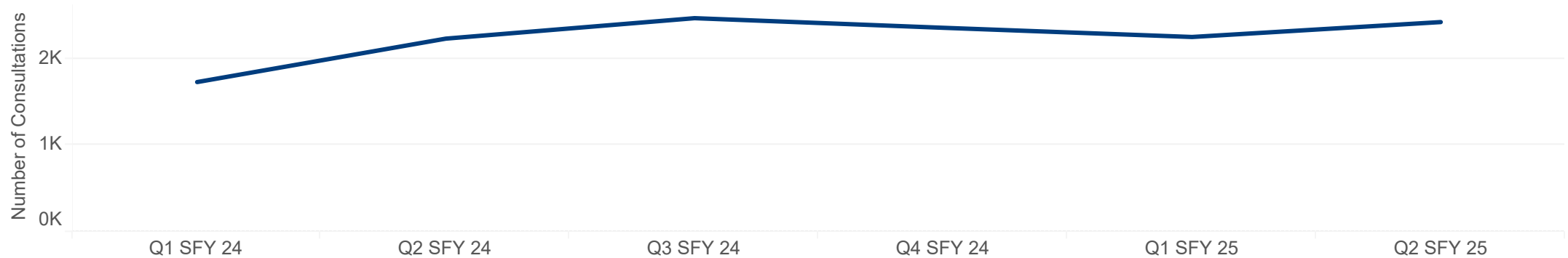
Select View ▶ Encounters by SFY



Consultation Volume | Quarterly Over Time

Select SFY ▶ Multiple values

Select View ▶ Quarterly Over Time



Consultations

Direct PCP Consultations: Of the 4,672 consultations provided throughout the state in Q1&Q2 SFY'25, approximately 35% (1,616 out of 4,672) were reported as direct contact with PCPs. This is a decrease of almost four percentage points when compared to the volume of direct PCP consultations provided in Q1&Q2 SFY'24 (39% or 1,527 consults).

In Q1&Q2 SFY'25, per Hub team report, approximately 99.8% (1,004 out of 1,006) of initial PCP calls were answered by the Hub team's consulting psychiatrist within 30-minutes of the PCP's initial inquiry; 92% (922 out of 1,006) of which were connected directly at the time of the call. The program benchmark for this state fiscal year is to ensure that 95% of all initial calls from primary care providers requiring a callback are returned within 30 minutes of the initial inquiry, unless the provider has requested an alternative time. Both collectively and individually, the Hub teams are on track to achieve this target.

Resource and Referral Support: Approximately 64% (2,968 out of 4,672) of the total consultations provided during this reporting period were resource and referral support (Q1&Q2 SFY'25). This is an increase of four percentage points as compared to the volume of care coordination consultations provided in Q1&Q2 SFY'24 (60% or 2,356 consults).

Face to Face Assessments: Less than 1% (23 out of 4,672) of the total consultations in Q1&Q2 SFY'25 were one-time diagnostic and psychopharmacological assessments. Hartford Hospital provided five, Wheeler Clinic provided 14, and Yale Child Study Center provided four face-to-face assessments during the first six months of this state fiscal year. This is an increase from Q1&Q2 SFY'24 when the Hub teams provided 20 face-to-face assessments across the state.

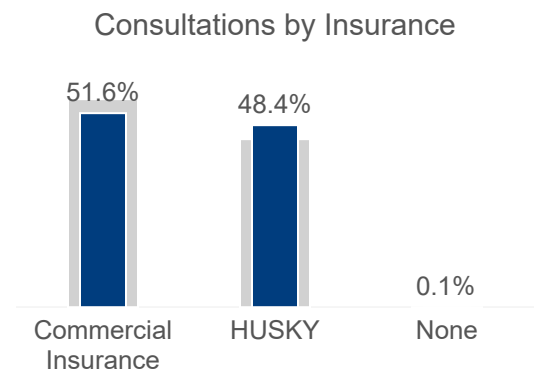
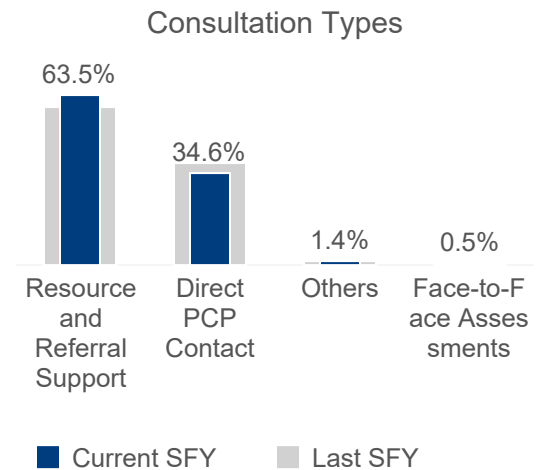
Of the 4,672 total consultations provided in Q1&Q2 SFY'25, approximately 52% (2,410) were for individuals commercial insurance (e.g., Aetna, Anthem BCBS of CT), 48% (2,259) had HUSKY Health coverage, and less than 1% (3) were identified as having no coverage at all. Over the program's duration, a majority of consultations have consistently been for those with commercial insurance.

In Q1&Q2 SFY'25, a total of 230 unique individuals were noted to have received a behavioral health screening tool prior to the PCP contacting the program seeking psychiatric consultation and resource and referral support. This was 26 more than the number of individuals screened during the same reporting period last year (Q1&Q2 SFY'24).

Bridge Treatment: As an additional support to youth and young adults for whom their PCP is the primary prescriber of psychotropic medication, CT state legislation allocated a portion of The American Rescue Plan Act (ARPA) funding to the AMH program, increasing the teams' capacity in offering telephonic bridge treatment sessions and care coordination support to youth and young adults referred by their primary care provider who is prescribing psychotropic medication, but their patient has yet to connect to counseling/psychotherapy services.

Beginning July 2022, Carelon's central administration and the AMH Hub teams worked to modify program operations in order to provide this service. It is important to note that while the original criteria for this service held very specific parameters that included a cohort of youth and young adults whose families qualified due to low income, living in a qualified census area of the state, or their primary caregiver lost employment due to the COVID-19 pandemic, the Hub teams felt it was important to expand the offering to all youth and young adults who met the clinical criteria regardless of financial status.

During this reporting period (Q1&Q2 SFY'25), PCPs and the Hub team psychiatrists identified 43 individuals (one by Hartford Hospital, five by Wheeler Clinic, and 37 by Yale Child Study Center), regardless of financial status, who would benefit from telephonic clinical support provided by the Hub team clinician while they waited to connect to counseling services in their community.

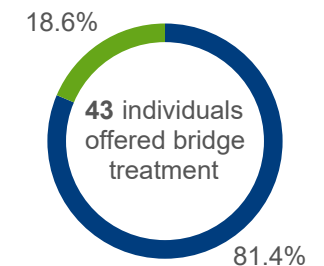


Consultations

Of the 43 individuals, 18.6% (8 out of 43) agreed to and received bridge treatment, all of whom were served by Yale Child Study Center. When discussing their experience with providing bridge treatment, the Hub teams consistently noted that this service was valuable for the small group of individuals and families for whom it was clinically appropriate. Many families who declined bridge treatment indicated a preference for waiting until services were available in the community, rather than having their child engage in short-term therapy. Notably, both Hartford Hospital and Wheeler Clinic have reported improved wait times for connecting individuals to community-based behavioral health treatment, resulting in a significant decrease in the number of individuals needing additional telephonic support while waiting. In contrast, the Yale Child Study Center continues to experience long wait times for outpatient talk therapy.

■ Declined Bridge Treatment
■ Received Bridge Treatment

Bridge Treatment



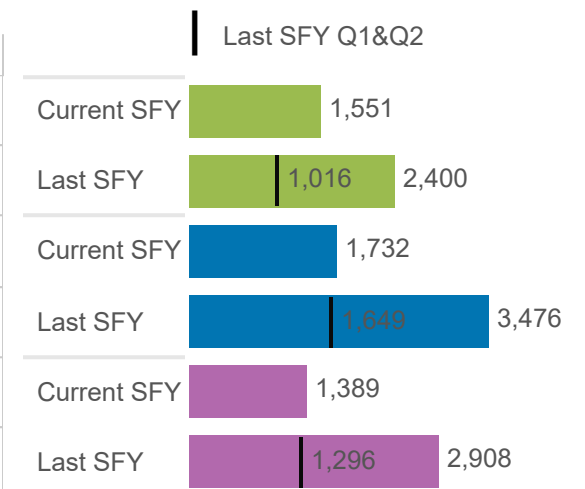
Of the 4,672 consultations provided across the state in the first six months of this state fiscal year, the volume was fairly divided across the three Hub teams. Wheeler Clinic provided a slightly higher percentage with 37% of the total volume (1,732 out of 4,672), followed by Hartford Hospital with approximately 33% of the statewide volume (1,551 out of 4,672), and Yale Child Study Center provided approximately 30% of the statewide consultation volume (1,389 out of 4,672).

In Q1&Q2 SFY'25, Hartford Hospital provided 1,551 consultations. This is a 53% increase in consultation volume when compared to the volume of consultations provided by Hartford Hospital during the same six-month period in the previous state fiscal year (1,016 in Q1&Q2 SFY'24). Wheeler Clinic provided 1,732 consultations in Q1&Q2 SFY'25. This is a 5% increase in consultation volume when compared to the volume of consultations provided by Wheeler Clinic during the same six-month period in the previous state fiscal year (1,649 in Q1&Q2 SFY'24). In Q1&Q2 SFY'25, Yale Child Study provided 1,389 consultations. This is a 7% increase in consultation volume when compared to the volume of consultations provided by Yale Child Study Center during the same six-month period in the previous state fiscal year (1,296 in Q1&Q2 SFY'24).

Monthly Consultations by Hub
● Month with the maximum consultations in the SFY

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Hartford Hospital	Current SFY	208	221	247	294	277	304						
	Last SFY	134	160	132	175	262	153	266	211	241	200	240	226
Wheeler Clinic, Inc	Current SFY	257	251	254	339	335	296						
	Last SFY	244	318	235	315	266	271	271	307	316	329	341	263
Yale Child Study Center	Current SFY	300	298	214	236	193	148						
	Last SFY	126	187	194	278	277	234	344	255	256	217	217	323
● Current SFY Totals		765	770	715	869	805	748	881	773	813	746	798	812
○ Last SFY Totals		504	665	561	768	805	658						

Total SFY Consultations by Hub Team



Consultations

Hartford Hospital Hub provided a total of 1,551 consultations in Q1&Q2 SFY 2025

As previously mentioned, both the number of individuals served by the program across the state and the number of consultations increased during this six-month period compared to the same period in the last state fiscal year.

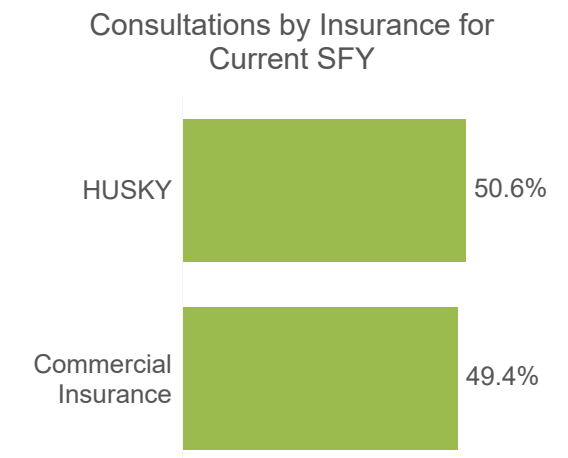
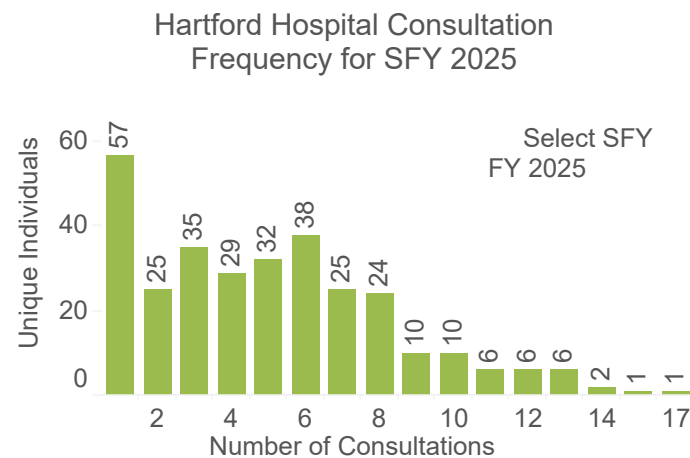
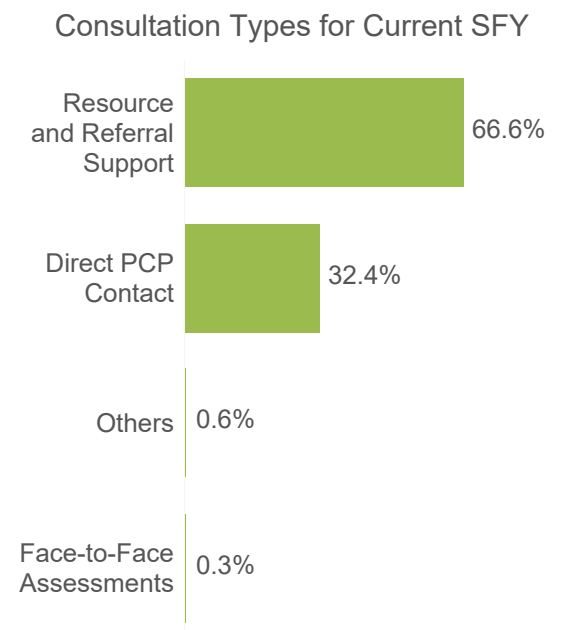
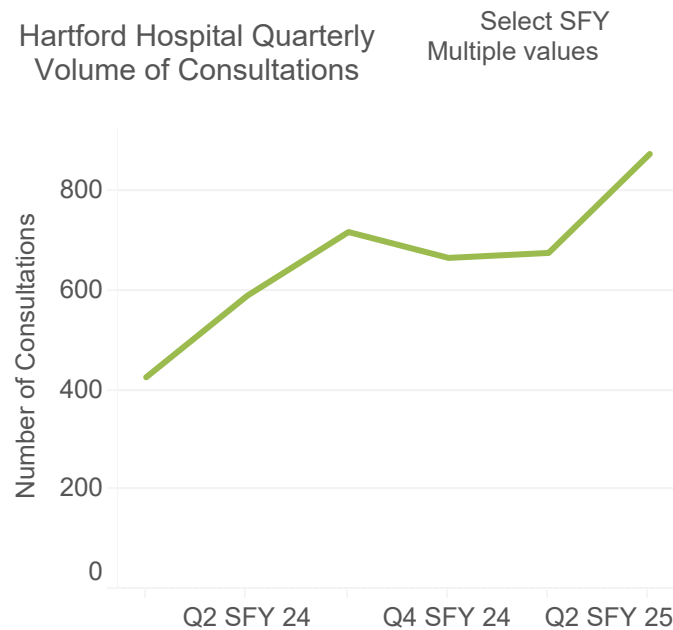
The consultation frequency graph, located in the lower left, illustrates the number of consultations provided to individuals within the reporting period. This visualization enables the reader to see, for instance, how many individuals received only one consultation.

The number of individuals served by Hartford Hospital increased in the first six months of SFY'25 compared to the same period in SFY'24. Additionally, more individuals received a higher number of consultations during Q1&Q2 SFY'25. Last year, the maximum number of consultations per individual was 13, whereas this reporting period saw a maximum of 17 consultations. During this period, two individuals each received 14 consultations, one received 16 consultations, and one individual received 17 consultations. This reporting period's median number of consultations provided for the youth served is consistent with previous reporting periods.

Wheeler Clinic had similar consultation frequencies noted in this reporting period when compared to the same six-month period last state fiscal year (Q1&Q2 SFY'25 compared to Q1&Q2 SFY'24). During this reporting period, six individuals received 14 consultations, one received 15 consultations, one received 18 consultations, and one received 24 consultations.

The Yale Child Study Clinic observed a slight decrease in the number of individuals receiving a higher frequency of consultations during this reporting period. In Q1&Q2 SFY'25, about 5% of individuals served (19 out of 355) received 10 or more consultations. This is a slight decline from the previous year when approximately 7% (22 out of 322 in Q1&Q2 SFY '24) received the same level of consultations. Notably, three individuals received 14 consultations, and one individual received 24 consultations.

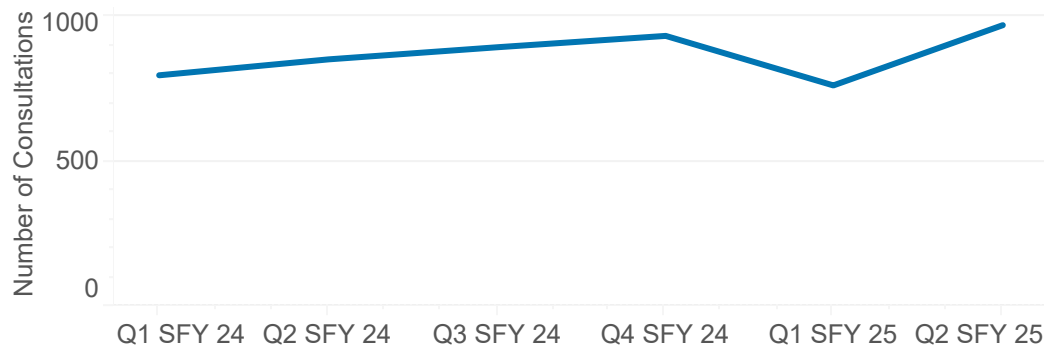
It is anticipated that there will always be individuals who, due to complexity of needs, require several consultations either due to multiple consultations between psychiatrist and their treating PCP and/or due to several consultations supporting the individual and family in navigating the behavioral health system.



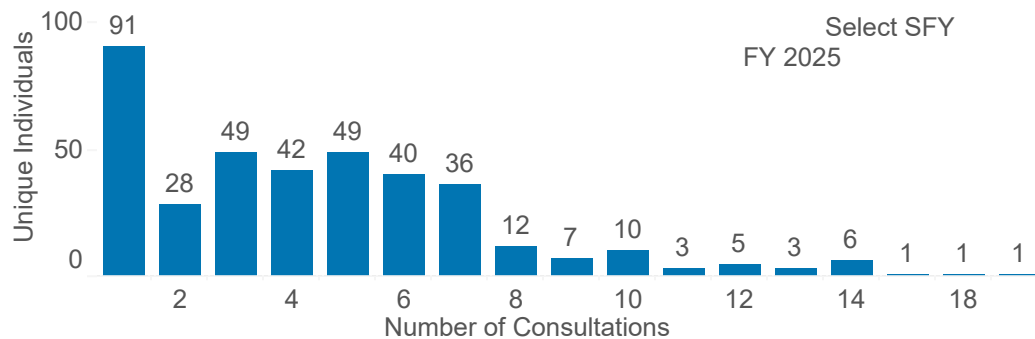
Consultations

Wheeler Clinic, Inc Hub provided a total of 1,732 consultations in Q1&Q2 SFY 2025

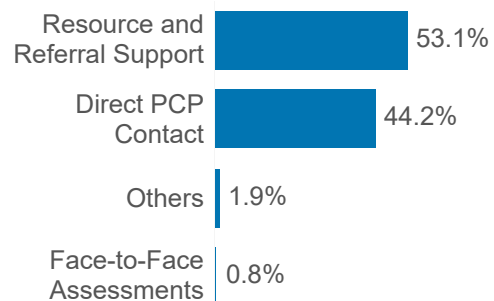
Wheeler Clinic, Inc Quarterly Volume of Consultations



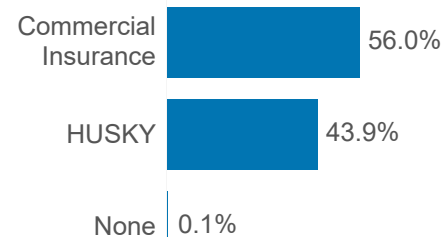
Wheeler Clinic, Inc Consultation Frequency for SFY 2025



Consultation Types for Current SFY

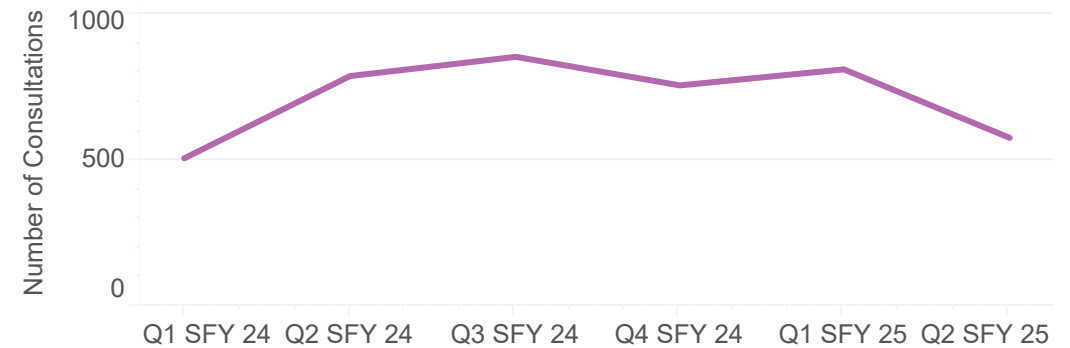


Consultations by Insurance for Current SFY

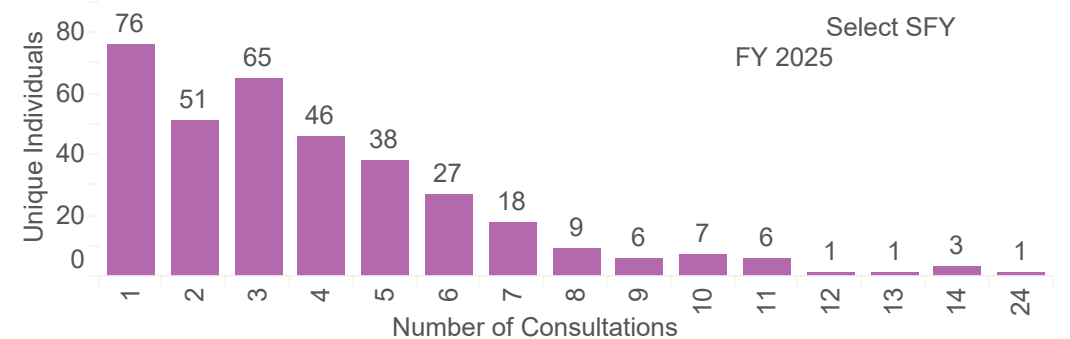


Yale Child Study Center Hub provided a total of 1,389 consultations in Q1&Q2 SFY 2025

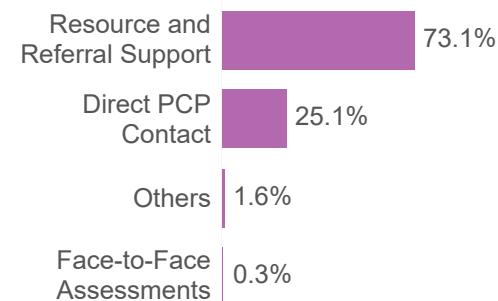
Yale Child Study Center Quarterly Volume of Consultations



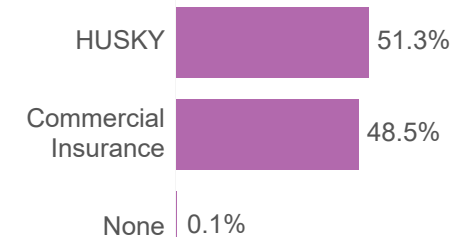
Yale Child Study Center Consultation Frequency for SFY 2025



Consultation Types for Current SFY



Consultations by Insurance for Current SFY



Utilization

At enrollment, practice sites are asked to identify if they are a stand-alone practice or a practice with a primary site and additional satellite sites that share physicians, patients, and policies and procedures. To eliminate the possibility of inflation, practice utilization is measured by practice groups; a stand-alone practice is counted once and a practice with multiple sites is also counted once. As of December 31, 2024, approximately 323 practice groups with a total of 375 practice sites were enrolled.

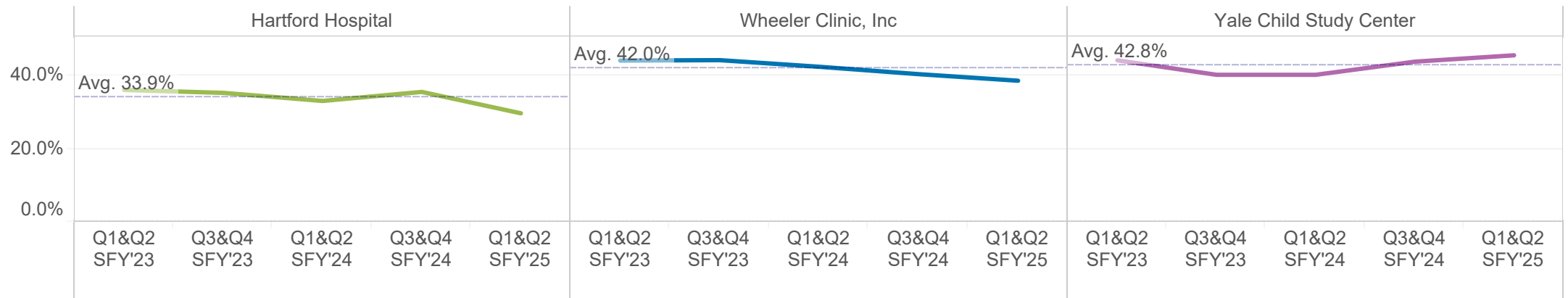
The line graphs below illustrate the average utilization rates both quarterly and semiannually, at the statewide level and specifically for each Hub. A practice is considered in the utilization count if it used the program at least once during the selected time period. The utilization rate is calculated by comparing the number of practice groups that used the program to the total number of groups enrolled. In Q1&Q2 SFY'25, the statewide utilization rate was approximately 37%. This is comparable to the statewide utilization rate reported last state fiscal year.

Select Date Format:
Semiannual

Hartford Hospital's six-month utilization rate decreased three percentage points (30% in Q1&Q2 SFY'25 compared to 33% in Q1&Q2 SFY'24) and Wheeler Clinic's six-month utilization rate also decreased by three percentage points (39% in Q1&Q2 SFY'25 compared to 42% in Q1&Q2 SFY'24). Yale Child Study Center's utilization rate increased by six percentage points (46% in Q1&Q2 SFY'25 compared to 40% in Q1&Q2 SFY'24).

Select Semiannual/Quarter:
Multiple values

Statewide Practice Group Utilization Rate



Utilization

Graphs located in the Practice Specific Utilization dashboard depict all actively enrolled practice groups that have utilized the program since enrollment. The graphs are Hub specific, and practices are sorted by the highest percent of quarters used over time. If the practice group used once during the quarter, it is counted and compared to the number of quarters enrolled. For example, if a practice enrolled in June of 2014 (43 quarters enrolled) and used every quarter since enrollment, their utilization rate equals 100% (43 quarters enrolled, 43 quarters used). It is important to note that newly enrolled practices with consistent utilization will also show a high percentage rate (3 quarters enrolled, 3 quarters used is also 100%). This particular measure highlights consistency of the program's use over time. The quarterly utilization rate filter at the top of the dashboard can be adjusted to showcase low, moderate, and high utilizer groups.

As of December 31, 2024, a total of 106 primary care practice groups were identified as actively enrolled and utilized Hartford Hospital's Hub team at least one quarter since enrollment of the program with an approximate average of 39% quarters utilized. A total of 20 practice groups fell in the high utilization group of 80% or greater, four of which have used 100% of the time since enrolled.

Hartford Hospital had one new practice, Fig Health Pediatrics, that used the program for the first time September 2024 after enrolling May 2024.

Practice Type
All

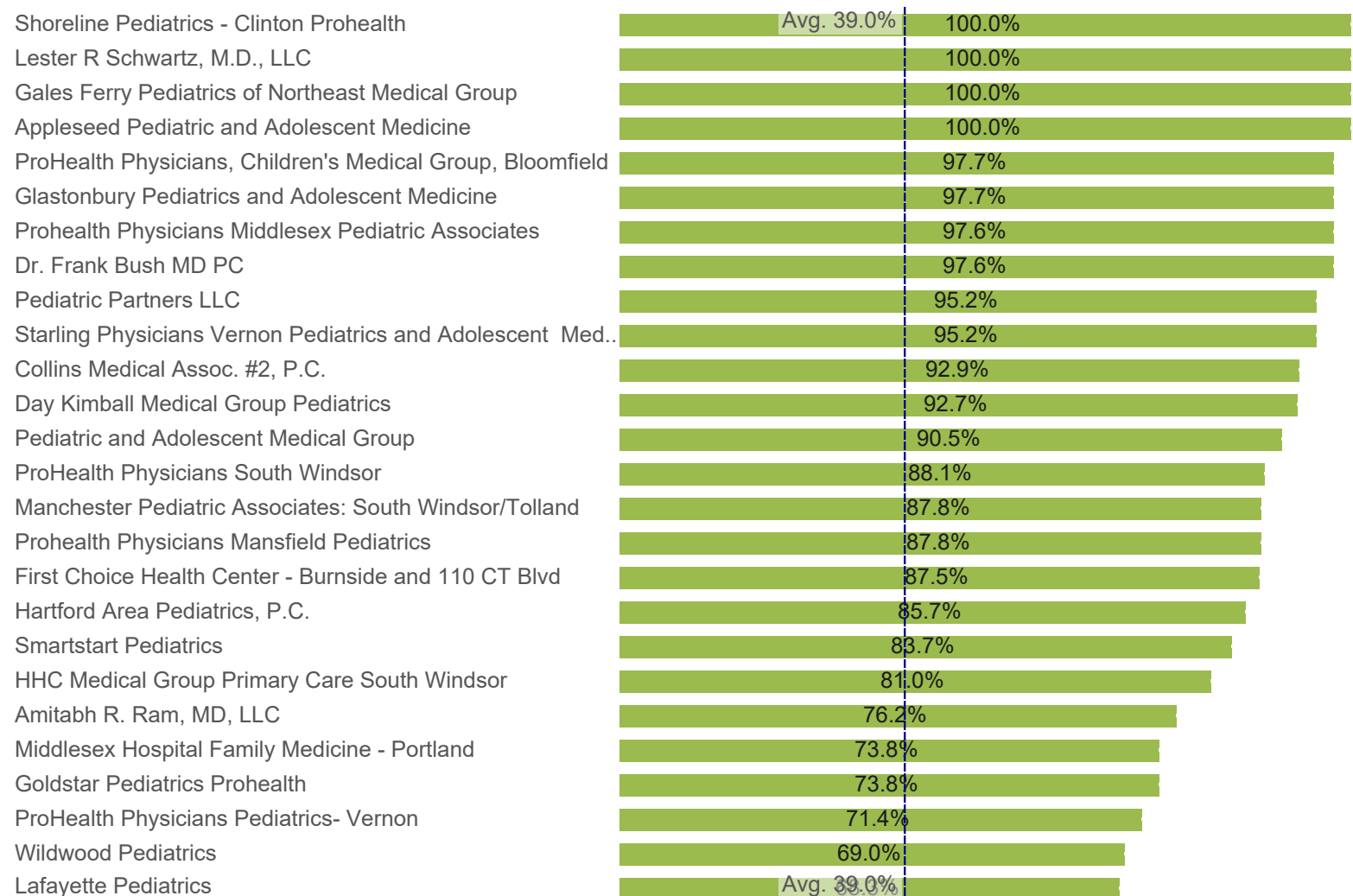
New User in Current SFY
All

Practice Name
All

Quarterly Utilization Rate:
All values

Average line is the average number of quarters used by the program to date (December 31, 2024)

● New User of Program



Utilization

A total of 82 primary care practices were identified as actively enrolled and utilized Wheeler Clinic's Hub team at least one quarter since enrollment of the program with an approximate average of 46% quarters utilized. A total of 18 practice groups fell in the high utilization group of 80% or greater, four of which have used 100% of the time since enrolled.

One group practice, Hartford HealthCare Medical Group Primary Care Prospect, was noted to having used the program in December 2024 for the first time since their October 2024 enrollment.

Practice Type
All

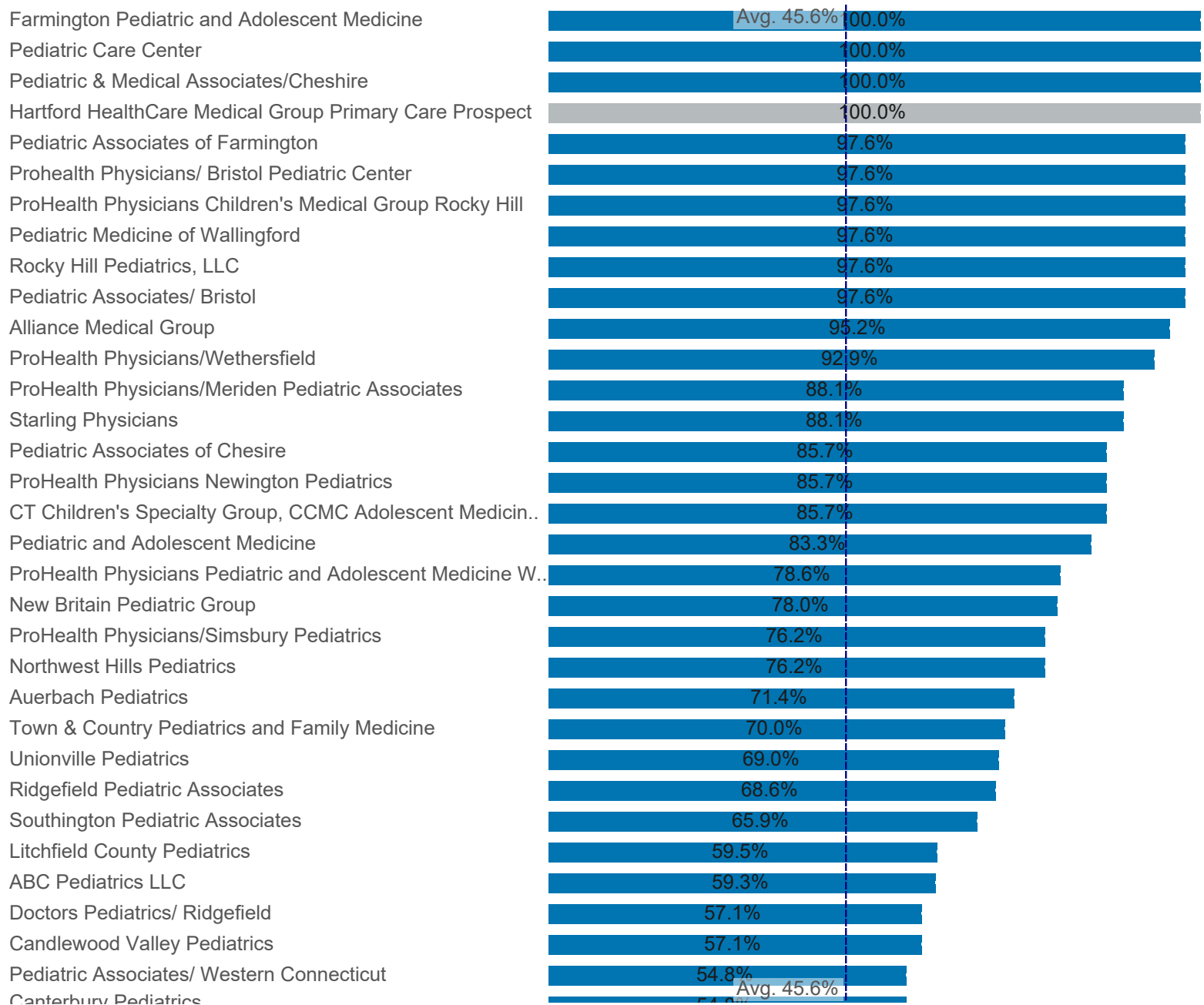
New User in Current SFY
All

Practice Name
All

Quarterly Utilization Rate:
All values

Average line is the average number of quarters used by the program to date (December 31, 2024)

● New User of Program



Utilization

As of December 31, 2024, a total of 77 primary care practices were identified as actively enrolled and utilized Yale Child Study Center's Hub team at least one quarter since enrollment of the program with an approximate average of 44% quarters utilized. A total of 16 practice groups fell in the high utilization group of 80% or greater, seven of which have used the program 100% of the time since enrollment.

Harford HealthCare Med Grp Primary Care Bridgeport enrolled in July 2024, and used the same month. Yale Childrens Primary Care Center Bridgeport enrolled and used the program for the first time in November 2024.

Practice Type
All

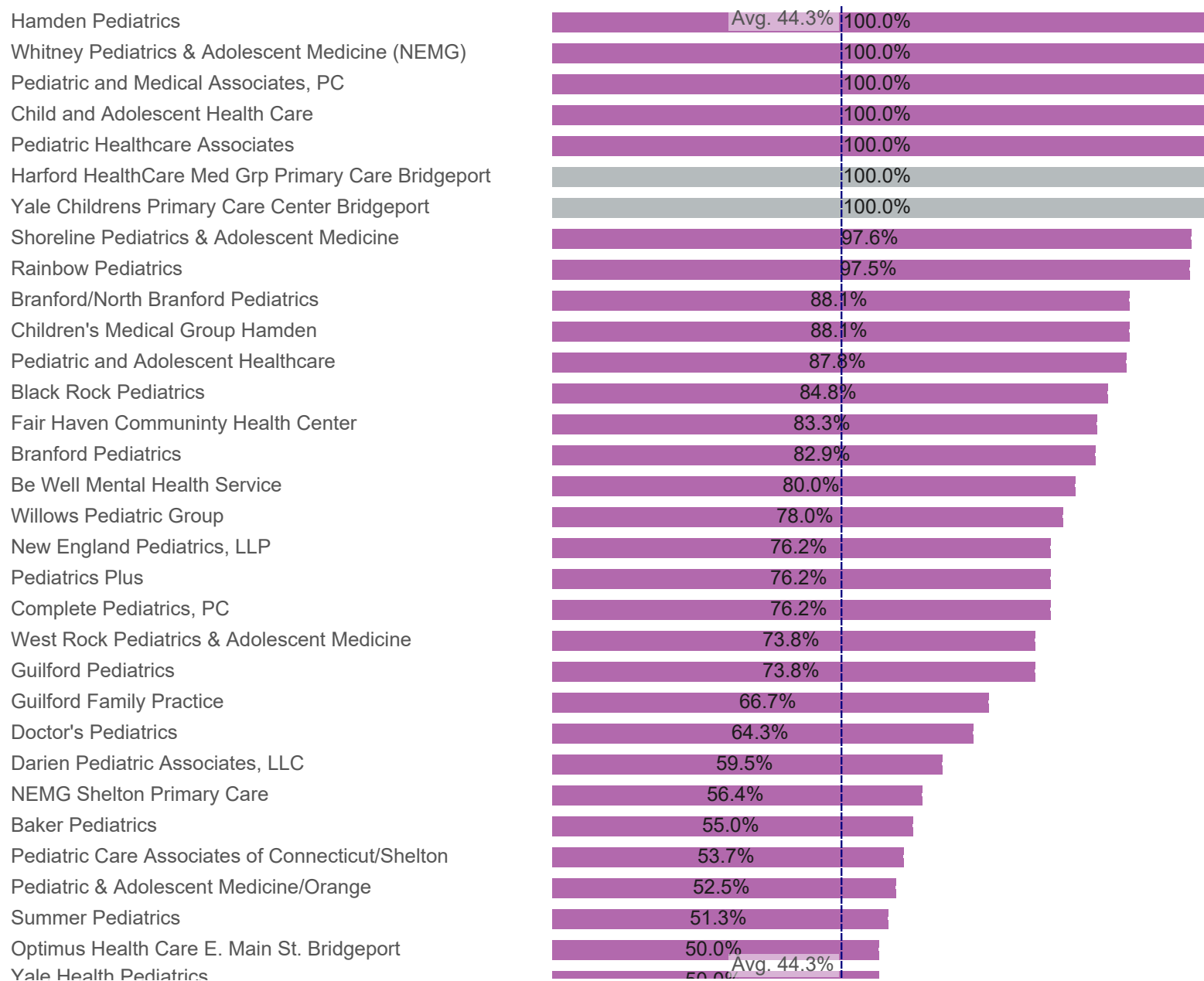
New User in Current SFY
All

Practice Name
All

Quarterly Utilization Rate:
All values

Average line is the average number of quarters used by the program to date (December 31, 2024)

● New User of Program



Utilization

Another important way to measure utilization is to measure the volume of individuals served by practice. While the Practice Specific Utilization dashboard depicts the percent of quarters utilized over time, the graphs located in the Individuals Served by Practice dashboard demonstrate, by Hub team, a breakout of utilization by number of individuals served per practice in the first six months of this state fiscal year (Q1&Q2 SFY'25). The graphs are sorted by highest volume of individuals per practice.

In Q1&Q2 SFY'25, a total of 41 enrolled practice groups utilized Hartford Hospital's Hub team requesting support for a total of 302 individuals. With the largest volume of individuals served during this time period, ProHealth Physicians Middlesex Pediatric Associates requested Hub team support for 60 individuals.

Practice Type
All

New User in Current SFY
All

Practice Name
All

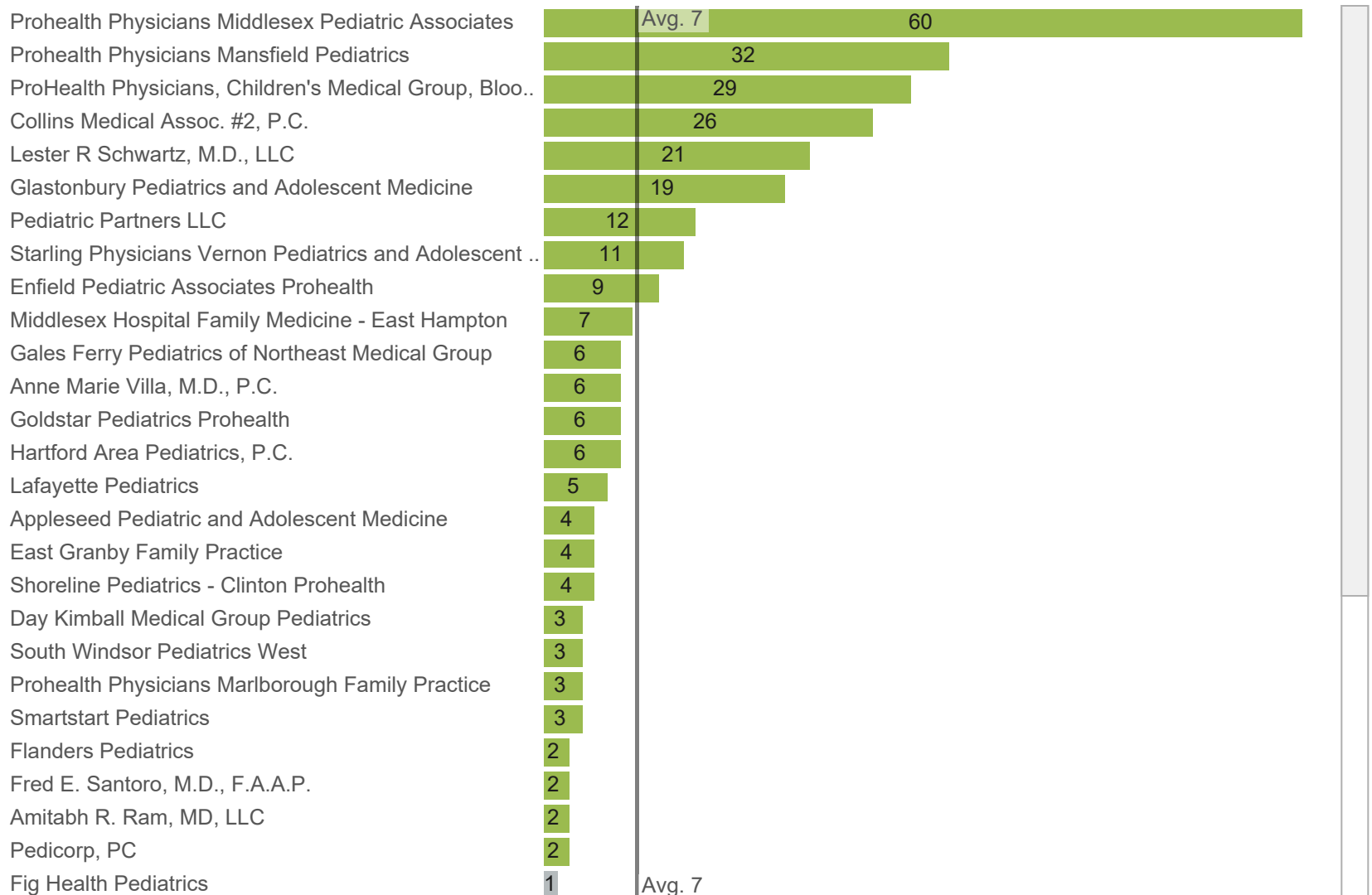
Total Practices
Used in Q1&Q2 **41**

Total Individuals Served by all
Enrolled Practices in Q1&Q2 **302**

Number of Individuals Served by Practice - Q1&Q2 SFY 2025

● New User of Program

Average line is the average number of individuals served by all practices for Q1&Q2 SFY'25.



Utilization

In Q1&Q2 SFY'25, a total of 39 enrolled practice groups utilized Wheeler Clinic's Hub team requesting support for a total of 384 individuals.

Pediatric Care Center requested Hub team support for the most individuals during this reporting period (63 individuals).

Practice Type
All

New User in Current SFY
All

Practice Name
All

Total Practices
Used in Q1&Q2 **39**

Total Individuals Served by all
Enrolled Practices in Q1&Q2 **384**

Number of Individuals Served by Practice - Q1&Q2 SFY 2025

● New User of Program

Average line is the average number of individuals served by all practices for Q1&Q2 SFY'25.



Utilization

In Q1&Q2 SFY'25, a total of 42 enrolled practice groups utilized Yale Child Study Center's Hub team requesting support for a total of 355 individuals.

Pediatric and Adolescent Healthcare requested Hub team support for the most individuals during this reporting period (43 individuals).

Practice Type
All

New User in Current SFY
All

Practice Name
All

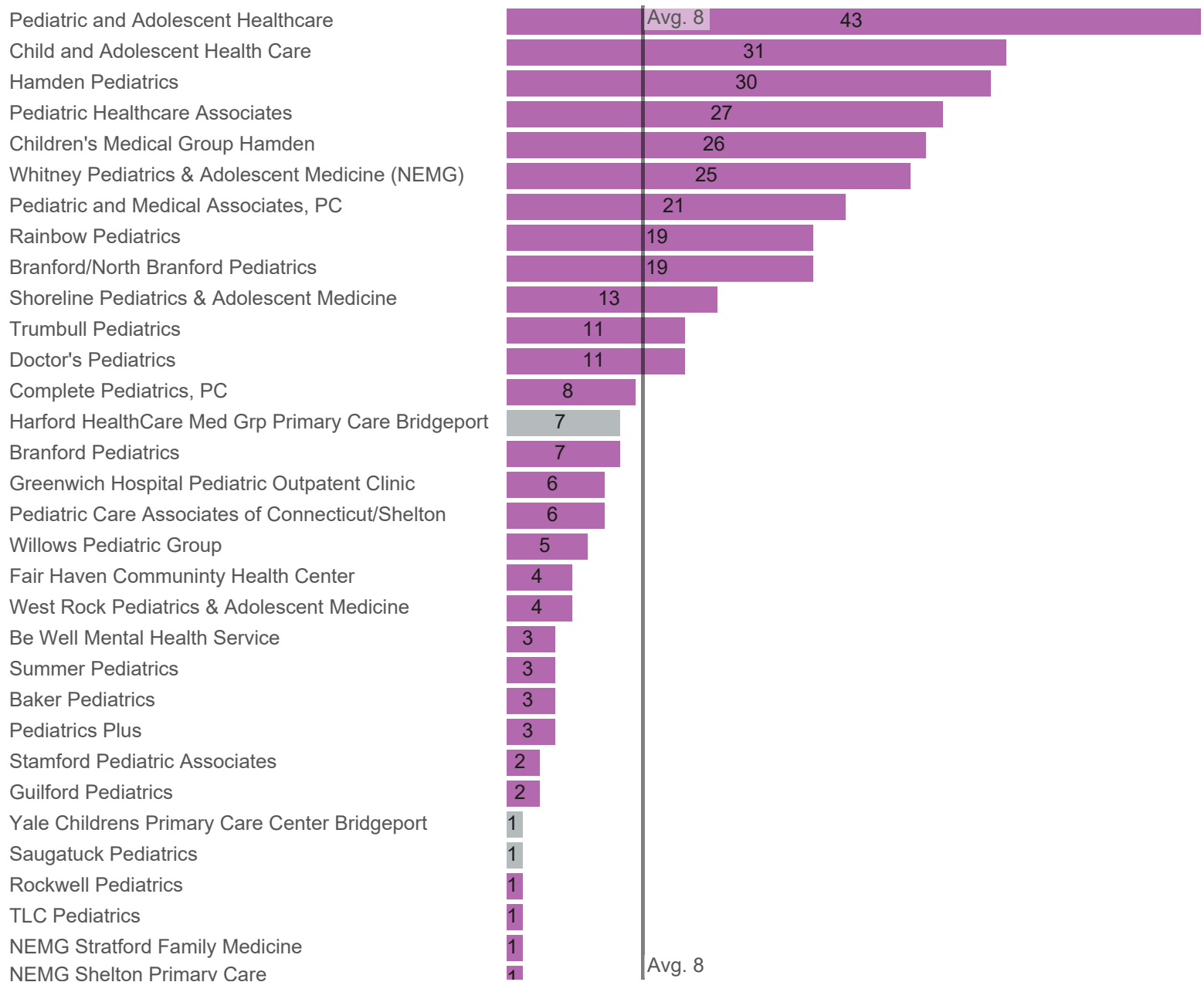
Total Practices
Used in Q1&Q2 **42**

Total Individuals Served by all
Enrolled Practices in Q1&Q2 **355**

Number of Individuals Served by Practice - Q1&Q2 SFY 2024

● New User of Program

Average line is the average number of individuals served by all practices for Q1&Q2 SFY'24.




Program Feedback

After each consultation, the Hub records the primary care provider's response to the question: "How satisfied are you with the helpfulness of the ACCESS MH program?" This is rated on a scale from 1 to 5, with 5 being excellent. For the first six months of SFY'25, the statewide average satisfaction score was 4.95. Although a few calls received lower ratings, the vast majority of providers continue to describe the program's support as "excellent."

The program benchmark for this state fiscal year is for 85% of participating primary care providers to have an average satisfaction score of 4 or higher. Both collectively and individually, the Hub teams are on track to achieve this target. You can find a breakdown of PCP satisfaction scores by Hub by clicking on the corresponding dot in the PCP Satisfaction Scores dashboard below.

Click to
view Hub
details
▼

PCP Satisfaction Scores

	Q1 SFY 24	Q2 SFY 24	Q3 SFY 24	Q4 SFY 24	Q1 SFY 25	Q2 SFY 25
 Hartford Hospital	4.93	4.89	4.93	4.92	4.83	4.82
 Wheeler Clinic, Inc	5.00	5.00	5.00	5.00	5.00	5.00
 Yale Child Study Center	4.99	5.00	5.00	5.00	5.00	5.00
Grand Total	4.98	4.97	4.98	4.98	4.95	4.94

Count per PCP Score for **All**

- 99% or more received a score of 5

Satisfaction Score

	Q1 SFY 24	Q2 SFY 24	Q3 SFY 24	Q4 SFY 24	Q1 SFY 25	Q2 SFY 25
3		6	5	2	7	11
4	32	52	42	54	105	133
5	1,698	2,173	2,420	2,300	2,138	2,278
Grand Total	1,730	2,231	2,467	2,356	2,250	2,422

Training and Education

All ACCESS Mental Health for Youth consultations strive to provide individualized, case-based education. The program also creates educational opportunities through traditional regionally based didactic learning sessions. The program benchmark for this state fiscal year is for the Hub teams to provide a minimum of four behavioral health trainings.

The program's "Clinical Conversations with ACCESS Mental Health" series is an educational discussion on a variety of behavioral health topics for pediatric primary care providers. Sessions are offered live and are recorded. All recorded sessions are posted on the program's website. Clinical Conversations with ACCESS Mental Health topics provided in the first half of SFY'25 included:

- September 5, 2024 "Borderline Personality Disorder in Adolescence" Dr. Milind Kale
- October 17, 2024 "Overview of Transcranial Magnetic Stimulation for Primary Care" Dr. Scott Berman
- November 7, 2024 "Well-Being for Providers" Dr. Jennifer Ferrand
- December 5, 2024 "Assisting Families with School Advocacy" Attorney Kathryn Meyer Esq.

Future topics include:

- January 2, 2025 "ADHD and Anxiety: Differentiating and Comorbidity" Dr. Dorothy Stubbe
- February 6, 2025 "Cannabis Use Among Adolescents in the Era of Legalization" Dr. Christopher Hammond
- March 6, 2025 "Understanding Video Games: A Pediatrician's Call of Duty" Dr. Paul Weigle
- April 3, 2025 "State Plan Services and Care Coordination for HUSKY Health Members with Autistic Spectrum Disorder" Jennifer Krom, LPC
- May 1, 2025 "Leaving the Nest Without Crashing: Transitioning our Patients to College" Dr. Richard Miller and Bill Kania, LMFT

As noted in previous reports, HRSA awarded funding to Connecticut's ACCESS Mental Health program to produce provider and parent educational materials in addition to the HRSA expansion award supporting PCPs treating young adults up to the age of 22 years old.

Throughout last state fiscal year, the program developed a series of behavioral health education/training videos for preschool, elementary and secondary school districts, emergency department personnel, and pediatric primary care practices to aid in their work in supporting parents/guardians and individuals across the state of Connecticut.

Beginning in Q1 SFY'25, a marketing strategy using email campaigns, newsletters, social media, and fax was launched to distribute the video series and corresponding handouts through schools, care networks, and organizations like FAVOR, aiming to reach families across Connecticut. Materials were provided to school counselors, family engagement staff, social workers, superintendents, emergency departments, psychiatric residential treatment facilities, and intensive outpatient programs. The dissemination efforts will extend into Q3 2025, with the strategic release of five additional social media clips and sharing feedback quotes from the videos on social media platforms. Resources will be distributed both virtually and in person at collaborative meetings. Additionally, all materials are readily accessible on the landing page of the program's website.

In addition to the parent video series, the team developed provider toolkits specifically designed for pediatric and family care physicians to provide actionable information, algorithms, and insights for successfully addressing pediatric mental health and substance use conditions within their practice. During this reporting period, the Hub team psychiatrists completed and posted three primary care provider toolkits on the program's website. These toolkits which aid in the identification and treatment of attention-deficit hyperactivity disorder (ADHD), anxiety, and depression, were promoted through an email campaign via Constant Contact to our provider listserv, effectively reaching 836 contacts. This campaign achieved a noteworthy open rate of 32%, with 268 recipients engaging with the email content. The Hub team psychiatrists are also actively developing content for an additional three toolkits planned for SFY'25.

Definitions

Consultations: any activity provided by Hub team staff entered in the Encounter system including incoming/outgoing calls to PCPs, BH providers, and Family, as well as face-to-face assessments provided by Hub staff.

Consultations/Type of Call are grouped by:

- **Direct PCP Consultations** (PCP Phone Office, Phone PCP Follow up, and Hallway PCP Office): direct contact with the primary care provider
- **Resource and Referral Support** (Care Coordination, Care Coordination Follow Up, Case Conference, Phone Member Family, and Peer Specialist Follow Up): direct phone contact with the youth and their family or providers involved in the behavioral health care provided to the youth
- **Face to Face Assessments** (Face-to-Face visit and Tele-Psychiatry): a face-to-face diagnostic evaluation or psychopharmacological consultation provided by the Hub psychiatrist or clinician.
- **Other** (Phone Other, Materials Request, BH Network Management, Hallway Other, Office Education)

Encounter System: a secure, HIPAA-compliant online data system that houses structured electronic forms. Hub staff enter information provided by the PCP for every encounter/consultative activity into this online database. The encounter data fields include: the date, the primary care practice/provider from which the call originates, demographics of the youth subject of the call, encounter type, response time, reason for contact, presenting mental health concerns, diagnosis, medication, and outcome of the call.

Enrollment: a formal relationship between the primary care practice and Hub team formed after the Hub psychiatrist meets with the primary care practice's medical director and any PCPs available for an on-site visit. At that time the Hub team psychiatrist explains what the program does and does not provide, and an enrollment agreement form is signed.

Consultative Episode: methodology includes a "starter activity" – Phone PCP Office or Hallway PCP Office. These two activities are entered into the Encounter system by the Hub staff. They are defined as starters because they are the only two activities that are selected when the PCP initiates support from the Hub – either by phone or hallway (in person). This starter activity can stand alone to equal an episode or can be paired with one or more additional activities to equal an episode. An episode is closed once 60 days has passed without any Hub team support.

Hub Team: the behavioral health personnel contracted to provide ACCESS Mental Health CT services. Each Hub team consists of board-certified child and adolescent psychiatrists, licensed masters' level behavioral health clinician, program coordinator, and a family peer specialist.

PCP: an individual primary care provider employed by a primary care practice. A PCP may be a pediatrician, family physician, nurse practitioner, or physician assistant.

Primary Care Practice Group: a primary care 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.

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

Primary Care Practice Site: an individual primary care office; uniquely identified by address.

Individuals Served: an unduplicated count of all youth and young adults served by the ACCESS Mental Health CT program captured on a member specific encounter form entered by the Hub staff into the Encounter System during the reporting period.

Acronyms

ACCESS - Access to all of Connecticut's Children of Every Socioeconomic Status
BH - Behavioral Health
CT - Connecticut
DCF - Department of Children and Families

MH - Mental Health
PCP - Primary Care Provider
SU - Substance Use
TX - Treatment