

Optimization of Provider Communications Regarding Behavioral Health and Impact on Access, Quality, and Affordability

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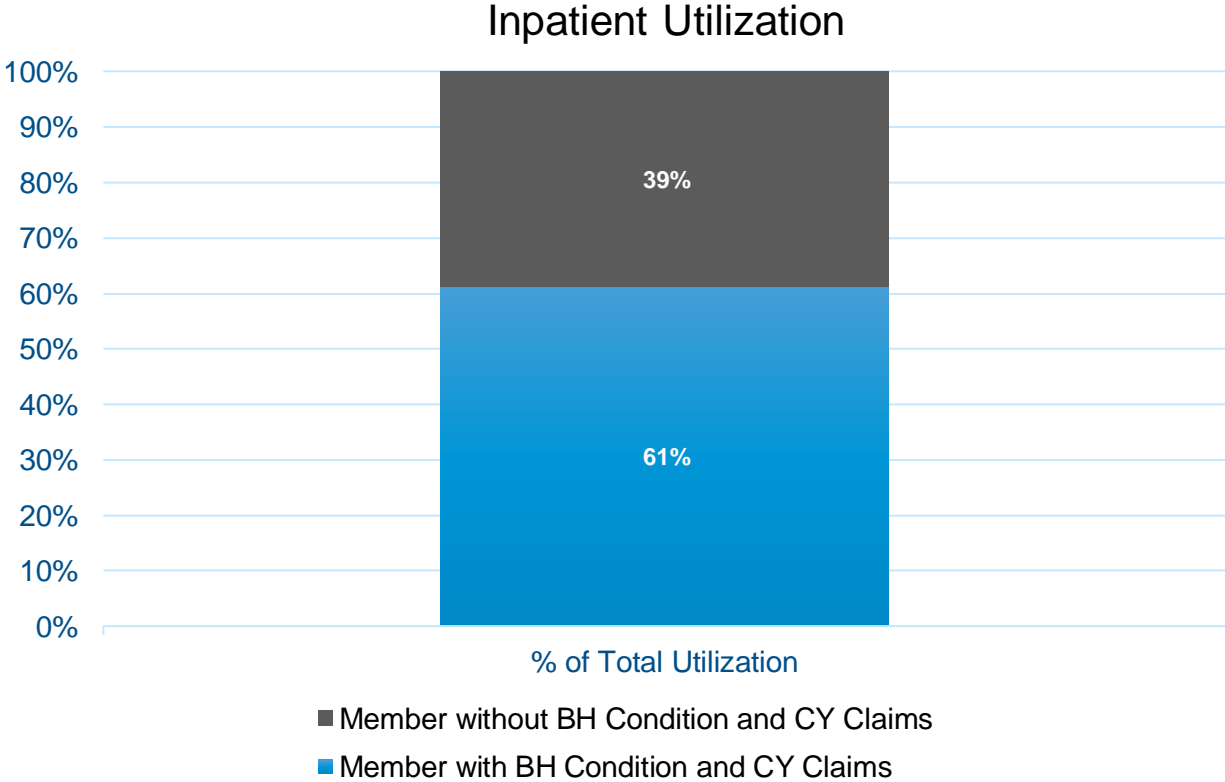
Behavioral Health Clinical Pharmacist

Overview

- Impact of BH Conditions on Inpatient Admissions
- Risk and Complexity Stratification for patients with BH Conditions
- Impacting BH and Medical Quality and Cost through access to professionals and mental well-being digital solutions
- Optimizing Care and Outcomes for patients suffering from depression and anxiety

Inpatient Utilization in Commercial Members

January 2023 - April 2023



BH Members	544 (11.4%)
Non-BH Members	4,230 (88.6%)
Total Members	4,773

Optimizing Care and Quality for Patients with BH Conditions Across the Complexity Spectrum

Intervention Recommendations

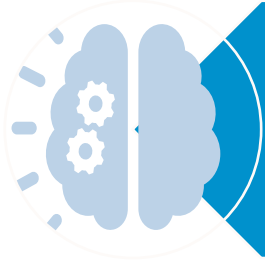
Your Members In each Stratification	Member Stratification ¹	Digital Self-Mgmt. (meQ)	Measurement Based Care Tools	Post Discharge Follow-up	BH Access (Clinical Referral or Co-Located) Model	Collaborative Care mgmt. (CoCM)
7	Medical IP stay + BH IP Stay	•	•	•	•	
30	Medical IP stay + Severe BH dx	•	•	•	•	
88	Chronic Medical +Severe BH dx	•	•		•	•
50	BH IP stay + any BH E/D	•	•		•	
21	All else w/ psychotic disorder	•	•		•	
350	Anxiety +	•	•		•	•
-	Chronic Medical + no BH Co-morbidity	•	•			
12	Medical IP stay and no BH Co-morbidity	•	•	•		
4,218	Health Needs not identified	•	•			

Specific patient details can be found on [Provider Portal](#)

Targeted interventions improve outcomes and access

¹BH member status and stratification based on rolling-24 experience period

Rapid Access to BH Services for Your Patient



Most mental health concerns present in the primary care setting.



PCPs can face access and navigation challenges when making a behavioral health referral.



Florida Blue recognizes these needs and is now offering a rapid access, real-time appointment scheduling service for our eligible members¹.

Florida Blue is working with Lucet to provide real-time access to in-network mental health providers on an advanced behavioral health technology platform called **Navigate & Connect.**

For help locating a behavioral health professional, your patient can call:

1-866-287-9569

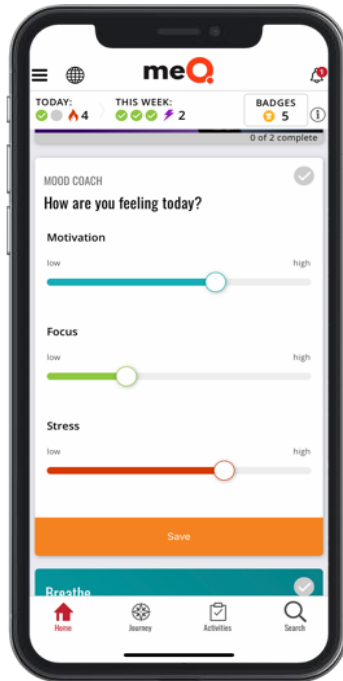
Helping Your Patients to Access a Digital Mental Well-Being Solution

meQuilibrium (meQ) Overview

Above 90% Engagement Rate once person log on

Members with Depression and Anxiety improving on average by 25%

Resilience improving over 35% on average



meQuilibrium

A Digital Mental Well-Being Solution¹

Backed by over 20 years of research, meQuilibrium is designed to help our members face each day with confidence and manage day-to-day stressors.

Resilience is Good for the Bottom Line

A 2021 National Safety Council and University of Chicago analysis found that organizations that support mental health see a return of \$4 for every dollar invested in mental health resources.

¹ meQuilibrium is available to fully insured Truli for Health and Florida Blue group, individual, and Medicare Advantage plan members.

Access meQ

Rise above stress with meQuilibrium

You can't make today's challenges disappear, but you can take control of your response. Your Florida Blue plan* now includes meQuilibrium, a digital mental well-being program designed to help you face each day with confidence, at no extra charge.

Backed by over 20 years of research, meQuilibrium can help you:

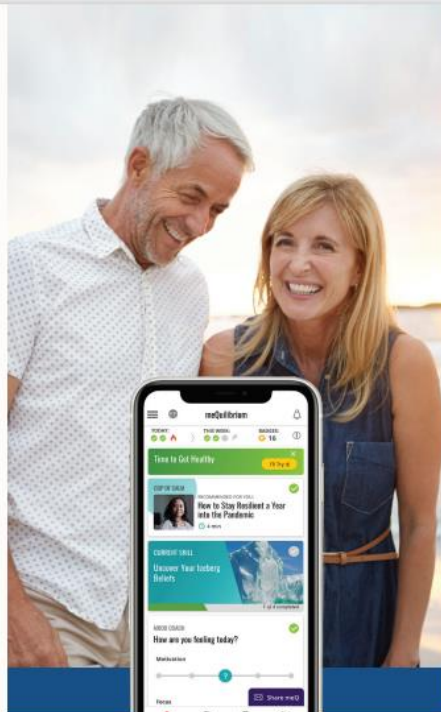
- Calm worry and anxiety
- Successfully manage day-to-day stress
- Improve your sleep, so you wake up feeling refreshed

How does it work?

- Take the meQuilibrium assessment. Your personal information remains completely confidential.
- Find out your stress score and learn how to lower it.
- Learn about your unique thinking styles, stress triggers, and your stress personality.
- Begin a personalized journey created just for you. Easy-to-do activities and short videos will help you learn new ways to build resilience—all at your own pace.

You may be eligible for a reward through the **Better You Strides program**. Log in to your member account at FloridaBlue.com and click on **My Rewards** at the top of your home page to learn more about the meQuilibrium reward.

Florida Blue 
Your local Blue Cross Blue Shield



Ready to get started?

Look for meQuilibrium in the **Find and Get Care** section of your member account. Click the **Mental Well-Being** tab and scroll to **meQuilibrium** to get started. Don't have a member account? Sign up today at FloridaBlue.com.

meQuilibrium



REGISTER OR LOG IN:

FloridaBlue.com, **Find and Get Care**, **Mental Well-Being**, scroll to **meQuilibrium**



Complete your assessment to **get your personalized program**



Download the **meQ app**



Spread the love! Share your testimonials with us by sending an email to: editor@meQuilibrium.com

Using Measurement Based Care to Improve Quality

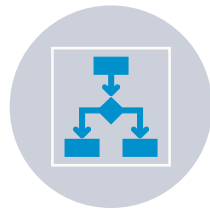
Measurement based care (MBC) refers to the systematic collection of data to monitor treatment progress, assess outcomes, and guide treatment decisions, from initial screening to completion of care.



Measures progress from the individual's perspective.



As a standard of care, monitor the member using an objective tool.



Used at every visit throughout the care process to inform goals and monitor progress.



The data can be used to track members status, provide higher quality care, treatment or services.

Measurement Based Care Examples

General Anxiety Disorder-7 (GAD-7)

GAD-7 is used to screen for anxiety disorder, measure the severity of the symptoms and monitor on going treatment progress.

General Anxiety Disorder-7 (GAD-7)

Over the last two weeks, how often have you been bothered by the following	Not At All	Several Days	More Than Half of the Days	Nearly Every Day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3

Provisional Diagnosis and Proposed Treatment Actions

GAD-7	Anxiety Severity	Proposed Treatment Actions
0-4	None-Minimal	None
5-9	Mild	Watchful waiting; repeat GAD-7 at follow up. Add digital self-management solutions
10-14	Moderate	Active Treatment with pharmacotherapy and/or psychotherapy based on patient preference. Add digital self-management solutions
15-21	Severe	Immediate initiation of pharmacotherapy and, if severe impairment or poor response to therapy, expedited referral to a mental health specialist for psychotherapy and/or collaborative management

Patient Health Questionnaire-9 (PHQ-9)

PHQ-9 is used to screen for depression, measure the severity of symptoms and monitor on going treatment progress.

Patient Health Questionnaire-9 (PHQ-9)

Over the last two weeks, how often have you been bothered by the following	Not At All	Several Days	More Than Half of the Days	Nearly Every Day
1. Little Interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself-or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite- being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself in some way	0	1	2	3

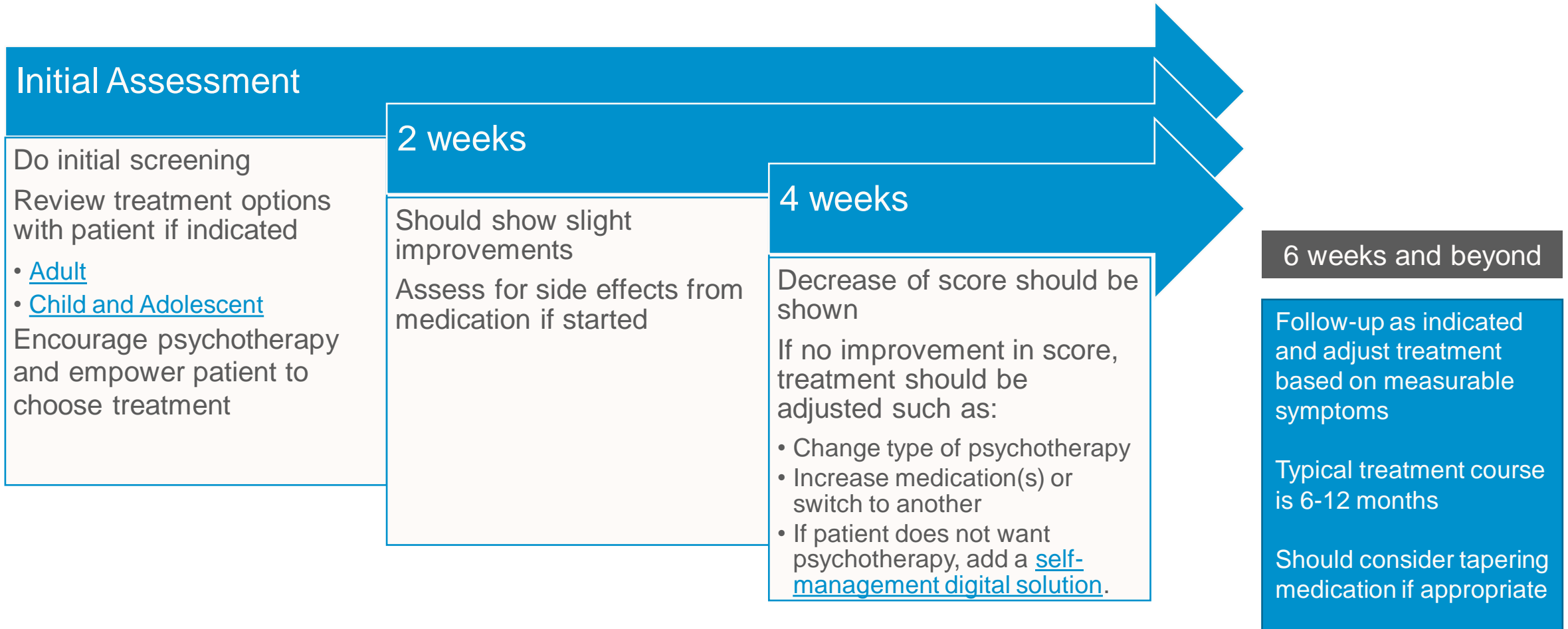
Note: Question 9 is a single screening question on suicide risk. A patient who answers yes to question 9 needs further assessment for suicide risk by an individual who is competent to assess this risk.

Provisional Diagnosis and Proposed Treatment Actions

PHQ-9 Score	Depression Severity	Proposed Treatment Actions
0-4	None-Minimal	None
5-9	Mild	Watchful waiting; repeat PHQ-9 at follow up. Add digital self-management solutions
10-14	Moderate	Treatment Plan, considering counseling, follow up and/or pharmacotherapy based on patient preference. Add digital self-management solutions
15-19	Moderately Severe	Active Treatment with pharmacotherapy and/or psychotherapy based on patient preference. Add digital self-management solutions
20-27	Severe	Immediate initiation of pharmacotherapy and, if severe impairment or poor response to therapy, expedited referral to a mental health specialist for psychotherapy and/or collaborative management

Optimizing Patient Care During Treatment

Initial treatment should be followed-up on. At every follow-up visit, the measure should be repeated to assess impact of treatment action.



Other Resources



Behavioral Health Toolkit: <https://www.floridablue.com/providers/behavioral-health>

- [meQ Provider Resources Toolkit](#)
- [Florida Best Practice Guidelines](#)
- [Opioid Addiction and Overdose Medication Resources and Tools](#)
- [For Healthcare Providers | Tobacco Free Florida](#)