





**Mental Health Services in Orange County**

**Snack & Learn  
October 29, 2013**

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Supported by the California Department of Health and Human Services Agency and U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services under Grant CFDA 93.779

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### Agenda


- Welcome
- Exhibitor Acknowledgements and Speaker Introductions
- Presentations
- QA & Closing Remarks
- Visit Exhibitor Tables and Return Evaluations



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### Thank You To Exhibitors


- 211
- ADRC
- Alzheimer's Association
- Camino Nuevo
- Council on Aging
- Dayle McIntosh Center
- DiDi Hirsch
- Goodwill Industries
- Hoag Hospital Mental Health Center
- Horizon
- Illumination Foundation
- MECCA
- National Alliance for Mental Illness
- OASIS
- OC Accept
- OC Centralized Assessment Team
- OC Office on Aging
- OC Pest Control
- OC Task Force on Hoarding
- OMID
- Recovery Educational Institute
- Stay Transitional Aged Youth
- Wellness Center



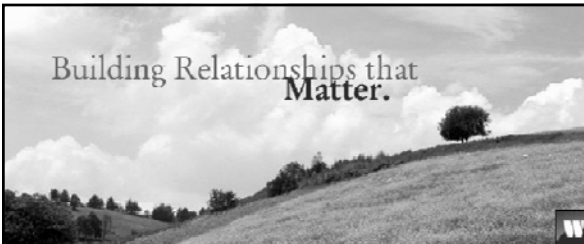
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### Speakers

- George Orras, PhD, MBA, President & Chief Clinical Officer  
Windstone Behavioral Health
- Alan Albright, Program Director  
BEACON HEALTH STRATEGIES, LLC
- Jenny Hudson, LCSW, Program Manager II  
Adult/Older Adult Outpatient Services




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**Building Relationships that Matter.**


**Windstone Behavioral Health Services**  
**One Care**  
**2013**



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**2013**  
**Windstone Behavioral Health**


**Standard Medicare**



**2013**  
**Windstone Behavioral Health**

**Medicare Part A Coverage**

- Helps pay for mental health services you get in a hospital
  - General hospital
  - Psychiatric hospital that only care for people with mental health conditions – 190 days only lifetime




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**2013**  
**Windstone Behavioral Health**

**Medicare Part A No Coverage**

- What Original Medicare doesn't cover
  - Private duty nursing
  - A phone or television in your room
  - Personal items (like toothpaste, socks or razors)
  - A private room




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**Windstone Behavioral Health**

**Medicare Part B Coverage**

- Covers mental health services and visits with the following types of health professionals (deductibles and coinsurance may apply)
  - Psychiatrist
  - Clinical psychologist
  - Clinical social worker
  - Clinical nurse specialist
  - Nurse practitioner
  - Physician assistant




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**Medicare Part B Coverage**

- Part B also helps pay for the following covered services (deductibles and coinsurance may apply)
  - Psychiatrist
  - Individual and group psychotherapy
  - Family counseling if the main purpose is to help with your treatment
  - Psychiatric evaluation
  - Medication management
  - Partial hospitalization may be covered
  - A one time "Welcome to Medicare" preventive visit. This visit includes a review of your potential risk factors for depression




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**Medicare Part B No Coverage**

- What Original Medicare doesn't cover
  - Meals
  - Transportation to or from mental health care services
  - Support groups that bring people together to talk and socialize (different from group psychotherapy, which is covered)




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**2013**  
**Windstone Behavioral Health**

**Who is Windstone**

- A managed Behavioral Health Care Company headquartered in Southern California
- Provide Managed Behavioral Health Care Services to One Care members
- Provide direct clinical care through network providers
- Includes: Behavioral Health Utilization Management, Case Management, Disease Management and Health and Wellness




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**Windstone Behavioral Health**

**Membership**

- Managed Behavioral Care Health Services
  - 450,000 Capitated and FFS members
  - CA, AZ
- Behavioral Health and Wellness Services Screening provided for:
  - 250,000 active participants 2013
  - CA, NV, OR, WA, AZ, NM, GA, NC, SC




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**2013**  
**Windstone Behavioral Health**

**Clients**


- Health Plans (One Care)
  - MA Plans/SNP/Medicaid/Commercial Plans/ERISA
  - FFS and capitated arrangements
  - Professional risk only
  - Health and Wellness
- Medical Groups
  - FFS and capitated arrangements
  - Professional Risk Only
  - Health and Wellness



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**2013**  
**Windstone Behavioral Health**

**Managed Behavioral Health Care Services  
Overview of Services**




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**Windstone Behavioral Health**

**Managed Behavioral Health Services**

- Inpatient and Outpatient Behavioral Health Care
- Eligibility/Authorization/Customer Services
- Utilization Review and Case Management Services
- Outpatient Coverage: 4 tiered model
  - Multidisciplinary community based office locations
    - 6 - Southern CA
  - Collaborative Care Office Coverage (staff model groups only)
    - 11-Southern CA
  - In Home Psychotherapy
    - CA, NV, AZ, NM, OR, WA, GA, NC, SC
  - Provider Network
    - CA, AZ




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**Services (Continued)**

- Skilled Nursing Facility, Board and Care, Alzheimer Unit Consultations
- Medical/Surgical Hospital Consultation
- Acute Psychiatric Hospital Coverage
  - Specialized use of Psych SNF's
- Psychiatric Conservatorships – Probate and LPS
- 24 x 7 Emergency Coverage




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**Medical Clinic Providers**


- Strategically Located in Staff Model Collaborative Care Clinics or in Multidisciplinary community based office locations
- Treatment Team includes:
  - Psychiatrists
  - Psychologists
  - Therapists-Licensed Psychologists and LCSW's
  - Post hospitalization Case Manager
  - Administrative Schedulers and Intake

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**WBH In Home Services**


- In Home Psychotherapy
  - Will be done frequently with home bound seniors, members w/limited transportation, or less than compliant members
  - Reduces barriers to participation
  - Increases effectiveness of therapy

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**Windstone Behavioral Health**

**Network Practitioners**


- Includes all Licensure
- Strategically contracted in all geographies
- Supported by the following:
  - Medical Director
  - Post Hospital Case Management
  - Utilization management
  - Intake

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**Skilled Nursing Facility Consultations**


- Timely Consultation Response
- Rounds done daily before noon (if applicable)
- If patient not seen on rounds and request for SNF consult requested, guaranteed response within 24-48 hrs based on urgency
- Placement issues
- Intensive case management
  - Family
  - Coordination

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**2013**  
**Windstone Behavioral Health**

**Medical/Surgical Hospital Consultations**


- Timely Consultation Response
- If applicable Med/Surg Rounds will be done daily
- Rounds done daily before noon(if applicable)
- If patient not seen on rounds and request for Med Surg consult requested, guaranteed response within 24 hrs based on urgency
- Placement issues
- Intensive case management
  - Family
  - Coordination

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**Psychiatric Conservatorships – Probate and LPS**

- Facilitate conservator appointment with the courts
- WBH UR nurses will coordinate care and placement of member at One Care designated facility
- Identify specific facilities and/or alternative levels of care

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**Emergency Services**

- WBH Case Management staff and clinicians available 24x7 for psych emergency triage
- Warm Line – MD to MD only
- After Hours Emergency Services

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**Emergency Services Emergency Services (continued)**

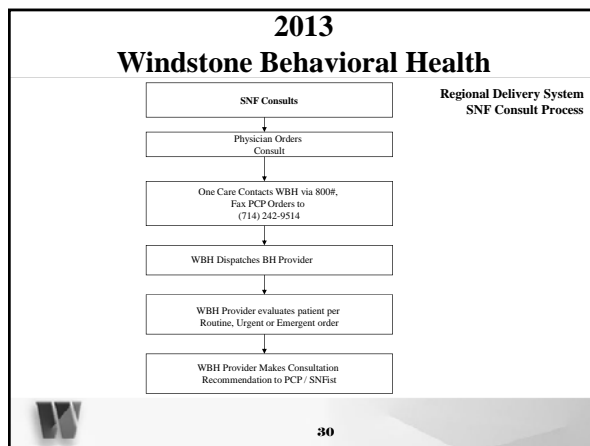
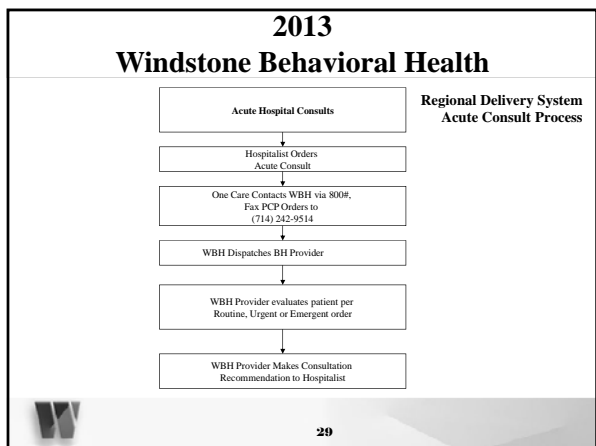
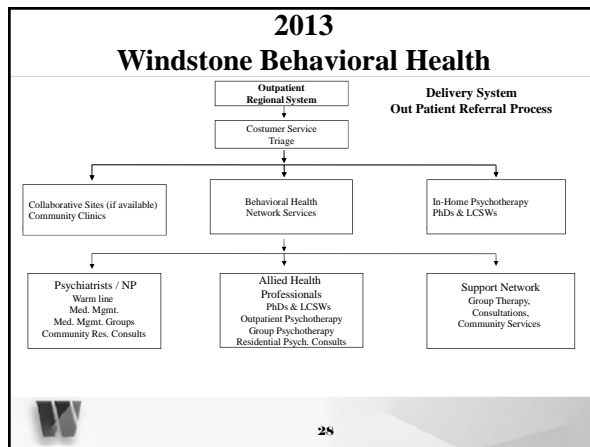
- Warm Line
  - Psychiatrist made available for consultation to all Physicians (only)
  - Available Monday-Friday 8:30 AM-5:00 PM
- After Hours MD Availability
  - WBH nurse clinician supported by a psychiatrist on call for urgent/emergency issues
  - All referrals to an IP psychiatric facility after hours must first be approved by on call psychiatrist

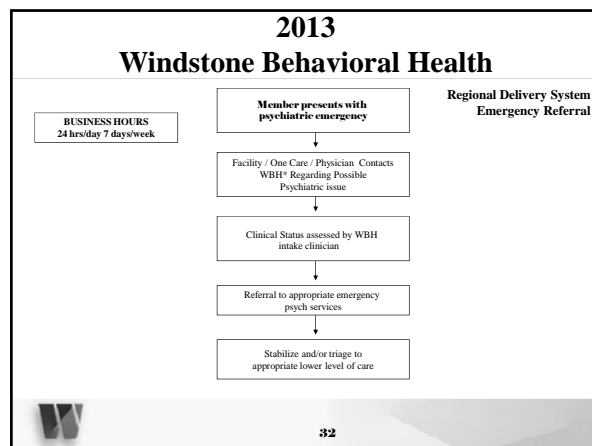
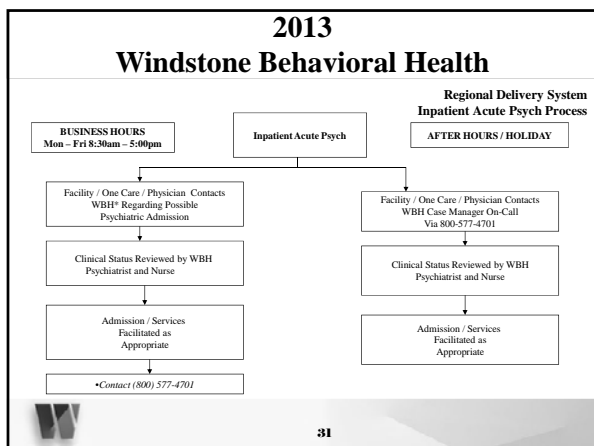
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**Windstone Behavioral Health**

**WBH Referral Process**

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### SPECIALTY MENTAL HEALTH TARGET POPULATION

WELFARE AND INSTITUTIONS CODE SECTION 5600.3 DESCRIBES THE TARGET POPULATION FOR ADULTS WITH MENTAL ILLNESS WHO ARE SERVED BY THE PUBLIC MENTAL HEALTH SYSTEM. THAT DEFINITION STATES THAT A CLIENT'S MENTAL ILLNESS MUST:

- be severe in degree and persistent in duration;
- may cause behavioral functioning that interferes substantially with the primary activities of daily living; and
- may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time.

Client Name | Presentation Name | May 23, 2011 | 37  
BEACON HEALTH STRATEGIES | 200 State Street Suite 302, Boston, MA 02109 | t. 617.747.1230 | beaconhealthstrategies.com

### MEDICAL NECESSITY CRITERIA

In order to meet medical necessity criteria determine Medi-Cal reimbursement for specialty mental health services the beneficiary must:

**A. Included Diagnoses:**

- Pervasive Developmental Disorders, except Autistic Disorder which is excluded
- Attention Deficit & Disruptive Behavior Disorders
- Schizophrenia & other Psychotic Disorders
- Mood Disorders
- Anxiety Disorders
- Somatoform Disorders
- Factitious Disorders
- Dissociative Disorders
- Paraphilias
- Gender Identity Disorders
- Eating Disorders
- Impulse-Control Disorder not elsewhere classified

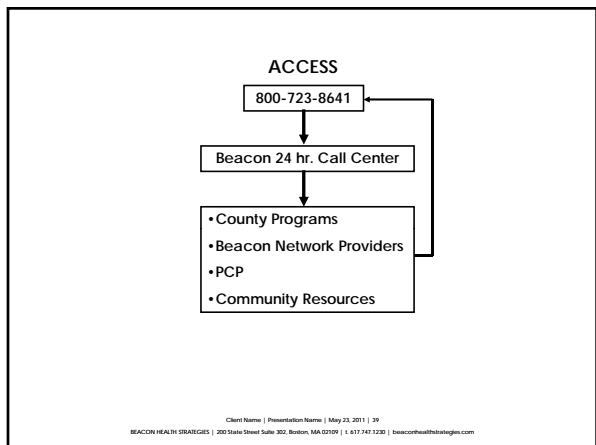
**B. Impairment Criteria - Must have one of the following as a result of the mental disorder (p) identified in the diagnostic criteria:**

1. A significant impairment in an important area of life functioning, or,
2. A probability of significant deterioration in an important area of life functioning.

**C. Intervention Related Criteria - Must have all 1, 2, or 3:**

1. The focus of proposed intervention is to address the condition identified in impairment criteria "B", and
2. It is expected the beneficiary will benefit from all proposed intervention by significantly diminishing the impairment, or preventing significant deterioration in an important area of life functioning, and/or for children it is probable the child will progress developmentally as individually appropriate (or if covered by EPSDT can be corrected or ameliorated), and
3. The condition would not be responsive to physical health care based treatment.


Client Name | Presentation Name | May 23, 2011 | 38  
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### SERVICES


- 24 Hr. Screening and Assessment: 800-723-8641
- Access to County Services
- ASO Network Services for Adults and OOC Foster Youth:
  - Outpatient Psychiatric Services
  - Claims Processing and Payment
  - Quality Assurance
  - Care Coordination
  - Psychiatric Consultation Line

Client Name | Presentation Name | May 23, 2011 | 40  
BEACON HEALTH STRATEGIES | 200 State Street Suite 302, Boston, MA 02109 | t. 617.747.1230 | beaconhealthstrategies.com



## Adult Outpatient Mental Health Services

Jenny Hudson, LCSW  
Program Manager II  
Adult and Older Adult Outpatient Mental Health Services



## Adult Outpatient Mental Health Clinics (Access Points)

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### Adult Outpatient Clinic Admission Criteria

- ❖ The Outpatient Clinics in Orange County are a safety net for individuals who would otherwise not have access to treatment due to cultural, language, and socioeconomic barriers, and difficulty navigating the system of care.
- ❖ These consumers typically have a history of homelessness, psychiatric hospitalizations and are referred to the clinics by hospitals, law enforcement officers and/or various community members

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### Target Population

- ❖ About 3000 consumers open to the 4 outpatient clinics at any given time.
- ❖ The target population are individuals who suffer from a chronic and persistent mental illness. A consumer must have an included diagnosis, show significant impairments in their community functioning due to mental illness.
- ❖ Consumers who are: Dual Diagnosis, Veterans, Medical and/or Medicare beneficiaries, individuals with no benefits, and ETS, Jail and hospital referrals.

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### Services Provided

- ❖ Psychosocial assessment
- ❖ Mental Health Services: individual, group and family therapy
- ❖ Medication Management
- ❖ Benefits Acquisition
- ❖ Crisis Intervention Services
- ❖ Clubhouse

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- ❖ Case Management Services
- ❖ Dedicated SAMHA staff who provide substance abuse treatment: Individual and groups for clients who are dual diagnosed
- ❖ Educational and Support groups: substance abuse management, coping skills, anger management, smoking cessation, self-esteem, wellness, crisis drop-in group, NAMI groups, and seeking safety group

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**Older Adult  
Recovery Services  
SHOPP and START  
(Access Points)**

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### Older Adult Recovery

- ❖ Clients who are 60+ years old who have difficulty engaging in treatment.
- ❖ Engagement begins in the field/home .
- ❖ Multidisciplinary team. Collaboration with physical health care, family and community supports.
- ❖ Assessment, mental health services, case management & medication management.
- ❖ Nurses provide health screenings.
- ❖ Pharmacist provides education.

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**SHOPP**  
Senior Health Outreach Prevention Program

- ❖ SHOPP is a collaborative program with Public Health Nurses.
- ❖ Home visits to meet the health care needs of adults age 55 and older.
- ❖ Field nursing assessment, behavioral health outreach, short-term case management and linkage.

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**START**  
Substance Abuse Resource Team

- ❖ In-home service for adults aged 60+ who are misusing substance including prescription medication.
- ❖ Collaborative program with Public Health.
- ❖ Outreach and engagement, brief interventions, substance abuse counseling and education, coordination with health care providers , case management and linkage.

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**Program Assertive  
Community Treatment  
(P.A.C.T)  
TAY, Adults and Older Adults**

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**PACT Admission Criteria**


- ❖ PACT is designed for consumers who have not previously accessed or benefited from treatment, and have had at least 2 psychiatric hospitalizations or incarcerations within the past year.
- ❖ TAY PACT considers placement as hospitalization.
- ❖ Older Adult considers emergency room and medical hospital admissions.
- ❖ Consumers must meet the Title IX medical necessity requirements.

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**Up-Coming Medi-Cal Changes**

- Based on information provided by Department of Health Care Services
  - Effective January 1, 2014
  - Available to all Medi-Cal beneficiaries, including expansion population
  - Mental health and substance abuse services to include individual and mental health evaluation and treatment not previously covered under Medi-Cal or county programs
    - Details not finalized; more information expected in November
    - Some services provided by Medi-Cal managed care plans, like CalOptima
    - Some services provided on FFS basis
  - More information at [www.dhcs.gov](http://www.dhcs.gov) and [www.coveredca.com](http://www.coveredca.com)


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**Questions**




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## 211 OC Listing Application


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## 211 OC Listing Application

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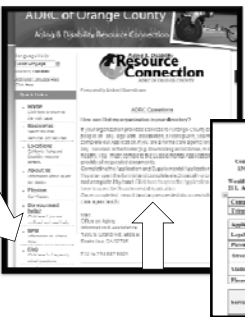
[www.211oc.org/](http://www.211oc.org/)




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## ADRC Listing Application

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[www.adrcoc.org/?page=faq](http://www.adrcoc.org/?page=faq)




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## Closing

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- Complete Evaluations
- Visit Exhibitor Tables
- Thank you

Turn in **Yellow Evaluation** Forms



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