Q1 2022 Statewide Behavioral Health Access Survey

Apple Health Integrated Managed Care

Current Access Survey Process

MCO meetings to review survey template and questions; update for current needs; share survey with HCA for feedback; assign regions; review regional provider lists; send survey through each MCO's approval process.

[Approx. 30 days]

Release survey to providers with two weeks deadline.
[Two weeks]

Initiate outreach to providers that have not yet responded in effort to achieve 100% response rate.

[Approx. six weeks]

Review data, determine action items and compile report. Share survey results/report with HCA.

[Approx. three weeks]

**Total time for completion: approx. 3.5 month**

Spokane Survey Results

General Observations:

- 30 submissions received (100% response rate)

- 23 respondents (77%) expressed interest in a training to focus on learning best practices to increase efficiency (i.e. utilizing staff at highest licensure, involving other licensure types in treatment).

- 13 respondents (43%) expressed interest in being connected with telehealth resources.

- 22 respondents (73%) are not encountering Request for Services (H0046UB in SERI).
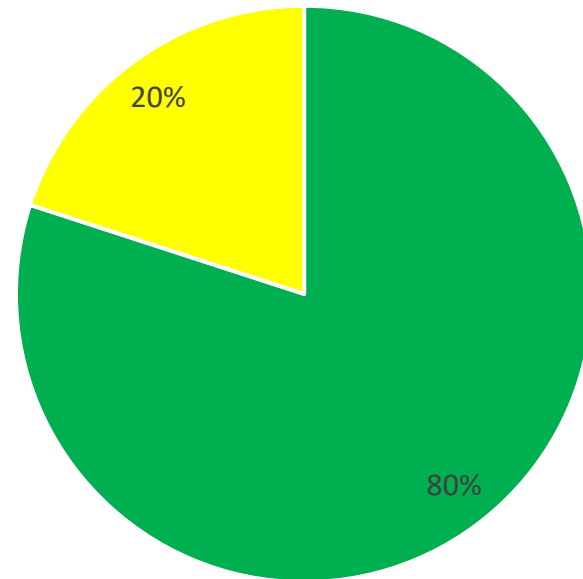
Adult Mental Health Services

Adult MH Intake Appts

46%
46%
8%
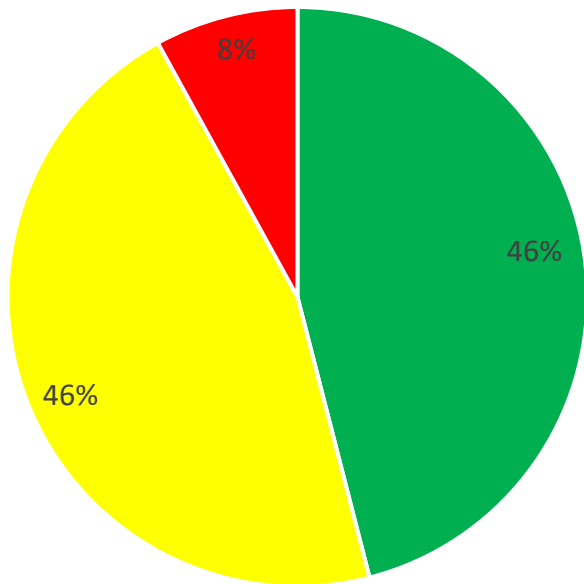
■ w/in 10 business days   ■ two weeks to 30 days
■ more than 30 days

Adult MH OP Appts

20%
80%
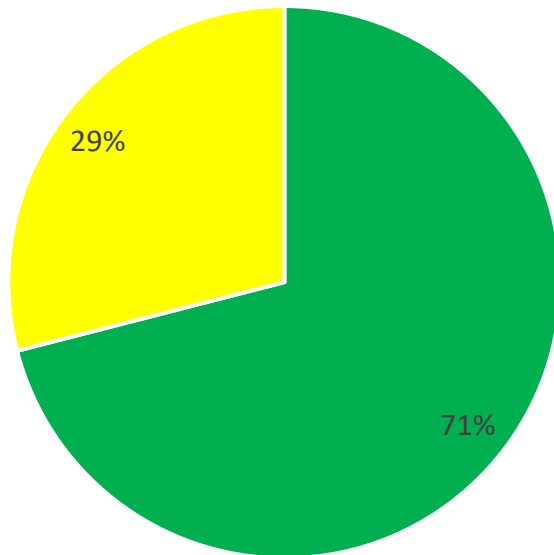
■ w/in 10 business days   ■ two weeks to 30 days

Adult Substance Use Disorder Services

Adult SUD Assessment Appts

29%

71%

■ w/in 10 business days   ■ two weeks to 30 days

Adult SUD OP Appts

15%

85%

■ w/in 10 business days   ■ two weeks to 30 days

Child/Youth Mental Health Services

Youth MH Intake Appts

- w/in 10 business days
- two weeks to 30 days
- more than 30 days

Youth MH OP Appts
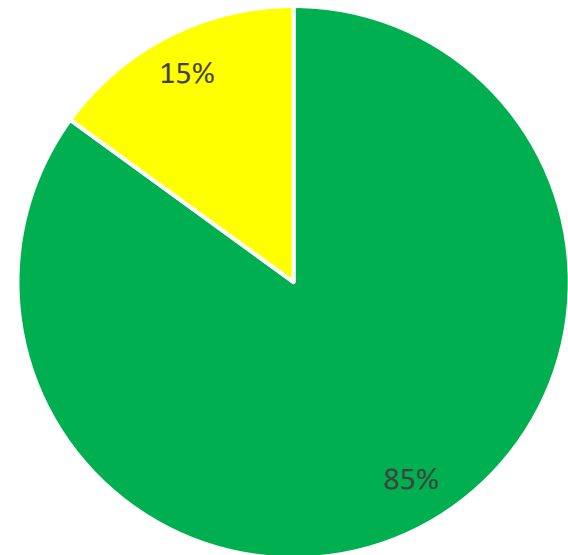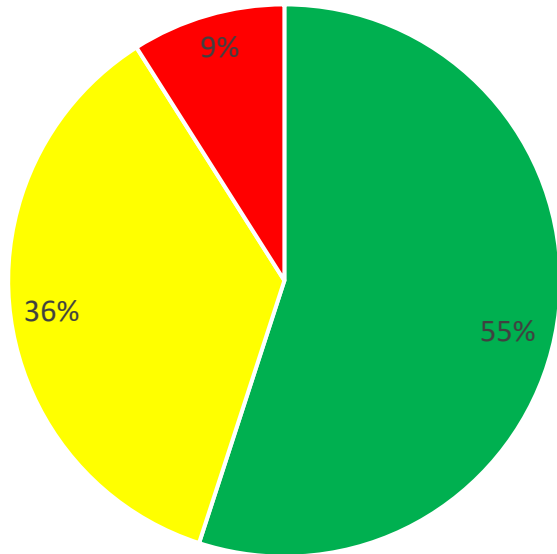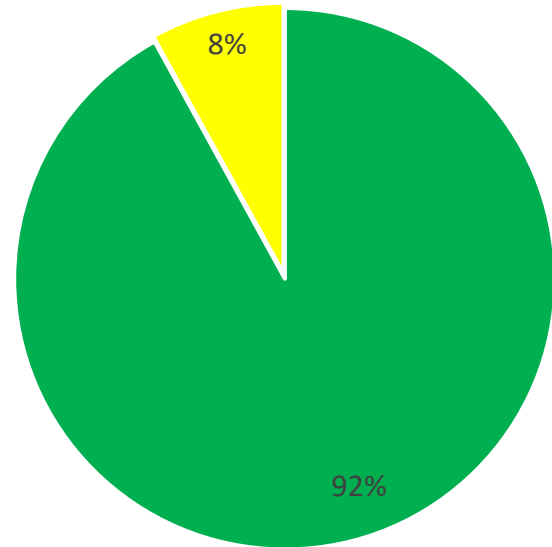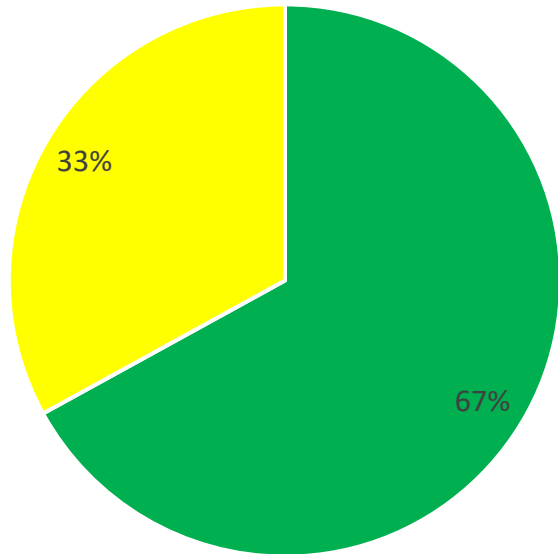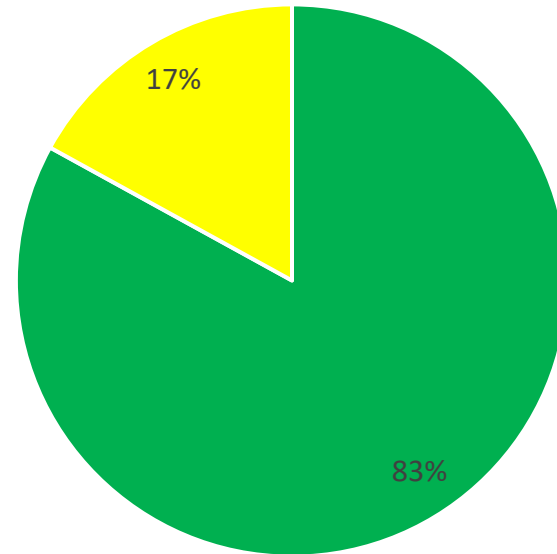
- w/in 10 business days
- two weeks to 30 days

Child/Youth Substance Use Disorder Services

Youth SUD Intake Appts

33%

67%

■ w/in 10 business days ■ two weeks to 30 days

Youth SUD OP Appts

17%

83%

■ w/in 10 business days ■ two weeks to 30 days

Next Steps

Best Practices Training

An impressive majority of survey respondents expressed that they would be interested in a training that focused on learning best practices to increase efficiency (i.e. utilizing staff at highest licensure, involving other licensure types in treatment). MCOs would be very interested in partnering with HCA and others to develop a training to meet the need.

Telehealth Resources

MCOs will share resources regarding Telehealth Options with their provider Networks.

Engage Provider Agencies

MCOs have a new contract requirement to submit a quarterly Behavioral Health Access report. MCO's plan to engage provider communities using existing regional meetings to explore how to best meet this requirement with the least amount of provider burden.
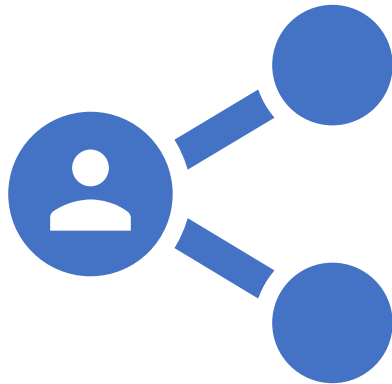
Any suggestions, considerations or feedback this group would like to share with MCOs?