

Behavioral Health Concepts, Inc.

Overview of a Behavioral Health External Quality Review

March 8, 2023



Presenters

CalEQRO – Behavioral Health Concepts, Inc.

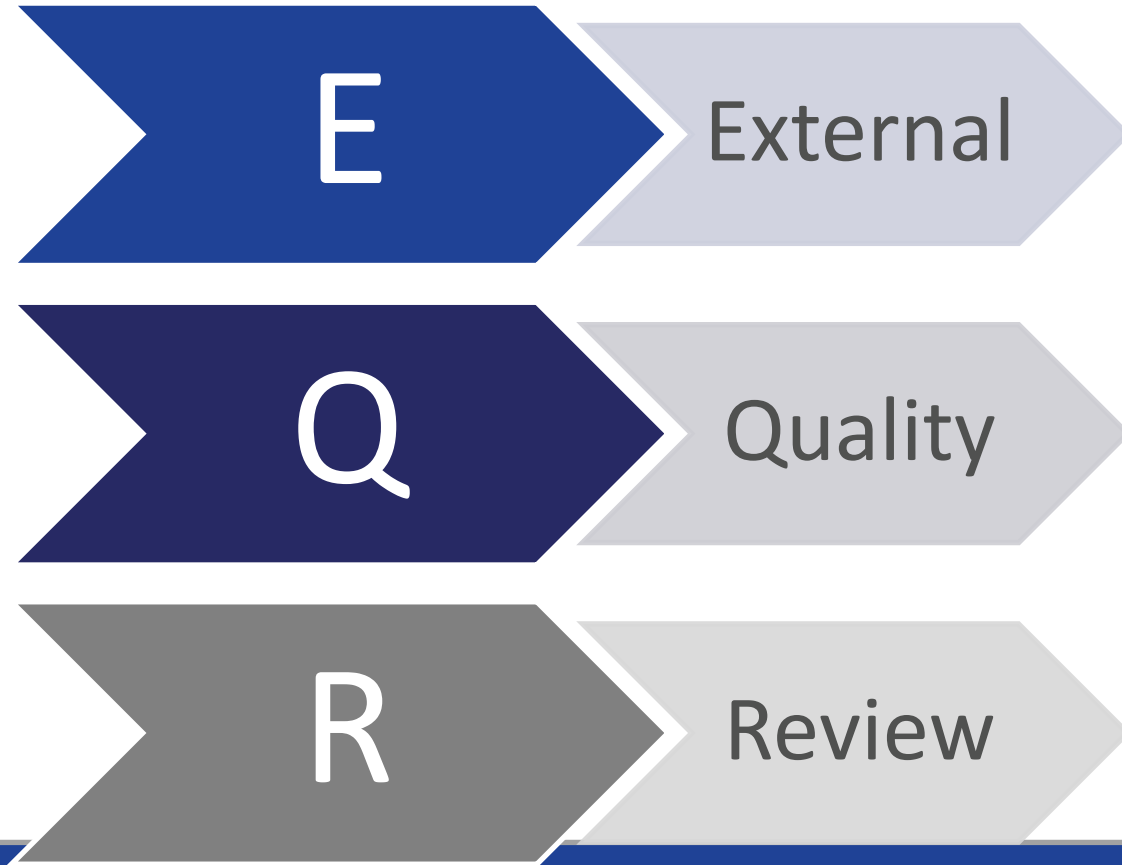
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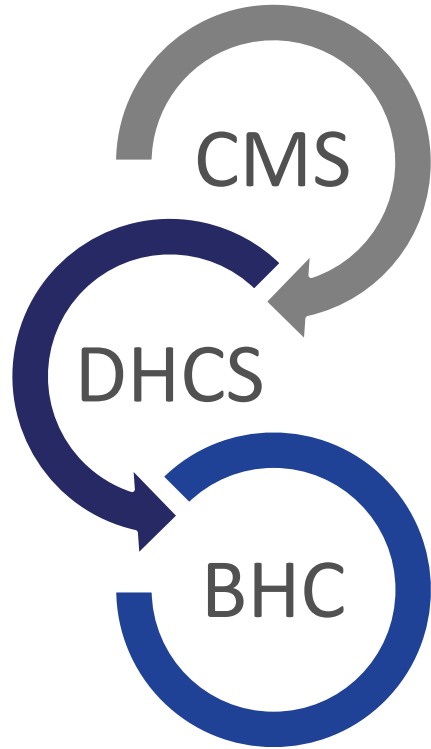
External Quality Review (EQR)



- **EQR**: analysis and evaluation of aggregated information on **access, timeliness, and quality** of health services that a Managed Care Plan or its contractors furnish to Medicaid beneficiaries.
- **External Quality Review Organization (EQRO)**: an organization that meets CMS competence and independence requirements to perform EQR, EQR-related activities, or both. An EQRO is the only entity that may conduct an EQR.

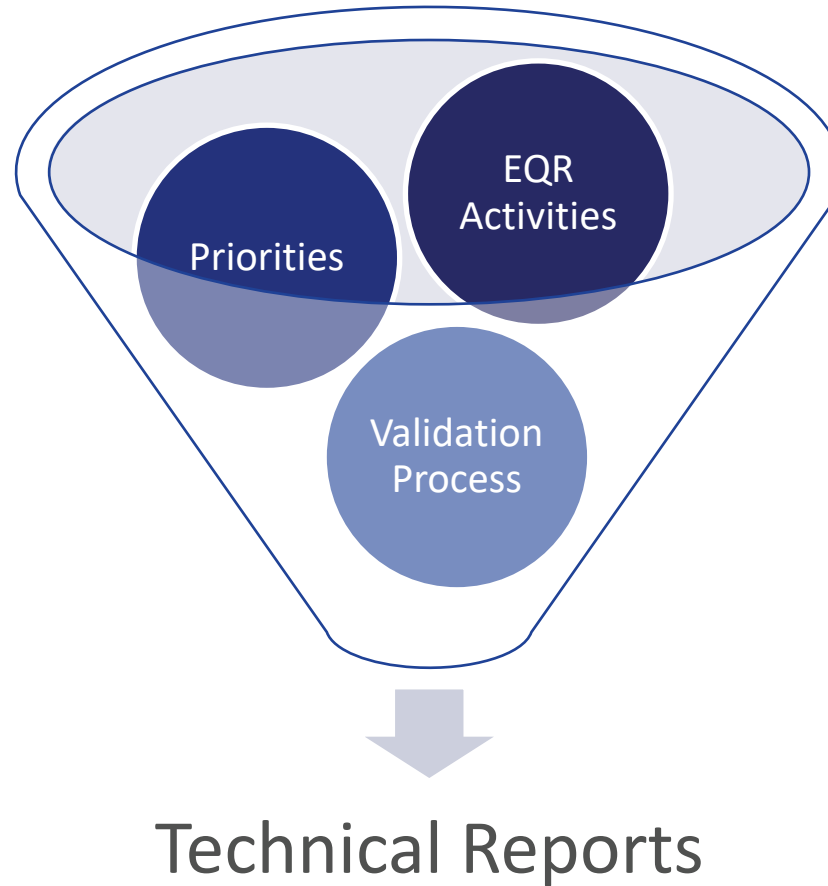
42 C.F.R. § 438, Subpart E

California's Behavioral Health EQR



- **CMS:** Establishes Federal EQR Protocol
- **DHCS:** Single State Medicaid Agency – Manages All EQRO Contracts
- **BHC:** California's Behavioral Health EQRO
 - 56 Mental Health Plans (MHPs)
 - 31 Drug Medi-Cal Organized Delivery Systems (DMC-ODSs)

Core Elements of the BH EQR



EQR-Related Activities*

Mandatory EQR Activities

Protocol 1: Validation of Performance Improvement Projects (BHC)

Protocol 2: Validation of Performance Measures (PMs) (BHC)

Protocol 3: Review of Compliance with Medicaid Managed Care Regulations

Protocol 4: Validation of Network Adequacy (BHC)

Optional EQR Activities

Protocol 5: Validation of Encounter Data Reported by the MCP

Protocol 6: Administration or Validation of Quality-of-Care Surveys (BHC)

Protocol 7: Calculation of Additional PMs (BHC)

Protocol 8: Implementation of Additional Performance Improvement Projects

Protocol 9: Conducting Focus Studies of Health Care Quality (BHC)

Protocol 10: Assist with Quality Rating of Medicaid and CHIP MCOs, PIHPs, and PAHPs



* <https://www.medicaid.gov/medicaid/quality-of-care/downloads/2023-eqr-protocols.pdf>

Priorities

- Access, Timeliness, Quality
- Outcomes
- Strengths, Opportunities, Recommendations
- Sharing Best Practices
- Technical Assistance



Validation Process

- Cal-EQRO Calculated PMs
- Documents Review and Validation
 - CalEQRO Forms
 - PIPs
 - Performance Measures
 - Source Data
- Site Review Sessions
 - Core Agenda Sessions
 - System Validation Sessions
 - Consumer Validation Sessions

Data Used to Generate CalEQRO PMs

MHP Reviews

- Monthly Medi-Cal Eligibility Data System Eligibility File
- Short-Doyle/Medi-Cal Approved Claims
- Inpatient Consolidation File
- Consumer Perception Survey (CPS)*
- MHP-Provided Assessment of Timely Access (ATA)

**Currently analyze annual aggregated statewide data*

DMC-ODS Reviews

- Monthly Medi-Cal Eligibility Data System Eligibility File
- DMC-ODS Approved Claims
- California Outcomes Measurement System (CalOMS)
- American Society of Addiction Medicine (ASAM) level of care (LOC) data
- Treatment Perception Survey (TPS)
- DMC-ODS-Provided ATA

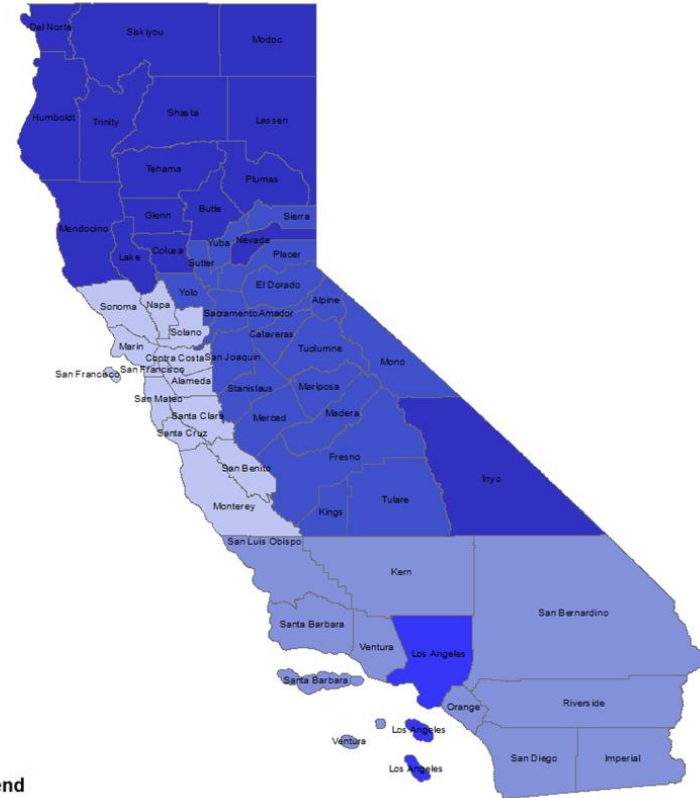
California County Comparisons

Size



- Legend**
CA Counties by Size
- Large
 - Medium
 - Small
 - Small-Rural
 - Very large

Region



- Legend**
CA Counties by Region
- Bay Area
 - Central
 - Los Angeles
 - Southern
 - Superior

Access Performance Measures

- Indicators:
 - Medi-Cal Eligibles and Beneficiaries Served
 - Penetration Rates (PR)
 - Average Approved Claims per Beneficiary Served (AACB)
 - Units of Service
- Variables:
 - Age
 - Race/Ethnicity
 - Eligibility Category



Statewide – Penetration Rates by Race/Ethnicity

– MHP Examples

MHP Example 1

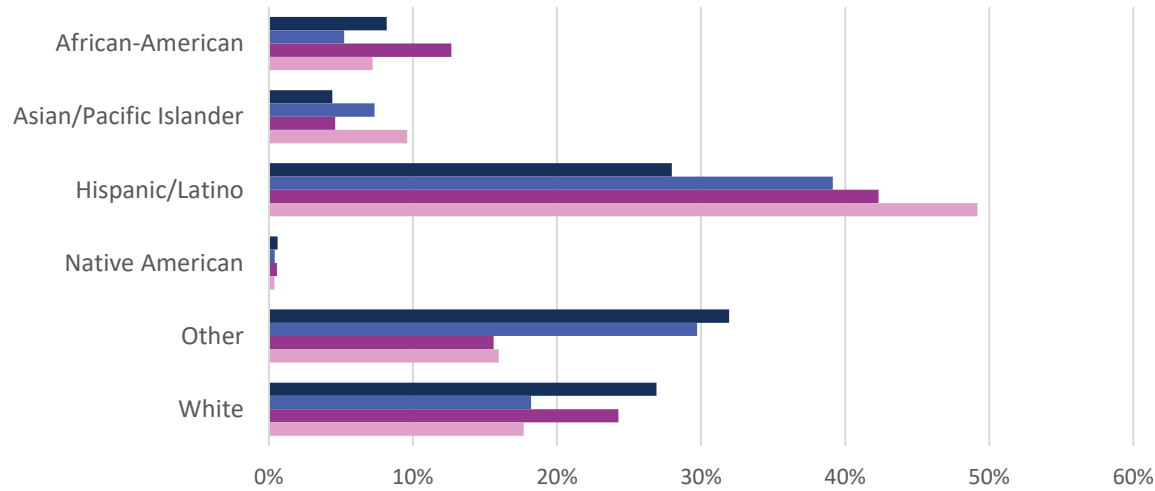
Race/Ethnicity	Annual Eligibles	Beneficiaries Served	PR MHP	PR State
African-American	49,863	2,913	5.84%	7.64%
Asian/Pacific Islander	70,049	1,565	2.23%	2.08%
Hispanic/Latino	374,280	9,966	2.66%	3.74%
Native American	3,788	213	5.62%	6.33%
Other	284,205	11,377	4.00%	4.25%
White	174,038	9,586	5.51%	5.96%
Total	956,223	35,620	3.73%	4.34%

MHP Example 2

Race/Ethnicity	Annual Eligibles	Beneficiaries Served	PR MHP	PR State
African-American	15,436	900	5.83%	7.64%
Asian/Pacific Islander	177,504	2,055	1.16%	2.08%
Hispanic/Latino	429,250	11,831	2.76%	3.74%
Native American	1,376	77	5.60%	6.33%
Other	180,793	4,772	2.64%	4.25%
White	150,035	5,807	3.87%	5.96%
Total	15,436	900	2.67%	4.34%

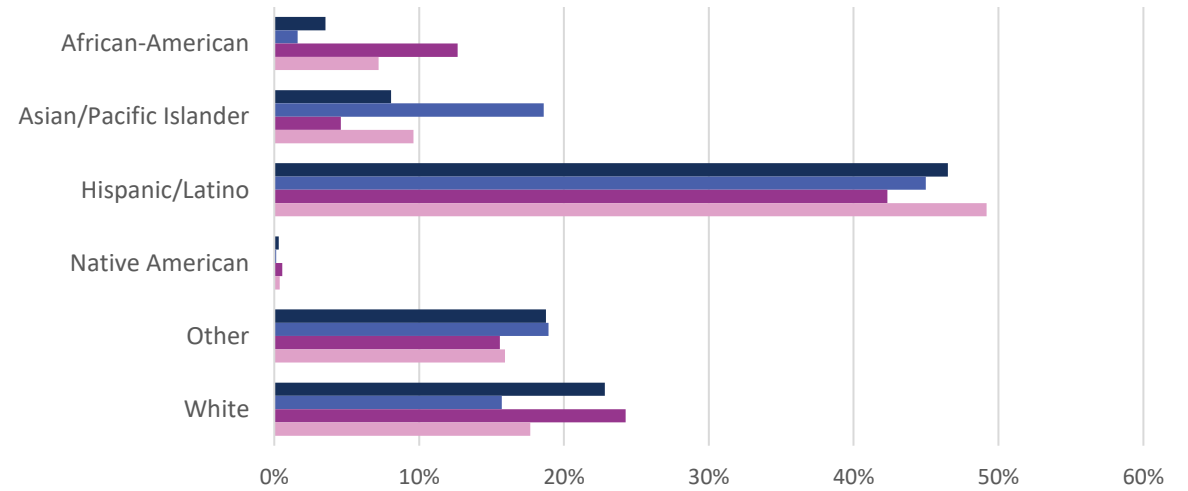
Statewide – Proportion of Beneficiaries Served, Relative to Eligible Population, by Race/Ethnicity

MHP Example 1



	White	Other	Native American	Hispanic/Latino	Asian/Pacific Islander	African-American
■ MHP % Served	27%	32%	1%	28%	4%	8%
■ MHP % Eligible	18%	30%	0%	39%	7%	5%
■ State % Served	24%	16%	1%	42%	5%	13%
■ State % Eligible	18%	16%	0%	49%	10%	7%

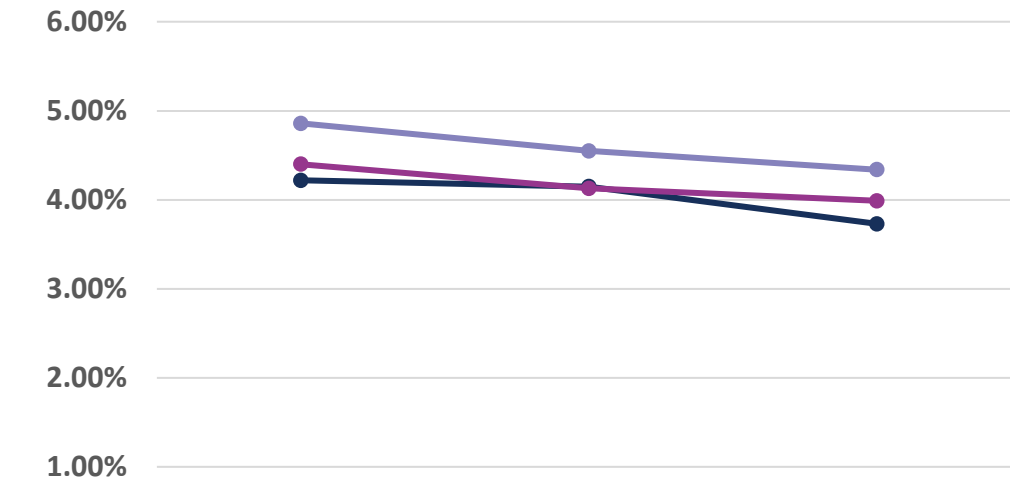
MHP Example 2



	White	Other	Native American	Hispanic/Latino	Asian/Pacific Islander	African-American
■ MHP % Served	23%	19%	0%	47%	8%	4%
■ MHP % Eligible	16%	19%	0%	45%	19%	2%
■ State % Served	24%	16%	1%	42%	5%	13%
■ State % Eligible	18%	16%	0%	49%	10%	7%

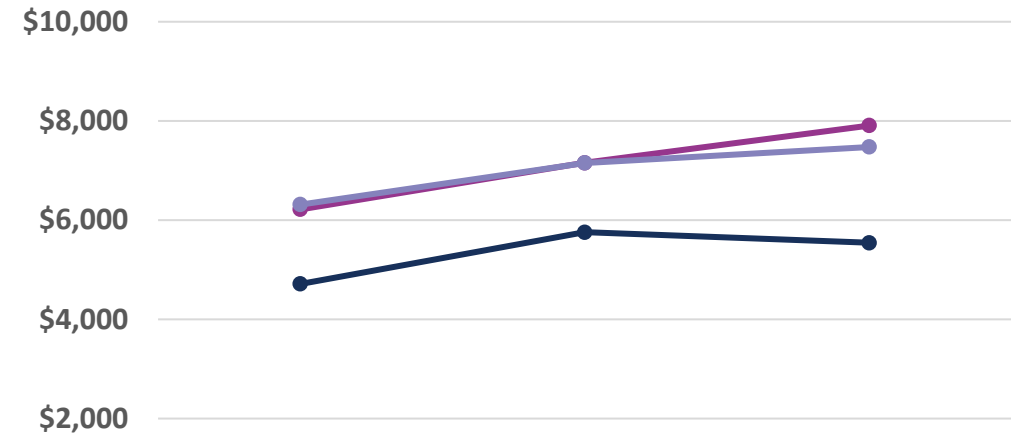
Three Year Trend of PR and AACB, Overall – MHP Example

Penetration Rate



	2019	2020	2021
● MHP	4.22%	4.15%	3.73%
● Large	4.40%	4.13%	3.99%
● State	4.86%	4.55%	4.34%

Average Claims



	2019	2020	2021
● MHP	\$4,717	\$5,759	\$5,546
● Large	\$6,219	\$7,156	\$7,910
● State	\$6,316	\$7,155	\$7,478

Units of Service for Adults CY 2021 – MHP Example

Service Category	MHP N = 14,108				Statewide N = 391,900		
	Beneficiaries Served	% of Beneficiaries Served	Average Units	Median Units	% of Beneficiaries Served	Average Units	Median Units
Per Day Services							
Inpatient	4,145	29.4%	28	12	11.6%	16	8
Inpatient Admin	≤10	-	8	9	0.5%	23	7
Psychiatric Health Facility	14	0.1%	10	7	1.3%	15	7
Residential	≤10	-	31	31	0.4%	107	79
Crisis Residential	508	3.6%	17	14	2.2%	21	14
Per Minute Services							
Crisis Stabilization	2,497	17.7%	1,523	1,200	13.0%	1,546	1,200
Crisis Intervention	2,211	15.7%	161	113	12.8%	248	150
Medication Support	7,385	52.3%	234	150	60.1%	311	204
Mental Health Services	7,384	52.3%	646	262	65.1%	868	353
Targeted Case Management	4,310	30.6%	264	124	36.5%	434	137



Services Used by Beneficiaries CY 2021 – DMC-ODS Example

County			Statewide	
Service Categories	#	%	#	%
Ambulatory Withdrawal Mgmt	0	0.00%	41	0.03%
Intensive Outpatient	135	11.81%	14,586	9.73%
Narcotic Treatment Program	212	18.55%	40,196	26.81%
Non-Methadone MAT	≤10	-	7,837	5.23%
Outpatient Drug Free	438	38.32%	44,111	29.42%
Partial Hospitalization	0	0.00%	19	0.01%
Recovery Support Services	-	-	5,439	3.63%
Res. Withdrawal Mgmt	64	5.60%	10,869	7.25%
Residential Treatment	268	23.45%	26,859	17.91%
Total	1,143	100.00%	149,957	100.00%



Timeliness PMs

- Indicators:
 - Offered Appointments
 - Delivered Services
 - Follow-up after Acute Care
 - No Shows
- Data Sources:
 - County Report
 - Medi-Cal Claims
- Variables:
 - Non-Urgent vs Urgent Requests
 - Service Type
 - Population Subgroup

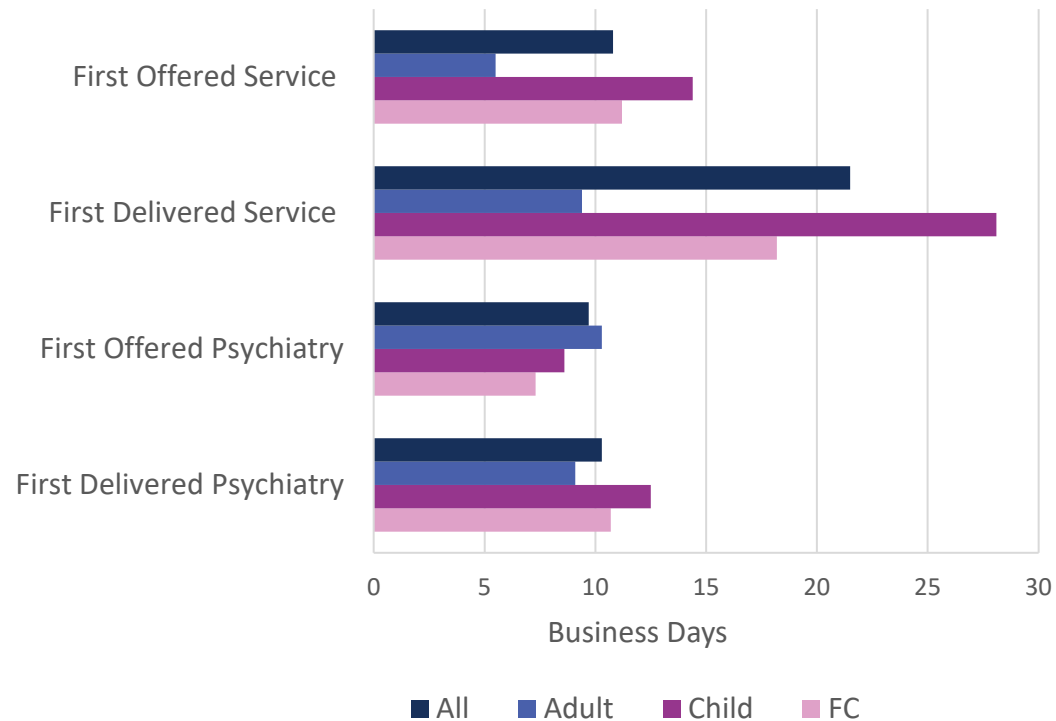


Assessment of Timely Access – MHP Example

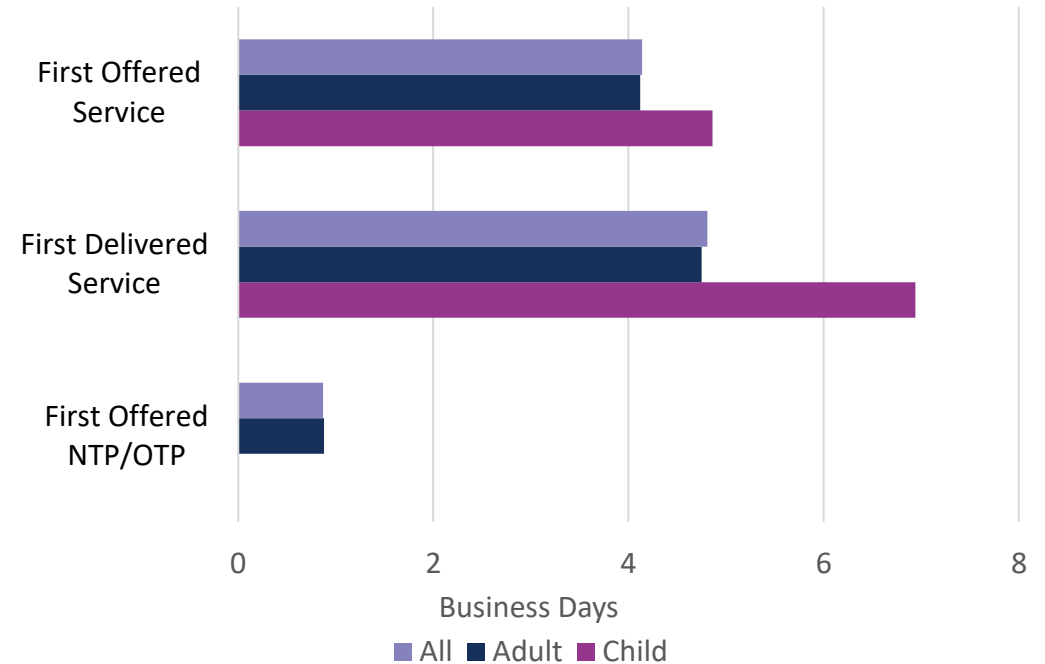
Timeliness Measure	Average	Standard	% That Meet Standard
First Non-Urgent Appointment Offered	10.8 Business Days	10 Business Days*	79.3%
First Non-Urgent Service Rendered	21.5 Business Days	10 Business Days**	51.4%
First Non-Urgent Psychiatry Appointment Offered	9.7 Business Days	15 Business Days*	77.3%
First Non-Urgent Psychiatry Service Rendered	10.3 Business Days	15 Business Days**	77.3%
Urgent Services Offered (including all outpatient services) – Prior Authorization not Required	203.1 Hours	48 Hours*	54.8%
Follow-Up Appointments after Psychiatric Hospitalization	5.8 Days	7 Days**	26.5%
No-Show Rate – Psychiatry	16.9%	20%**	n/a
No-Show Rate – Clinicians	7.2%	15%**	n/a
* DHCS-defined timeliness standards as per BHIN 21-023 and 22-033			
** MHP-defined timeliness standards			
For the FY 2022-23 EQR, the MHP reported its performance for the following time period: FY 2021-22			

Wait Times to Services, per BHP's Self Report

MHP Example

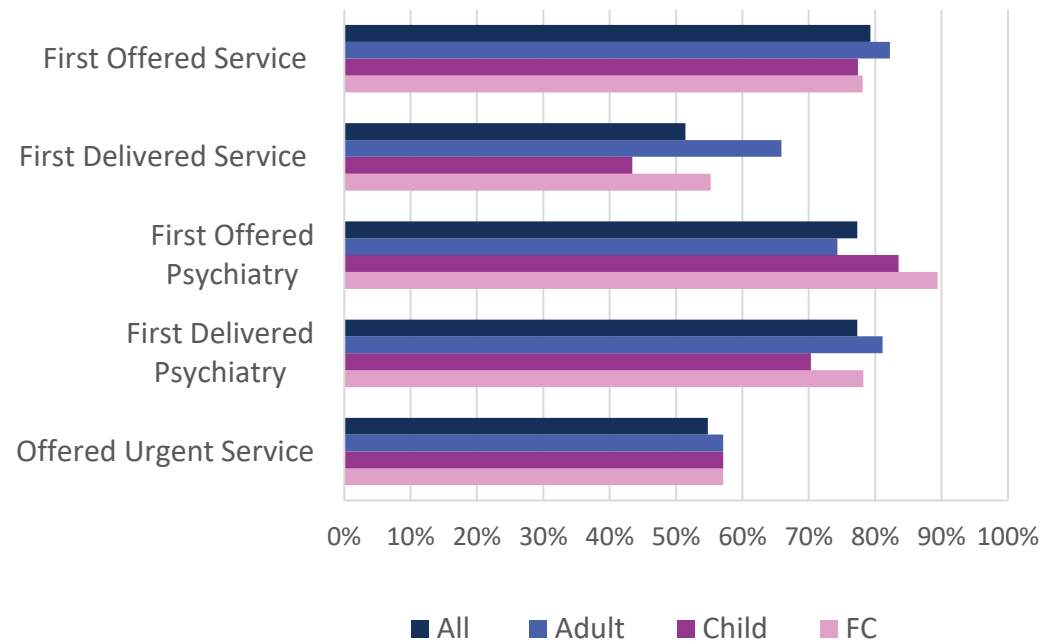


DMC-ODS Example

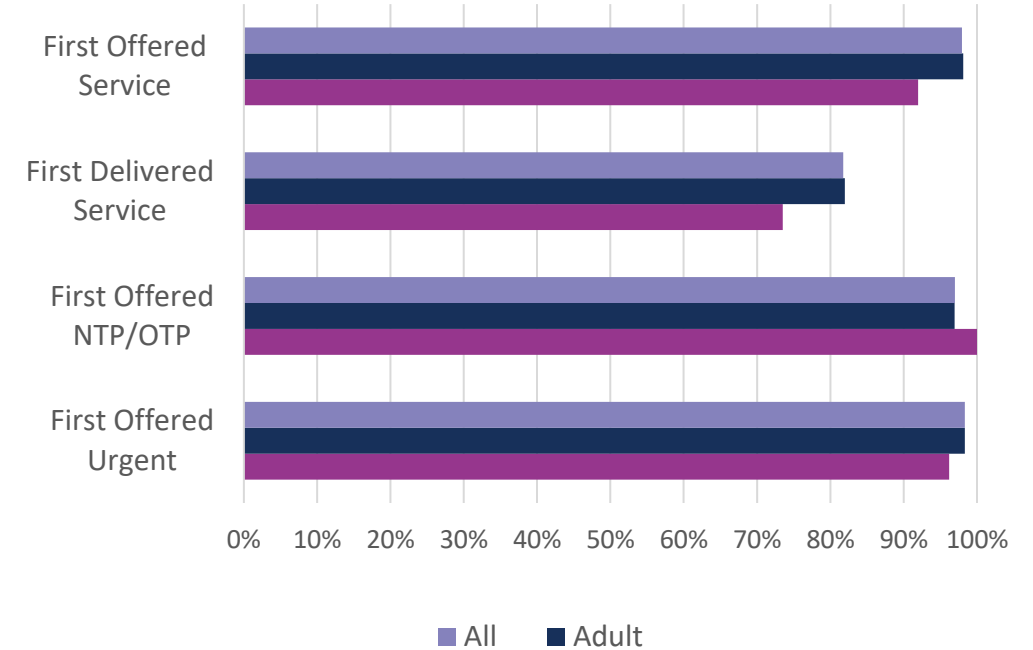


Percentage of Services that Met Timeliness Standards, per BHP Self-Report

MHP Example



DMC-ODS Example



Quality PMs

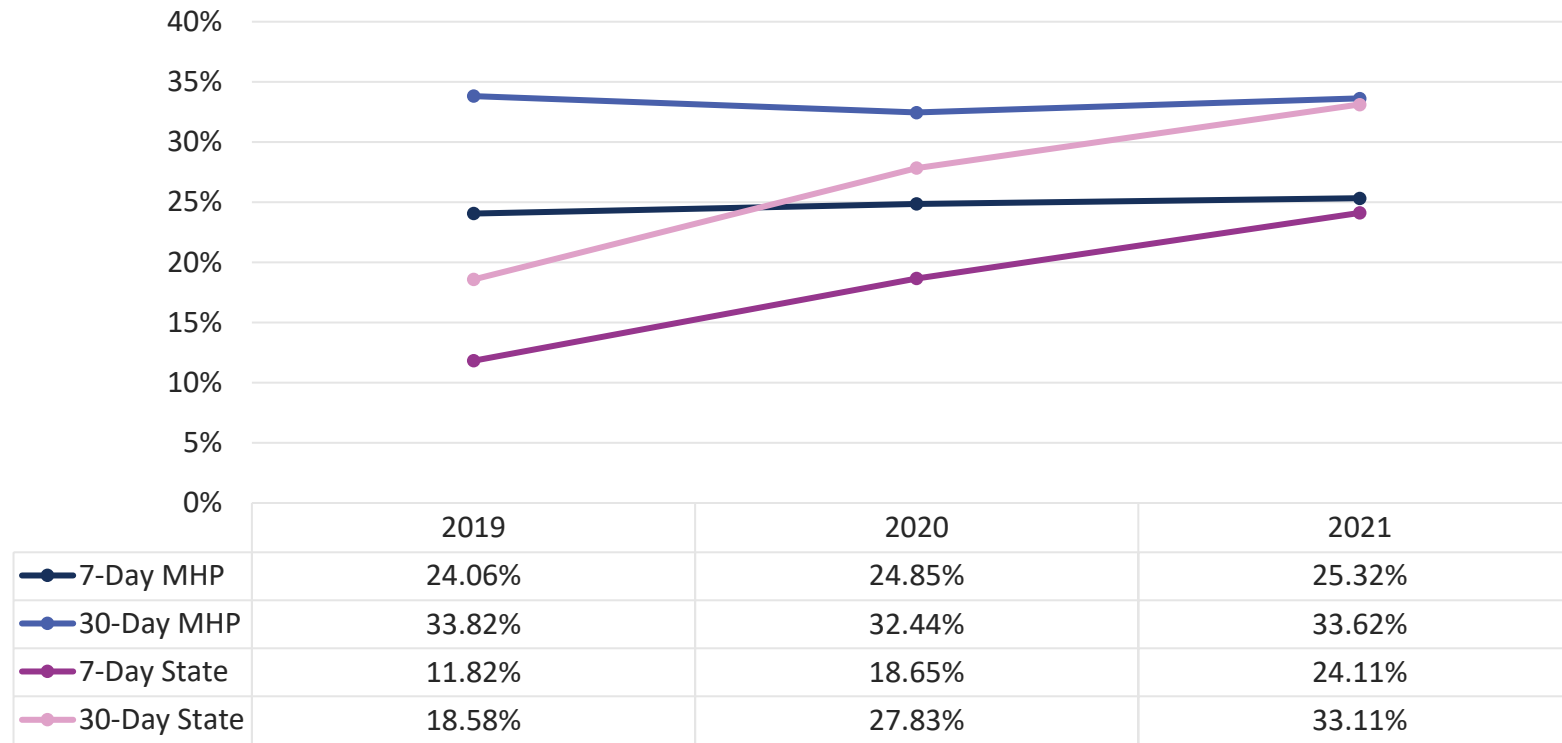
- Diagnosis of Beneficiaries Served
- Acute Service Utilization, Follow-Up, and Readmissions
- Residential Withdrawal Management
- Non-Methadone MAT
- High-Cost (High-Risk) Beneficiaries
- ASAM Congruence
- Initiation, Engagement, and Retention
- Cumulative Length of Stay
- CalOMS Admission and Discharge Status
- Treatment and Consumer Perception Surveys



MHP Psychiatric Inpatient Utilization, Three-Year Trend – Example

Year	Unique Medi-Cal Beneficiary Count	Total Medi-Cal Inpatient Admissions	MHP Average LOS in Days	Statewide Average LOS in Days	MHP AACB	Statewide AACB	Total Approved Claims
CY 2021	555	1,320	11.57	8.86	\$20,275	\$12,052	\$11,252,523
CY 2020	622	1,114	10.68	8.68	\$22,112	\$11,814	\$13,753,641
CY 2019	758	1,278	9.10	7.80	\$19,534	\$10,535	\$14,807,034

Psychiatric Inpatient Readmission – Example



Non-Methadone MAT Services, by Age, CY 2021 – Example



County					Statewide			
Age Groups	At Least 1 Service	% At Least 1 Service	3 or More Services	% 3 or More Services	At Least 1 Service	% At Least 1 Service	3 or More Services	% 3 or More Services
Ages 0-17	≤10	-	≤10	-	12	0.37%	6	0.19%
Ages 18-64	203	6.33%	46	1.44%	7,505	7.96%	3,873	4.11%
Ages 65+	-	-	≤10	-	447	5.01%	172	1.93%
Total	221	5.90%	48	1.28%	7,964	7.15%	4,051	3.63%

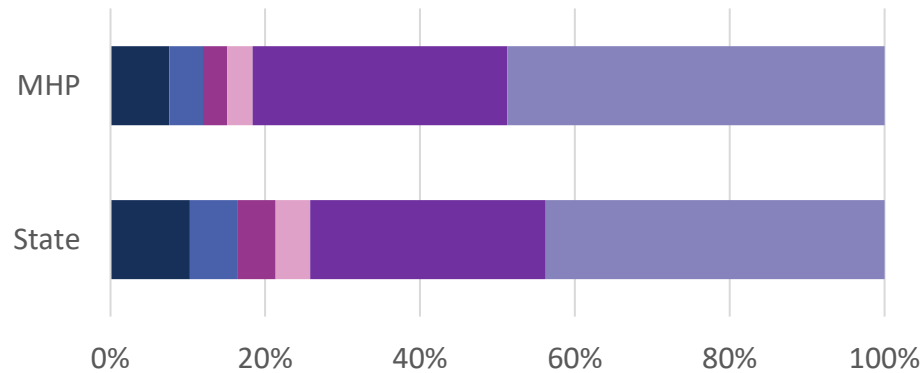
Congruence of LOC Referrals with ASAM Findings

– Reasons for Lack of Congruence – Example

ASAM LOC Referrals	Initial Screening		Initial Assessment		Follow-up Assessment	
	#	%	#	%	#	%
Not Applicable/No Difference	3,062	98.4%	2,176	82.0%	4,867	93.4%
Patient Preference	16	0.5%	330	12.4%	161	3.1%
Level of Care Not Available	≤10	-	20	0.7%	12	0.2%
Clinical Judgement	23	0.7%	92	3.5%	144	2.8%
Geographic Accessibility	0	0.0%	≤10	-	0	0.0%
Family Responsibility	0	0.0%	≤10	-	≤10	-
Legal Issues	≤10	-	≤10	-	≤10	-
Lack of Insurance/Payment Source	≤10	-	≤10	-	12	0.2%
Other	≤10	-	23	0.9%	≤10	-
Actual Level of Care Missing	0	0.0%	≤10	0	0.0%	0.0%
Total	3,113	100.0%	2,652	100.0%	5,211	100.0%

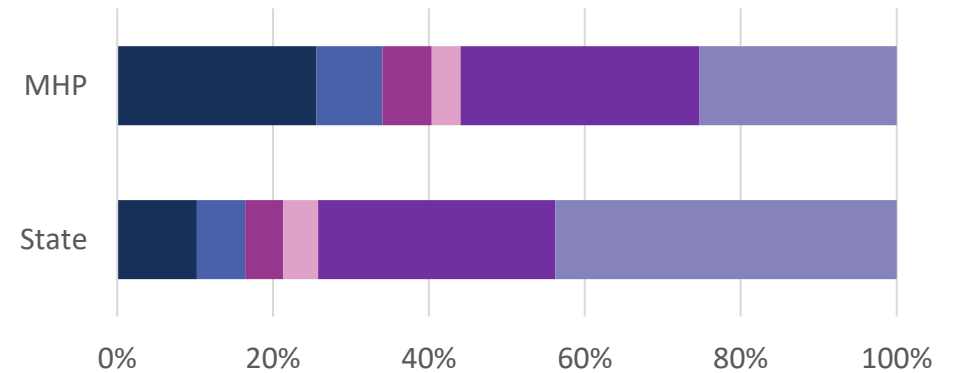
Retention in Services, MHP vs State, CY 2021

MHP Example 1



	State	MHP
■ 1 service	10.25%	7.61%
■ 2 service	6.20%	4.34%
■ 3 service	4.88%	3.15%
■ 4 service	4.47%	3.26%
■ 5-15 Services	30.41%	32.90%
■ >15 Services	43.79%	48.74%

MHP Example 2



	State	MHP
■ 1 service	10.25%	25.61%
■ 2 service	6.20%	8.42%
■ 3 service	4.88%	6.33%
■ 4 service	4.47%	3.70%
■ 5-15 Services	30.41%	30.66%
■ >15 Services	43.79%	25.28%

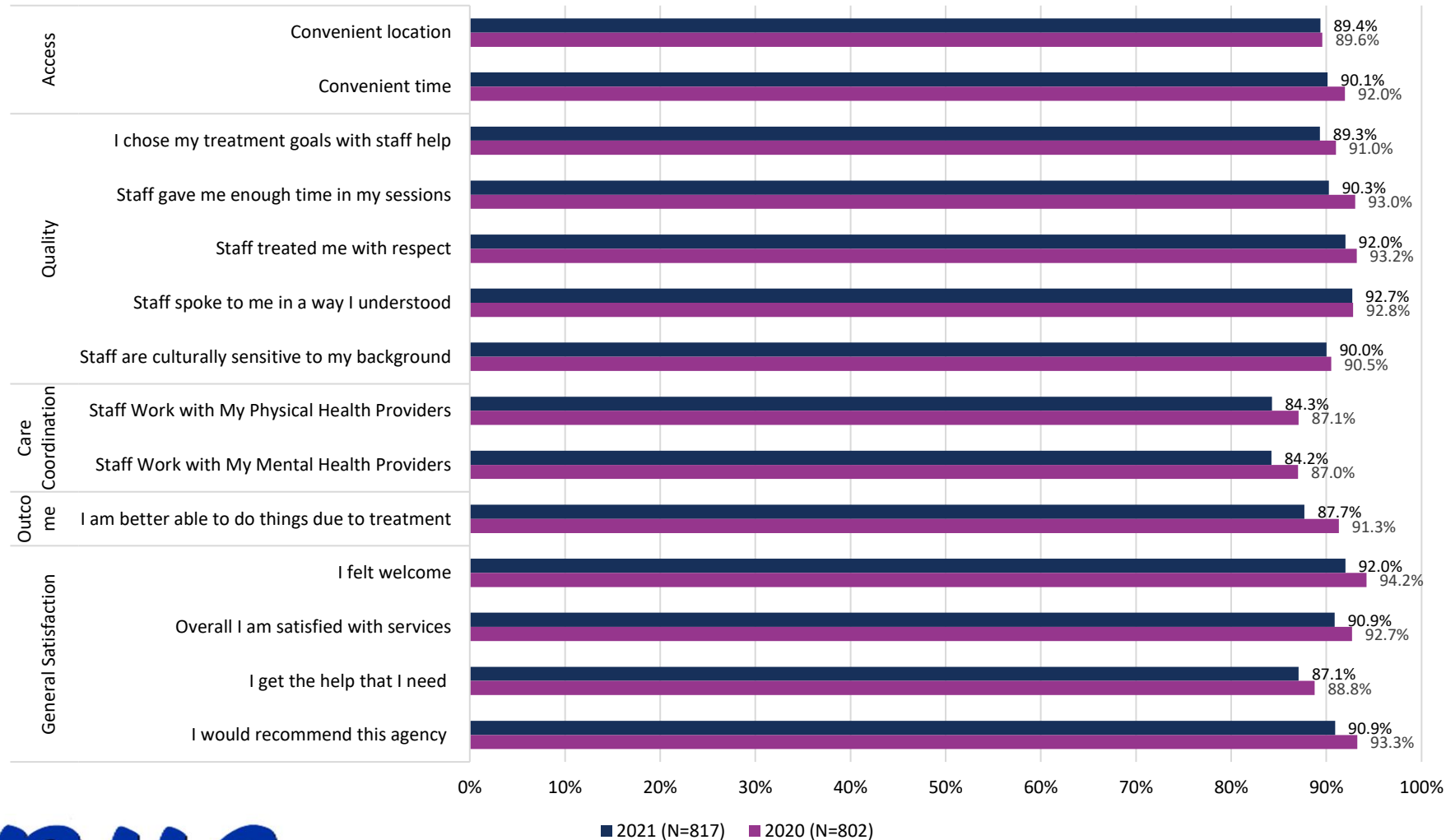
Cumulative Length of Stay (LOS) – DMC-ODS – Example

	County		Statewide	
Clients discharged from care (no treatment for 30+ days)	801		89,610	
LOS for clients across the sequence of all their DMC-ODS services	Average	Median	Average	Median
	122	89	123	87
	#	%	#	%
Clients with at least a 90-day LOS	396	49%	43,937	49%
Clients with at least a 180-day LOS	210	26%	25,334	28%
Clients with at least a 270-day LOS	114	14%	14,774	16%

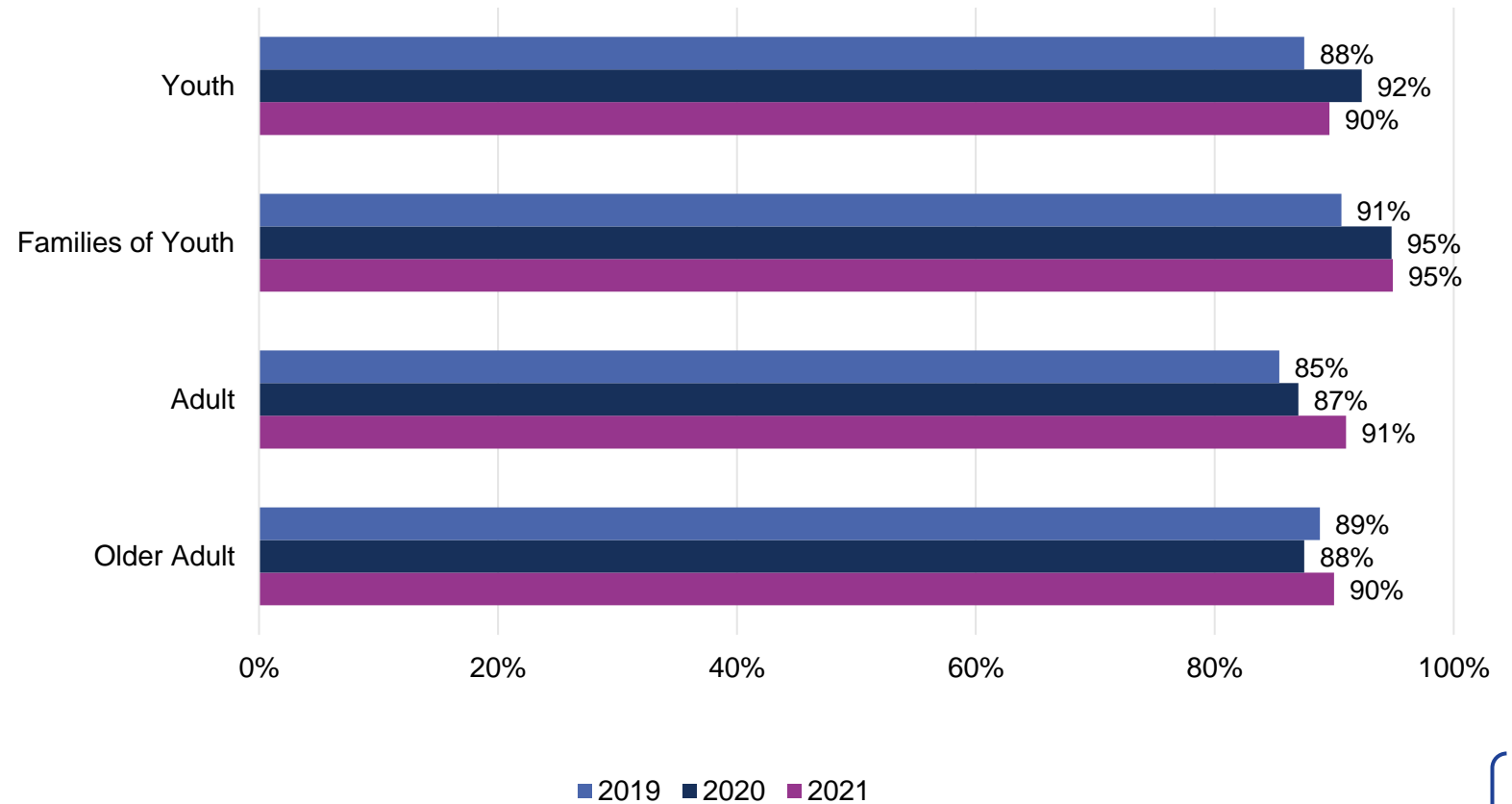
CalOMS Discharge Status, CY 2021 – Example

Discharge Status	County		Statewide	
	#	%	#	%
Completed Treatment - Referred	627	29.8%	11,892	19.1%
Completed Treatment - Not Referred	≤10	-	3,798	6.1%
Left Before Completion with Satisfactory Progress - Standard Questions	308	14.6%	10,888	17.5%
Left Before Completion with Satisfactory Progress – Administrative Questions	673	32.05	4,643	7.4%
<i>Subtotal</i>	<i>1,609</i>	<i>76.5%</i>	<i>31,221</i>	<i>50.1%</i>
Left Before Completion with Unsatisfactory Progress - Standard Questions	52	2.5%	10,791	17.3%
Left Before Completion with Unsatisfactory Progress - Administrative	440	20.9%	18,522	29.7%
Death	0	0.0%	1,301	2.1%
Incarceration	≤10	-	485	0.8%
<i>Subtotal</i>	<i>495</i>	<i>23.5%</i>	<i>31,099</i>	<i>49.9%</i>
TOTAL	2,104	100.0%	62,320	100.0%

Treatment Perception Surveys, Example



Consumer Perception Surveys – Perception of Access, CY 2019-21



EQR Conclusions



Strengths

- Acknowledge Work Being Done

Opportunities

- Identify Areas for Improvement

Recommendations

- Actionable
- Individually Tailored
- Achievable

Thank You



BHC[®]