



innovaTel
telepsychiatry

Today's Webinar
Expert Guidance:
Navigating The CCBHC Model



innovaTel is a clinically operated national telehealth company that was founded with a mission to increase access to **behavioral health treatment.**

We are committed to helping organizations help their patients by integrating highly qualified, remote telehealth providers into their clinical teams.



Today's Panelists:

- Rebecca Farley David, Senior Advisor, Public Policy & Special Initiatives, National Council for Mental Wellbeing
- Marcyne Johnson, Chief Clinical Officer, CNS Healthcare (CCBHC in Michigan)
- Tami Lewis-Ahrendt, Executive Vice President and Chief Operating Officer, CenterPointe (CCBHC in Nebraska)
- Dr. Veronica Harsh, Psychiatrist & Medical Director for CCBHC, innovaTel Telepsychiatry



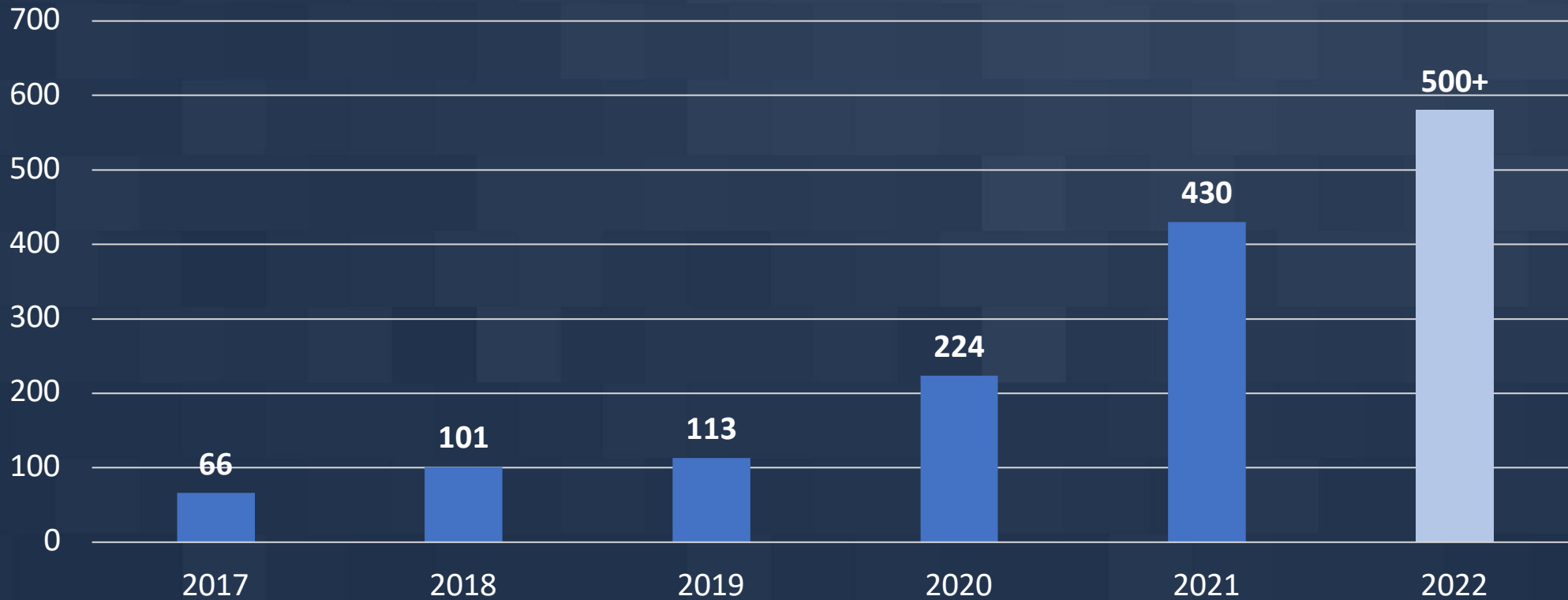
Agenda

- CCBHC Policy Update from The National Council
- CCBHC Experience: Centerpointe, CCBHC in Nebraska
- CCBHC Experience: CNS Healthcare, CCBHC in Michigan
- CCBHC Medical Director
- Questions & Answers

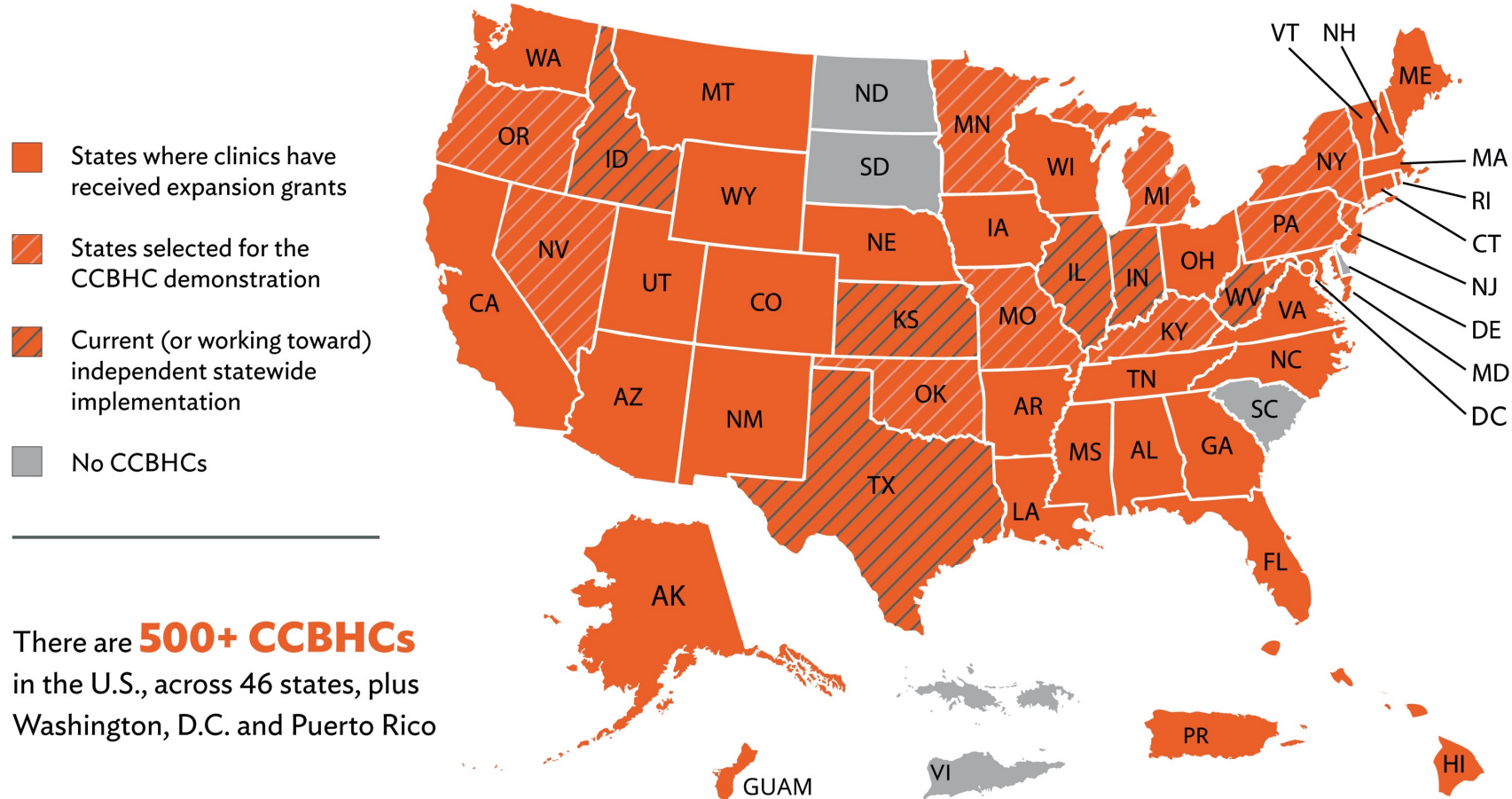


Accelerating growth in number of CCBHCs

CCBHCs' Growth, 2017-2022



Status of Participation in the CCBHC Model



CCBHC Successes, 5 years in

- Increased hiring / recruitment
- Improved access to care
 - More clients served
 - Elimination of waitlists
 - Clients accessing greater scope of services (e.g. addiction care)
- Launch of new service lines to meet community need
 - New initiatives designed to reach target populations or address key Medicaid agency goals
 - Deploying outreach, chronic health management outside the four walls of the clinic
- Improved partnerships with schools, primary care, law enforcement, hospitals
- Reduction in hospitalizations/ED visits
- Improvements in physical health indicators
- Improved transparency and insights into service delivery, quality

Number of Individuals Served

1.2 MILLION CLIENTS

are currently served by
249 responding CCBHCs
and grantees

Estimated
2.1 MILLION

people currently served
across all 450 active
CCBHCs and grantees



This represents a steep increase
from the estimated 1.5 million
people served across 224 active
CCBHCs as of 2021.

Caseload Expansions

77%
CCBHCs & GRANTEEES

say their caseload has
increased since becoming a
CCBHC

Nearly
180,000

total new clients served by
these clinics



This represents a 23%
increase since becoming
a CCBHC

Employees and Vacancies



These workforce expansions represent a 13% increase compared to prior to becoming a CCBHC.

Additional Data Points Can Be Found:

Full 2022 Impact Report: <https://www.thenationalcouncil.org/resources/2022-ccbhc-impact-report/>

State-level impact information: <https://www.thenationalcouncil.org/wp-content/uploads/2022/02/Transforming-State-Behavioral-Health-Systems.pdf>

NATIONAL COUNCIL
for Mental Wellbeing

Current and Upcoming Opportunities

- **Demonstration expansion under the Bipartisan Safer Communities Act:**
 - Planning grant application period now open, applications due Dec. 19
 - States MUST receive a planning grant to apply for the demo in 2024
 - Grant writing referrals available
- **Opportunities for states that do not pursue or do not receive planning grants:**
 - Medicaid State Plan Amendment or Waiver
 - Planning for future round of demonstration expansion (2026, 2028, 2030...)
- **FY2023 Grant Cycle**
 - Individual clinics can apply for the next round of CCBHC grants in FY2023 (NOFO expected in the spring)

Additional CCBHC Questions:
Rebecca Farley David rebeccad@thenationalcouncil.org

Mission: CenterPointe helps the people we serve get better, sooner, for longer.

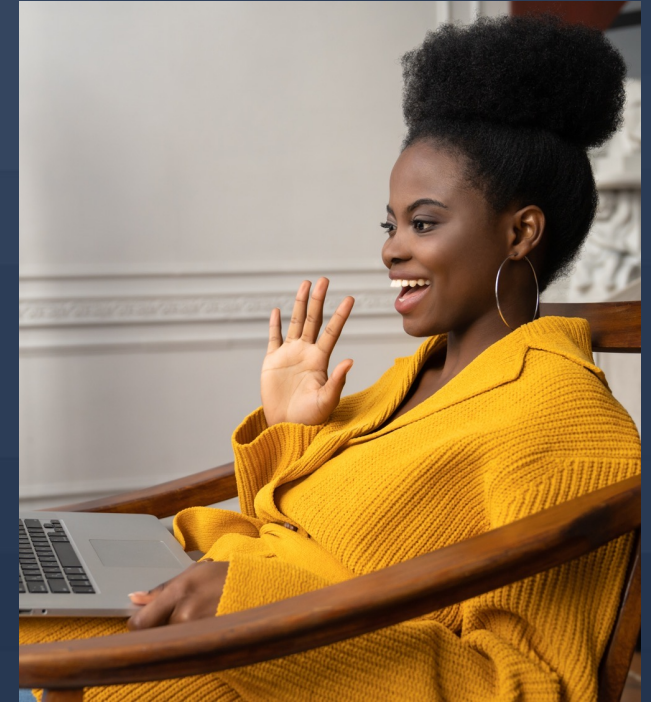
Key goals for persons served:

- Manage mental health symptoms
- Eliminate or reduce substance use
- Live in the community as independently as possible
- Engage in a program of recovery

CenterPointe provides 35+ programs in the areas of treatment, rehabilitation, housing, and crisis response.

Our Team – We employ approximately 203 FTE. Several employees have 15 or more years of service with CenterPointe.

- CenterPointe's CCBHC Evolution
- Lessons Learned
- The Critical Role of Telehealth in Care Delivery



Through our partnership with innovaTel, we have a psychiatric nurse practitioner and are in the process of adding a Remote Medical Director and licensed therapists.



Certified Community Behavioral Health Clinic: CNS Healthcare's Journey to Integrated Health Care

Marcy Johnson, LMSW, Chief Clinical Officer, CNS Healthcare





Dedicated to Service

Your Community Connection to Wellness

CNS Healthcare is a non-profit, Certified Community Behavioral Health Clinic (CCBHC) with seven clinics and two clubhouses in Southeastern Michigan. We employ approximately 400 employees, paraprofessionals, and support staff, delivering services to more than 8,000 people annually.

CNS Healthcare provides an array of behavioral health community-based services and supports for children ages 0-17, adults and older adults.

We believe that mental health is a vital part of overall health and wellness for adults, children, and families.



CCBHC Geographic Catchment Area

CNS Healthcare pursued CCBHC status to be able to better focus our services in the following geographic catchment areas, designated as Health Professional Shortage Areas (HPSA) and Mental Health Professional Shortage Areas (MHPSA):

Low-income Pontiac Service Area (Oakland County)

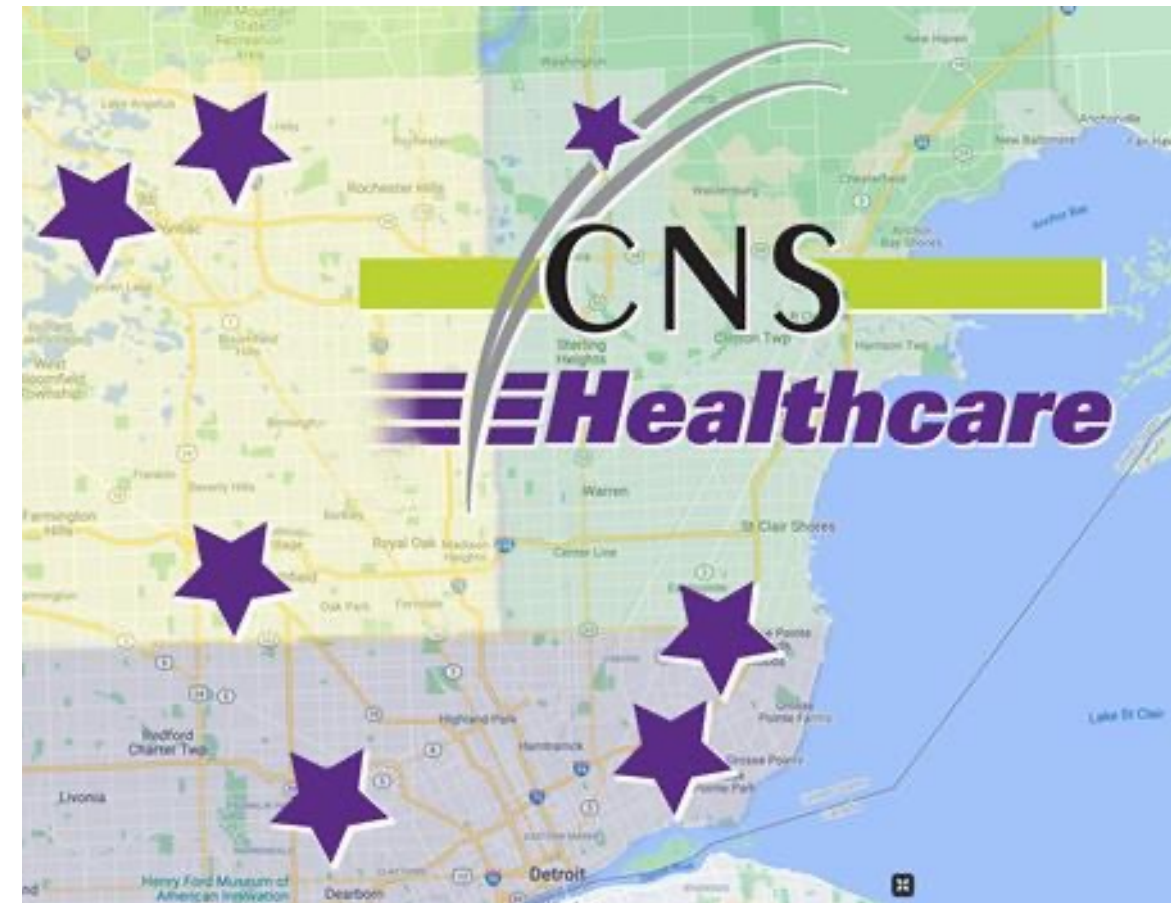
Dearborn Service Area (Wayne County)

Low-income-Eastside Detroit Service Area

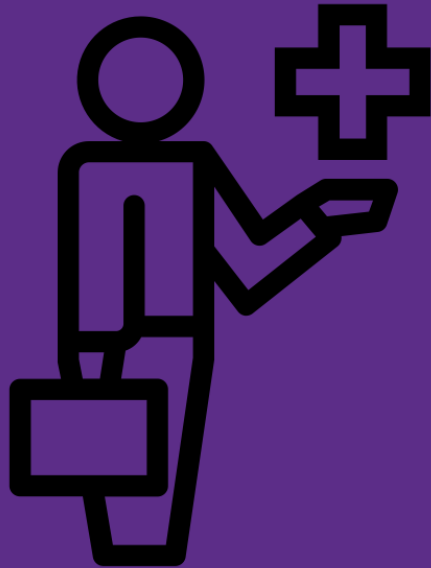
Northwest Detroit Service Area

Detroit and Hamtramck Service Area (Wayne County)

Low-income South Macomb Service Area (Macomb County)



CNS Healthcare offers the following services:



- **Crisis mental health services*
- Screening, assessment, and diagnosis
- Person-centered treatment planning
- Outpatient mental health and substance use services
- Outpatient clinic primary care screening and monitoring of key health indicators and health risk
- Targeted case management
- Psychiatric rehabilitation services
- **Peer support and counselor services and family supports*
- Intensive, community-based mental health care for members of the armed forces and veterans

** added due to CCBHC*

CCBHC Successes Overall Community Impact

Expanding Access to Care

More than 50,000 people currently served across 7 clinics; on average serving 18% more since CCBHC implementation

Investing in Workforce

Hired 150 new staff
Opened 2 new clinics

Expanding Access to Medication Assisted Treatment

Offering more than one form of MAT services to address greater need

Decreased Wait Times for Care

Improving Access to Treatment reduced wait times

Greater Engagement of Persons Served

Board and advisory committee expansion

81%
of children
decreased
their overall
depression
scores on the
PHQ-A



86%
of children
decreased
their PHQ-A
scores by
more than 5
points



*The Patient Health Questionnaire for Adolescents (PHQ-A) is a self-report questionnaire that is designed for the purpose of assessing anxiety, mood, eating, and substance use disorders among adolescent primary care patients. Percentages reflect the change from the initial screening to the most recent screening.

85%
of adults
decreased
their overall
depression
scores on the
PHQ-9



83%
of adults
decreased
their PHQ-9
scores by
more than 5
points



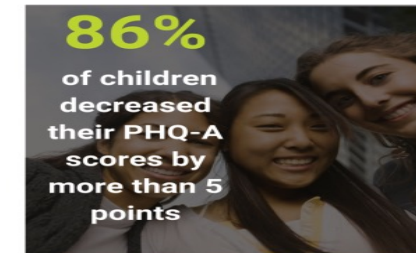
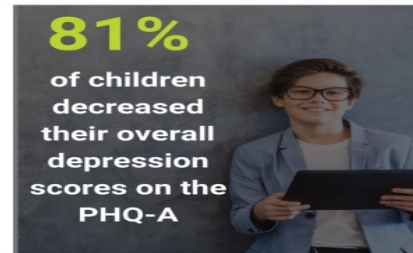
*The Patient Health Questionnaire (PHQ-9) is a self-report questionnaire that is designed for the purpose of assessing anxiety, mood, eating, and substance use disorders among primary care patients. Percentages reflect the change from the initial screening to the most recent screening.

CAFAS RESULTS



*percentages reflect the change from the initial screening to the most recent screening

PHQ-A RESULTS



*percentages reflect the change from the initial screening to the most recent screening

NATIONAL OUTCOMES MEASURES (NOMS)



*percentages reflect value changed from baseline



SCHOOL-BASED SERVICES



Partnerships with

27

schools and/or districts
in Southeast Michigan

Our approaches strengthen mental health supports, including care coordination, community support, and education for students, teachers, and caregivers. This education includes groups, seminars and forums focused on the following:



More than 50,000 persons reached since October 2018

Community Events

Anti-Stigma Team Presentations

Faith Based Outreach

Law Enforcement Outreach

School-Based Outreach

Under-served Populations

Barriers and Challenges

National mental
health professional
shortage

Increased need for
mental health
services

COVID-19
Pandemic

Additional training
requirements

Vitals

Keys to Successful Implementation

Comprehensive
Needs Assessment

Staffing Plans

Innovative
Partnerships (DCOs
& Contracts)

Workflows &
Development of
Care Pathways

Through our partnership with innovaTel, we have 10 Licensed Clinical Social Workers and One Psychiatrist on our team.

CCBHC Medical Director Requirements

Applies to both demonstration and grantee CCBHCs:

“The management team will include, at a minimum, a CEO or Executive Director/Project Director, **and a psychiatrist as Medical Director.** The Medical Director **need not be a full-time employee** of the CCBHC... The Medical Director **will ensure the medical component of care and the integration of behavioral health (including addictions) and primary care are facilitated.**”

https://www.samhsa.gov/sites/default/files/programs_campaigns/ccbhc-criteria.pdf

Adding a Remote Medical Director

Common Responsibilities and Roles for Remote Medical Directors

Policies, Procedures and Quality Improvement:

- Develop or review policies and protocols.
- Quality Improvement, which can include chart reviews of other providers, reviewing clinical practices of providers (especially if a concern is raised).
- Join committee meetings as needed such as Infection Control, Safety, Ethics, etc.
- Staying up-to-date on regulatory changes and best practices of medicine.

Communication & Collaboration:

- Communicate with and collaborate with on-site staff from all departments including front desk staff, nursing, compliance.
- Communicate with and collaborate with all clinical staff including on-site providers and other telemedicine providers.
- Meet with or offer support to therapists and perform case reviews.

Reimbursement Optimization:

- Improve workflows in the clinic.
- Decrease no-show rates.
- Support providers' selection of billing codes.

innovaTel is able to provide remote medical directors, starting as low as four hours per week, that can serve as an integrated member of your clinical team.



A Day In The Life as A Remote Medical Director Dr. Harsh, CCBHC Medical Director

- Serving As A Remote Medical Director
- Integration into the CCBHC site program
 - How To Collaborate Remotely with On-Site Clinical Staff
- Weekly Schedule Overview
- Connection to innovaTel team, specialists, and resources
- Launching MAT & Additional New Services In Pursuit of Becoming a CCBHC



Questions & Answers

For More Information:

www.innovatel.com

CCBHCSupport@innovatel.com

Lauren.Lashbrook@innovatel.com