



Certified Community Behavioral Health Centers

What Consumers, Family Members
and other Stakeholders Need to Know
and
What We Need to Know from You

Improving Community Mental Health Services Demonstration

- Section 223 of the Act authorizes CMS/SAMHSA to
 - Pilot a Medicaid Prospective Payment System (PPS) for mental health services provided by certified Community Behavioral Health Clinics (CCBHCs) for two years, in no more than eight states.
 - Award planning grants to assist states in preparing to apply to participate in the two-year demonstration project.
 - Reimburse the selected 8 states at an enhanced Medicaid match rate for the two years of the demonstration

CCBHC PPS Demonstration Project

Goals

- 1. Provide the most complete scope of services**
- 2. Improve availability of, access to, and participation in, services**
- 3. Increase the use of assisted outpatient mental health treatment**
- 4. Expand availability of mental health services and increase quality of care without increasing federal spending.**

What is a CCBHC?

- A non-profit or governmental organization
- Serving a specific geographic area
- Employing evidence-based, best and promising practices
- Coordinating care and providing a comprehensive array of community behavioral health services
- To the residents of the area and specific populations of focus
- Regardless of their ability to pay
- Across the lifespan: children, adolescents and adults
- Measuring and reporting specific outcomes regarding efficiency, effectiveness and health status

Comprehensive Array of Community Behavioral Health Services

Crisis Services	Screening, Assessment and Diagnosis	Treatment Planning	Outpatient MH and SUD Services
Primary Care Screening and Monitoring	Targeted Case Management	Psychiatric Rehabilitation	Peer and Family/Caregiver Supports

**Intensive Community-based MH Services for
Members of the Armed Forces and Veterans**

Populations of Focus

- Adults with severe, disabling mental illness
- Children and adolescents with serious emotional disorders
- Children, youth and adults with moderate to severe substance use disorders
- Children in state custody who have behavioral health disorders
- Young adults with behavioral health issues identified as in need of treatment by the courts, law enforcement, community mental health liaisons, or emergency rooms

Accreditation

	Outpatient MH and SUD Services	Primary Care Screening	Crisis Response
CARF	“Alcohol and other Drug Addictions” and “Mental Health”; Or “Integrated AOD”	Health Home	“Crisis Intervention” AND “Crisis Information and Call Center” Or Contract with a DCO that is accredited
The Joint Commission	“Community Behavioral Health”	Health Home	
DBH Certification	“Mental Health” and/ or “SUD (Level 3)”		Access/Crisis Intervention

Including any special standards regarding programs serving children and adolescents, and individuals with MH and SUD needs

Services and Programs

- Crisis Response Services
 - Must meet Access/Crisis Intervention standards for serving children, adolescents and adults including 24-hour hotline and mobile crisis teams
- Primary Care Screening and Monitoring
 - Must meet CMHC Healthcare Home standards for serving children, adolescents and adults
- Psychiatric Rehabilitation
 - Must meet CPR Program standards for serving children, adolescents and adults

Services and Programs

- Peer and Family/Caregiver Supports
 - Services provided by
 - Certified Peer Specialists
 - Family Support Providers
 - Missouri Recovery Support Peers

Services and Programs

- Community Mental Health Liaisons
 - CCBHCs must employ or have a referral relationship
- CSTAR
 - CCBHCs must directly provide, contract with a DCO to provide, or have a referral relationship with
 - Adolescent CSTAR
 - Women & Children CSTAR
- Recovery Supports
 - May contract, or have a referral relationship, with Recovery Support providers

Staff

- Administrative Staff
- Psychiatrists
 - Medical Director
- Qualified Mental Health Professionals
- Qualified Substance Use Counselors
- Nurses
- 24-Hour Mobile Crisis Teams
- Community Psychiatric Rehabilitation Staff
- Health Home Staff
- Peer Specialists
- Family Support Providers
- Psychosocial Rehabilitation Staff
- Community Mental Health Liaisons

Staff Expertise

- Child & Adolescent & Adults
- Mental Health & Substance Use Disorders
- Recovery Model
- Serious Mental Illnesses
- Serious Emotional Disorders
- Co-occurring Mental Illness & Substance Use Disorders
- Trauma
- Cultural & Linguistic Competence, including military culture

Evidence-based, Best, and Promising Practices

Required

- Motivational Interviewing
- Medication Assisted Treatment for Substance Use Disorders
- Cognitive Behavioral Therapy
- Wellness Coaching
- Tobacco Cessation
- Trauma Responsive Care
- Psychiatric rehabilitation including
 - Medication education
 - Training and support for self-management
 - Training in personal care skills
 - Community integration services
 - Recovery supports, including
 - Financial management training
 - Dietary and wellness training

Targeted for Development

- Integrated Treatment for Co-occurring Disorders
- Illness Management and Recovery
- Individual Placement and Support employment model
- Zero Suicide Academy
- Parent-Child Interaction Therapy
- Trauma-informed Care

Accessibility

- Provide evening and weekend hours of operation
- Briefly describe
 - The use of telehealth/telemedicine
 - The use of Medicaid transportation
 - Outreach and engagement activities
 - Activities to increase access during and following psychiatric crises (CMHLs, ER Diversion, CIT, etc.)

Care Coordination

- The SAMHSA Certification Criteria emphasize the importance of care coordination with a wide range of entities:
 - Emergency Departments
 - FQHCs and RHCs serving CCBHC consumers
 - Programs providing inpatient psychiatric treatment, ambulatory and medical detoxification, post-detoxification, step-down services and residential services
 - Acute hospitals, including hospital outpatient clinics, urgent care centers, and residential crisis settings
 - Community and regional services, supports, and providers

Care Coordination

- Assist individuals in the populations of focus in acquiring a Primary Care Physicians
- Promote collaborative treatment planning by providing Primary Care Physicians (PCPs) with all relevant assessment, evaluation and treatment plan information; seeking all relevant treatment and test results from PCPs, and inviting PCPs to participate in treatment planning.
- Develop collaborative working relationships with community and regional services, supports, and providers, as may be necessary to meet the need of individual consumers.

Care Coordination

- When an individual in a population of focused is referred to external providers or resources, staff confirm that the appointment was kept
- The organization makes, and documents, reasonable attempts to track all admissions to, and discharges from, inpatient and residential settings; and to provide appropriate transitions to safe community settings for individuals being discharged from inpatient and residential settings.
- The organization makes, and documents, reasonable attempts to follow-up within 24 hours on all hospital discharges.

Governance

The organization must demonstrate a commitment to **meaningful participation in** program planning and policy development, quality improvement, and other **governing body functions** by individuals, or family members of individuals, recovering from serious mental illness, serious emotional disorders, and/or substance use disorders, who are receiving, or have received, behavioral health services from the organization.



Timelines

- Division of Behavioral Health/Mo Health Net will submit an application to participate in the Demonstration by October 31st
- 8 states will be selected to participate in the Demonstration by December 31st
- If Missouri is selected to participate in the Demonstration, it will begin by July 1, 2017



What We Need to Know from Consumers

- What part of the CCBHC initiative do you find most encouraging?
- What concerns do you have about the CCBHC initiative?
- What one thing would most improve your services and supports?
- What change would you like to see in the way our service delivery system works?
- What have you found most helpful in your recovery?



What We Need to Know from Family Members

- What part of the CCBHC initiative do you find most encouraging?
- What concerns do you have about the CCBHC initiative?
- What one thing would most improve your experience and that of your family member in receiving services and supports through the Division of Behavioral Health?
- What change would you like to see in the way our service delivery system works?



What We Need to Know from Stakeholders

- What is your connection with the services and supports provided through the Division of Behavioral Health?
- What part of the CCBHC initiative do you find most encouraging?
- What concerns do you have about the CCBHC initiative?
- What one thing would most improve your interaction with services and supports provided through the Division of Behavioral Health?
- What change would you like to see in the way our service delivery system works?