



OMPP/DMHA SUD Provider Meeting

Providing health coverage to Indiana families since 1994

OMPP/DMHA SUD Provider Meeting

- Introduction
- Ongoing activities
- MDwise initiatives around Substance Use Disorder (SUD) in 2019
- Plans for SUD initiatives in 2020



Ongoing activities

- **MDwise works very closely with our providers** to partner to ensure care for our members
- **MDwise has quarterly conference calls with the Community Mental Health Centers (CMHCs)** to discuss SUD, HEDIS, and any recent IHCP bulletins or banners
- **MDwise Care Managers follow members** who have been discharged from both Inpatient as well as SUD Residential for a minimum of 90 days after discharge
- **The MDwise Behavioral health webpage contains clinical education** for both members and providers on many diagnoses including SUD

SUD Initiatives Ongoing

- **The MDwise outreach team** provides information and resource material at multiple events throughout the year
- **MDwise has clinical experts in behavioral health and SUD** that provide clinical rounds with CM staff monthly
- **Member incentives** for completion of SUD Intensive Outpatient Program (IOP) sessions



New Initiatives in 2019

- In 2019, MDwise began developing and posting **Behavioral health benefit program guides to our website**. These include program descriptions for Opiate Treatment Providers (OTP), SUD Residential, Intensive Outpatient Program (IOP), Partial Hospitalization Program (PHP), and much more. The development of these guides will continue in 2020.
- In 2019, we provided education to **SUD Residential providers and OTP providers** via conference call and in person meetings to assist with prior authorization concerns and benefit questions.
- MDwise began an agreement with **Open Bed** in 2019 to assist in quickly identifying access to services for SUD.

2019 SUD Initiatives

- **To improve provider satisfaction and efficiency**, effective November 2019, MDwise stopped requiring concurrent reviews on DRG inpatient stays. Providers must still provide clinical updates upon request.
- **MDwise has monthly clinical staffing** with one of the CMHCs and we are working to add more in 2020.





As of 2019, MDwise physicians will complete peer to peer reviews with any approved NCQA providers. NCQA considers the following practitioner types to be appropriate for review of the specified UM denial decisions:

- **Physicians, all types:** medical, behavioral healthcare, pharmaceutical, dental, chiropractic and vision denials
- **Nurse practitioners:** medical, behavioral healthcare, pharmaceutical, dental, chiropractic and vision denials
- **Doctoral-level clinical psychologists or certified addiction-medicine specialists:** behavioral healthcare denials


2019 SUD Initiatives

- **Pharmacists:** pharmaceutical denials
- **Dentists:** dental denials
- **Chiropractors:** chiropractic denials
- **Physical therapists:** physical therapy denials
- **Doctoral-level board-certified behavioral analysts:** applied behavioral analysis denials



2019 SUD Initiatives

- **MDwise RecoveryWise Program**
- **In 2019, MDwise developed statewide partnerships with Recovery houses and Supportive housing providers**
 - Coordination of Care Partnerships with Recovery Houses/Supportive Housing
 - Assigned Care Manager to provide one single contact
 - Closes the gap on not being able to locate members in housing
 - Assists in building rapport with the member while they are in housing
 - Care Management can assist in linking the member to resources and continue to follow when the member transitions out of housing
 - Continue to engage members in needed behavioral health, physical health, and social service needs

 In 2020, MDwise would like to continue to expand on several of the programs that have already been noted

- Quarterly calls with SUD residential providers
- Continuing to post Behavioral Health benefit program guides to our website
- Additional clinical staffing opportunities for CMHCs
- Continuing to evaluate utilization management processes to better improve relationships with providers and care to members
- Continue to grow our partnerships with recovery houses

2020 SUD Initiatives

In 2020, we will be offering member rewards for engagement with Care Management

MDwise will have an active prior authorization portal for providers

- This will assist providers with requesting PA and receiving responses



MDwise will also be expanding our outreach to members seen in an ER

- **Care Management reaches out to every member** who is seen in an ER to discuss ER utilization and follow up care
- **NEW: In 2020 we will also be assisting in scheduling** 7 and 30 day follow up appointments using 3-way calling when the member was seen for Alcohol and other drugs (AOD) to improve FUA HEDIS measure
- **MDwise receives and utilizes IHIE reports** to identify those members that have been seen in an ER

MDwise Provider HealthCare Connections Program

- This program assigns Care managers by region to each PMP, facility, or CMHC within that region.
- Assists with providers knowing who their Care manager is and how to contact them regarding their members.
- Provider Relations will introduce the Care Manager at initial visit with newly contracted providers
- Provider Relations and Care Management will work hand in hand to meet the needs of the providers and members
- MDwise has also held individual meetings with providers to introduce them to their care manager and to discuss what care management does.

Questions?