

## **2021 Behavioral Health Quality Improvement Program Evaluation Executive Summary**

This Executive Summary provides an analysis and evaluation of the overall effectiveness and key accomplishments of the Behavioral Health (BH) Quality Improvement (QI) Program for Blue Cross and Blue Shield of New Mexico.

### **2021 Accomplishments**

1. The Behavioral Health full URAC Health Utilization Management (HUM) reaccreditation was successfully completed in April 2021.
2. Continuing Medical Education (CME) trainings were conducted for providers in a series of three trainings on Depression in Primary Care, Opioid Use Disorder and Comorbid Conditions, which were attended by a total of 45 New Mexico providers.
  - Launched the Enduring Materials component of the CME project, where Continuing Medical Education (CME) trainings were recorded and made available for providers to view at any time to obtain CME/Continuing Education Unit (CEU) credit.
3. Obtained access for the Interagency Benefits Administration Committee (IBAC) line of business to the EDIE<sup>®</sup> portal for real time access to Emergency Department (ED) data to support the Initiation and Engagement of Alcohol and Other Drugs (AOD) Treatment (IET) measure.
4. Secured accounts for the New Mexico and Montana Retail lines of business to access the EDIE<sup>®</sup> portal for real time access to Emergency Department (ED) data to support the BH Healthcare Effectiveness Data and Information Set (HEDIS) ED related measures.
5. Training on Behavioral Health (BH) HEDIS Performance Measures was successfully completed for all New Mexico Centennial Care Physical Health (PH) Care Coordination staff in April 2021.
6. New Mexico Centennial Care saw an increase from October 2020 to October 2021 for four of the five Performance Measures, with three of the five measures projected to meet the 2021 target.
7. The Fit Kit program, which allows members to receive an A1C test kit in the mail to improve the Diabetes Screenings for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD) measure, was a finalist in the COVID-19 response category for the Medicaid Value Story Telling Competition.
8. Blue Review articles were posted on the BlueCross BlueShield website for providers with information on both Depression Screenings and Antidepressant Medication Management (AMM).
9. Utilized Value Based Contracting to improve HEDIS measures for select provider groups.
10. Continued engagement with three facilities in the Follow-Up After Hospitalization (FUH) 30-day Facility Incentive Program.
11. Successfully implemented the Mental Health Statistical Improvement Program (MHSIP) survey despite the continued challenges presented by COVID-19. Cultural Sensitivity scores for the Family Domain have remained above goal for three consecutive years.
12. Initiated a pilot with Teladoc for the Federal Employee Program for the FUM/FUA HEDIS measures by calls being made to members to assist with obtaining after-care appointments.
13. Member fliers were distributed across the plan states on the importance of follow-up after receiving a diagnosis in order to improve Initiation and Engagement of AOD Treatment (IET) rates.
14. An Eblast was sent to providers to promote the Outpatient Incentive Program in New Mexico, which then saw an increase in utilization.

### **Program Focus for 2022**

Based on the review of the 2021 program goals, an increased understanding of barriers to improvement, and attention to lessons learned during the year, the following primary areas for focus of the BH Quality Improvement Work Plan for 2022 include:

1. Measure, monitor, and continuously improve performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers.
2. Maintain a high level of satisfaction among providers and members.
3. Focus continuous quality improvement efforts on those priority areas defined in the annual BH QI Work Plan.
4. Continue to explore social determinants of health and focus on implementing new initiatives to address identified areas of concern, increase member resources and improve access.
5. Facilitate rounds, annual trainings, and other activities as necessary to optimally manage behavioral health complaints and adverse incidents.
6. Increase the rates of key HEDIS measures.