



BlueCross BlueShield of New Mexico

Mental Health Statistic Improvement Project (MHSIP) Consumer Satisfaction Survey (CSS)

What is the MHSIP/CCS?

Each year, NM Behavioral Health Services Division (NM BHSD) is required to collaborate with the Centennial Care Managed Care Organizations (MCOs) to conduct a survey of member perceptions of the behavioral health services they have received in the last year. The adult survey includes the following domains: Access, Improved Functioning, Outcomes, Participation in Treatment, Quality and Appropriateness, Satisfaction, and Social Connectedness. The child and adolescent survey includes the following domains: Access, Improved Functioning, Outcomes, Participation in Treatment, Cultural Sensitivity, Satisfaction, and Social Connectedness.

Who conducts the survey?

The MHSIP is a national survey administered to individuals receiving Medicaid benefits. In New Mexico, the MCOs work collaboratively with the NM BHSD to administer, collect, and analyze results each year. The MCOs contract with local peer-run organizations such as the New Mexico Brain Injury Alliance and Albuquerque Hope and Recovery. For the adult survey, calls are made by peers (individuals with lived experience). The family/caregiver survey calls are made by family members/parents of children with a behavioral health condition.

Who participates in the MHSIP?

This project gives a voice to the consumers, family members, and youth and is targeted to members identified as having behavioral health needs. The Centennial Care MCOs determine which individuals have received at least one behavioral health service from a preselected time period (July 1, 2015—February 29, 2016), were included in the data universe for random selection, and were surveyed via telephone.

When is the survey conducted?

The 2016 MHSIP surveys for all four MCOs were completed in June and July of 2016. The Centennial Care MCOs collaboratively hosted training in May 2016 for all contracted surveyors to review the MHSIP purpose, survey guidelines, and expectations.

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Such services are funded in part with the State of New Mexico.

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Overall Combined MCO Results for 2016:

For the adult survey, the domains of Access and Satisfaction were lower than the national average, while the domains of Participation in Treatment, Improved Functioning, Social Connectedness, and Outcomes were above the national average. (Social Connectedness was well above the national average and Satisfaction was slightly lower than the national average.) The domain of Quality and Appropriateness met the national average.

For the child and adolescent survey, the domains of Access and Satisfaction were below the national average, while the domains of Participation in Treatment Planning, Improved Functioning, Social Connectedness, Outcomes, and Cultural Sensitivity were above the national average. (Access was a bit below the national average and Outcomes was substantially above the national average.)

Interventions:

As a result of feedback received from the consumers, family members, and youth, Blue Cross and Blue Shield of New Mexico has tailored interventions to continually enhance the experience of our members. These include, but are not limited to:

- Recovery and peer support services focused on resiliency and ownership of care
- Care Coordinators that also serve as facility liaisons
- Care Coordination and Early Intervention (CCEISM) services
- Paramedicine program
- Targeted education on medications
- A focus on identification and support of housing issues

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