



Inland Empire Health Plan

Live Wholeheartedly.

IEHP DualChoice (HMO D-SNP)

**BEHAVIORAL HEALTH &
CARE COORDINATION SERVICES**

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COUNTY BH SERVICES

- ❑ System designed primarily for the Medi-Cal Population, meeting “Specialty Mental Health Services” Criteria.
 - Mental health symptoms with significant functional impairments
- ❑ § 1810.247. Specialty Mental Health Services.
- ❑ “Specialty Mental Health Services” means:
 - (a) Rehabilitative Mental Health Services, including:
 - (1) Mental health services;
 - (2) Medication support services;
 - (3) Day treatment intensive;
 - (4) Day rehabilitation;
 - (5) Crisis intervention;
 - (6) Crisis stabilization;
 - (7) Adult residential treatment services;
 - (8) Crisis residential treatment services;
 - (9) Psychiatric health facility services;
 - (b) Psychiatric Inpatient Hospital Services;
 - (c) Targeted Case Management;
 - **(d) Psychiatrist Services;**
 - **(e) Psychologist Services**

COUNTY – SPECIALTY MENTAL HEALTH SEVERE LEVEL OF CARE

Diagnoses

- Pervasive Developmental Disorders, except Autistic Disorders
- Disruptive Behavior and Attention Deficit Disorders
- Feeding and Eating Disorders of Infancy and Early Childhood
- Elimination Disorders
- Other Disorders of Infancy, Childhood, or Adolescence
- Schizophrenia and other Psychotic Disorders, except Psychotic Disorders due to a General Medical Condition
- Mood Disorders, except Mood Disorders due to a General Medical Condition
- Anxiety Disorders, except Anxiety Disorders due to a General Medical Condition
- Somatoform Disorders
- Factitious Disorders
- Dissociative Disorders
- Paraphilias
- Gender Identity Disorder
- Eating Disorders
- Impulse Control Disorders Not Elsewhere Classified
- Adjustment Disorders
- Personality Disorders, excluding Antisocial Personality Disorder
- Medication-Induced Movement Disorders related to other included diagnoses.

Severe Symptoms

Impairments

- BH diagnosis and/or symptoms are impacting activities of daily living
 - Academic/Occupational
 - Health/Housing/Self-Care
 - Interpersonal/Social
 - Legal

Recent Risk Factors

- Suicidal Ideation
- Homicidal Ideation
- Psychiatric Hospitalization

IEHP BEHAVIORAL HEALTH BENEFITS

MILD (PRIMARY CARE PHYSICIAN)

It is within the scope of practice of a PCP to treat mild BH symptoms (depression, anxiety, ADHD), or more moderate symptoms that have already been stabilized by previous psychiatric medication management. The PCP may refer to IEHP for a higher level of care

MODERATE (IEHP BH NETWORK)

Outpatient mental health services are now a benefit covered by IEHP for mild to moderate mental health conditions

IEHP BH Network: MFTs, LCSWs, Psychologists, Psychiatric Nurse-practitioners, Psychiatrists. Services include:

- Individual psychotherapy
- Medication management
- Group therapy
- Psychological testing

IEHP DUALCHOICE (HMO D-SNP)

IEHP is financially responsible for both outpatient and inpatient treatment for all levels of care.

BEHAVIORAL HEALTH & CARE MANAGEMENT SERVICES OVERVIEW



CARE COORDINATION: IEHP DUALCHOICE (HMO D-SNP)

IEHP Direct and Delegated IPA are responsible for care management activities which include:

Reviewing Health Risk Assessments (HRA)	Each member receives an HRA.
Interdisciplinary Care Teams (ICT)	Building Individual Care Plan with Member input, PCP, and Specialists.
	Review issues and concerns; Add recommendations to Individual Care Plan
Individual Care Plan (ICP)	All Members have an ICP.
	Care Plan is available on IEHP Provider Web Portal. Members may request a copy of the care plan.



IEHP Direct Care Management Program Support

- ❑ Transition of Care (TOC) Team: Follow-Up on Discharge from SNF/Hospital
- ❑ My Path Program: Palliative Care
- ❑ Wellness Programs
 - High Blood Pressure, Diabetes, Healthy Heart, Asthma, and Stop Smoking
 - Refer online at <https://ww3.iehp.org/en/Members/health-and-wellness/>
- ❑ Intense Home Based Care Management
 - Charter Transitional Care Program



Long-Term Services and Supports

- Community-Based Adult Services (CBAS)
- Multipurpose Senior Services Program (MSSP)
- In-Home Supportive Services (IHSS)



TRANSPORTATION BENEFITS

- ♥ Transportation requests to Medi-Cal covered services are approved based on medical necessity.
- ♥ Refer Member to American Logistics Company (ALC)

Medi-Cal ALC: Line: 855-673-3195 Medicare ALC: Line: 866-880-3654

REQUESTS MUST BE MADE 5 DAYS PRIOR TO APPOINTMENT DATE

- ♥ Member will need to call IEHP Member Services if the following situation applies to them:

Medi-Cal Member Service Line: 800-440-4347, Option 2; Medicare Member Service Line: 877-273-4347

1. Appointment exceeds 50 miles one way.
2. Transported by a vendor other than ALC.
3. Trips after 5 pm and before 6am (except for dialysis).
4. Trips outside of Riverside and San Bernardino County.

Substance Use Disorder Services

MediCal

- Primary Care Physicians conduct the Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT) annually, and Services are carved out to County Behavioral Health.
- Medication Assisted Treatment (MAT) provided through contracted providers who assist Members with Opioid Use Disorder by use of prescribed medications and behavioral health services.

DualChoice (HMO D-SNP)

- Inpatient services include hospitalization for alcoholism or other drug (AOD) use as medically necessary. Inpatient services are available for medical detoxification, when medically necessary and are coordinated with IEHP's Utilization Management Department.
- Opioid Treatment Programs (OTP) through approved Substance Abuse and Mental Health Services Administration (SAMHSA) and Medicare-certified programs.

County Behavioral Health

- All other Substance Use Disorder Treatment and Services are carved out to County Mental Health.





Thank You.

IE♥HP
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