



Behavioral Health Integration: Our Innovative Model of Care

The U.S. healthcare system has long treated physical and behavioral health as silos. Unfortunately, this means that behavioral health has not been a priority as an equal component of a person's health.

Oregon's model was intended to address the issue of integration by looking at health in a much more holistic manner. The model is not just about treating individual illnesses, but supporting a continuum of coordinated care integrating physical and behavioral health in a manner that best serves members' needs.

This concept has been elusive for most healthcare payors.

Behavioral Health is Primary Care → No Carve Outs

Unlike most of Oregon's healthcare system, FamilyCare Health does not "carve out" behavioral health. A carve out is when some benefits (e.g., behavioral health) are removed from coverage provided by an insurance plan, but are provided through a contract with a separate set of providers. Having a separate system places unnecessary burdens on both providers and members that can delay or limit a member's care. Having carve outs is not aligned with Oregon's drive to fully integrate member care.

As the first Medicaid organization to integrate behavioral and primary health, FamilyCare offers:

- Seamless primary and behavioral health services through unified claims, referrals, and authorizations processes
- Market-based reimbursement for behavioral health service that treats behavioral health with parity to primary care, thereby improving access for members
- One contracting process for behavioral and physical health providers

- Choice for members through a broad network of community-based and private behavioral health providers
- One card for all covered services
- No separate "behavioral health department"

The edifice we have constructed is baffling to the people it is intended to serve...There are physical health networks and behavioral health networks, sometimes within the same plan. This non-scientific distinction between physical health and mental health impedes care coordination. FamilyCare has a system that is simplified to the point of improving clinical outcomes."

— Morgan O'Toole, CEO, Kartini Clinic
- The Lund Report, 5/31/2017

FamilyCare Health P²ORTS: An Innovative Approach to Integration

Recognizing the limits of the traditional model for member and provider services at health plans, FamilyCare created an innovative system that removes barriers between behavioral and physical health. FamilyCare's Patient-Provider Oriented Resource Teams (P²ORTs) provide high-quality service and care coordination through integrated teams dedicated to the whole health of members.

P²ORTs feature:

- Dedicated teams of care coordinators and navigators coordinating care and service for each member and their providers
- Collaborative, multi-disciplinary teams that coordinate both physical and behavioral health services
- Processes to screen for and address emerging behavioral health needs and community determinants of health
- Ability to connect members with services and programs that remove barriers to health
- Consistently high CAHPS survey scores for customer service
- One-call resolution for members and providers

Investing in Integration — Partnerships and Programs

FamilyCare invests in partnerships and programs that support integration and access and address barriers to our members' health. Examples include:

- Active involvement in the Children's System of Care Initiatives
- Community partnerships with schools, counties, OHA, DHS, and other CCOs
- Cultivation of strong relationships with state agencies, resulting in a direct line of contact between clinical leadership and caseworkers
- Community initiatives that address community determinants of health, including investments in Albertina Kerr's children's mental health campus and Central City Concern's expansion of behavioral health and primary care for high-risk clients
- Partnerships with organizations on projects to improve physical and behavioral health integration, including:
 - ▷ Children's Health Alliance integration pilot
 - ▷ Developing a complete integration strategy for primary care

I think where FamilyCare stands out, far out from other insurance companies, is by providing clear, consistent guidelines for integration, holding meetings where all types of providers are present, and talking to and with each other. Plus their exceptional care coordination team that emphasizes the communication between providers."

— FamilyCare Behavioral Health Provider

