

NATCON24

APRIL 15-17, 2024

St. Louis, Missouri

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Quartet

**Innovation Through
Alternative Payment Models:
*Working With Commercial
Payers to Support Patients
With Serious Mental Illness***

Today's Panelists



Anay Patel
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Quartet Health*



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*Director, Behavioral
Health Strategy &
Planning, Blue Cross
Blue Shield Michigan &
Blue Care Network*



Juliana Harper
*Senior VP & Chief
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Easterseals*



Today's Objectives

1

Spotlight commercial payment model innovation in support of vulnerable behavioral health populations (SMI).

2

Showcase community partnership opportunities that enhance patient experience, improve population health (outcomes), and reduce costs.

3

Discuss where to go next; how alternative payment models can align to meet the needs of patients, providers, and payers.

Who we are: *Organization overview*

Quartet



Quartet

Quartet is a leading value-based behavioral health care enablement and delivery company.

We connect patients to care, enable value-based provider networks, and provide direct care delivery for patients across the behavioral health acuity spectrum.

BCBS Michigan

BCBS Michigan is the state's largest health insurer, offering affordable, quality care for all.

We serve >5M members across all 50 states. We also have the state's largest HMO of >35K doctors in network.

Easterseals

Easterseals is one of the largest disability service providers in Michigan, assisting 25,100+ individuals & families annually.

For over 150 years, we've provided top-quality, innovative services tailored to meet the emotional, intellectual, social, and educational needs of the people we serve.

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Commercially insured members in MI have fewer options for BH care vs. those who are uninsured; AIS takes a public mental health perspective to a private insurance program

2016-2017

Initiation

ESM reaches out to BCBSM to discuss opportunities for complex care programming. BCBSM is also looking to partner with providers in a complex care/integrated care space (e.g., Autism, adults with SMI).

2017

Pilot Design

BCBSM and ESM start brainstorming models for youth and adults on the spectrum. Initial drafts and workflows of the original Adult Intensive Service Pilot (AIS) and the Autism Crisis Service Pilot were created.

2018-2022

Launch

AIS program is launched with a tiered model approach paid on a weekly case rate. The group continues to meet monthly on the program launch to review data, problem solve nuances, and build on lessons learned.

2023

Expand + Scale

Based on feedback and analysis of the models, program is shifted to a PDCM model for Adults with SMI (AIS). Additionally, a Child Intensive Service model is added, with treatment for Autism added to both the AIS and CIS models.



1 in 5

BH conditions were Bi-polar, Schizophrenia, or Major Depression (SMI)



5X

Higher admission rates and total spend of BH patients with co-occurring mental health and substance abuse conditions compared to other BH patients



>18K





Adverse events were BH related, including suicide, self-harm, or overdose

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Many of the services AIS incentivizes were previously limited or not available for SMI patients, especially as it relates to wraparound care for the commercially insured population

 Population	<ul style="list-style-type: none">● Adults or children with SMI/SED, mood disorders, psychotic disorders, co-occurring substance use, ASD
 Programs & Services	<ul style="list-style-type: none">● Fast access to care● Comprehensive ASD evaluation completion● Care coordination and case management● SDoH support, peer support, parental support● Personalized treatment plans
 Outcome Measures	<ul style="list-style-type: none">● Average time to services● Average time intake to first appointment● Current satisfaction with services
 Payment¹	<ul style="list-style-type: none">● Provider Delivered Care Management (PDCM) codes: 99847, 99489● 99847 First hour billed monthly● 99489 Subsequent 30 minutes billed monthly

Note¹: no pre-authorization requirement for qualifying providers

AIS program results: Year-over-year, the program continues to show improvements across access, quality, and cost of care



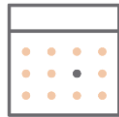
2.5x

Referral growth YoY
(2022-2023)



1 day

Referral to outreach



< 1 week

Intake to treatment



97.5%

Member satisfaction



8%

Decrease in
adverse events YoY
(2022-2023)



< 10%

Of engaged members
were admitted to
inpatient care

Source: BCBSM claims analysis 2022-2023

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Evolving the AIS APM: Where we go from here



Advance the payment model to a risk sharing partnership with an upside/downside component



Invest in v2.0 provider-centric reporting infrastructure (e.g., utilization, productivity, quality)



Engage a broader set of participants and expand to more providers in the Michigan market



Partner with other community-based organizations to provide greater comprehensive care within the APM (e.g., linking SDoH resources, peer support)

Questions

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