

2010 Military Health System Conference

Behavioral Health Care: A Strategic Imperative

Sharing Knowledge: Achieving Breakthrough Performance

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TRICARE Regional Office - West

Background for Increased Behavioral Health Focus



- 9 years at War
- More than 3.3 million troops deployed (includes National Guard and Reserve)
- Approximately 800,000 have served more than one tour
- Increasing number of suicides and attempted suicides in all services
- Increasing levels of alcohol and illicit drug use
- Between 45,000 and 90,000 veterans have been left with “severe and lasting symptoms” of brain injury
- Impacts not only the service member but their families

MHS Enterprise Response



**Quadruple
Aim + 1**



Readiness – Psychological Health



■ Defense Centers of Excellence

- Created in Nov. 2007
- Oversees and facilitates identification, treatment and reintegration programs for psychological health and TBI
- Partners with the DoD, DVA, military and civilian agencies, community groups
- Focused on reducing stigma, building culture of resilience



Building a Culture of Resilience



Experience of Care - Access



- Behavioral Health Provider Locator and Appointment Assistance
 - Offered to ADSMs and ADFMs enrolled in TRICARE Prime, Prime Remote and TRICARE Overseas Program (when in CONUS)
 - Telephone-based assistance for making timely and urgent behavioral health appointments
 - Options offered:
 - MCSC provides phone numbers for behavioral health providers open for appointments within access standards
 - MCSC will establish conference call between beneficiary and provider for appointing purposes (with or without inclusion of MCSC)

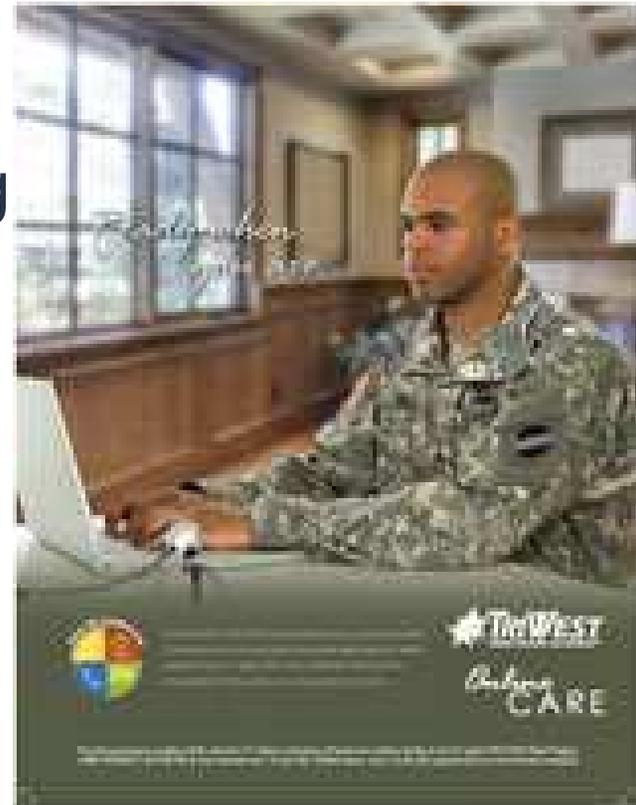
Experience of Care – Access



- TRICARE Assistance Program (TRIAP)
 - Web-based video conferencing
 - 24/7/365
 - Private, non-reportable
 - Non-Clinical professional counseling assistance

For more information:

<http://www.tricare.mil/TRIAP>



Ready When
You Are

Experience of Care - Access



- Tele-Behavioral Health
 - Web-based video conferencing
 - Beneficiary at originating site
 - Provider at distant site
 - All aspects of behavioral health services, including psychotherapy and medical management



West Region Response





West Region Strategy Map



Mission: "Facilitate access to quality, cost-effective, customer-focused healthcare for all beneficiaries."



Stakeholder Expectations

Readiness

Readiness S-1

Monitoring the West Region Health Plan

Per Capita Cost S-2

Experience of Care S-3

Population Health

Population Health S-4

Internal Processes

Readiness

Troop Repositioning Plans (BRAC/Deploy Spt) IP-1

Behavioral Health IP-2

Provider Readiness IP-3

Manage Clinical Data IP-4

Per Capita Cost

MCSC Contract Compliance IP-5

Manage Private Sector Care Costs IP-6

MTF Optimization IP-7

Experience of Care

Patient Satisfaction IP-8

Strategic Partner Satisfaction IP-9

Provider Satisfaction IP-10

Access to Care IP-11

Patient Centered Medical Home IP-12

Wounded Warrior & Family Experience IP-13

Population Health

Health Measures IP-14

Network Adequacy IP-15

Medical Management IP-16

Learning & Growth

Empowerment Through Tools and Training

Market & Communicate L-1

Align Organizational Culture With Mission L-2

Leverage & Optimize Technology Infrastructures L-3

Resources

Stewardship of Resources

Predict and Secure Levels of Funding R-1

Utilize Resources Effectively R-2

TRO-West Staff Development R-3

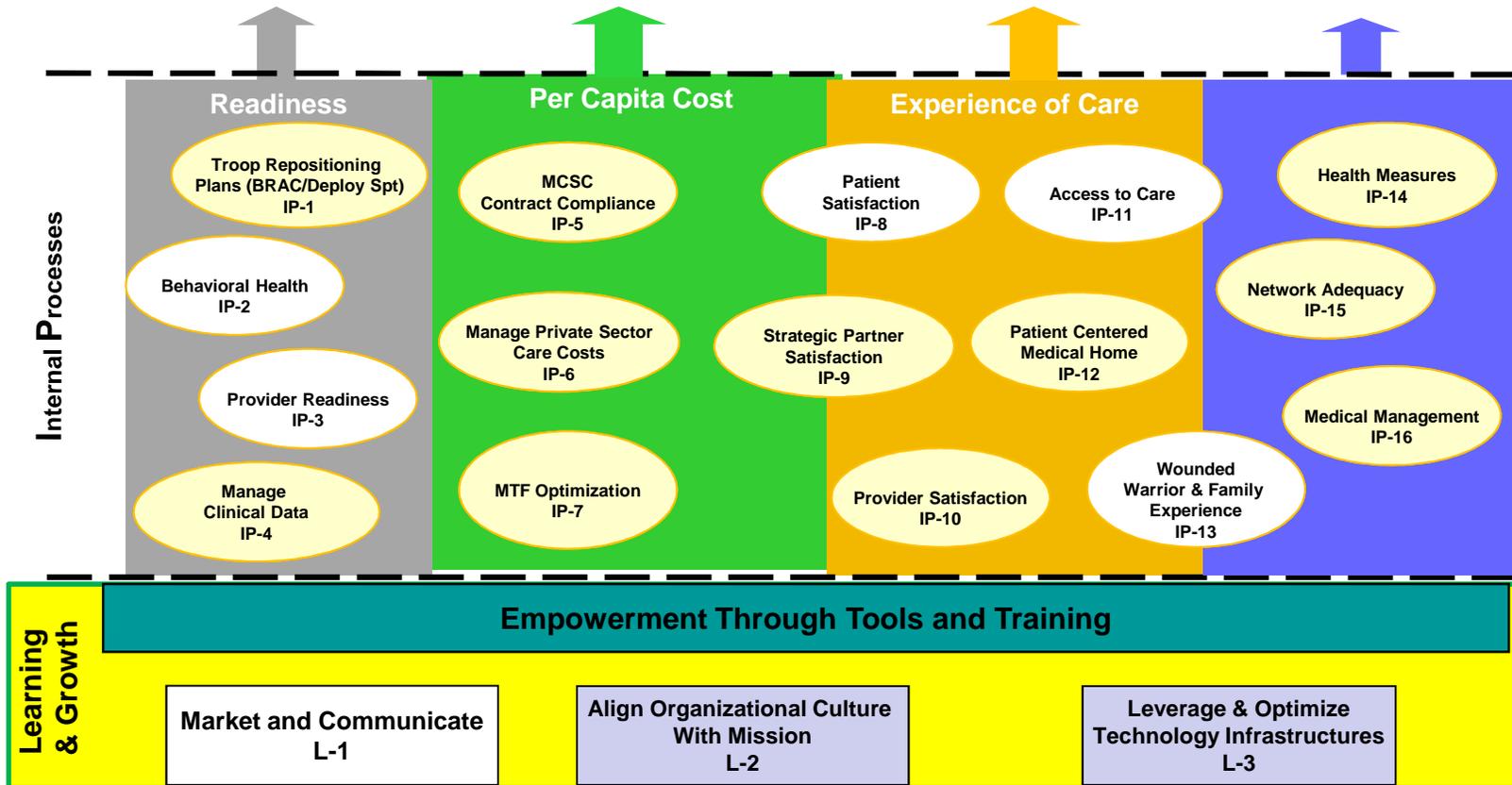
Feedback Adjusts Resourcing Decisions

Quadruple Aim + 1



Learning & Growth

West Region Current Focus



Quadruple Aim + 1

Experience of Care

Access to Care
IP-11



- West Region Network
 - Aggressive, targeted network expansion effort
 - Dedicated resources to address white space



Category	January-05	November-09	Change from Jan 2005 to Nov 2009
	# of Providers	# of Providers	% Change in Providers
All Network	101,889	148,982	46%
White Space Network	15,199	30,749	102%
Behavioral Health Network	7,409	19,529	164%

Experience of Care

Access to Care
IP-11



Western Governors – Partner in Outreach to Providers





- Embedded Behavioral Health Provider
 - Integrated in National Guard units providing pre- and post-deployment support
 - Attend drill weekends and work with Commanders
 - Coordinate behavioral health education, support, consultations and referral services for members



Learning and Growth

Empowerment Through Tools and Training

Market &
Communicate
L-1



- NG and Reserve Portal
 - Provides National Guard and Reserve specific resources
 - Streaming TRICARE Education Videos
 - References, directories, benefit information and forms

The screenshot displays the TriWest Healthcare Alliance website interface. At the top, the TriWest logo and 'BENEFICIARY Services' are visible. A search bar and navigation menu (HOME, HELP, FAQ, CONTACT US) are present. The main content area is titled 'GUARD AND RESERVE ONLINE TRICARE RESOURCE CENTER'. It includes a 'SECURE LOGIN' section with 'MY ACCOUNT' and 'Register Today!' options. A 'QUICK LINKS' sidebar lists: TRICARE BENEFITS, ENROLLMENT, AUTHS/REFERRALS, CLAIMS INFO, FIND A FORM, PROVIDER DIRECTORY, CLINIC LOCATOR, and ONLINE PAYMENT. The main content features a 'MAKE THE CONNECTION' graphic, a 'TriWest Online Care' section, and several news and video links.

Experience of Care

Wounded
Warrior & Family
Experience
IP-13



- Wounded Warrior Care Coordination Summits in 3 major op-tempo markets
 - **Fort Lewis, Fort Carson and Camp Pendleton**
 - Focus on seamless transition of care for WWs between care organizations
 - Integrated Summits and follow-on meetings between direct care system, VA, TRO-West and TriWest



Learning and Growth

Empowerment Through Tools and Training

Market &
Communicate
L-1



- Healing Heroes Portal
 - Public resource website for wounded, ill or injured service members
 - Password protected Case Manager Directory



www.triwest.com/healingheroes

Experience of Care

Patient
Satisfaction
IP-8

Access to Care
IP-11



- Town Hall Meetings
 - Focused on:
 - Behavioral Health
 - Access to medical care
 - Enrollment
 - Communication
 - Customer service
 - Resulting initiatives:
 - Addressed stigma and confidentiality concerns
 - Targeted communications

West Region TRICARE Town Hall Meetings





- Platinum Leadership Council
 - Integrated evaluation of opportunities for improvement
 - Regional initiatives developed, including focus on reducing stigma associated with seeking behavioral health services



Readiness





- Platinum Leadership Council
 - Integrated evaluation of opportunities for improvement
 - Regional initiatives developed, including focus on reducing stigma associated with seeking behavioral health services



Experience of Care

Access to Care
IP-11



- Hawaii Primary Care Clinic Project
 - Integrated behavioral health providers into primary care setting
 - Programs were successful and have been adopted by Navy and Army in Hawaii



Learning and Growth

Empowerment Through Tools and Training

Market &
Communicate
L-1



- Online Materials and Portals
 - Provide timely access to information specifically geared towards needs of certain audiences
 - Healing Heroes
 - Behavioral Health
 - Partners in Excellence
 - Providers
 - National Guard and Reserve
 - Use of social networks

twitter



facebook

Readiness

Provider Readiness IP-3



- Provider Portal
 - Access to a variety of online resources, including:
 - Seminars
 - Communication updates and eNews
 - Continuing education opportunities
 - Helpful links
 - Information about new programs, such as Online Care

Learning and Growth

Empowerment Through Tools and Training

Market &
Communicate
L-1



- Behavioral Health Portal
 - Beneficiary and family resources
 - Interactive resource map
 - *Help from Home* streaming video access
 - Local and National behavioral health information and resources

www.triwest.com/behavioralhealth

The screenshot displays the Behavioral Health Portal website. The main header includes the TriWest logo and navigation links. A prominent banner reads "BEHAVIORAL HEALTH PORTAL" with the subtitle "EMOTIONAL & MENTAL HEALTH CONNECTIONS". Below the banner, there is a "Welcome to TriWest's Behavioral Health Portal" message and a "Browse Our Many Behavioral Health Resources:" section. This section features a "Resource Center" with categories like Stress, Depression, Substance Abuse, PTSD, Parenting, and Relationships. Other resources include "Online Care", "Video Library", and "Resource Map". A pop-up window titled "COLORADO" is overlaid on the map, listing the "Colorado Psychological Association Support Our Family in Arms Program" with a phone number (303) 913-0805 and a brief description of the program's services.



- “Help from Home” DVDs
 - “Getting Home...All the Way Home”
 - “On the Homefront”
- Available via streaming video at www.triwest.com
- More than 240,000 sets distributed in West Region



Experience of Care

Access to Care
IP-11



- U.S. Marine Corps Recruiter Outreach
- Increased availability of behavioral health providers in rural areas



Learning and Growth

Empowerment Through Tools and Training

Market &
Communicate
L-1



■ Prevention and Awareness Training

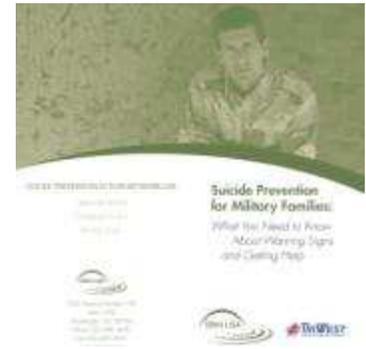
– Grief Solutions

- Provides military leaders with help in assisting survivors and families



– Suicide Prevention Action Network

- Created joint brochure to educate about suicide warning signs



– USO

- Awareness training for USO staff and volunteers to help identify and direct those with behavioral health issues



Coordinated Crisis Response



- Tapping Into Resources – Fort Hood Experience
 - Provider outreach for crisis support and/or expanded services
 - Increase TRICARE Assistance Program (TRIAP) staffing
 - Customized information for Fort Hood and local behavioral health providers
 - Crisis Care Network



- Women's Behavioral Health Initiative
 - Female active duty service members
 - Wives of deployed service members
 - Workgroup chartered



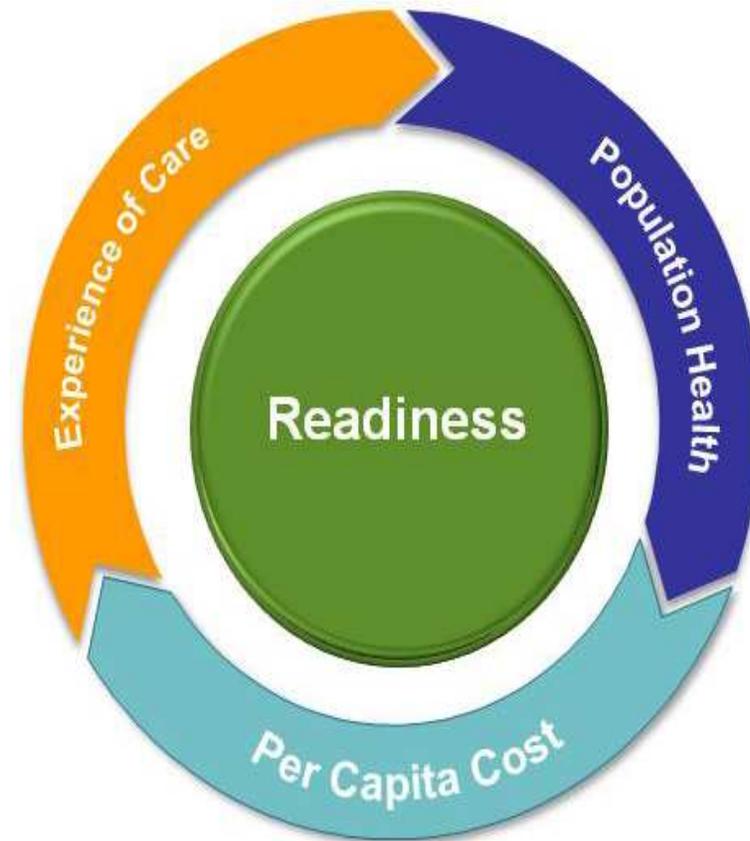
2010 MHS Conference



Behavioral Health Care A Strategic Imperative



THANK YOU!



2010 Military Health System Conference

Increasing Access to Behavioral Health Care through Changes to the TRICARE Benefit

Sharing Knowledge: Achieving Breakthrough Performance

LCDR Rick Schobitz, PH.D., USPHS

January 25, 2010



TRICARE Management Activity

Increasing Access to Care



- Current Initiatives
 - Partial Hospitalization Programs
 - Intensive Outpatient Services
- Potential Areas for Future Change
 - Substance Abuse Treatment
 - Residential Treatment Center Care

Partial Hospitalization Programs



- Current Status: Number of PHP Programs in TRICARE network is limited
- TRICARE certification requirements are a barrier to increased participation by PHPs
 - Requirement established before safeguards in industry were widespread
 - Current standard of care and accreditation standards have made TRICARE standards unnecessary for hospital-based programs
- Certification requirement eliminated for hospital based programs
 - Assessing impact on participation

Intensive Outpatient Services



- The 2007 Report of the DoD Task Force on Mental Health identified the need to develop IOP services in the TRICARE program
- Existing policy allows for provision of Intensive Outpatient Services as part of the Partial Hospitalization Benefit
- The Solution: Clarification of Benefits with the Managed Care Support Contractors
- Current focus: Educating Providers and Beneficiaries

Potential Areas for Future Change



- Potential Changes to the Substance Abuse Disorder Treatment Benefit
 - Change to the Code of Federal Regulations to allow for the provision of SUD Treatment by individual providers
 - Elimination of 3 treatment period per lifetime limit
 - Elimination of 60 session per treatment period limit
- Potential Changes to the Residential Treatment Center Benefit
 - Modification of TRICARE certification standards to reflect changes in standard of care
 - Elimination of TRICARE standards that are redundant with Joint Commission standards

Questions

