

Behavioral Health

Mental Health Task Force

October 19, 2006



TRICARE West Region

Presentation Outline

TRO-West Presentation

- Benefit Information

TriWest Presentation

- Behavioral Health (BH) Providers
 - Credentialing
 - Access
 - TriWest contracted providers
- BH Levels of Care and Benefit
- BH Chemical Dependency Services
- BH Initiatives
- BH Challenges

Benefit Information



Eligibility

- All Department of Defense Beneficiaries
- Active Duty
- Active Duty Family Members
- Retirees
- Retiree Family Members
- Others as allowed by statute

Mental Health Benefit

- Outpatient: 2 sessions per week
- Inpatient (Based on medical Necessity)
 - Acute
 - Partial Hospital Program (PHP)
 - Residential Treatment Center (RTC)
 - Substance Use Disorder Rehabilitation Facility (SUDRF)

Utilization Calendar Year 2005

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- Total West Region Visits: 725,313
- Psychiatry Visits: 136,372
- Psychology Visits: 219,563
- Social Worker Visits: 248,638
- Mental Health Counselor Visits: 94,844

Current Issues

- Child/Adolescent Psychiatry
- Access to RTC/PHP/SUDRF
- Intensive Outpatient Programs (IOP)
- Development Disorders
 - Autism Spectrum Disorder
 - Alternative Behavioral Analysis (ABA)

TriWest



BH Providers



BH Providers

- Psychiatrists
- Psychologists
- Licensed Clinical Social Workers
- Clinical Nurse Specialists/Nurse Practitioners
- Marriage and Family Therapists
- Mental Health Counselors
- Pastoral Counselors

BH Provider Credentialing

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- Criminal Background Check
- National Practitioner Data Bank
- Medicare
- Education
- Training
- License
- Malpractice Insurance
- National Certification (Clinical Nurse Specialist)

Behavioral Health Provider Access

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- Call 1-888-TRIWEST
- Access Provider Directory Through TriWest Web Site

TriWest Contracted Behavioral Health Providers

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- 12722 Individual Providers
- 89 Facilities

BH Levels of Care and Benefit



TRICARE: BH Levels of Outpatient Care

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- Outpatient Services
 - Initial evaluation
 - Psychotherapy
 - Individual: Mental health only; “initial 8”
 - Group and family
 - Medication management
 - Psychological testing
 - Psychological
 - Neuropsychological
 - Multiple services
 - Health and behavior assessments

BH Benefit

- Beneficiary May Self-Refer for First 8 Outpatient Visits
- Each Provider Authorized One Evaluation per Beneficiary per Year without Prior Authorization
- Medication Management Authorized without Prior Authorization as Long as It Does Not Exceed 2 Visits per Month
- Additional Sessions Requested by Provider and Clinically Reviewed

TRICARE: BH Inpatient Levels of Care

- Emergency Admissions Do Not Require Prior Authorization but Will Be Reviewed within 72 Hours
- Non-Emergency Admissions Must Be Prior Authorized
- Partial Hospital Programs (PHP) Must Be Prior Authorized and Must Be TRICARE Certified by Maximus (total of 8 available in West Region)
- Residential Treatment Programs Must Be Prior Authorized and Must Be TRICARE Certified by Maximus (total of 9 available in West Region)

BH Chemical Dependency Services



BH Chemical Dependency Services

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- Chemical Dependency
 - Detoxification
 - Chemical dependency rehabilitation
 - Care delivered by a Substance Use Disorder Rehabilitation Facility (SUDRF)
 - JCAHO accredited hospital that offers chemical dependency program
 - SUDRFs must be Maximus certified for TRICARE (4 in West Region)

BH Initiatives



BH Initiatives

- California National Guard Reserve Pilot Project
 - Early detection of deployment-related behavioral health issues in support of the returning units
- Hawaii Integrated Behavioral Health Project
 - Designed to help identify behavioral health disorders at primary care manager level
- “Operation Purple”
 - Working in conjunction with National Military Family Association to sponsor 13 camps in West Region for 1,300 children of deployed Service members to assist them in coping with deployment

BH Initiatives (cont.)

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- TriWest Behavioral Health Portal

The screenshot shows the homepage of the TriWest Behavioral Health Portal. At the top, the logo "TRIWEST.COM" is displayed in blue with a red star. Below the logo is a navigation bar with links: "Home | Site Map | FAQs" on the left and "News Room | About TriWest | Employment" on the right. A secondary navigation bar contains buttons for "Find an MTF", "Find a TSC", "Find a Pharmacy", "Find a Provider", and "Find a Form".

On the left side, there is a "Registered Users:" section with a red "LOGIN" button, a "Forgot Your Password?" link, and a "Register As New User" button. Below this is a yellow "SITE SEARCH" button. A vertical menu of blue buttons lists services: "Beneficiary Services", "Online Payment", "Prime Enrollment", "Provider Connection", "Behavioral Health", "Network Subcontractors", "West Region Government Reports", and "Healthy Living". At the bottom of this menu is a "VISIONS of VALOR" banner and a yellow button that says "We Want to hear from YOU! Take our online survey".

The main content area features the title "BEHAVIORAL HEALTH PORTAL" in large white letters, with the subtitle "Emotional and Mental Health Connections" in yellow. Below the title are three images: a man and woman with a baby, a woman in a red blazer sitting at a desk, and three military personnel. Under each image is a link: "I am a service/family member", "I am a provider", and "I am a military leader". A "Service Members" button is positioned below the first link.

At the bottom of the main area, there is a "TRIWEST HEALTHCARE ALLIANCE" logo, a "CLICK HERE FOR FREE DVD" link with an arrow, and a "GETTING HOME" DVD cover image. A "NOTICE" text block at the very bottom states: "NOTICE: The information presented or linked to on this web site is based on professional advice, published experience, and expert opinion, but does NOT represent therapeutic recommendation or prescription. For specific information and advice, consult your health care provider. Not all interventions mentioned on this site are covered benefits under TRICARE. Please contact 1-888-TRIWEST for eligibility confirmation."

BH Initiatives (cont.)

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- Direct line for 24/7 behavioral health crisis needs
- Behavioral Health DVD “*Getting Home...All the Way Home*”



BH Initiatives (cont.)

- Post-Traumatic Stress Disorder (PTSD) Continuing Education Seminars
 - Providing current information to network providers about deployment and combat stress issues including PTSD
 - Phoenix, AZ
 - Topeka, KS
 - Boise, ID
 - Colorado Springs, CO
 - Anchorage, AK
 - Fairbanks, AK
 - Springfield, MO
 - Honolulu, HI
 - San Diego, CA

BH Challenges



BH Challenges

- PHP/Mental Health
 - Only 8 certified in entire region
- Substance Abuse Services
 - Currently must be hospital based
 - Outpatient detoxification not a benefit
 - Lack of programs for adolescents
- Intensive Outpatient Services
 - Not a TRICARE benefit
 - Provides step down from inpatient
 - Industry standard of care for both mental health and substance abuse

BH Challenges (cont.)

- Eating Disorder Programs
 - Availability less than need
 - Many are PHP which are not certified
 - Nutritional counseling not covered benefit

Thank You!

