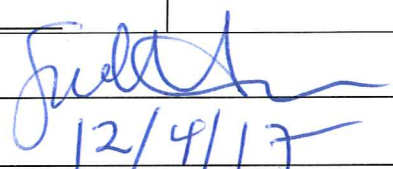


**SWMBH MI Health Link Operating Policy 12.9**

<b>Subject:</b> Integrated Healthcare		<b>Accountability:</b> Clinical	<b>Effective Date:</b> 1/1/2014	Pages: 2
<b>REQUIRED BY:</b> BBA Section _____ 3-Way Contract Section <u>25</u> NCQA Standard <u>10</u> Other _____			Last Reviewed Date: 11/21/17	Past Reviewed Dates: 8/26/15
<b>LINE OF BUSINESS:</b> <input type="checkbox"/> Specialty Waiver (B/C) <input type="checkbox"/> 1115 Waiver <input type="checkbox"/> Healthy Michigan <input type="checkbox"/> SUD Medicaid <input type="checkbox"/> SUD Block Grant <input checked="" type="checkbox"/> MI Health Link <input type="checkbox"/> OTHER: _____	<b>APPLICATION:</b> <input checked="" type="checkbox"/> SWMBH Staff and Ops <input checked="" type="checkbox"/> Participant CMHSPs <input checked="" type="checkbox"/> SUD Providers <input checked="" type="checkbox"/> MH / DD providers <input type="checkbox"/> Other: _____		Last Revised Date: 11/21/17	Past Revised Dates: 8/26/15
Approved :  Date: <u>12/4/17</u>		Required Reviewer: Chief Clinical Officer <u>B. K. P...</u> 12/15/17 Medical Director		

**I. Purpose**

The purpose of Integrated Healthcare is to improve health outcomes, maximize functional potential, and increase self-management by eliminating barriers and providing care coordination between behavioral and physical health providers while promoting patient centered care to reduce high Emergency Department (ED) use and inpatient (IP) admissions for members identified for Integrated Healthcare enrollment in compliance with the MDHHS/ICO/PIHP 3-Way Contract requirements. In addition, Integrated Healthcare aims to eliminate duplication of services and reduce healthcare costs.

**II. Policy**

It shall be the policy of Southwest Michigan Behavioral Health to provide Integrated Healthcare services which meet the contractual and regulatory requirements of the Michigan Department of Health and Human Services (MDHHS), 3-Way contract and Center for Medicare and Medicaid Services (CMS), Code of Federal Regulations (CFR) and advances the recovery of Region 4 customers. This will be accomplished by collaborating with the Integrated Care Organizations (ICO), Community Mental Health Service Providers (CMHSPs), Primary Care Providers (PCP) and other providers as needed.

**III. Standards and Guidelines**

- A. SWMBH and participant CMHSPs will work to eliminate barriers to communication and coordination of care between Substance Use Disorder providers and other providers. In this regard obtaining signed State of Michigan form 5515 for coordination will be an expectation and will allow sharing of treatment plans between authorized providers.
- B. SWMBH staff (including RN, Care Manger II and/or Care Manager I), will coordinate with participant CMHSP's Case Managers, Licensed Therapists, RNs, PCP and Recovery Coaches to coordinate members' care by improved communication to all current and recent providers, identifying barriers, connecting members to community resources and avoiding duplication of services.
- C. CMHSP staff will assist the SWMBH Integrated Healthcare Team (ICT) by providing member updates, and information about community support services (CSS) or by facilitating access to services by ICT members.

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- D. SWMBH ICT Staff are jointly (along with ICO staff) responsible for ICT meeting preparation and conduct, however as the pre-eminent PIHP, SWMBH staff will facilitate ICT meetings with a proactive approach to integrated care and when applicable, patient centered planning.
- E. SWMBH ICT staff will attend the MDHHS/ICO Operations meetings and follow directives agreed upon by this workgroup to the extent that they are aligned with SWMBH policies and mission statement. ICT staff will work toward a resolution of differences between ICO and the Workgroup and seek to clarify differences between Workgroup suggestions and State mandated activities.
- F. All ICT activities will adhere to CFR 42, Part 2, Michigan Mental Health Code, and HIPAA, and will aim to direct coordinated care utilizing best practices, and as directed by the SWMBH\_P12.2.1 ICT Procedure, and other SWMBH policy as applicable.

### IV. Definitions

- A. **Integrated Care Organizations (ICO)** – Medicaid Health Plans that are participants of the duals demonstration program, MI Health Link.
- B. **Integrated Healthcare**- The integration of physical healthcare, mental healthcare and substance use disorder treatment, which is facilitated by an Integrated Healthcare Team. The goal of Integrated Healthcare is to maximize functional capacity and self-management by optimizing the overall health and well-being of members, while avoiding duplication of services and reducing healthcare costs.
- C. **Integrated Healthcare Team (ICT)**: The Integrated Healthcare Team may include staff from, but is not limited to SWMBH, MHP, CMH and PCP staff participating in monthly care coordination with a shared goal of person-centered planning toward improved health outcomes. Accommodations will be made to include a member as part of their own ICT meeting upon request or will be facilitated as needed to improve an individual's health outcomes.
- D. **Care Coordination** - A process used by a person or team to assist beneficiaries in gaining access to available Medicare, Medicaid, and waiver services, as well as social, educational, and other support services, regardless of the funding source for the services.
- E. **Community Support Services** - Services that promote disease management, wellness, and independent living, and that help avert unnecessary medical interventions (e.g., avoidable or preventable emergency department visits and facility admissions).
- F. **Person-centered Health Home** - Health homes are designed to be person-centered systems of care that facilitate access to and coordination of the full array of primary and acute physical health services, behavioral health services, and long term community-based services and supports.
- G. **Recovery** - A process of maximizing individual's health and wellness to facilitate a self-directed life that strives to optimize their full potential.

### V. References

- A. MDHHS / ICO / PIHP 3-Way Contract
- B. SWMBH\_19.2\_Protected\_Health\_Information\_Authority\_and\_Responsibility\_of\_Individual\_Staff
- C. Michigan Mental Health Code
- D. HIPAA
- E. 42CFR, Part 2

### VI. Attachments

- A. State of Michigan Consent to Share Behavioral Health Information (form 5515)