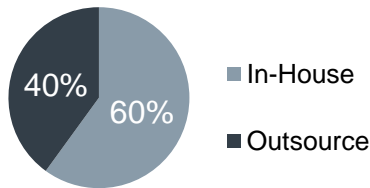


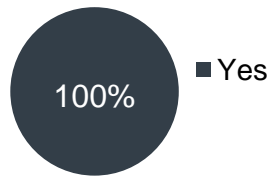
Highlights from CMOR Behavioral Health Discussion

Existing health plan behavioral health strategy (n=10 plans)

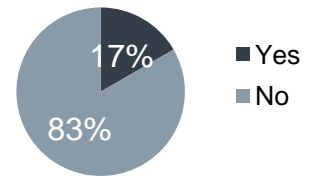
Do you currently offer BH services in-house or outsource them through a vendor?



For those that currently outsource (4/10):
Are you considering bringing BH services in-house in 1-2 years?



For those that currently offer BH in-house (6/10):
Are you considering outsourcing in 1-2 years?



**2 plans recently brought BH services in-house*

Feedback from CMO group discussion



Considerations for outsourcing BH

Advice from plan executives

- Rely on BH management companies to keep up with complex **state regulations** and requirements.
- Outsourcing eliminates the burden on the plan to **manage and contract** a capable and accessible BH **clinician network**.
- Push BH management companies to **connect BH treatment to medical expenses** given that coordination of care is more difficult when outsourcing.
- Consider how use of **digital BH tech vendors/apps** (e.g., Able To, MAP HealthCare) could fill in gaps like same-day appointment access.



Considerations for offering BH in-house

Advice from plan executives

- **Expand the roles of non-BH clinicians** to deliver low acuity care, and **recruit internal medical directors** to oversee, coordinate, and even deliver BH treatment.
- Devote resources to **train internal staff** on how to treat and talk about members with low to moderate BH needs.
- Ensure **care coordination** among relevant departments (e.g., BH and CM) to invoke holistic treatment of behavioral and physical member health.
- Use the right **messaging to the market** to explain move to in-house (e.g., issue with vendor, experience for members, desire to increase care coordination).

Highest ranked research topics from CMO members

1. Increasing **care coordination** between BH and primary care clinicians
2. Creating **evaluation metrics** for BH clinicians
3. Evaluating **performance** of BH management companies (e.g., Beacon)
4. Expanding BH **clinician network** beyond psychiatrists