

Statewide Medicaid Managed Care Program

Healthy Behaviors Program Description

Part I. Program Overview

Plan Name	Preferred Medical Plan (PMP)
Program Name	Healthy Behaviors Program – Alcohol and Substance Abuse
Brief Description of Program	<p><u>Program Summary:</u></p> <p>In collaboration with Psychcare, PMP will provide an alcohol and substance abuse program that is funneled through the integrated model of care known as the Encompass Program. Psychcare’s Case Management Department will have a Healthy Behaviors Track within the Encompass Program and will utilize a specific referral process to facilitate referrals from the Plan, Primary Care Physicians, providers and/or practitioners. The Alcohol and Substance Abuse Program built into Encompass has multiple components to address the needs of the members from identification of an existing substance abuse clinical issue or diagnosis, through the treatment phase of the interventions, to the abstinence and recovery period. The primary outreach will have 5 primary goals:</p> <ol style="list-style-type: none"> 1. Successful outreach to the member to engage the member in treatment. If not engaged in behavioral health treatment (medication management, therapy, psychosocial rehabilitation, etc), the member will be educated on services available under the Medicaid benefit plan. Psychcare will assist in the coordination of available substance abuse services covered under the member’s benefit coverage that meet medical necessity and which will promote abstinence and sobriety/recovery. The member will also be referred for targeted case management for monitoring of compliance and ongoing linkage to treatment by a psychiatrist, substance abuse professional, alcohol and substance abuse programs and community resources. 2. Education on the Healthy Behaviors Program, including information on resources available, incentives for compliance with treatment, and benefits of participation. 3. Identification of assigned Care Coordinator or Case Manager as an added resource for the member. The Care Coordinator/Case manager assigned to the member’s case will complete a screening tool (DAST-10: Drug Abuse Screening Test and/or AUDIT: Alcohol Use Disorders Identification Test). In addition to the targeted Case management in the Community, the designated Care coordinator or Case manager will be responsible for monitoring the member’s level of participation, and progress. 4. The designated staff will contribute to the care plan developed in collaboration with treating practitioners and communicate progress to providers with appropriate consent.

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5. To provide integration of Medical/ Substance Abuse/ Mental Health care in coordination with the Health Plan.

A built in functionality of the Alcohol and Substance Abuse Program is securing the consumer's commitment to participation in the program. Upon identification of a member meeting the parameters for inclusion in the program, the member will receive an Enrollment packet which includes, but is not limited to:

- Local and community resources that can provide support and education regarding addictions, recovery communities, locations and meeting times for Alcoholics Anonymous/Narcotic Anonymous within the consumer's access area
- Consents for the release of information to facilitate effective coordination of care while safeguarding the consumer's right to privacy
- A copy of the consumer's rights and responsibility as they relate to health care and treatment
- A consumer attestation that they are willingly participating in the program
- A designated Psychcare Care Coordinator Case Manager that will be assigned to the consumer's care. This designated staff member will be responsible to complete the case management assessment to identify the member's readiness and level of functionality in order to facilitate the development of the care plan. The consumer will have direct access to this staff member to assist with appointments, coordination efforts, communication with treating practitioners, etc.

PMP will ensure that all PCPs screen members for signs of alcohol or substance abuse as part of prevention evaluation at the following times: Initial contact with a new enrollee; Routine physical examinations; Initial prenatal contact; when the enrollee evidences serious over-utilization of medical, surgical, trauma or emergency services; and when documentation of emergency room visits suggests the need. QI team will review the medical records at the PCPs office to ensure compliance with this requirement.

How do we measure success?

Members enrolled in the program will be supervised by behavioral health practitioners (psychologists and psychiatrists) and their primary care providers. Alcoholics Anonymous / Narcotics Anonymous, on-line and face-to-face support groups, and other resources that will assist the member in attaining sobriety and working their recovery.

Because of the vital role that anonymity plays in AA and NA, programs will not confirm a member's participation in

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meetings. However, Psychcare has partnered with community providers and a targeted case manager will be assigned and authorized for verification of compliance and receipt of the chip.

In an effort to monitor success, members will be held to a treatment compliance rate that shows evidence of commitment to treatment. Based on this compliance rate, their willingness to access and utilize community resources for support, and continued abstinence from using substances (i.e. negative urine toxicology screens, continued compliance with treatment recommendations, participation in AA / NA programs, etc.), the member will be considered a success. Depending on the substance used, a screening tool will be administered to all members identified as appropriate for inclusion in the program to yield a baseline score at the point of referral and an outcome score at the conclusion of the interventions. This coupled with the member's compliance with treatment, active participation in treatment, negative urine toxicology screens, will yield an outcomes measure related to the success of the interventions. Screening tools can include:

- Drug Abuse Screening Test – 10 (DAST-10): Used for members who have possible involvement with drugs, not including alcohol
- Alcohol Use Disorders Identification Test (AUDIT): Is used for early detection of individuals with risky or high risk drinking.

If the member obtains a chip, a Case Manager from the community will be designated to visit the member, verify compliance with meetings and attainment of chip and will sign a verification of compliance. The member's signature will also be on this verification form.

How does the Program Benefit the member?

Preferred Medical Plan has developed an incentive program based on the consumer's active participation and engagement in treatment. To participate in the health behaviors substance abuse initiative, the consumer will need to engage in AA / NA groups.

AA / NA groups give sobriety coins or tokens token which represents the amount of time that person has remained sober. The intention of the chip is to facilitate continued abstinence from alcohol or substances. It comes traditionally in the form of a medallion about the size of a poker chip and it marks the exact amount of sobriety time they have. In essence it is a reminder and an award for abstaining from alcohol or substances while with the program.

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	<p>Preferred Medical Plan has provided the following incentives for continued active participation by a member in Substance Abuse treatment, including engagement in AA / NA. Evidence of participation will be contingent on the consumer’s ability to produce chips / tokens earned secondary to ongoing sobriety, abstinence and recover.</p> <p>It is clear that sobriety coins themselves do not help people stay sober. However, it is the meaning behind them that is important. When a person receives a coin for one month, three months, or a longer period of time, the coins give a sense of pride for staying sober as long as they have, and to motivate them to continue. If a person should feel the desire to drink again, all they have to do is look at their coin to remind them of all the progress they have made up to that point. It makes them ask themselves if they truly want to throw away all that progress they have made.</p> <p>The Encompass Program will monitor a consumer’s active engagement and compliance with the healthy behaviors substance abuse initiative which will be reported back to Preferred Medical Plan.</p>
<p>Description of Enrollee Identification Method</p>	<p><u>How are members identified?</u></p> <p>Members can be identified for inclusion in the program through various avenues:</p> <ul style="list-style-type: none"> ▪ Pre-service or concurrent behavioral health reviews which identify that the consumer is seeking referrals and/or treatment to address substance abuse issues or diagnoses ▪ Request from a consumer, treating practitioner, primary care physician, caregiver / guardian, or individual involved in the individual’s care for referrals or treatment by a behavioral health provider with a focus on substance abuse ▪ Previous history of substance abuse treatment with evidence of difficulties sustaining gains and maintaining recovery and sobriety. ▪ A direct referral from the health plan for coordination of care for members with co-occurring medical and/or substance abuse issues. ▪ Utilization reports that are indicative of high risk or recidivistic behavior by any given consumer who has a co-occurring or underlying substance abuse issue. ▪ Psychcare will provide an annual training for both Behavioral health specialists and Primary care physicians on screening and identification of members with alcohol or substance related disorders.
<p>Description of Written Agreement/Program</p>	<p>The referral for inclusion into the program can be telephonic, faxed, or electronic to facilitate effective communication between the referral source, the health plan, the treating practitioners, and Psychcare.</p>

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Enrollment Process (if applicable)	<ul style="list-style-type: none"> ▪ Following an initial outreach call to the identified consumer, an enrollment packet will be sent to those individuals who have expressed a willingness to participate in the Encompass Substance Abuse Program. ▪ The designated Care Coordinator or Case Manager will be responsible for monitoring the consumer’s level of participation, progress in treatment, needs, and contribute to the care plan developed in collaboration with treating practitioners.
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Part II. Interventions and Incentives

Intervention	Incentive Type*	Incentive Value *	Incentive Criteria	Limitations
Member obtains Chip - 1 day of sobriety / attendance in AA/NA	Grocery gift card, a For Your Entertainment (FYE) music gift card, an iTunes gift card or two AMC movie tickets.	\$10.00	Member presents appropriate chip as evidence of compliance with attendance in AA / NA to the PCP.	AA / NA will not confirm member participation in meetings and sobriety.
Member Obtains Chip - 90 day of sobriety / attendance in AA/NA	Grocery gift card, a For Your Entertainment (FYE) music gift card, an iTunes gift card or two AMC movie tickets.	\$10.00	Member presents appropriate chip as evidence of compliance with attendance in AA / NA to the PCP.	AA / NA will not confirm member participation in meetings and sobriety.
Member Obtains Chip - 6 months of sobriety / attendance in AA/NA	Grocery gift card, a For Your Entertainment (FYE) music gift card, an iTunes gift card or two AMC movie tickets.	\$10.00	Member presents appropriate chip as evidence of compliance with attendance in AA / NA to the PCP.	AA / NA will not confirm member participation in meetings and sobriety.

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Part III. Milestones, Goals and Rewards

Milestone/Goal	Reward Type*	Reward Value*	Reward Criteria	Limitations
1 Day Sobriety	Grocery gift card, a For Your Entertainment (FYE) music gift card, an iTunes gift card or two AMC movie tickets.	\$10.00	Member presents appropriate chip as evidence of compliance with attendance in AA / NA to the PCP.	AA / NA will not confirm member participation in meetings and sobriety.
90 day Sobriety	Grocery gift card, a For Your Entertainment (FYE) music gift card, an iTunes gift card or two AMC movie tickets.	\$10.00	Member presents appropriate chip as evidence of compliance with attendance in AA / NA to the PCP.	AA / NA will not confirm member participation in meetings and sobriety.
180 day Sobriety	Grocery gift card, a For Your Entertainment (FYE) music gift card, an iTunes gift card or two AMC movie tickets.	\$10.00	Member presents appropriate chip as evidence of compliance with attendance in AA / NA to the PCP.	AA / NA will not confirm member participation in meetings and sobriety.

Part IV. Evidence Base

Detailed Description of Research to Support Effectiveness	<p>Alcoholics Anonymous and Narcotics Anonymous are international fellowships of men and women who have had a drinking or substance abuse problem. While they are nonprofessional, self-supporting, multiracial, apolitical programs, they are available almost everywhere in the world. There are no age or education requirements. Membership is open to anyone who wants to do something about his or her drinking or substance abuse problem. AA and NA are internationally recognized programs which have proven to be crucial for sustaining recovery and sobriety.</p> <p>The men and women involved in AA or NA share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. AA / NA have millions of members successfully recovering from alcohol and substance abuse throughout the world.</p>
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The only requirement for membership is a desire to stop drinking or using substances. There are no dues or fees for AA or NA membership; AA and NA are self-supporting through our own contributions. AA / NA are not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

AA / NA are nonprofessional – they do not have clinics, doctors, counselors or psychologists. All members are themselves recovering from alcoholism or substance abuse. There is no central authority controlling how the groups operate. It is up to the members of each group to decide what they do. However, the AA program of recovery has proved to be so successful that almost every group follows it in very similar ways.

AA / NA are not religious organizations nor are they affiliated with any religious body. It welcomes members of all religions, agnostics and atheists alike. You don't have to sign up or achieve anything to be a member. You're a member of a group if you choose to be. You can come and go as you please. No one is "in charge" of a group. We work through the offer of help and suggestion only. No one can tell you what you should or shouldn't do.

Both groups use a Twelve Step Program model which provides a framework for self-examination and a road to recovery, free of alcohol and substances.

The relative success of the AA/NA programs appears to be due to the fact that an alcoholic who no longer drinks has an exceptional faculty for "reaching" and helping an uncontrolled drinker.

These programs operate when a recovered alcoholic or addict passes along the story of his or her own problem drinking, describes the sobriety he or she has found in AA / NA, and invites people who are new to AA/NA to join the informal Fellowship.

The heart of the suggested program of personal recovery is contained in Twelve Steps describing the experience of the earliest members of the Society:

1. We admitted we were powerless over alcohol / drugs - that our lives had become unmanageable.
2. Came to believe that a Power greater than ourselves could restore us to sanity.
3. Made a decision to turn our will and our lives over to the care of God as we understood Him.
4. Made a searching and fearless moral inventory of ourselves.
5. Admitted to God, to ourselves and to another human being the exact nature of our wrongs.
6. Were entirely ready to have God remove all these defects of character.

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	<ol style="list-style-type: none"> 7. Humbly asked Him to remove our shortcomings. 8. Made a list of all persons we had harmed, and became willing to make amends to them all. 9. Made direct amends to such people wherever possible, except when to do so would injure them or others. 10. Continued to take personal inventory and when we were wrong promptly admitted it. 11. Sought through prayer and meditation to improve our conscious contact with God as we understood Him, praying only for knowledge of His will for us and the power to carry that out. 12. Having had a spiritual awakening as the result of these steps, we tried to carry this message to alcoholics / addicts and to practice these principles in all our affairs. <p>People who are new to AA / NA are not asked to accept or follow these Twelve Steps in their entirety if they feel unwilling or unable to do so.</p> <p>They will usually be asked to keep an open mind, to attend meetings at which recovered alcoholics / addicts describe their personal experiences in achieving sobriety, and to read AA / NA literature describing and interpreting the program.</p> <p>AA members will usually emphasize to people who are new to AA / NA that only problem drinkers or addicts themselves, individually, can determine whether or not they are in fact alcoholics or addicts.</p> <p>At the same time, it will be pointed out that all available medical testimony indicates that alcoholism / addiction are progressive illnesses that cannot be cured in the ordinary sense of the term, but that it can be arrested through total abstinence from alcohol and substances in any form.</p>
References	Alcoholics Anonymous at www.aa.org and Narcotics Anonymous at www.na.org

Part V. Definitions

Intervention	Any measure or action that is intended to improve/restore health or alter the course of disease (e.g. – counseling sessions, educational classes, etc.)
Incentive	Something offered to the enrollee that encourages or motivates him/her to take action (i.e. intervention)

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Reward	Something offered to the enrollee after successful completion of a milestone or attainment of a goal
Milestone/Goal	Meaningful step toward meet a goal or actual goal to be attained.
Type	The nature of the incentive/reward
Value	The monetary value of the incentive/reward
Criteria	Condition(s) that must be met for the enrollee to receive the incentive/reward
Limitation(s)	Any restriction(s) that result in an enrollee not qualifying to receive the incentive/reward

***IMPORTANT NOTE:** Please attach additional documentation to support Type and Value on the following page(s)



SMMC APPROVED

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*Spanish and other language versions of approved materials are deemed approved provided they are exact translations.