

IN MARCH 1996, FLORIDA HEALTH PARTNERS BEGAN IN THE GREATER Tampa area as the first medicaid behavioral health partnership between ValueOptions® – a managed behavioral health company – and community mental health centers.

Since 2005, Florida Health Partners expanded into three additional Florida Medicaid areas, ranging from the Westcoast to Eastcoast central region and along the Southwest coast of Florida. In addition, ValueOptions® is involved in a similar partnership called NORTH FLORIDA BEHAVIORAL HEALTH PARTNERS, that includes the Central Region of Florida. The Tampa Regional Service Center (TRSC) manages Prepaid Mental Health Plan services in 34 of the 67 counties in the State of Florida and provides behavioral health services to more than 250,000 Medipass (Medicaid) members.

Accomplishments include:

- **Systems of Care:** TRSC's Directors of Clinical Systems Integration collaborate with more than 100 community agencies to develop better strategies for working together with clinical and human service agencies that serve the same Medicaid members under the local "system of care." These positions are field based positions located in the communities where TRSC provides services.
- **Clinical excellence:** A new medical management strategy identifies members with symptoms of increasing severity who are likely to have poor outcomes with only "routine" care. This "outlier management" philosophy allows TRSC to be proactive about providing care to these members at critical junctures and to track outcomes to determine the effectiveness of treatment strategies. Our next generation medical management strategy is targeting individuals with co-occurring medical and mental health issues. This integrated care model will provide increased quality of life and better outcomes for Medicaid members.

AT A GLANCE

Clients: Florida Medicaid; ValueOptions® employees

Covered Lives: more than 250,000 adults and children

Covered Services: varies by contract; broad range of mental health and substance abuse services

Types of Contracts: Full risk and ASO

Employees: 36

Location: Tampa

Date Started: March 1996

Website: floridahealthpartners.com or www.nfbhp.com

- **Analytical tools:** New reporting and analytical tools allow staff to better understand what combinations of services are most clinically and cost effective for specific groups of members. Using numerous data sets extracted from the data warehouse, staff uses interactive COGNOS technology to "slice and dice" data along many different variables and avoid having to develop a separate report for each new analysis. TRSC also engages in regular evaluations of the effectiveness and efficiency of the outpatient treatment review process.
- **Call Center:** To improve the efficiency of call center operations, TRSC utilizes an Access Specialist (an unlicensed position) to handle routine inquiries and referrals; shifted some administrative tasks from clinical care managers to clerical staff; and added answers to common questions to our call system menu.

- **Education and outreach:** TRSC's Consumer Affairs program has expanded to include 4 staff members. These staff members develop consumer support groups and member activities in the field. All Staff members are consumers themselves and provide valuable insight as well as provide liaison services between the consumer and advocate community and ValueOptions®. A member newsletter, written almost entirely by consumers, has been very successful. The newsletter is available in the community and at www.floridahealthpartners.com.

Breakthrough results:

- **Access to new services:** The sub capitation financial model that incorporates member choice has allowed the development of new, personally tailored services, such as crisis support units, increased availability of group therapy, and programs to follow up with members after missed appointments.
- **Improved cost management:** TRSC has reduced the administrative rate from 22 percent in 1996 to an average rate of 13 percent through operational efficiencies, economies of scale, and a new provider contracting/funding model. The net effect is an increase in the plan's medical budget.
- **Reduced administrative burden:** Call center initiatives have resulted in better use of clinical care manager time, reduced administrative requirements for clinical practitioners, and allowed TRSC to focus outpatient reviews on "outlier" cases. TRSC has also instituted pass through provisions for certain providers to allow them to focus on outlier management.
- **Increased response time:** Crisis support units are able to respond to emergency calls in less than 30 seconds.
- **Greater provider sustainability:** The Florida program implemented a 2 percent Risk and Reinvestment Pool to be funded from managed care administrative savings. Part of this pool is used to offset any financial losses that providers may incur due to expanded requirements with the same capitation rates.
- **Improved performance:** TRSC measures a variety of clinical and functional outcomes using both the FARS/CFARS tools and member satisfaction surveys. Surveyed members reported that they were better able to manage their activities of daily living as a result of the behavioral health services they received. In particular, the sub capitation arrangement has eliminated waiting lists for intakes and reduced follow-up appointment times.
- **Integration with physical health care:** Since the start of the program, contact with primary care physicians in Florida jumped from 60-70 percent to 97 percent in two years. An annual outreach mailing from the Medical Director was sent to over 1,000 PCPs in 2006 to encourage PCPs to contact TRSC with any issues.

