

THE MASSACHUSETTS BEHAVIORAL HEALTH PARTNERSHIP (MBHP) is a behavioral health managed care company established by ValueOptions® to manage mental health and substance abuse services for approximately 300,000 members in the Office of MassHealth's Primary Care Clinician plan.

MBHP has worked with the Commonwealth for 10 years to build a nationally recognized public behavioral health system that has changed the face of behavioral health care in Massachusetts. Integrating both behavioral and other health care services, MBHP has been able to stabilize costs while improving service access to the state's most disabled residents. Because of these successes, MBHP received its second contract in 2001.

Accomplishments include:

- **MBHP clinical outcomes management program:**

MBHP is the first managed care company in Massachusetts to implement a statewide behavioral health clinical outcomes program for all covered members. Network providers are required to measure clinical outcomes, improve the quality of care and identify best practices. This data is paired with claims data to evaluate service effectiveness and cost efficiencies.

- **A unique contract:** From its inception, MBHP's contract has included incentives aligned with the Commonwealth's goals. Rather than limiting services to increase earnings, MBHP negotiates annual performance incentive projects that address specific state needs. Annual earnings are capped, and any unused funds are returned to the Commonwealth.

- **The largest statewide provider network with linkages to primary care providers:** More than 1,200 behavioral health providers work with approximately 380 primary care clinicians (PCCs) to provide a complete system of care for its members. MBHP's visits PCCs twice a year to develop action plans to improve member services, and has developed a "targeted outreach" program to coordinate services for members across both delivery systems.

AT A GLANCE

Client: The Massachusetts Medicaid authority, the Office of MassHealth and the Department of Mental Health

Covered Lives: 300,000

Contracted Services: Full range of mental health and substance abuse services and programs; performance profiles and improvement initiatives for primary care clinicians

Type of Contract: capitated; additional financial earnings for documented achievements in quality of care and service delivery

Employees: 240

Web site: www.masspartnership.com

Locations: Boston, Holyoke and Worcester

Date Started: June 1996; most recent contract began October 2001

- **Unparalleled consumer and family involvement:**

MBHP has included consumers, family members, and advocates as valued partners in the design and delivery of behavioral health services. It has become a leader in offering providers training, technical assistance, and funding to support and strengthen rehabilitation and recovery-focused services.

- **Excellence in administrative systems and data collection:**

Outstanding administrative service to network providers is an MBHP hallmark. Independent auditors have judged MBHP's unparalleled claims processing system to be 100 percent accurate for the past two years. MBHP is also in the unique position among states to have an extensive data warehouse with direct reporting to Commonwealth staff via their desktops.

Breakthrough results:

- **Massachusetts Child Psychiatry Access Program (MCPAP):** MBHP implemented MCPAP in 2005 to give pediatricians and family practitioners immediate phone access to a child psychiatrist and support team while the child or adolescent is in the office. With MCPAP available to 85 percent of children and adolescents in the Commonwealth, PCPs no longer report difficulties obtaining behavioral health services for their patients. Full coverage of all 1.5 million children in the Commonwealth is expected by July 2007.
- **Specialized care management intervention:** One of MBHP's many levels of successful care management programs, the EssentialCare Medical Care Management Program is an integrated medical and behavioral health plan that serves approximately 900 members per year. Using Predictive Modeling technology, MBHP can recognize patterns of medical, behavioral and pharmacy data to identify high-risk members for care management intervention. According to a 2005 study by the Center for Health Policy Research, enrolled members received better access to care and increased their compliance with both medical and behavioral health care services. Because these members require less acute and emergency services, medical costs are significantly reduced.
- **Superior turnaround for claims payment:** More than 20 million claims have been processed since July 1996. Currently, 87 percent of all claim submissions are submitted electronically, and more than 98 percent of all clean claims are processed within seven calendar days.
- **Financial responsibility:** Financial incentives aligned with the Commonwealth's goals motivate MBHP to control costs while also providing excellent care. In FY 2006, MBHP returned \$10 million in unspent capitation revenue to the Commonwealth, while also dedicating nearly 92 percent of financial resources to direct services, one of the lowest overhead rates of any managed care company in the country.
- **Increased community tenure:** MBHP conducted a study in Massachusetts affirming that aftercare following discharge is vitally important in prolonging community tenure. The study found that members with a scheduled medication monitoring appointment averaged 100 days more in the community than members without a scheduled medication appointment.

