

Initiative Briefing:
Quality Coordinated Outpatient Care (SI-03)

MELET WHINSTON AND CLAUDIA D'ALLEGRI



King County

Initiative Background

- Goal: Improve health outcomes for clients by assisting them to achieve greater stability and recovery and by supporting the provision of quality ongoing care and responsive crisis services.
- Initiative will be guided by the following principles:
 - Advance equity and social justice in the behavioral health system
 - Support behavioral health system transformation to the fully integrated managed care environment
 - Support the implementation of behavioral health outcome measures
 - Disburse funds in a strategic manner that achieves measurable progress toward MIDD goals
 - Open the initiative to participation by substance use disorder providers and/or newer mental health providers
 - Intentional involvement of provider and community for design of this initiatives.

King County Integrated Care Network (KCICN): *Outreach and Engagement (O&E) Incentive Pilot*

- Demonstrate improvement in re-engaging clients back into Medicaid billable services because of O&E activity and thereby improve quality of care.
- Facilitate learning collaborative opportunities among providers to share different models and approaches for O&E.
- Develop standardized O&E toolkit of pathways, best practice strategies, and most effective staffing models.
- Initiative Pilot length: May 2021 through April 2022

Current O&E Initiative Pilot Design

Area	Decisions
Population of Focus	<ul style="list-style-type: none">• Medicaid clients with MH service gap >90-days or SUD service gap >30-days• Providers identify eligible clients on their own based on criteria.
Payment Methodology	<ul style="list-style-type: none">• Fee-for-service• 15-min units;• Agency unit allocation based on volume of Medicaid population
IT system considerations	<ul style="list-style-type: none">• Use of H0023 CPT code for tracking O&E
Encounters/Invoicing Process	<ul style="list-style-type: none">• KC tracking use of CPT code to generate invoice for payment; monthly payment for prior month O&E encounters
O&E Activities	<ul style="list-style-type: none">• Text, phone, email, postal, or face-to-face with either client or collateral contacts
Quality Measures	<ul style="list-style-type: none">• Tracking of O&E code activities• Correlation between clients with O&E activity and re-engaging to billable service within next 90-days• Monthly reporting by agency for agencies to track progress

Questions?

