Bad Behavior or Bad Approach?

How TN & MCOs are transforming Behavioral Health for People with I/DD
Matt Brown, M.S.

Director of Employment & Community First CHOICES
TennCare

matthew.j.brown@tn.gov
615-770-5151 (O)
629-395-3689 (C)

Role:
- Direct all programmatic aspects of ECF CHOICES
- Serve as a TennCare LTSS lead in behavioral health and complex cases

Experience:
Over seven years working with organizations focused on individuals with intellectual & developmental disabilities
Tonya D. Copeland, MBA

Vice President, Solutioning
UnitedHealthcare Community Plan

Tonya_D_Copeland@uhc.com
615-519-8825 (C)

Role:
Health Plan SME on serving people with I/DD

Experience:
• 20 plus years of experience working with people with Intellectual and Developmental Disabilities
• Led two multi-state provider agencies
• Family member of person with I/DD
Jovanna Emerson, Ph.D.

Director of Behavior Supports, CHOICES and ECF CHOICES
UnitedHealthcare Community Plan of Tennessee
Jovanna_Emerson@uhc.com
615-493-9507 (O)
615-879-3095 (C)

Role:
- Provide expertise to support the needs of individuals with IDD who have behavior challenges and/or co-occurring mental health conditions
- Supervise team of clinicians, including four LTSS BAs and one Mental Health Specialist

Experience:
Over 18 years working with children and adolescents with developmental disabilities in various settings
Background (Historical Perspective)

Institutional Gaps

Transformations since Employment and Community First CHOICES
Group 7 and Group 8: Innovation through Integrated Benefits
What is an Integrated Benefit?

In Employment and Community First CHOICES, Integrated Benefits are offered in Group 7 and Group 8.

• Group 7: “Intensive Behavioral Family Centered Treatment, Stabilization and Supports (IBFCTSS)” combines in-home, family-centered behavioral health treatment (Behavioral Health benefit) with Supportive Home Care/Home and Community Based Services (LTSS benefit).

• Group 8: “Intensive Behavioral Community Transition and Stabilization (IBCTSS)” Services combines intensive behavioral health treatment/services (Behavioral Health benefit) with Community Living Supports/Home and Community Based Services (LTSS benefit).
Group 7 Individuals At-A-Glance

Individuals with Intellectual and/or Developmental Disabilities who:

✓ Are up to age 21, living with family

✓ Are at imminent, significant risk of placement outside the home due to behavioral/psychiatric condition

✓ The family desires the individual to remain at home

✓ The family must commit to active participation and sign a Family Participation Agreement
Group 7: Intensive Behavioral Family-Centered Treatment, Stabilization and Supports (IBFCTSS)

• Combines in-home, family-centered treatment with Supportive Home Care.

• Includes the following components:
  
  - Family-centered assessment
  - Behavior Support (or other Behavior Management) Plan
  - Individual/family therapy
  - Linkage to psychiatry
  - Cross-systems crisis planning and response (avail 24/7)
  - Collaboration with MCO’s Integrated Support Coordination Team (ISCT)
Group 8 Individuals At-A-Glance

Individuals with Intellectual and/or Developmental Disabilities who:

✓ Are age 21 or older, not living with family
  or
✓ Are 18 -21 years old aging out of state custody
  or
✓ Are transitioning out of a high intensity level of care, incarceration or a family setting
  and
✓ Have a psychiatric/behavioral condition that places self/others at significant risk of harm, necessitating 24/7 supervision
Group 8: Intensive Behavioral Treatment, Stabilization, and Supports (IBTSS)

- Combines 24/7 HCBS with intensive behavioral health services
- Includes the following components:
  - Behavior assessment
  - Behavior Support Plan (ABA)
  - Linkage to psychiatry
  - Cross-systems crisis planning and response (avail 24/7)
  - Collaboration with MCO’s Integrated Support Coordination Team (ISCT)
Group 7 and Group 8: Critical Components

• Dually-Licensed Agencies/Providers

• Behavioral health intervention provided by Master’s level, licensed mental health professional who is employed or contracted by the Group 7 or Group 8 provider

• Psychiatrist/psychiatric provider who is employed by, contracted with, or in a business agreement with the Group 7/8 provider

• Direct care workers = Behavior Support Specialists, direct support provided by BSS

• Technology leveraged to provide real-time remote support and coaching to BSS from the RBT, BCBA, or Master’s Level Clinician employed by or contracted with the provider.

• Collaborative transition planning with provider and Integrated Support Coordination Team (ISCT)
Cultivating Provider Relationships
Provider Engagement

- Integrated provider strategy
- Provider Education
- Provider Support
Statewide Collaboration
Partnerships for Transformation

Aligned Partnership & Goals

State Agency Coordination

Collaboration After Stabilization
Proven Results
Ben | 21

- Diagnoses of ID and Autism
- Severe self-injurious behavior/aggression
- Numerous inpatient admissions

Ben had a crisis event & was admitted to an RMHI Integrated Care Systems

ECF CHOICES Referral made; Ben was too acute for the community Collaborative Approach to Stabilization

He discharged to a Behavioral Health Placement via an SCA Integrated Person-Centered care

Transitioned to community living supports (CLS) as a Group 8 Individual Provider, MCO and state agency Collaboration

Group 7 “like” services implemented in home environment via SCA

Innovative and Integrated Person-Centered care

Crisis event results in an inpatient admission Collaborative Approach to Stabilization

Transitioned back to the community with new provider

Provider, MCO and state agency Collaboration

Ben’s Journey Update

- stable in the community with one provider
- Fading of SCAs and other supports
- Use of technology/ environmental modifications
- avoiding re-admissions
Connie | 44

- Diagnoses of ID & multiple BH
- RMHI patient for 10 years
- Unable to stabilize long enough to explore community placement

Journey Update
- ✓ no behavioral health ER visits since discharge from the RMHI
- ✓ Continued support to ensure continuity
- ✓ Exploring employment and community engagement

RMHI, MCO, TennCare begin planning discharge from the institution
**Integrated Care Systems**

Psychiatry, behavioral therapy, and individual buy-in
**Collaborative Approach to Stabilization**

Supports were delivered with fading in mind
**Tiered Approach to Fading Supports**

Transition planning and long-term community supports
**Integrated Person-Centered Care**

The Provider and MCO built a comprehensive plan to support community reintroduction
**Integrated Person-Centered Care**
Contact Info

Matthew Brown, Director of Employment & Community First CHOICES
615-770-5151
Matthew.J.Brown@tn.gov

Tonya D. Copeland, MBA, VP- Solution Partner, Strategic Solutions
615-519-8825
tonya_d_copeland@uhc.com

Jovanna Emerson, Ph.D., LTSS Director of Behavior Supports
615-879-3095
jovanna_emerson@uhc.com
Questions?
Thank you!