

Michigan's Public Behavioral Health System: Proposed New Approach

February 6, 2020

Virtual Forum

Agenda

- A. Where we are today
- B. Opportunities for improvement
- C. Proposal for the future
- D. Next steps
- E. Discussion: Questions & Comments

How our system works today

Individuals with mild-to moderate or no behavioral health needs



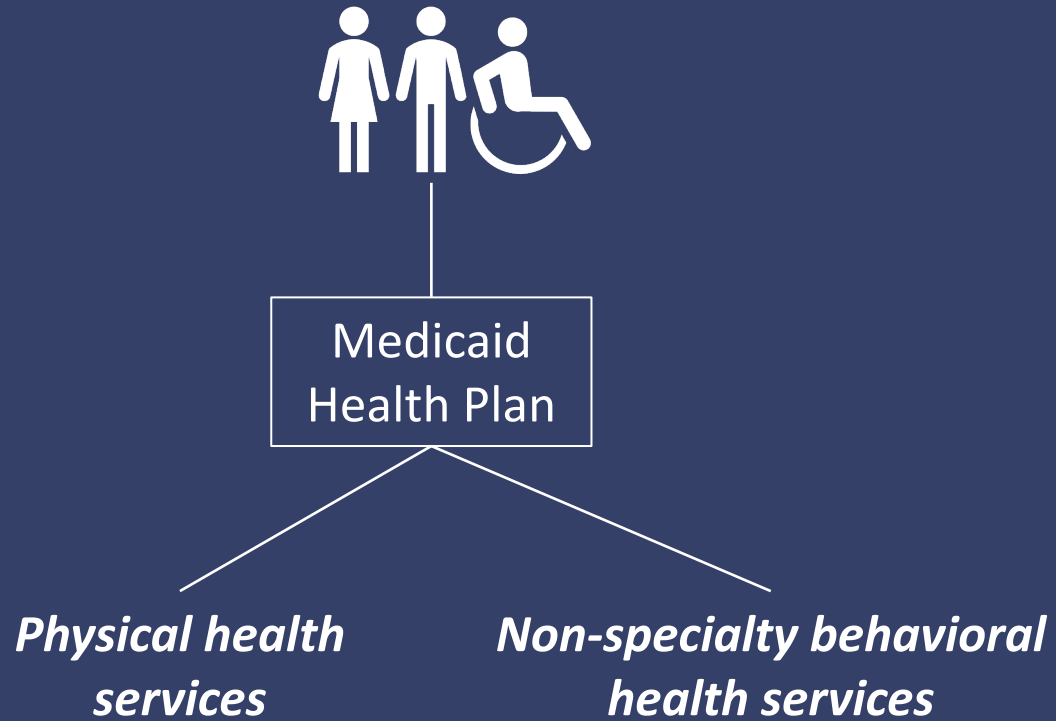
Individuals with significant behavioral health needs

- Individuals with a serious mental illness
- Children with severe emotional disturbance
- Individuals with substance use disorder
- Individuals with intellectual or developmental disabilities

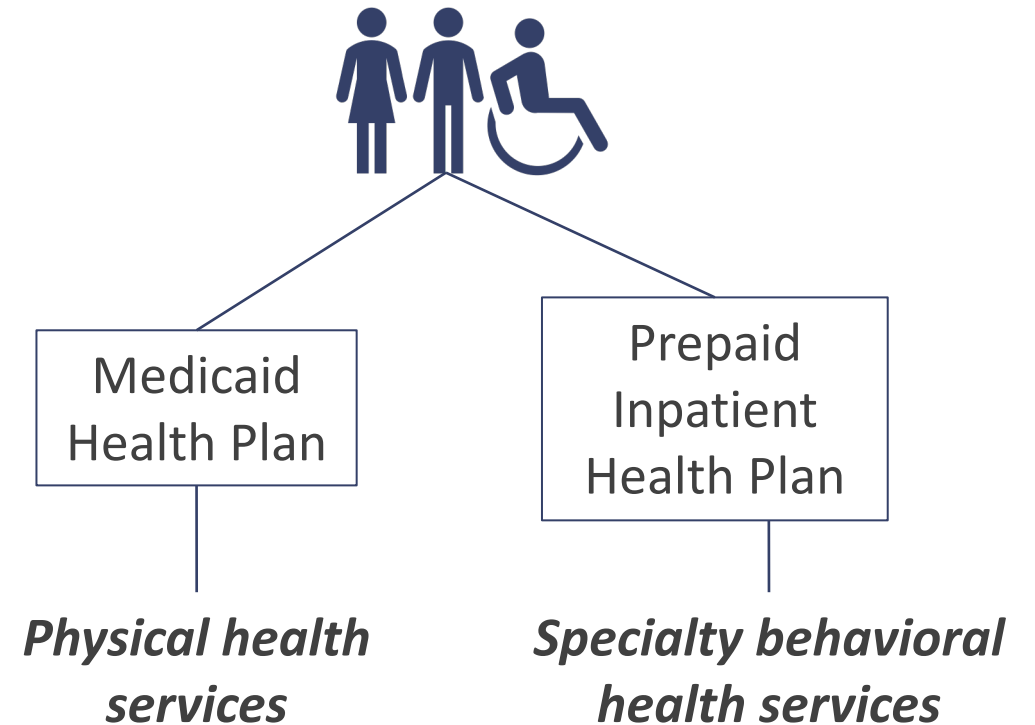


How our system works today

Mild-to-moderate behavioral health needs



Significant behavioral health needs



Safety net and community benefit services

Community Mental Health Services Providers

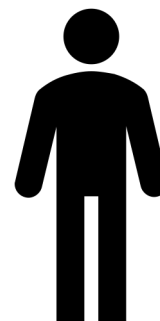
Challenges people face



Specialty services not available for early intervention

Referral delays to CMH

Emergency department boarding



Provider shortages

Inconsistency in services across the system



Navigating two systems to access support services

Staff turnover

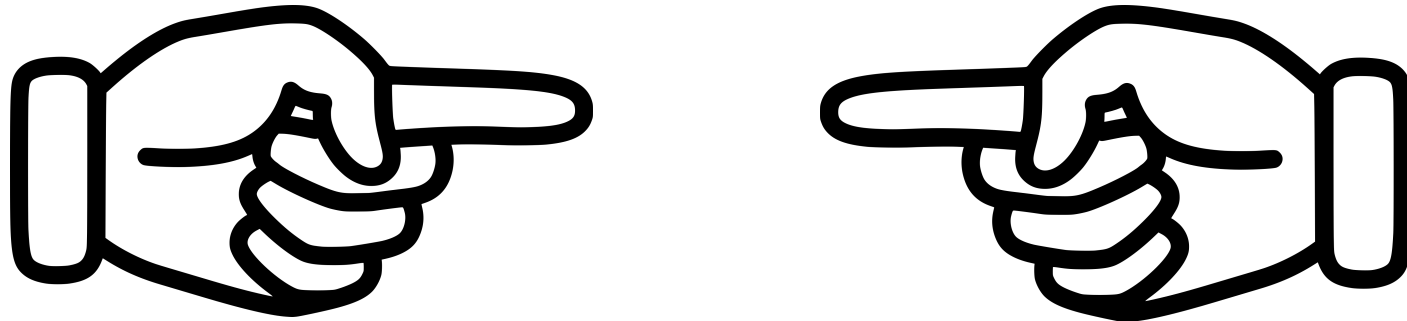


Complex care coordination

Lack of coordination with primary care

Two systems leads to finger-pointing and limited accountability

- Who should pay for housing support? Who helps arrange transportation to medical and behavioral health visits?
- Did an individual end up in the emergency room because of a physical health or behavioral health issue?
- Who is responsible for coordinating physical and behavioral health care? What can one side do if the other isn't interested in working together?
- Who does the Department hold accountable when there are poor outcomes?



Strengths of the system

Locally based system with strong community partnerships that operates statewide

Invests in coordination efforts with schools, jails, prisons, and local social services

Longtime national leader in de-institutionalization

Serves all residents in crisis, not just those with Medicaid

Caring, dedicated workforce

Locally-driven innovative care delivery models

Leader in codifying person-centered planning and supporting self-determination

Comprehensive Medicaid benefit



Expanding our values to the whole person

Person-centered

Self-determined

Family-driven, youth-guided

Recovery-oriented

Community-based

Evidence-based

Culturally competent

Whole-person care

Goals

Improving outcomes, maintaining independence in the community, and raising quality of life by...

Improving access, quality, and consistency of care

Improving care coordination

Making things easier for people and providers

Increasing behavioral health investment

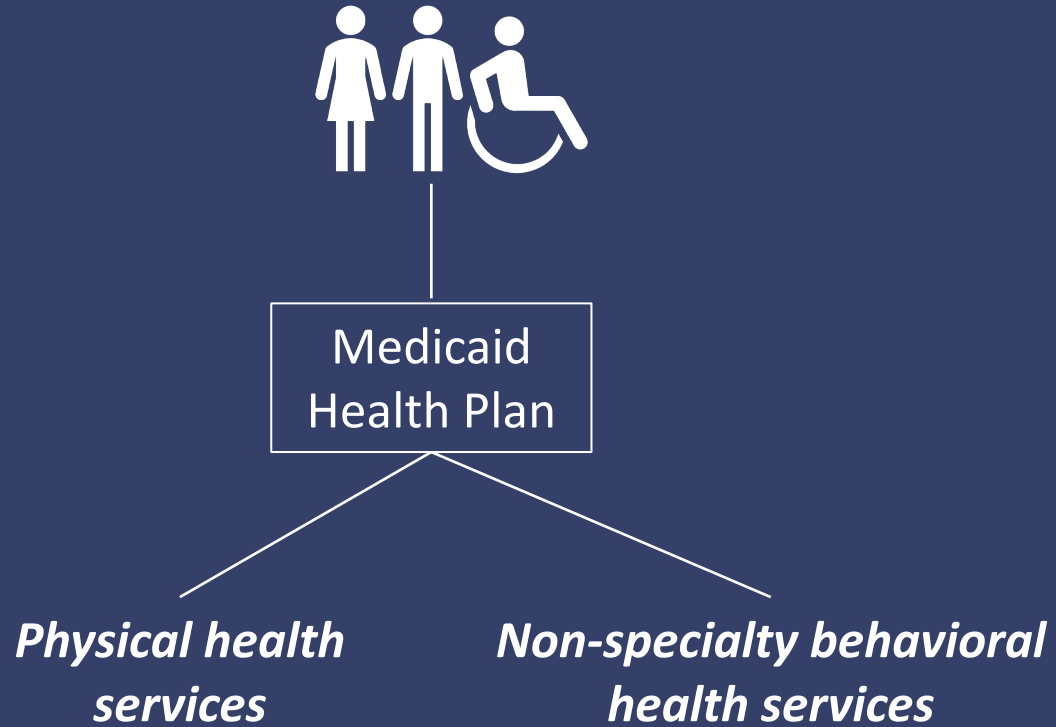
Core elements of the proposed system

- 1 Strong public safety net
- 2 Specialty Integrated Plans

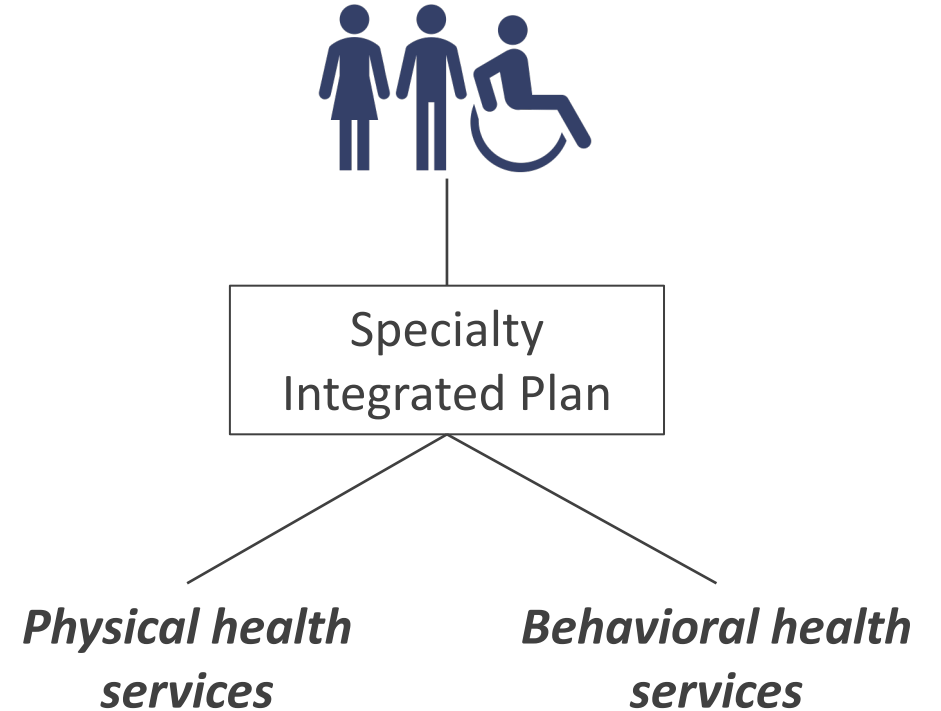


Future model

Mild-to-moderate behavioral health needs



Significant behavioral health needs



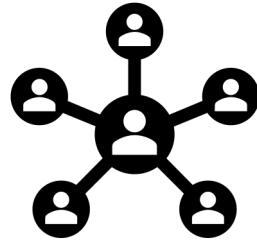
Safety net and community benefit services

Community Mental Health Services Providers

Specialty Integrated Plans



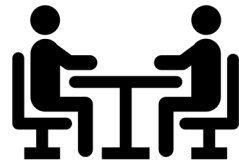
Support from a specialized care team



Strong provider network



Choice for who manages your care

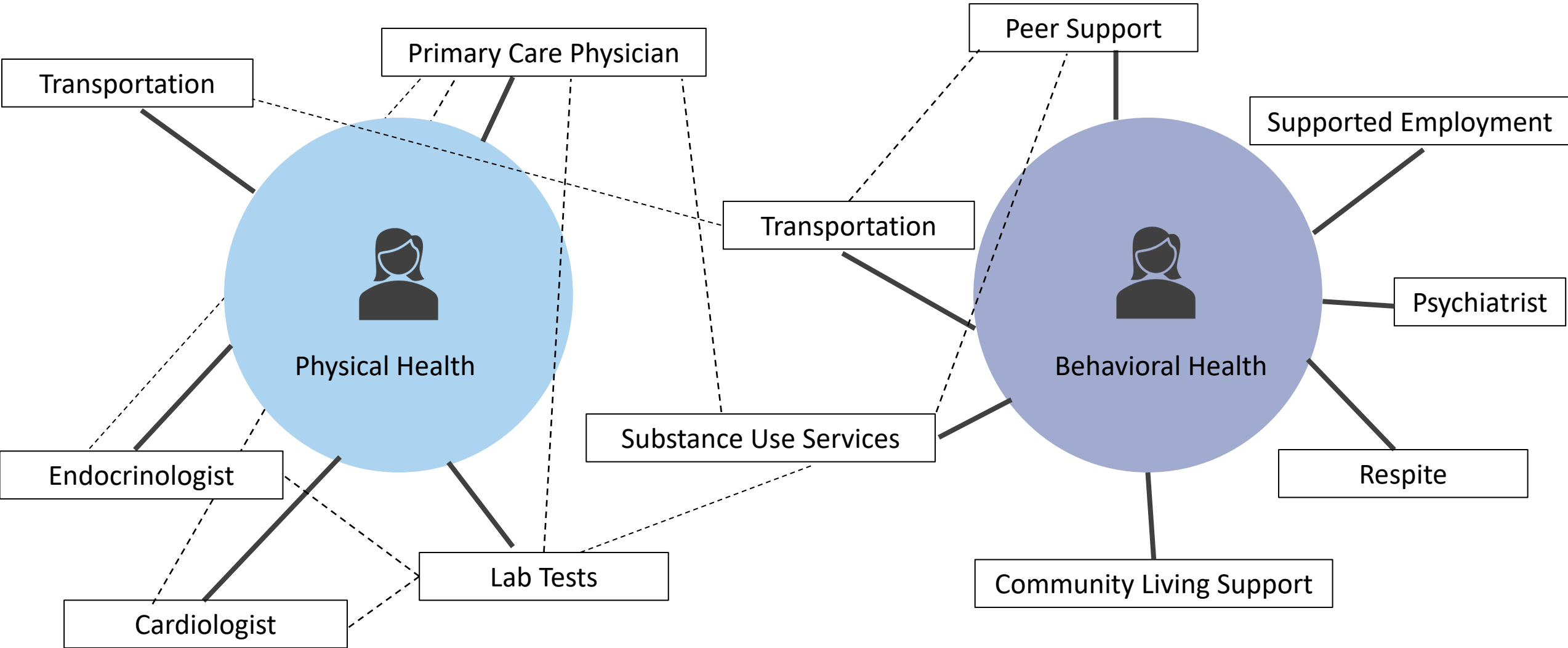


Whole-person plan with a full range of services

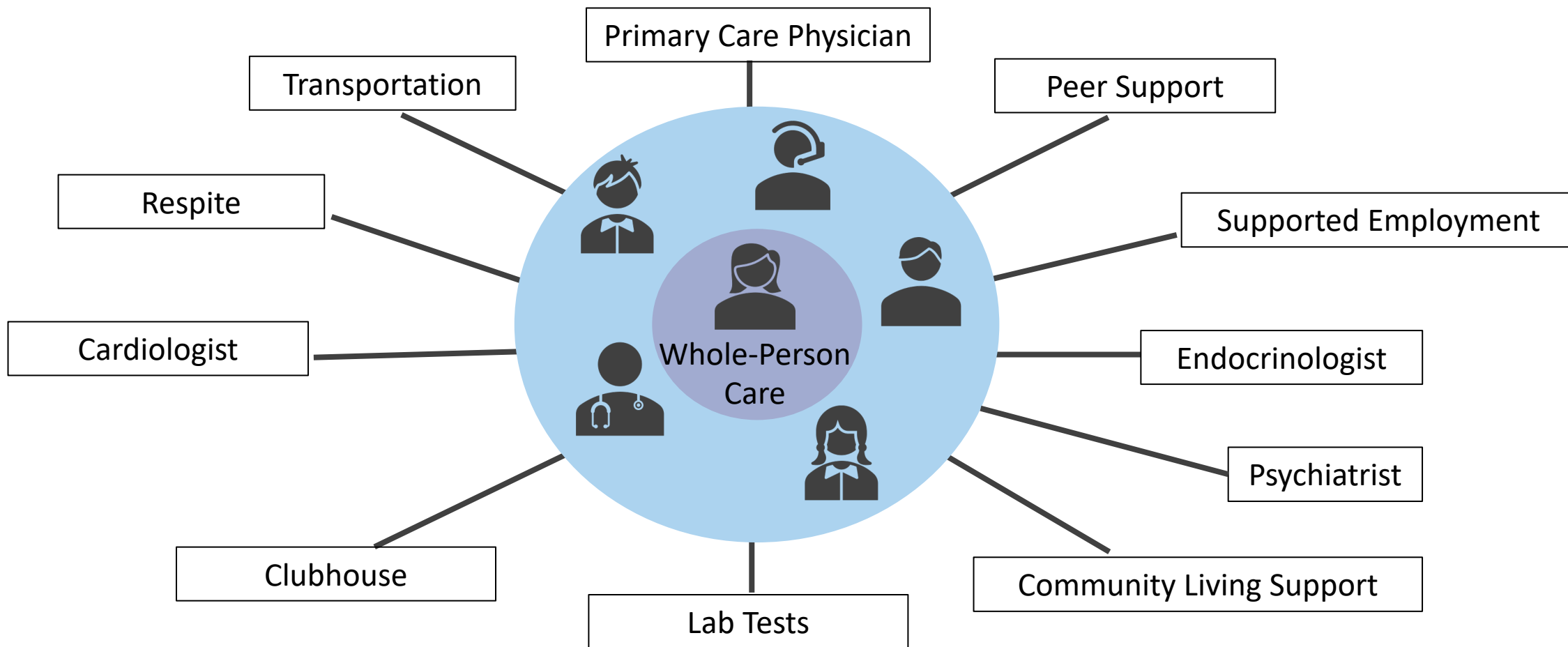


One place to go for help

Now: fragmented care, navigating yourself



Future: Whole-Person care, team to help you navigate



DHHS's new approach to oversight and accountability

- Streamlined and consistent **oversight** of plans
- One set of **requirements and standards** for all specialty plans
- Shift from process to **outcomes**
- **Clear targets** that drive improvement over time
- Strong **network adequacy** standards
- Useful and **user-friendly information** for providers and people to make informed choices

How this new system will be better

- ✓ Easier to navigate
- ✓ More consistent services across county lines
- ✓ More access to providers and improved network of services across a full continuum of care
- ✓ More provider-level coordination
- ✓ Less complexity for beneficiaries
- ✓ Less paperwork for providers
- ✓ Ability to reinvest the savings generated by the public system in more services for people

What to expect as a person receiving services

Most things will stay the same

- Benefits
- Person centered planning and self determination
- Mental Health Code and other protections and rights
- Able to get services at your CMH if you want
- Safety net there if you need it

A few things will change

- One care team to help you manage all your needs
- Providers more likely to coordinate your care
- Access to statewide provider network
- Ability to pick your plan (including a public-led option if you want)

Our proposal is not a silver bullet

Some challenges we are addressing separately

Some we don't have solutions to right now...but we'll keep trying

Proposed next steps: Timeline

2019

- Announce proposal (Dec 4)
- Discuss approach

2020

- Feedback on approach
- Detailed policy design
- Enabling legislation

2021

- Prepare for implementation

2022

- Finalize implementation

The Department is proceeding with urgency, but we will not rush this process. We will keep the wellbeing of the people we serve at the center of this transition— always.

We are listening



Regional vs. state-wide design



Clarity on safety net services



Being clearer

QUESTIONS AND FEEDBACK

Stay up to date and provide feedback at www.michigan.gov/Futureofbehavioralhealth