Objectives

Brief discussion of:

- MH benefits that Anthem administers (mild/moderate)
- Care Coordination
- IPA/Member Education
- Referral Process/Transition of Care
CA Medicaid Behavioral Health Case Management Department

Staffed with director, manager, lead and licensed clinicians of varying backgrounds and expertise and non-clinical associates

- Medical Director-Duane E. McWaine, MD
- Director- Nick Osterman
- Manager- Maribeth Capen
- Lead- Fargol Riahi
Behavioral Health Carve in Benefits

Outpatient Services Carved In January 1, 2014

- Individual/group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Psychiatric consultation for medication management
- Outpatient laboratory, supplies and supplements
- Medications; excluding anti-psychotic drugs (which are covered by Medi-Cal FFS)
- Screening, Brief Intervention, and Referral to Treatment (SBIRT) for members 18 years and older in primary care settings
Care Coordination

- Providing referrals to Behavioral Health providers
- Providing referrals to Specialty Mental Health
- Assisting members in getting connected to BH providers
- Coordinating care with providers
- Connecting members to formal/informal supports/community based groups.
IPA/Member Education

- Training is given to the IPA on how to guide members at new provider orientations and joint operation meetings
  - Behavioral Health is not delegated
- Member will receive a Member Handbook at the time of enrollment explaining the benefit
  - What is, and is not, a covered mental health benefit.
  - No wrong door
- No prior authorization necessary
  - Member can access mild/moderate services by finding a provider on our website or by calling member services.
  - If a member is determined to need additional support they can be referred to Anthem’s Case Management team via email with our data sharing form at bhcmreferrals@anthem.com.
Referral Sources

Sources of referrals include:

- Physical Health Dept
- Counties
- Crisis Line/Nurse Line
- Providers
- Family
- Self-referral
- Anthem clinical initiatives
  - STAR Program
  - PC Insite
Transition of Care/Referrals from External Sources

- If it is determined that a member needs a lower level of care the County refers the member to Anthem with the process below.

1. Call BH Intake line and request a referral to BH Case Management 888-831-2246 opt 1 then opt 2, and speak to a live attendant

2. Complete Care Management Referral Form

3. Fax to BH Intake line (855) 473-7902
Contact information:

- Nick Osterman (director) – nicholas.osterman@anthem.com, 213-407-1961
- Maribeth Capen (manager) – maribeth.capen@anthem.com, 805-279-0167
- Fargol Riahi (lead) – fargol.riahi@anthem.com, 805-557-5103