

Our 10-year experience managing the Idaho Behavioral Health Plan (IBHP)

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Topics

- 1 IBHP Legislative history and cost containment
- 2 Expansion of quality, evidence-based treatment services
- 3 More providers, increased access for members
- 4 Local control with national support, investing in Idaho
- 5 Questions

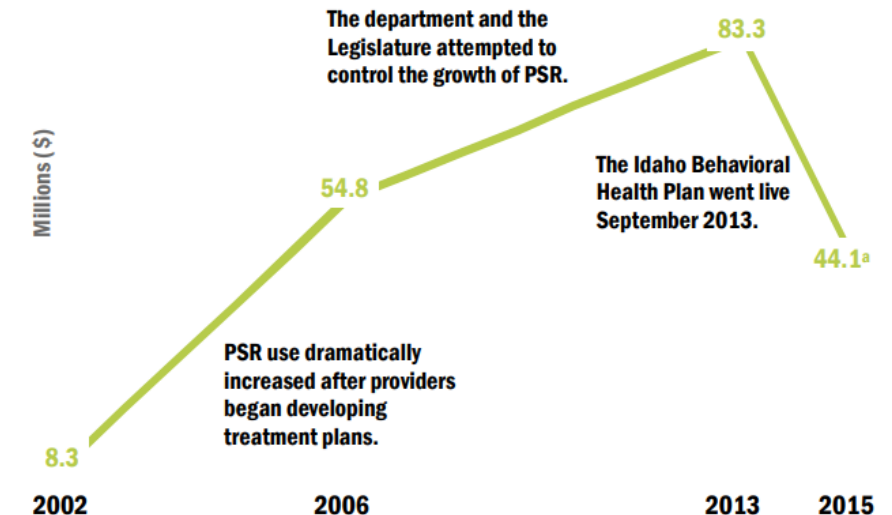
The IBHP managed care system was created by the 2011 Legislature via House Bill 260.

Skyrocketing costs and overreliance on a single Medicaid behavioral health outpatient treatment service – psychosocial rehabilitation services, PSR – were the primary drivers for creation of the IBHP.

“The purpose of this legislation is to reduce health care costs in the Medicaid budget and improve the healthcare delivery system in Medicaid.”

-- HB 260 sponsors, Rep. Janice McGeachin and Sen. Patti Ann Lodge

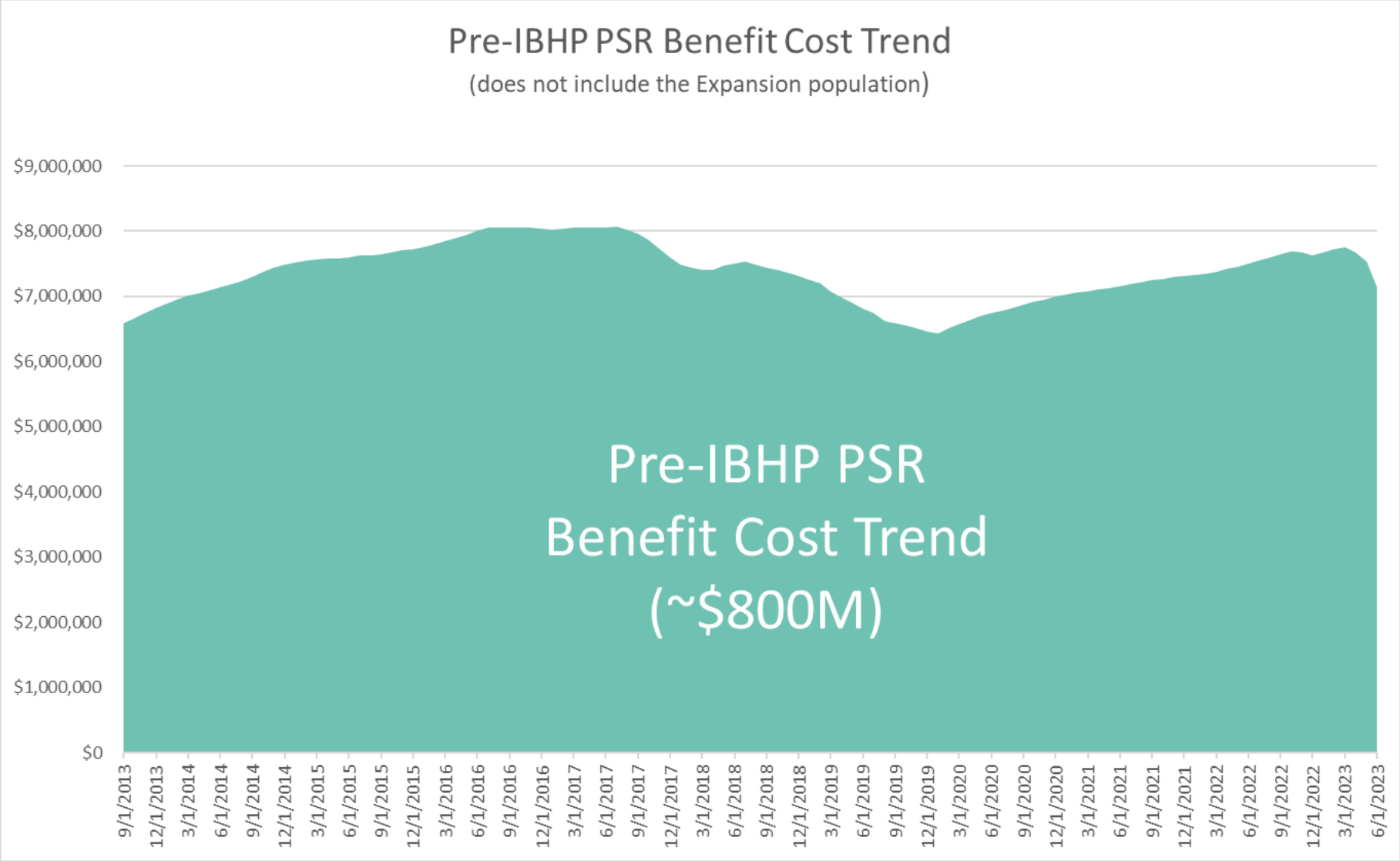
Medicaid spending on PSR increased through 2013, a trend reversed by the Idaho Behavioral Health Plan.



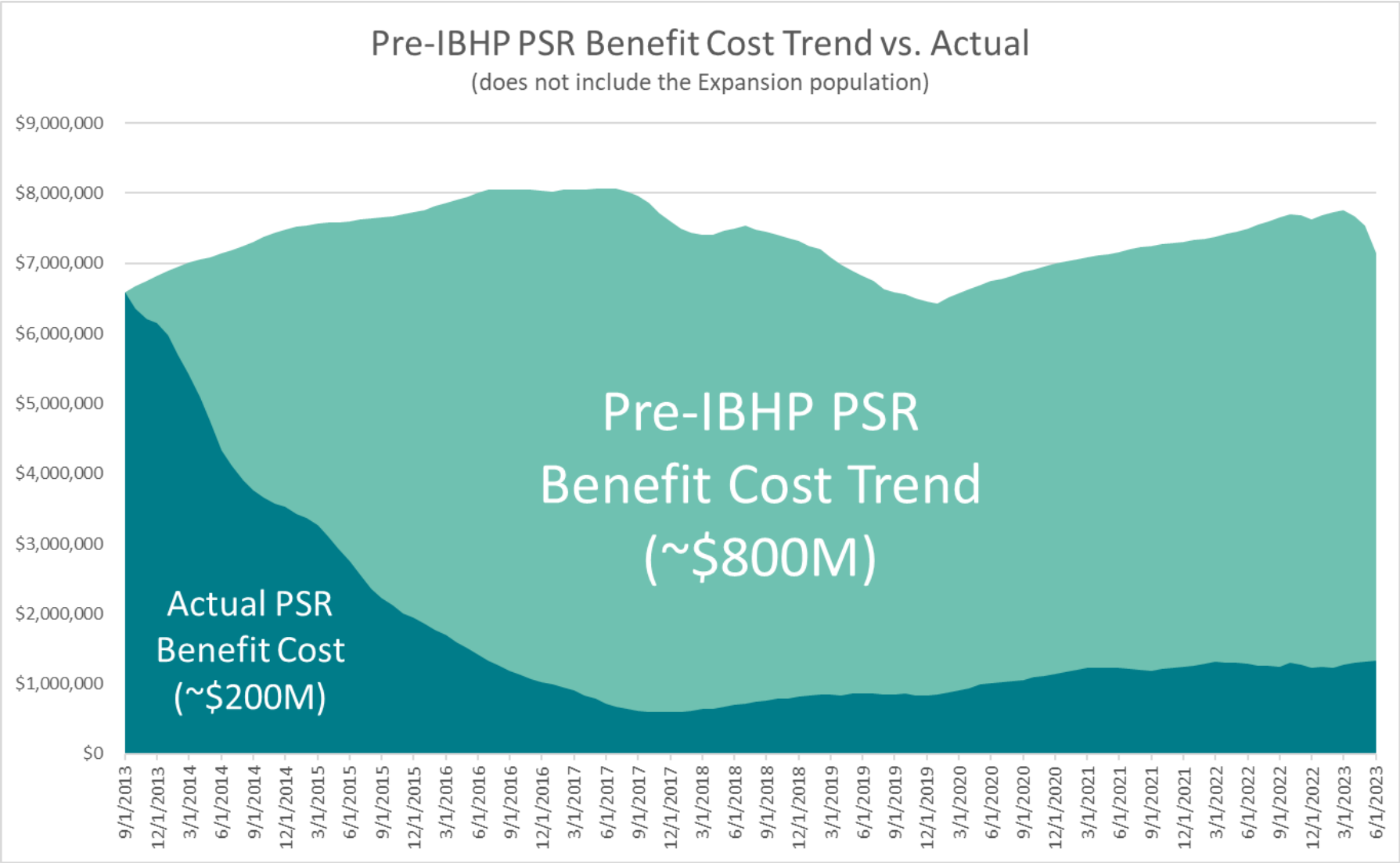
a. 2015 data extrapolated from Optum claims data. Changes in spending also reflect the department's redefinition of the service to community-based rehabilitation services in 2013.

From "Design of the Idaho Behavioral Health Plan," Idaho Legislature's Office of Performance Management, 2016.

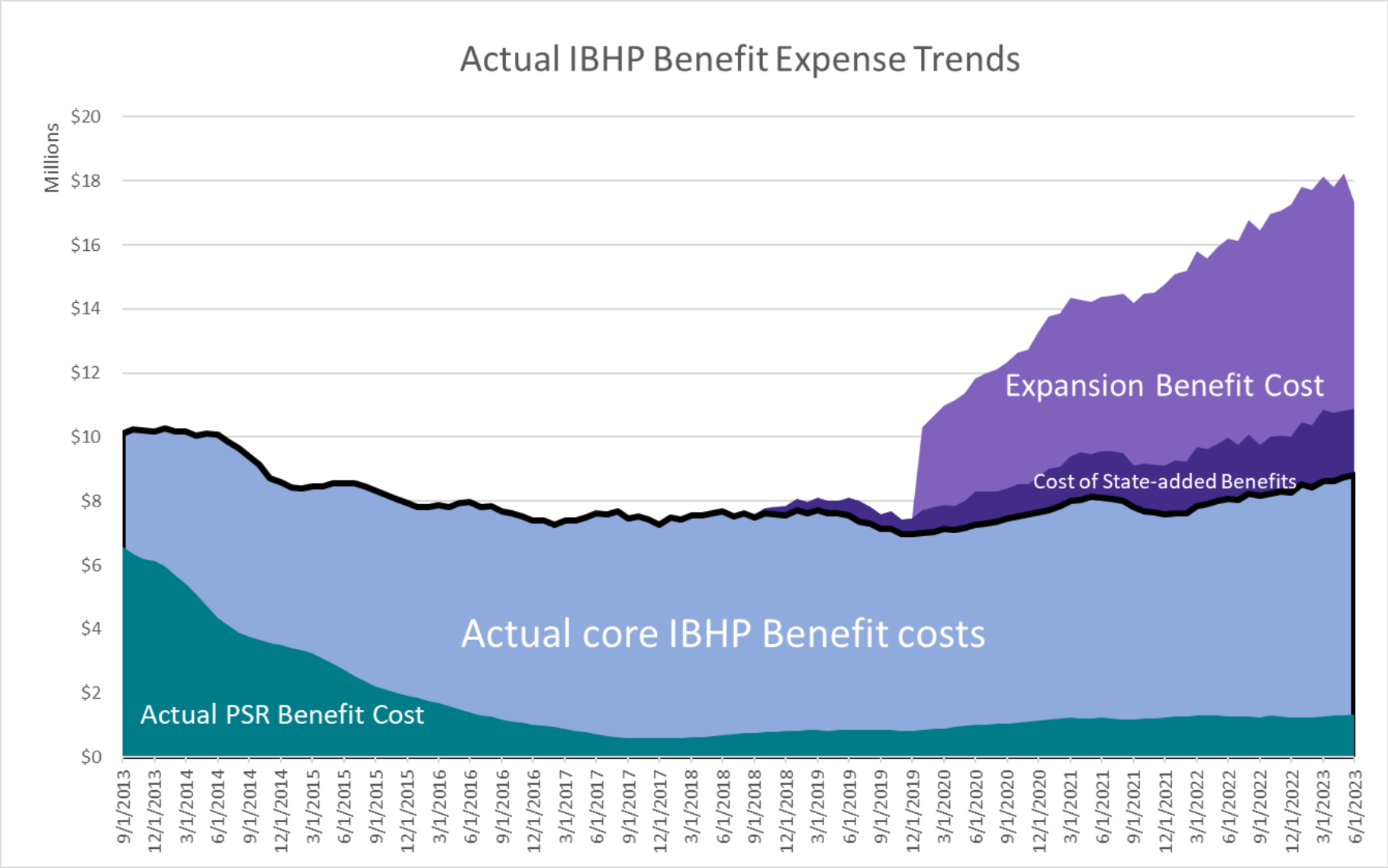
Cost-savings in PSR realized by managed care operation



Cost-savings in PSR realized by managed care operation

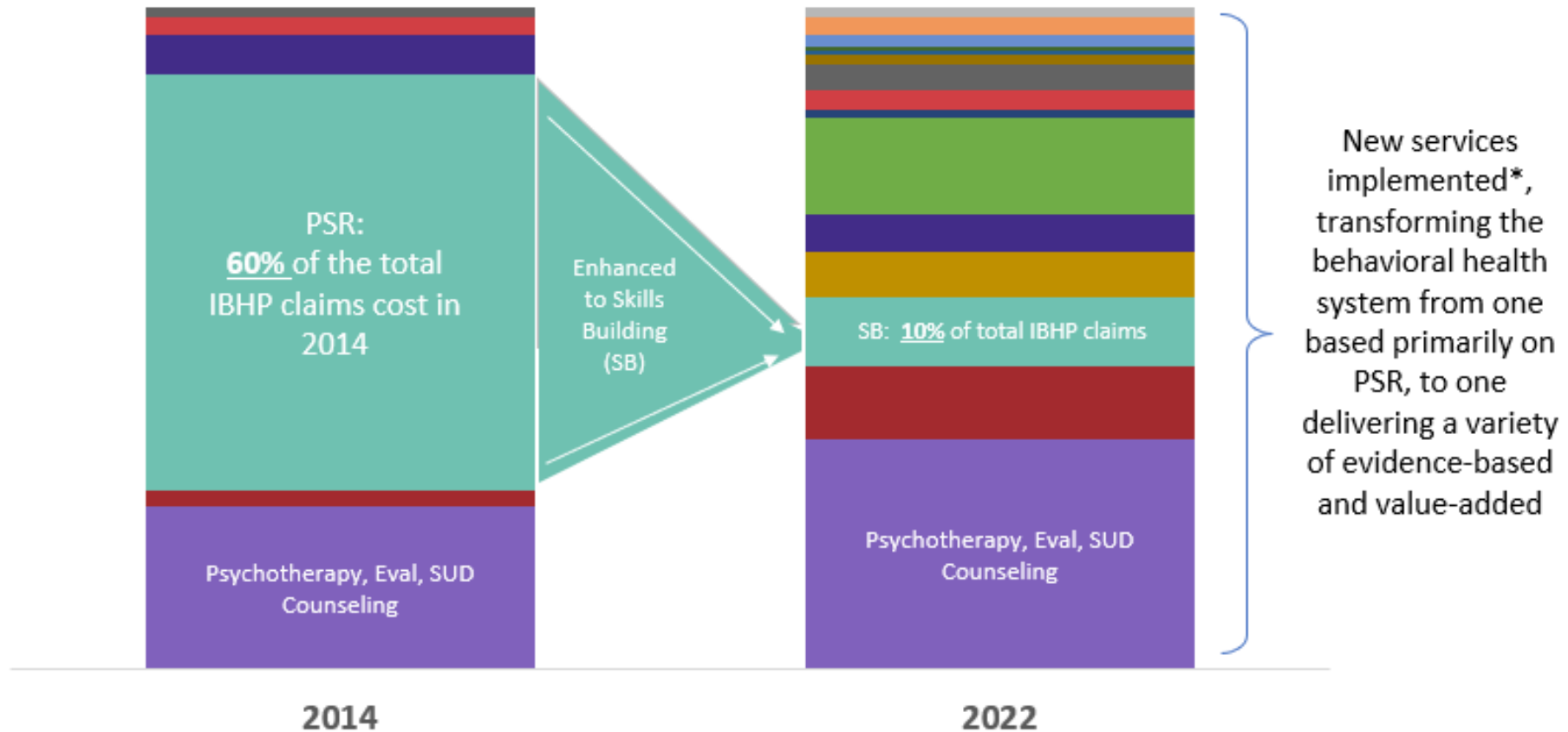


“Core” IBHP claims cost has remained flat; increase due to state-added benefits



Expansion of evidence-based services

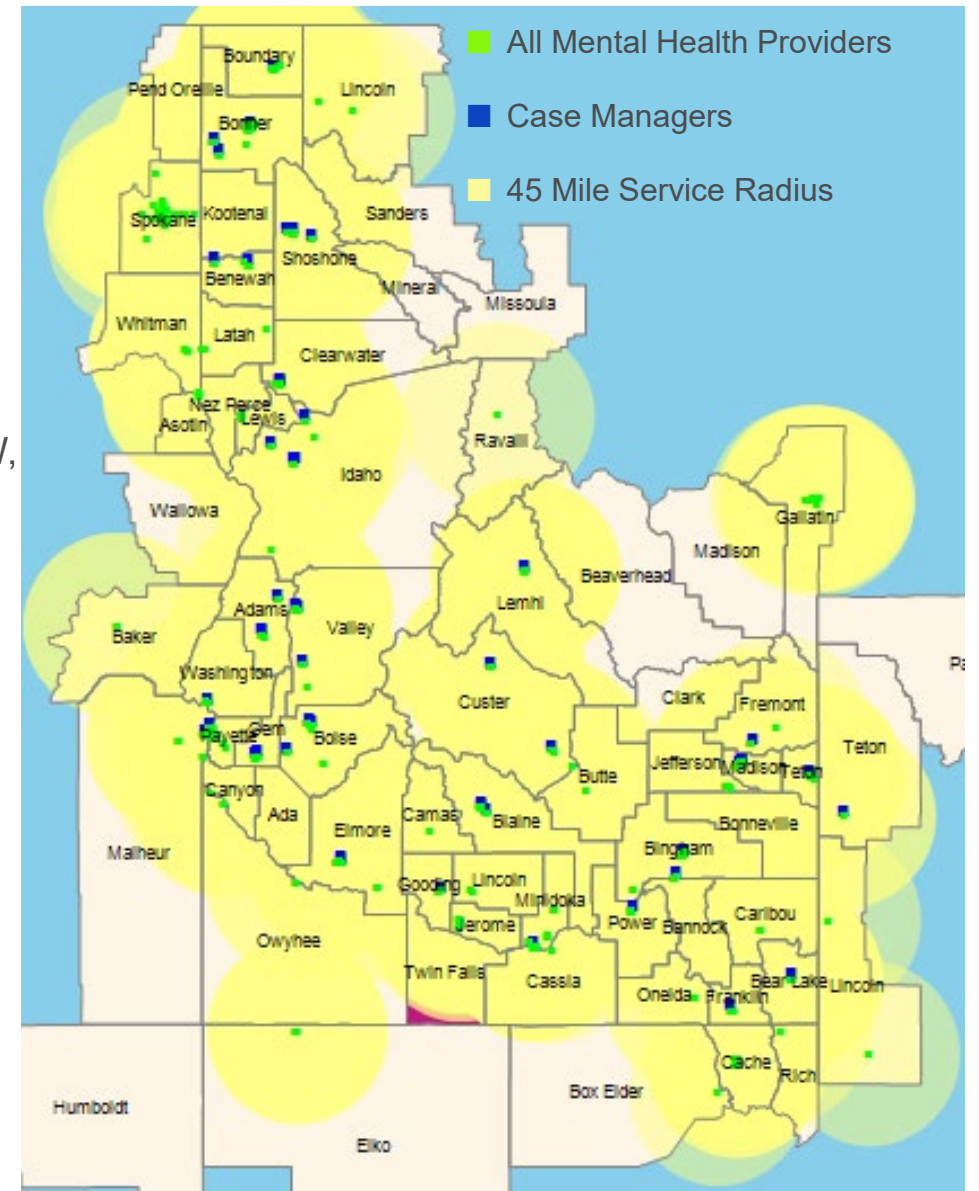
IBHP Service Utilization Profile (**All Members**)
2014 vs 2022



* New services added include Peer Support, Respite, Crisis Centers, PHP, OTP, Day Treatment, Behavior Mod Therapy, etc.

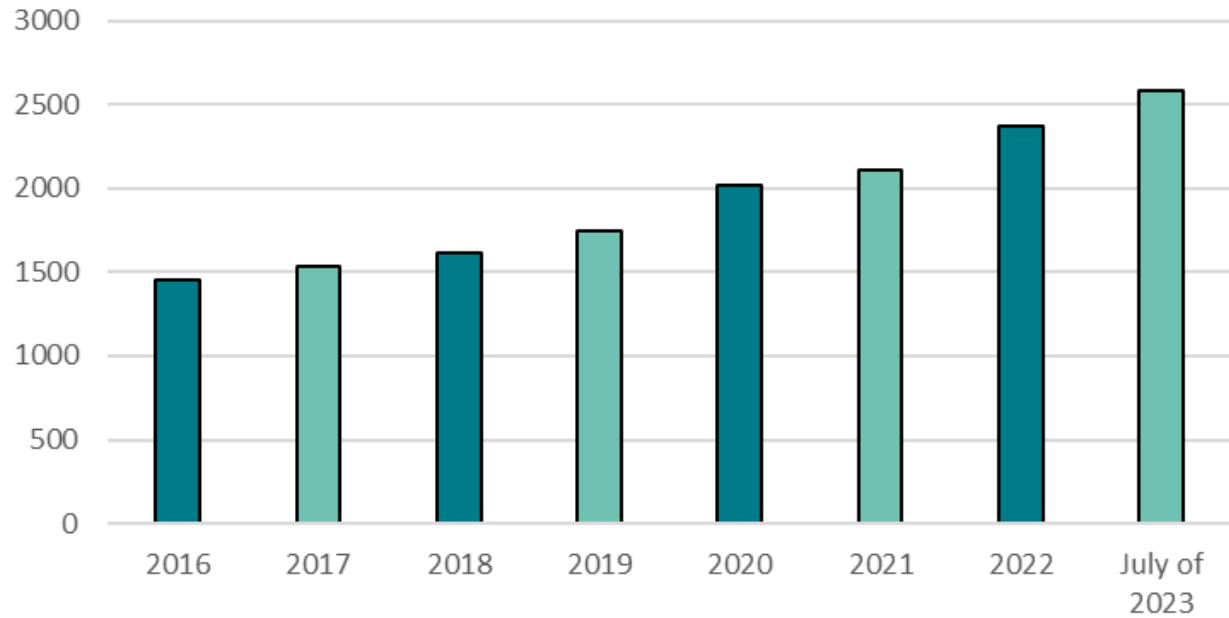
Network Composition and Access

- The Optum Idaho behavioral health network consists of:
 - Counselors
 - Social Workers
 - Physicians
 - Physician Extenders
 - Psychologists
- Through our network, we have consistently met the access standards set by IDHW, specifically, we maintain geographic access standards for **99.9%** of members in urban areas and **99.8%** in rural and frontier areas of Idaho
- Results from our most recent Optum Idaho provider satisfaction survey show high levels of provider satisfaction in dealing with Optum, its staff and processes. This includes:
 - 98 percent of respondents said they were satisfied or very satisfied with the courtesy and friendliness of Optum staff.
 - 91 percent report they were satisfied or very satisfied with the accuracy of answers provided by Optum staff.
 - 90 percent were satisfied or very satisfied with the timeliness of claim payments.

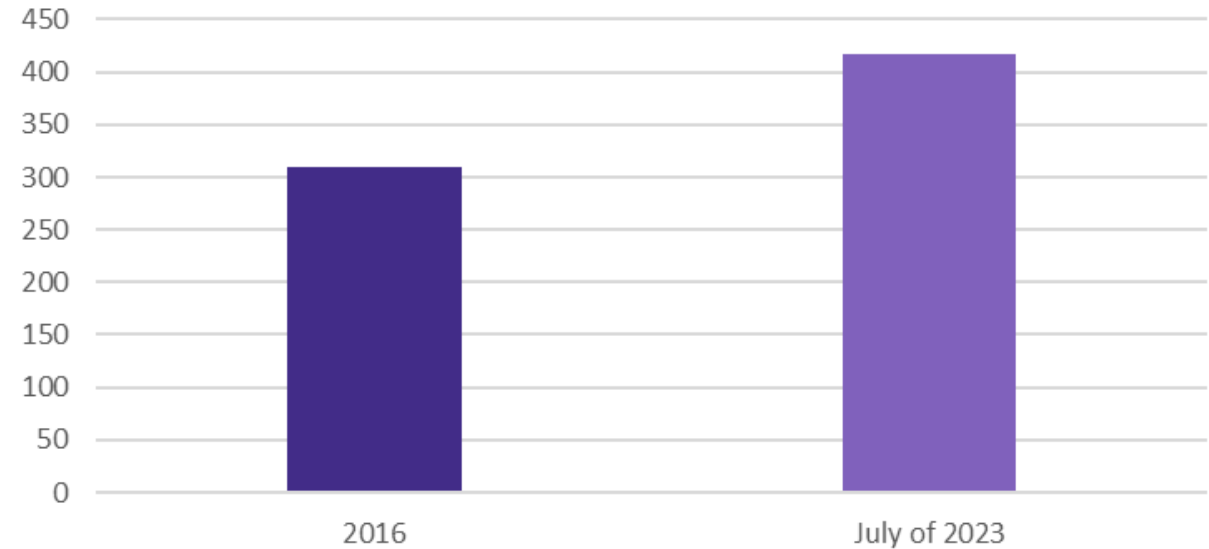


Provider Network Growth - 2017 through July of 2023

Overall Growth of Idaho Provider Network



Growth of Idaho Provider Network in Rural and Frontier Areas



Quality Management Across Idaho

- Since the inception of the IBHP contract, Optum Idaho has met or exceeded 98% of the 34 quality performance measures set by the IDHW including:
 - member satisfaction
 - accessibility and availability
 - geographic availability of providers
 - utilization management and care coordination
 - claims.
- Over 30 reports are delivered to state contract monitors monthly, quarterly or annually.
- The Quality Assessment & Performance Improvement Committee is attended monthly by state and provider stakeholders and guided by an annual, state approved quality plan.
- In 2023, the state's External Quality Review Organization assessed that Optum is *Fully Compliant* with Medicaid Managed Care Regulations, Performance Measures and Information Systems Audit and Controls.



Local control with national support, investing directly in Idaho communities

950 employees



UHG statewide, 2023 YTD

“Our philosophy is not to come to you with our solutions, but to listen to you and help you with your Idaho solutions. We are a large organization with considerable technical, human and clinical resources that we can bring to bear on finding your solution.”
 – Then-Optum CEO Dr. Wyatt Decker, speaking to IDHW leadership in Boise, June 30, 2022.

\$823,410 donated



Statewide, 2022

“We deeply appreciate Optum Idaho for the supporting our mission at St. Vincent de Paul. These bus passes empower returning neighbors to successfully reintegrate into our community. Collaborations with local partners and coalition efforts have an enormous impact the lives of so many individuals and families in Idaho.” – Mareesa Rule, Society of St. Vincent DePaul Development Director, Aug. 30, 2023.

1,786 high-risk calls



Statewide, 2022

“I feel like Optum actually cares. I feel like they are not just in it for money. They want to see me get better, you know. They are not just in it for numbers; they want to see the client get better.” – Idaho Medicaid Member, Optum Idaho member satisfaction survey, Aug. 21, 2023

70,829 trainings



2013-2023 YTD

“I am a rural practicing LMSW and getting access to quality professional development is a challenge. By offering this training free and virtually, you have opened doors to many professionals who may not have otherwise been able to attend.”
 – IBHP network provider attending 2022 Optum Annual Conference, Oct. 19, 2022.

1,900 Idaho MHFA



2019-2023 YTD

“Can I just say I have NEVER received such amazing feedback on an outside training as I have on the Mental Health First Aid training you provided our staff last week. Thank you so much! Big thank you to Nicole as well. The organization is buzzing with talk of the class.”
 – Toni Gauger, North Canyon Network of Care, Gooding, Aug. 9, 2023

Summary

- 1 IBHP Legislative history and cost containment**
 - ✓ HB260 created the managed care system that has allowed Optum to achieve and sustain cost containment measures.
- 2 Expansion of quality, evidence-based treatment services**
 - ✓ IBHP provides accountable care through utilization review, care coordination, monitored quality outcomes and continuous improvement of service delivery.
- 3 More providers, increased access for members**
 - ✓ Despite behavioral health workforce shortage, Optum has grown the IBHP provider network by 74% since 2017, expanding access to members, especially in rural areas.
 - ✓ ~1,900 community Mental Health First Aiders trained by Optum.
- 4 Local control with national support, investing in Idaho**
 - ✓ For over 10 years, Optum Idaho has been and continues to be a trusted partner of IDHW and community stakeholders, as demonstrated by the addition of new programs and services, and the investments made to local and statewide organizations that reduce barriers to access care to help Idahoans live healthier, happier lives.

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