



ARIZONA RURAL POLICY FORUM BEHAVIORAL HEALTH CRISIS SERVICES



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Company Highlights

Centene Corporation (the parent company of Bridgeway Health Solutions/Cenpatico Integrated Care/Health Net), **ranks 66th on the FORTUNE 500**. Centene is a diversified, multi-national healthcare enterprise that provides a portfolio of services to government-sponsored healthcare programs, focusing on under-insured and uninsured individuals.

Bridgeway is a health plan focused on meeting the needs of the state's Elderly and Physically Disabled population under the Arizona Health Care Cost Containment System (AHCCCS).

Cenpatico Integrated Care is a health plan that provides behavioral health services for all Medicaid members residing in our service area as well as both medical and behavioral services to people who have been designated as having a serious mental illness. This program is funded by AHCCCS.

Health Net Access serves AHCCCS members in Maricopa County.

Health Net of Arizona, Inc., and **Health Net Life Insurance Company** provide access to care through commercial and Medicare health plans.

LifeShare Education Resources is a state-approved provider of private special education day programming and related services across the disability spectrum. These programs are funded by AHCCCS and local school districts.

Engolve is Centene's new specialty services group. This group provides services via the following entities - Engolve PeopleCare, Engolve Pharmacy Solutions, and Engolve Benefit Options.



Health Net®

Cenpatico Integrated Care and Bridgeway Health Solutions have delivered care to residents since 2005 and 2006 respectively. Health Net began operations in 1981.

Business Unit	Employees*
Bridgeway Health Solutions	368
Cenpatco Integrated Care	323
Health Net	168
Centene Corporate/Other	163
Envolv	412
Service Center West	193
Total	1,627

*Represents the number of full-time equivalent employees as of March 31, 2017.



Financial Investment (2016)**

Total Financial Investment

\$341.6 million

This number includes wages, benefits, taxes, property expenses, and state municipal bonds where applicable.

**Total amount for 2016 Bridgeway Health Solutions, Cenpatco Integrated Care, Centene legacy businesses, and Health Net. The merger between Centene and Health Net was completed in March 2016.

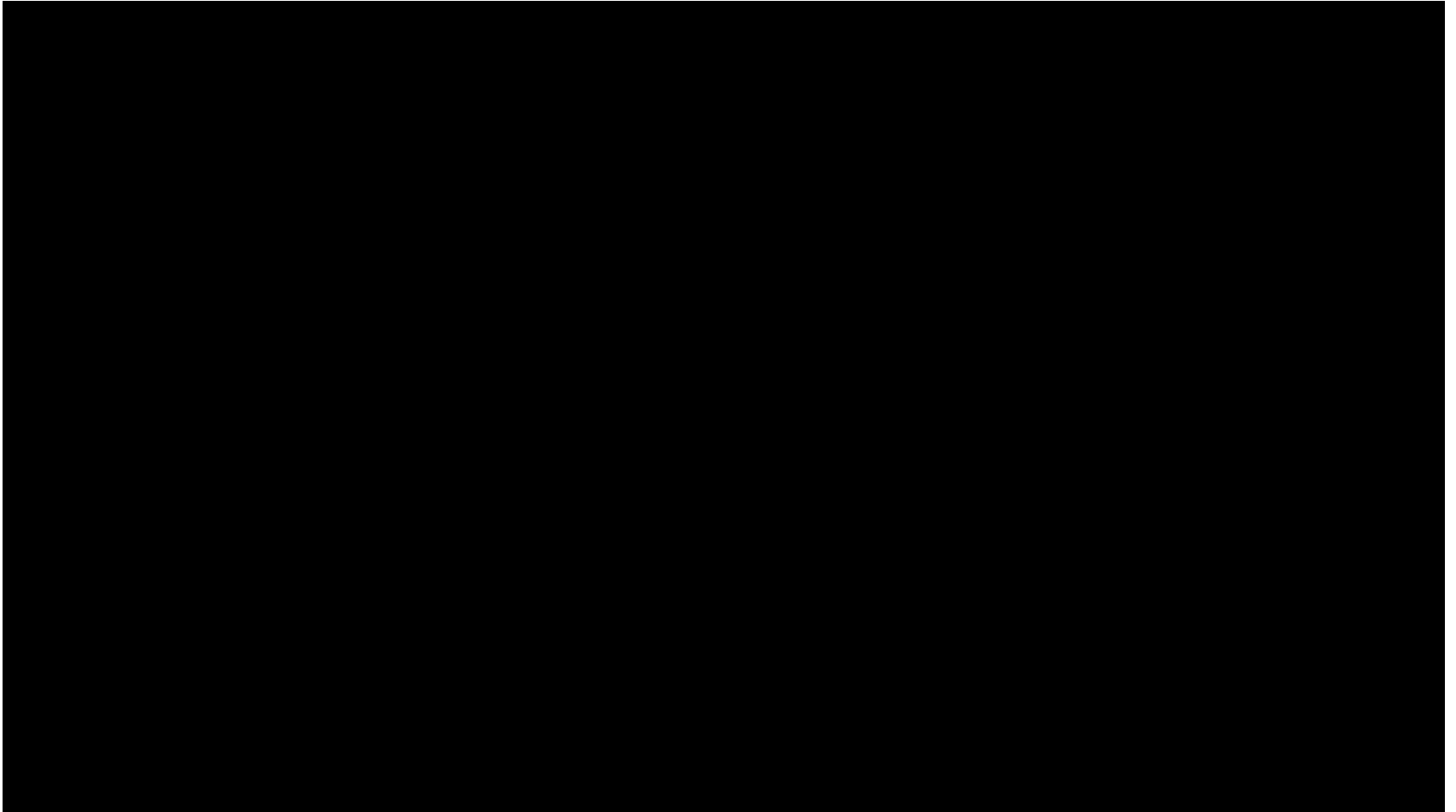
Providers

In Arizona, Bridgeway, Cenpatco Integrated Care, and Health Net Access have an expansive provider network of **14,753 primary care physicians and specialists** within the state. In addition, **86 hospitals** are in the combined network.

In the Community**

In 2016, Bridgeway, Cenpatco Integrated Care, their employees, and other Centene business units contributed over **\$1 million to community-based organizations**.

Cenpatico Integrated Care



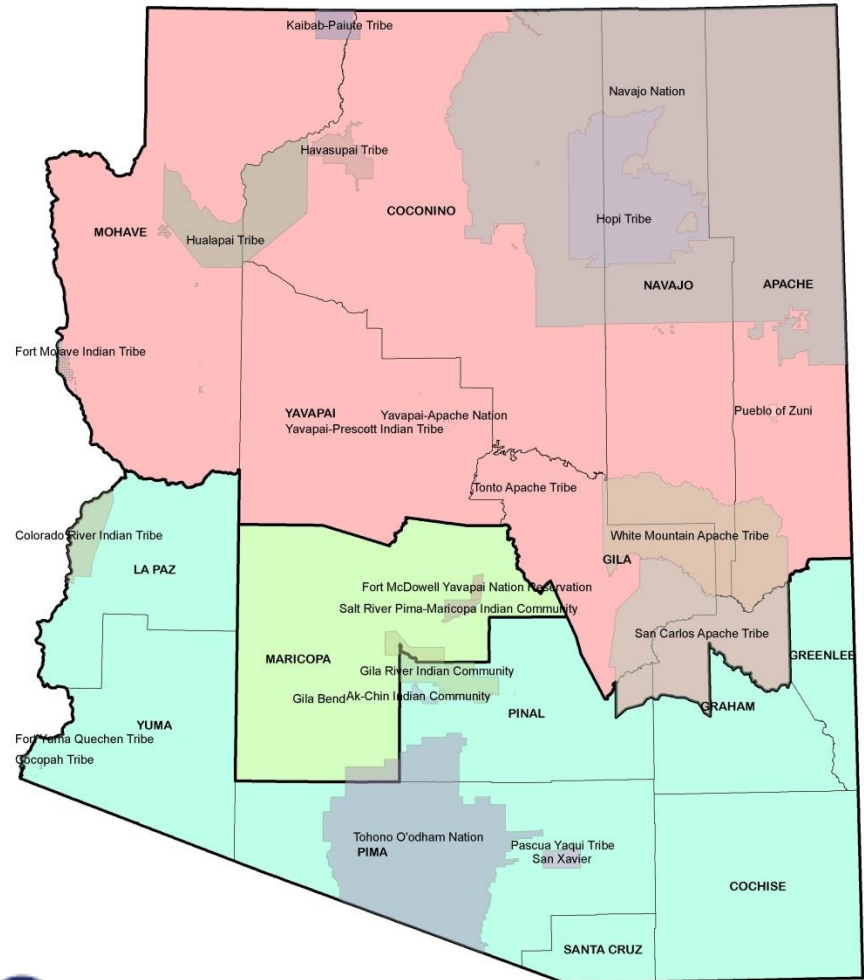
Cenpatico Integrated Care

Regional Behavioral
Health Authority

Coverage: Eight southern
AZ counties, and the San
Carlos Indian Community
(including ZIP codes in Gila
County)

Covered Lives: \approx 445,000

Adults with Serious
Mental Illness: \approx 14,100



Crisis Intervention Services

What is considered a crisis?

- A crisis is defined by the person going through it
- If a situation exceeds a person's coping skills, they are in crisis

What is the goal of crisis intervention services?

- To ensure persons receive the appropriate service and level of care
- Stabilize persons in the community whenever possible

Crisis Intervention Services are provided in many settings

- Over the telephone
- Any community setting
 - Home
 - School
 - Grocery store
 - Emergency room
 - Adult and Juvenile Detention Centers

How to Access Crisis Services?

- Persons can call the NurseWise crisis line at 1-866-495-6735
- The crisis line is available 24 hours a day, 7 days a week
 - Telephone crisis intervention services are provided by nurses, behavioral health professionals, behavioral health technicians, and peer and family support specialists
 - Non-English speaking callers will receive assistance in their own language
 - Confidential and available to anyone who needs help
- All persons are eligible for crisis services regardless of their ability to pay

Telephonic Crisis Intervention Services

NurseWise Crisis Line

- Telephonic crisis intervention provided to the community
- Toll free at 1-866-495-6735
- Average monthly inbound calls: 10,120
- Average monthly outbound calls: 33,660

HOPE, Inc. Warm Line

- Telephonic peer support provided to the community
- Toll free at 1-844-733-9912

Teen Lifeline

- Telephonic crisis intervention provided to youth in Arizona
- Call or text at 602-248-8336
- Toll free at 1-800-248-8336 (texting not available)

Crisis Intervention Services

Crisis Mobile Teams (CMT)

- Trained crisis intervention specialists can meet persons in the community for a face-to-face assessment and intervention

MyHealthDirect (MHD)

- A referral management and online appointment scheduling enables Cenpatico IC to ensure every transition is both scheduled and confirmed before leaving the point of care
- A platform that interfaces with all Cenpatico ICs contracted agencies to schedule emergency and intake appointments following a crisis intervention

Critical Incident Stress Management (CISM)

- Designed to provide support for those who have experienced a traumatic event or those who are prone to trauma exposure
- Accessed by calling NurseWise

Crisis Mobile Team (CMT)

- Cenpatico IC contracts with local providers in each county
- What is the role of CMT?
 - Respond to crisis calls from first responders, jails, emergency room, and other community providers
 - Triage a crisis situation
 - Recommend an appropriate level of care
 - Coordinate care with other behavioral health providers, natural supports, and local stakeholders to ensure the safety persons
 - Assist with the Involuntary (Title 36) process

Crisis Mobile Teams

30 full teams with 12 on call teams

- Cochise: 5 full with 4 on call
- Graham/Greenlee: 3 full with 3 on call
- La Paz: 1 full with 1 on call
- Pima: 10 full with 2 on call
- Pinal: 7 full with 1 on call
- Santa Cruz: 1 full with 1 on call
- Yuma: 3 full with 0 on call

Crisis Mobile Team Services

- 📍 Respond across all covered service areas
- 📍 18% law enforcement activations
- 📍 Average response time 33.5 min.
- 📍 30 min. in town (urban) and 60 min. rural area first responder response time goals
- 📍 60 min. in town (urban) and 90 min. rural area community call response time goals

Crisis Mobile Teams

Cochise County

- Average monthly activations: 663
- Average response time: 32.6 minutes

Graham County

- Average monthly activations: 125
- Average response time: 29.3 minutes

Greenlee County

- Average monthly activations: 184
- Average response time: 31.6 minutes

Crisis Mobile Teams

La Paz

- Average monthly activations: 118
- Average response time: 46.9 minutes

Pima

- Average monthly activations: 2,520
- Average response time: 33.6 minutes

Pinal

- Average monthly activations: 571
- Average response time: 41.1 minutes

Crisis Mobile Teams

Santa Cruz County

- Average monthly activations: 135
- Average response time: 36 minutes

Yuma County

- Average monthly activations: 739
- Average response time: 30.6 minutes

Data Collection/ Tracking

- 📍 All electronic process managed through a dispatch optimization tool, loaded in to GPS mobile phones.
- 📍 Report: On scene/ off scene, dispatch time, actual response time, demographic information, presenting concerns, and disposition information.
- 📍 Data indicated that Law Enforcement response time were taking longer than anticipated. There appeared to be a correlation between time and Law Enforcement engagement in the use of the crisis system.

Identifying System Inefficiency

We should call a CMT



30-60min



30-60
min
assessment

This taking too long, I am going to tell them to go to the CRC



Co-Responder Pilot Program

- 📍 Partnered with Pinal County Sheriffs Office in Pinal (began June 2017)
- 📍 Partnered with Tucson Police Department Mental Health Support Team (MHST) in Pima County (began August 2017)
- 📍 Mental Health Support Officers
- 📍 Masters Level Clinicians
- 📍 1 response team, dispatched via 911
- 📍 Community response and partnership for the crisis system
- 📍 Expand Law Enforcement access to the entire continuum of crisis care

A New Approach



Training

- 📍 Partnered with Law Enforcement to create “a day away at the academy”
- 📍 Clinicians and officers participate together
- 📍 Learning modules from both the law enforcement and behavioral health



Expected Outcomes

- 🍎 Increase in community stabilization
- 🍎 Increase in jail diversion
- 🍎 Increase emergency room diversion
- 🍎 Increase crisis system engagement by law enforcement
- 🍎 Decrease patrol time on scene
- 🍎 Decrease uses of force in law enforcement mental health contacts

Initial Outcomes

- 📍 100 percent emergency room and jail diversion
- 📍 Decrease patrol time on scene
- 📍 Improved outcomes for persons in mental health crisis



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