

## Eliot Behavioral Health Community Partner (BH CP)

BH CPs are community-based organizations that provide enhanced care coordination for populations with significant Behavioral Health needs.

Eliot Community Human Services (Eliot) is a Behavioral Health Community Partner (CP) providing community-based services to more than 50,000 individuals and families throughout Massachusetts each year.



### Services Include:

- » Outreach and active engagement of assigned members
- » Identify, engage, and facilitate member's care team, including primary care physicians, behavioral health providers, and other providers and individuals identified by the member, on an ongoing basis
- » Conduct comprehensive assessment and person-centered treatment planning across behavioral health, long term service supports, physical health, and social factors that leverages existing member relationships and community behavioral health expertise
- » Coordinate services across continuum of care to ensure that the member is in the right place for the right service at the right time
- » Support transitions of care between settings
- » Provide health and wellness coaching
- » Facilitate access and referrals to social services, including identifying social service needs, providing navigation assistance, and follow-up on social service referrals, including flexible services where applicable

### Background:

Eliot engaged an actuarial services firm to conduct a claims analysis that included 2 years of Member Medicaid claims data of Members who were Engaged with Eliot's BH CP

### Objective:

To produce a diagnostic review of Eliot's BH CP program by analyzing utilization, enrollment, quality, and financial metrics across different cohorts of individuals.

To provide insights into the populations served and enable Eliot to focus its efforts on populations that can benefit most from BH CP supports.

### RESULTS

#### **Improved Access to Outpatient Behavioral Health Care**

Members engaged with Eliot's BH CP had over 80% more visits for behavioral health counseling and 137% more visits for mental health specialty services.

#### **Improved medication adherence**

Members engaged with Eliot's BH CP were 10-13% more likely to fill medications to treat depression, psychotic conditions, and diabetes.

#### **Improved behavioral health follow-up care after a psychiatric hospital discharge**

Members engaged with Eliot's BH CP were 7% more likely to have a behavioral health follow-up visit within 7-days of hospital discharge for mental illness and 19% more likely within 30-days of discharge.

#### **Improved access to preventive physical health care**

Members engaged with Eliot's BH CP had over 65% more visits with physical health care providers.

#### **Reduced psychiatric admissions and readmissions**

Members engaged with Eliot's BH CP had 9% fewer psychiatric hospitalizations and 48% fewer readmissions within 30 days.

when compared to enrollees who did not engage in care coordination services.