Who is BestSelf Behavioral Health

- Largest Community-based Behavioral Health Organization serving all ages in WNY
- Created June 2017 when Child & Adolescent Treatment Services & Lake Shore Behavioral Health merged
- Annual Budget: $60 million
- Employees: 900+
- In 2018 Served: 20,000+ children, adolescents & adults
What We Do:

• Mental Health Counseling & Rehabilitation
• Substance Use Disorders & Recovery Supports
• Community & Mobile Treatment Services
• School-Based Prevention & Treatment
• Medicaid Health Home for Children & Adults
Certified Community Behavioral Health Clinics

CCBHC is a 2-year pilot program created to provide fully integrated behavioral health care for children, adolescents & adults under strict criteria, certified by states.
BestSelf CCBHC Clinics provide:

• Immediate Access
• Personalized Care
• “No Wrong Door” Approach
• Evidence-Based Practice
• Integrated care
CCBHC services must include:

• Mental Health Disorders
• Substance Use Disorders *(including ambulatory detox and MAT)*
• Health Assessment & Monitoring
• Targeted Case Management
• Peer support
• Psychiatric rehab – vocational, educational
• 24 hour Crisis coverage
How are CCBHCs different?

• New provider type in Medicaid

• Direct service delivery model: trauma-informed recovery outside of the traditional 4 walls

• New cost-based Prospective Payment System (PPS)

• Requirement to provide care coordination and collaborate with other organizations

• Requirement to provide all services to all ages
Prospective Payment System

• Add all costs of providing required services
• Daily or monthly rate – State determines
• Divide by projected number of services over year
New costs included in rate

• True cost of staff - allows for retention, recruitment of psychiatrists etc.
• Interpretation
• Training costs – evidence based practices
• Business intelligence – dashboards, data analytics
• Quality Improvement – risk stratification
• New innovative services to meet client needs
• Ability to address social determinants of health
Opportunities

- Higher Quality of Services
- Better Access
- Evidence-based Practices, integration
- Reductions in ER/Hospitalizations
- Improved Outcomes
- Value in a Value Based Reimbursement environment
- Supported Data
Development of new services

To address high need, high cost consumers
- Mobile Services
- Specialty populations
  - 1st episode psychosis
  - Suicidality
  - Opioid Epidemic

Afterhours Support

Increase focus on Evidence Based Practices
Mobile Mental Health Services

- Seeing people in the community for treatment
- Counseling & medication services provided in home
- Helps those with limitation that is a barrier to treatment
Clinic as usual

- Psychiatrists
- Registered Nurses
- Licensed Therapists/Counselors
- Support Staff

(general billing is through traditional funding, Medicaid, HMO’s, grants)

Clinic with CCBHC

- Psychiatrist
- Psychiatric Nurse Practitioners
- Registered Nurses
- Licensed Therapists/Counselors
- Full time Supported Employment and Education Specialist
- Full time Certified Peer Specialist
- Full time Targeted Case Manager
- Full time Counselor Assistant
CCBHC mechanism allows for flexibility and coverage that is needed in FEP programming by:

- Increased access to psychiatry services including screening, medication evaluation, and management

- Improved nursing access including abilities to run therapeutic groups for smoking cessation and healthy living. Additionally, health monitoring, on site bloodwork, linkage/follow through with primary care and regular assistance with BMI/Weight management

- Daily access to peer services *

- Daily interaction with staff who are focused on rehabilitation and life goals such as employment and education *

- Assistance offered in regards to benefits management, housing, coordination of care *

- More frequent off site services by all staff as requested by the participant *

- Outreach & Prevention focus *

- Intensive case staffing, continued smaller case loads (~20 per therapist)

  * now billable services through CCBHC mechanisms
Thank You

BestSelf Behavioral Health
255 Delaware Ave, Buffalo NY 14202
BestSelWNY.org | 716-884-0888
Jdunstan@bestselfwny.org