

Behavioral Health ASO Overview

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Behavioral Health ASO

The Administrative Service Organizations (ASO) is contracted to administer or manage authorization and claims for the Public Behavioral Health System (PBHS).

The ASO performs the following primary functions:

- provider management and maintenance;
- participant relations;
- registration, authorizations and utilization management;
- participant and provider assistance and communication;
- quality management and evaluation;
- provider audits and compliance;
- eligibility;
- claims processing and payment;
- operational requirements with an emphasis on reporting and data sharing;
- special projects/new initiatives (at the direction and initiation by the Department).

Following a competitive procurement process, the 1/1/2020 contract is awarded to: Optum, a subsidiary of UnitedHealth Group.

- Contract length: 5 year contract (\$ 139.6M) with one 2 year option (\$58.5M)

Enhancements

- **Provider Recruitment:** In partnership with the BHA and the local BH authorities, this contract includes enhanced recruitment efforts such as:
 - Identify statewide gaps in provider accessibility (geomapping)
 - Provide and implement a strategic plan to increase enrollment
 - Present findings on gaps in care to MDH and, as directed, to the public

- **Enhanced Care Coordination**
 - Collaboration with MDH and contracted MCOs to review behavioral health education materials to be made available for somatic care providers, maintained and updated to include resource and referral options
 - Establish protocols to coordinate referrals with the local BH authorities and MCOs to support level of care determinations
 - Strengthens requirements for “warm hand-offs” to providers and local BH including appointment assistance and connecting participant with provider

- **Audits (350) / Quality Management**



Enhancements

- Reporting and data sharing with routine reports and ad hoc reporting :
 - To monitor the operations are conducted as expected
 - To capture service utilization pattern, and cost/expenditure trending for policy implementations.

- Robust System Design
 - Access to CRISP: “Real time” data reporting when a patient requires emergency treatment.
 - Responsible for ensuring appropriate connection to care post ED visit or even while the patient is in care (when available) to connect patients to resources within their jurisdiction.

Enhancements

- Interoperability: Requirement to operate a system that allows for the import and download of data from providers' electronic health records systems (EHR).
 - Assists providers in reducing duplication of efforts.
 - Enables ASO capture of required data reporting elements and developing necessary reports.
- Staffing:
 - Staffing changes include new staff to support operations, clinical, IT, communications, compliance, MCO/ASO coordination, and Health Homes Program monitoring.

Optional Services

MDH included in this contract 3 key optional services that would be implemented at the direction of the Department.

Provider Quality Incentive

Optum would propose a methodology for consideration by MDH to implement quality metrics by which providers may be measured and case adjusted benchmarks for each identified performance measure. This optional service requires a budget initiative to support the funding of incentives.

Flexible Funds

Optum would be responsible for managing funding to support specialty needs of individuals in the system for a level of care that may include support resources that are not traditionally funded under Medicaid. This optional service requires a budget initiative to support the project (Similar to TBI Brain trust)

Crisis System Response

Optum would support MDH in its efforts to develop and implement a crisis system response which would require data collection and tracking of individuals' movement within the service delivery system.



Transition

Bidders were notified June 22, 2019

Implementation design and discussion began immediately

New to this contract:

- 90/10 funding from the IAPD for DDI to support implementation process
- Project Manager assigned under IAPD funding (Leon Nemirovsky)

Summary report:

- ASO to ASO meetings occurring and data file exchanges developed
- MDH transmittal announcing the ASO change went out 10/9
- Optum is located in Columbia, Maryland.
- Recent Staff Hires: Scott Greene, CEO; Dr. Lisa Hadley, CMO, Karl Steinkrauss, Director Provider Relations, Emma Blass, Communications
- MDH is creating a “transition” webpage – link will be issued in forthcoming next provider alert. Running FAQ will be posted & responded to there.
- Email transition related questions to: mdh.bhasotransition@Maryland.gov

