



Leveraging Technology to Engage Individuals in Care:

A Presentation to the National
Dialogues on Behavioral Health

Presented by:

Jennifer Black, LPC
Vice President, Business Development

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About Beacon

COMPANY OVERVIEW

Our multi-modal approach helps us to better integrate social, behavioral and physical solutions to drive improved outcomes for **~44 million members nationwide**

Our products:

Beacon Behavioral

Beacon Crisis Services

Beacon Wellbeing

Beacon Care Services

We serve:



Health plans



Employers



Federal



State & local governments



BEACON BY THE NUMBERS

250 clients

115,000 providers

nationwide behavioral health specialty network

500 state-licensed

board-certified therapist in the nation's largest virtual care network

4,500 employees

including approximately **1,200** licensed clinicians

A Behavioral Health Emergency



CDC Study Documents Rise in Adolescent Suicide Attempts During Pandemic



Children's mental health crisis a 'national emergency,' pediatric groups declare

There has been a "shocking" rise

By Meredith Deliso



October 14, 2021

CDC Reports Record High 12-Month Drug Overdose Death Toll

AAP News

AAP, AACAP, CHA declare national emergency in children's mental health

October 19, 2021

Hartford Courant

The number of children seeking urgent behavioral health care at Connecticut Children's has tripled since the summer, forcing families to wait hours on end for an emergency department bed



Kids' mental health declared national emergency

The New York Times

How Young People's Social Anxiety Has Worsened in the Pandemic



The boarding crisis: Why some kids are waiting days in the ER for psychiatric ward beds

Mental health ED visits rose 31% among kids aged 12 to 17 last year.

Modern Healthcare

October 19, 2021 04:25 PM

Pediatric groups declare 'national mental health emergency'

STEVEN ROSS JOHNSON

Psychiatric Times

Child and Adolescent Mental Health: A National Emergency

October 25, 2021

Leah Kuntz

The Pandemic has Significantly Impacted Behavioral Health



Half of adults say that worry or stress related to the pandemic has had a negative impact on their mental health¹

1 in 4 say it's had a major impact¹

1 in 4 adults 

reported having symptoms of anxiety or depression in 2021 vs. **1 in 10 in 2019²**

46% of parents

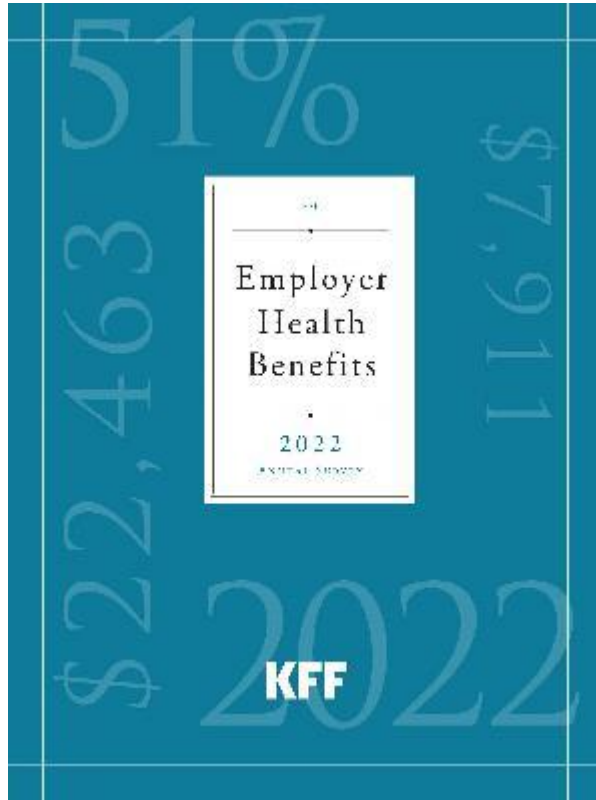
have noticed a **new or worsening mental health condition** for their teen since the start of the pandemic³

¹ KKF Health Tracking Poll, Kaiser Family Foundation, December 2020.

² The Implications of COVID-19 for Mental Health and Substance Use, Kaiser Family Foundation, February 2021.

³ How the pandemic has impacted teen mental health, National Poll on Children's Health, CS Mott Children's Hospital, March 2021.

2022 Kaiser Survey



<https://www.kff.org/health-costs/report/2022-employer-health-benefits-survey/>

- A new 2022 Kaiser survey of large US employer-sponsored insurance plans finds more concern about access to timely behavioral health services.

- Over four in five (82%) of firms believe that there is a sufficient number of primary care providers in the plan networks to provide timely access to services for workers and their family members.

- In contrast, only 44% believe that there is a sufficient number of behavioral health providers in the plan networks to provide timely access to services for workers and their family members.

2022 GAO Report and Recommendations



United States Government Accountability Office
Report to Congressional Requesters

October 2023




BEHAVIORAL HEALTH

Available Workforce Information and Federal Actions to Help Recruit and Retain Providers

GAO-23-105250

https://www.gao.gov/products/gao-23-105250?utm_campaign=usgao_email&utm_content=topic_health&utm_medium=email&utm_source=govdelivery



 Financial	 Educational	 Workplace
Reimbursement rates and compensation for behavioral health services are low, according to stakeholders from multiple research organizations and behavioral health associations.	Many programs designed to recruit diverse behavioral health providers only benefit individuals already studying in a behavioral health field and do not address the lack of a pipeline for underserved populations to enter the workforce, according to researchers we interviewed.	There is a shortage of licensed supervisors and funded internship positions in rural areas, according to a study on the psychologist workforce. Similarly, another study indicated that shortages of approved internships and qualified supervisors are barriers to recruiting school psychologists.

Source: GAO. | GAO-23-105250

The GAO recently released a report on the shortage of behavioral health providers, barriers to recruiting and retaining workforce, and made recommendations to fill the gap. The report urges:

- increasing payment rates for behavioral healthcare services
- attracting new people to the field
- increasing loan forgiveness programs
- creating more internships
- increasing access to supervision

Change takes time...but we all moved quickly during the pandemic

- Moved everyone home – remote workforce with linkage through technology
 - New programs implemented in a complete virtual environment
- Virtual case management/care coordination and follow-up
- Virtual peer recovery support groups
- Telehealth increased exponentially
- Cultivation of new telehealth vendor relationships to expand access, including specialty networks

A multi-pronged approach to addressing the workforce shortage through technology



Increasing the Workforce

- Peers
- Incentives
- Supervision



Expanding Access

- Psychiatric Consultation
- Telehealth
- Beacon Care Services



Outcomes/QI

- AI
- PROMs



Care Navigation

- Member engagement
 - Self-service
 - Text/chat
- Self management tools
- Closed loop referrals
 - Appointment Scheduling
- Deployment of crisis services

What is the current experience of individuals seeking care?



How can we use technology to streamline access and engagement in services?

- 24/7 digital engagement platform
- Linkage to telehealth and brick-and-mortar providers with real-time appointment scheduling

The screenshot shows a provider directory interface with the following elements:

- View options: List View (selected), Grid View, Map View.
- Sort by: Relevance (1).
- Provider listings:
 - Valera Health**: Tech-enabled mental health company delivering inclusive, comprehensive, and tailored care. Telehealth provider.
 - Bright Heart Health**: Expert Care Online. Telemedicine service provides expert professionals to people through two-way video conferencing on your phone, tablet, or computer. Telehealth provider.
 - Martin Ekstrom Bothman, LCSW**: Psychotherapist. 86 Junction Square Dr, Concord, MA 01742. Expert in fear, anxiety, panic attacks, OCD. Works with neurosis, phobias, traumatic events, IBS. Builds on drug-free care in short-term therapy. Accepting new patients, Telehealth provider, Wheelchair Access.
 - Craig Vaccaro, PhD**: (Partially visible)

The screenshot shows a provider directory interface with the following elements:

- Provider listings:
 - Bright Heart Health**: Expert Care Online. Our telemedicine service provides expert professionals to people through two-way video conferencing on your phone, tablet, or computer. Get Started.
 - EQUIP**: Eating Disorder Treatment that Works. Your dedicated, virtual, five-person care teams, evidence-based treatment built to integrate with everyday life. Equip work with clinical experts in the eating disorder field and people in lasting recovery. Get Started.
 - Oui Health**: Prevention Starts Here—Learn More About our Telehealth Options for Suicide Prevention. Our health will equip you with a team of licensed professionals, specially trained in suicide prevention and its early warning. They provide effective and ongoing programming in collaboration with any other support services you may have. If you or someone you care about benefit from our program, please reach out and we will assist you in getting started. Get a Tour.

The screenshot shows the MBHP website homepage with the following elements:

- Language: English.
- Behavioral Health Help Line: 888.
- Emergency Services Program: 1-877-382-1609.
- Search and Log In buttons.
- Navigation menu: Find Behavioral Health Provider, For Members, For Providers, About, Contact Us.
- Hero section: Find a Behavioral Health Provider. Search All, Telehealth (selected), In Person.
- Search bar: Specialty, service, provider name... City, state, or ZIP code. Search button.

The screenshot shows the FAQ section with the following questions and expandable answers:

- How does telehealth work? +
- What are some examples of conditions that can be treated in a virtual visit? +
- Is the quality of care the same as an in-person hospital visit? +
- What are some must-have telemedicine features and how do patients get access to them? +
- Do patients get the same level of care? +

Brief Screening Tools

Search: Specialty, service, provider name... City, state, or ZIP code

Answer a Few Questions to Find the Right Provider for You
We'll recommend providers and care based on your needs.

[Take an Assessment](#)

Resources and Services [See All Services >](#)

- Behavioral Health Help Line**
Get crisis help and information about referrals to behavioral health treatment providers, services and other resources.
- Care Management**
A comprehensive suite of services that can help to manage health in case of chronic or complex conditions.
- Telehealth**
Get therapy and support online through video visits, phone calls, and messaging.
- Member Support**
Have questions or need support? Get in touch with us through the message center.

English Behavioral Health Help Line: 988 Emergency Services Program: 1-877-382-1609

MBHP Find Behavioral Health Provider For Members For Providers About Contact Us

Home Resources Assessments Depression Screening Questionnaire

1 2 3

Over the last 2 weeks, how often have you been bothered by any of the following problems?

Little interest or pleasure in doing things: Not at All Several Days More Than Half the Days Nearly Every Day

Feeling down, depressed, or hopeless: Not at All Several Days More Than Half the Days Nearly Every Day

Feeling nervous, anxious, or on edge: Not at All Several Days More Than Half the Days Nearly Every Day

Not being able to stop or control worrying: Not at All Several Days More Than Half the Days Nearly Every Day

[Next](#)

MBHP Find Behavioral Health Provider For Members For Providers About Contact Us

Home Resources Assessments Care Navigation Assessment

1 2

Assessment Results:

Your responses indicate that you might be experiencing **symptoms of depression and anxiety**. We are here to help you get the care you need. Our care navigators are here to assist in finding a care option that works for you. You can also view our provider directory to find care on your own.

[Start Over](#) [Export Results](#) [Print Result](#) [Find a Provider](#)

Recommended Resources

Linkage to Resources

Learn More

Alcohol Use Disorder Tip Sheet

AUD is a medical condition characterized by the impaired ability or inability to stop drinking alcohol despite adverse social, occupational, or health consequences.

[Fact Sheet](#)

Substance Use Disorder Tip Sheet

Addiction is the most severe form of SUD and involves compulsively using a substance regardless of negative social, psychological, and physical consequences.

[Fact Sheet](#)

Confronting the Crisis of Opioid Addiction

2 million Americans are addicted to opioids; this fact should have the public standing at attention in a way it never has before. We have to do something – and quickly.

[Article](#)

Depression Screening Quiz

This nine-question assessment can help you to determine if you are depressed. This instrument is not a substitute for a proper evaluation by a licensed health care provider.

[Assessment](#)

Featured Resources



[Article](#)

What Every Child Needs for Good Mental Health

Good mental health allows children to develop emotionally, socially, and intellectually, and learn new skills. These tips can help you support a child's mental health.



[Fact Sheet](#)

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[Webinar](#)

Work/Life Balance

Employees and companies alike are becoming concerned about long hours and hectic work environments. Here are some ideas to take the strain off your work and personal life.



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Featured Resources



[Article](#)

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[Fact Sheet](#)

Understanding Mental Illness: What to do in Crisis

Depression is a treatable, medical illness. It is important to find the treatment that works best for you. Antidepressants are commonly prescribed medications to treat depression.



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What You Can Get Help With

- | | | |
|---|--|--|
| <ul style="list-style-type: none"> Adult Care Anxiety Autism Spectrum Disorder Child Care COVID-19 and Mental Health Cultural Awareness | <ul style="list-style-type: none"> Grief and Loss Living With a Disability Marriage/Couples Pregnancy and Parenting Single Parenting Stress Management | <ul style="list-style-type: none"> Substance Use Disorders Suicide Prevention Grief and Loss Teen Life Tobacco Post-traumatic Stress |
|---|--|--|

[See all 212 topics](#)



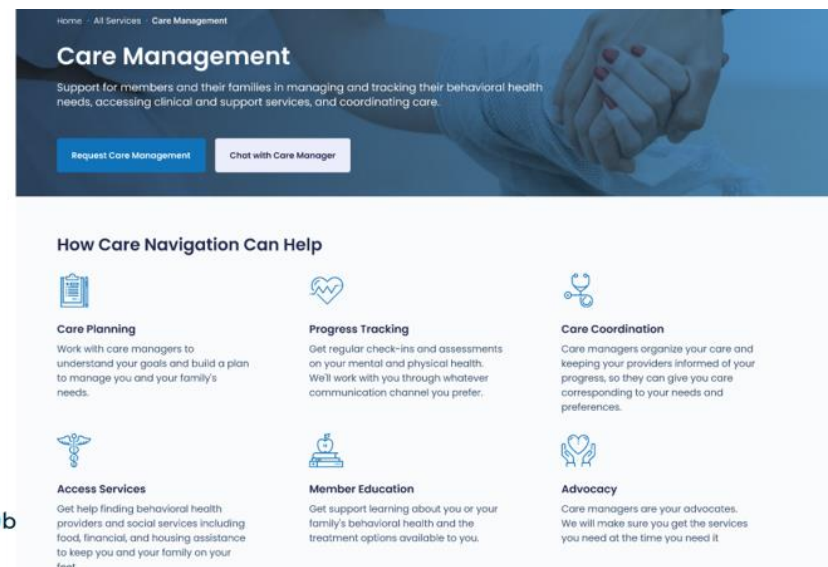
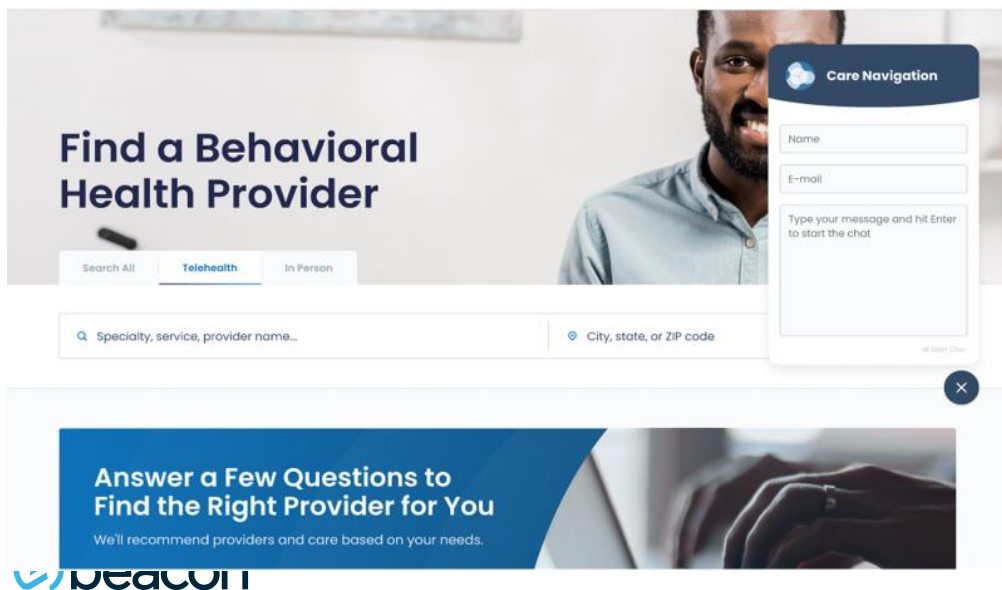
Care Navigator Assistance

Care Navigators assist members in:

- Understanding their condition(s), health risks, and best practice care
- Accessing a comprehensive clinical assessment to determine the most appropriate treatment options
- Finding and scheduling services based on their identified needs

They also provide:

- More robust, in-person care navigation available at strategic provider locations and/or PCP practices
- Case management services for targeted populations who are identified as high-risk/high-need through predictive analytics and/or risk stratification



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Additional Functions/Features

- Member Portal – access to benefit information, claims, and other member records
- White labeling and other customizations
- Linkage to self-management tools and digital therapeutics
- Collection of PROMs
- Tracking and reporting e.g. website content click-through rates, use of chat, referral requests, case management requests, appointments and/or med
- Linkage to other closed-loop referral tools

More Areas of Focus

- Provider data accuracy
- Addition of data fields e.g. race, ethnicity, language, sub-specialties, etc.
- Marketing and information dissemination
- Training
- Continue to learn and iterate

Thank you

Contact Us



 860-384-0193

 www.beaconhealthoptions.com

 jennifer.black@beaconhealthoptions.com