Care Management Organization’s Innovations to Improve BH Services to Youth in the Child Welfare System

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Technology Supported Pediatric ER BH Crisis Re-Direction Program
- Focus on behavioral health crisis
- Assist members with connecting to providers from the comfort of their homes
- Deliver services via telehealth
- Redirect from PH to BH facilities and providers
- Engage primary care BH provider in crisis care
- Increased sharing of information between facilities, members and providers
- Enhance EMS Transport system engagement
Integrated One-Stop-Shop Mobile Clinics
Single location benefits foster parents and child welfare workers in accessing healthcare, transportation, referrals and services to children.

Range of health care services (Behavioral, physical, and dental healthcare services).

Increased continuity of care – all records posted to centralized state operated health information exchange network.

Enhanced exchanged of clinical information.

Care coordination of clinical services.

Member and provider incentive program.
Concierge Services
**Concierge Services**

Exception to the rule of where traditional medical services are delivered

**Personalized and not bulk-service driven**

Integration of Behavioral and Physical healthcare

**Positive impact on health care expenditure and member experience**

"House Calls"

Behavioral health services delivered in least restrictive environment

- Appointment set based on availability and convenience of the member
- Assessment and therapeutic services
- Improved care and decreased member cost (transportation, child care etc.)
- Completed within 10 days of request, as indicated

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