



# MBHP Massachusetts Emergency Services Program Overview Presentation

August 2016

# Emergency Services Program (ESP)

## Mission and Purpose

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### **The Mission of ESP is to:**

- Deliver high-quality, culturally competent, clinically and cost-effective, integrated community-based behavioral health crisis assessment, intervention, and stabilization services that promote resiliency, rehabilitation, and recovery

### **The Purpose of ESP is to:**

- Respond rapidly, assess effectively, deliver a course of treatment
- Promote recovery, ensure safety, and stabilize the crisis
- Facilitate access to other levels of care
- Offer community-based behavioral health emergency services in order to bring treatment to Members in crisis, allow for Member choice, and offer medically necessary services in the least-restrictive environment that is most conducive to stabilization and recovery

# ESP Redesign and Procurement

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- Emergency Services Programs (ESPs) have existed in MA for over 30 years.
- MBHP collaborated with the MassHealth Office of Behavioral Health (OBH) and the Department of Mental Health (DMH) to redesign the Emergency Services Program system.
- MBHP completed a procurement in 2008, and new model began on June 30, 2009.
- Funding structure changed with the new model.

# ESP Contracted Payers

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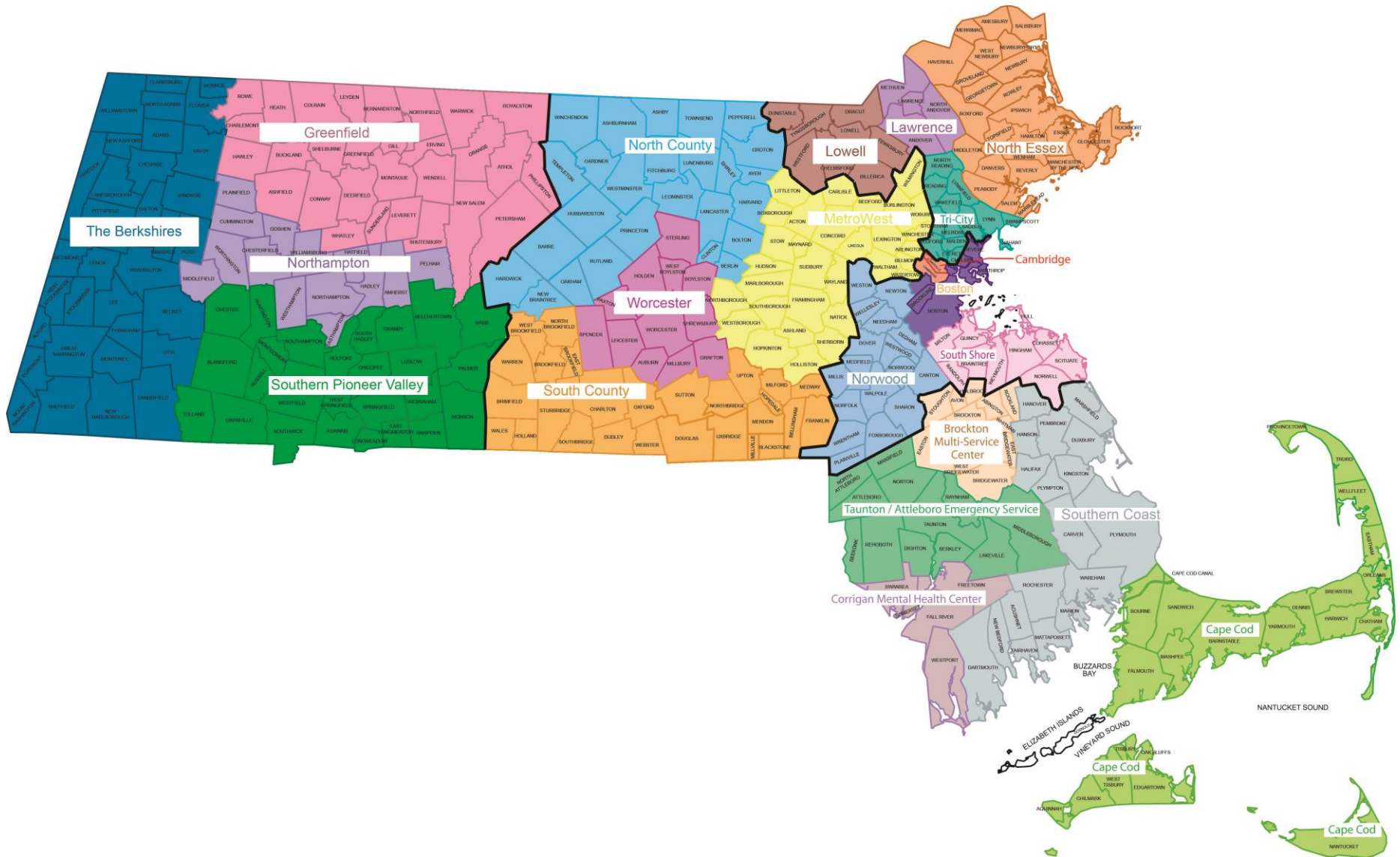
- MBHP holds the contract with MassHealth to manage the ESP network and ensure that covered individuals, uninsured individuals, and persons covered by Medicare are provided with unrestricted access to ESP services.
- MA Medicaid MCOs are contractually required to utilize ESPs.
- In 2013, MassHealth added CarePlus and OneCare Plans to the list of contracted providers.

# ESP System Structure

## Local ESPs

- **21 catchment areas** covering every city and town
  - 17 MBHP-managed catchment areas
  - 4 DMH-operated ESPs (Southeast region)
  - All 21 ESPs have community-based locations
- **One locally based provider** to administer the Emergency Services Program (ESP) for each catchment area
  - Intended to improve access to community-based emergency behavioral health services as well as facilitate better access to other levels of care
  - Full statewide directory on [www.masspartnership.com](http://www.masspartnership.com)
- **Statewide, Toll-Free Number (TFN)** created in 2011
  - Individuals can obtain their local ESP TFN by entering their zip-code at (877) 382-1609.
  - Available in English and Spanish

# Massachusetts



# Emergency Services Program

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Provides behavioral health crisis assessment, intervention, and stabilization services (24/7/365) to individuals of all ages with mental health, substance use disorder, and/or co-occurring conditions who are experiencing a behavioral health crisis

- Onsite, face-to-face **therapeutic response** including short-term, solution-focused counseling
- **Psychiatric consultation and urgent psychopharmacology** intervention, as needed
- **Referrals and linkages** to all medically necessary behavioral health services and supports, including access to appropriate services along the behavioral health continuum of care
- **Safety Plans** developed in collaboration with patients behavioral health providers and/or supports to expedite a Member-focused disposition based on the experience gained from past treatment interventions

# Emergency Services Program

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## Four Service Components

- ESP Community-Based Location (CBL)
- Mobile Crisis Intervention (MCI)
- Adult MCI
- Adult Community Crisis Stabilization (CCS)

## Core Staffing Components

ESP Medical Director, ESP Director, MCI Manager, Quality Management/Risk Management Director, Clinical Supervisors, Triage Clinicians, Master's-Level Clinicians, Psychiatry, Psychiatric Consultation (after hours), Certified Peer Specialists, Bachelor's-Level Staff, Family Partners, Safety Staff Positions



# ESP Community-Based Locations

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- **24/7/365 “hubs”** to coordinate the operation of, and access to, all ESP service components
  - Operate 800#, triage, dispatch, and referral
  - Minimum 12 operating hours/day weekdays, 8 hours weekends
  - Many ESPs elect to have more than one community-based location.
  
- **Provide an alternative to hospital emergency departments (EDs)** for individuals seeking behavioral health services when use of the ED may be avoided and/or is not voluntarily sought

# Mobile Crisis Intervention (MCI)

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**MCI provides a short-term service that is a mobile, onsite, face-to-face therapeutic response to youth (ages 0-20) experiencing a behavioral health crisis. MCI provides crisis assessment, intervention, stabilization, and care coordination.**

- One of the Children's Behavioral Health Initiative (CBHI) remedy service
- Mobilizes to the home or other site where the youth is located
- This service is provided 24 hours a day, 7 days a week.
- Up to seven (7) days of intervention and stabilization services
- Onsite, face-to-face therapeutic response
- Psychiatric consultation and urgent psychopharmacology intervention
- Referrals and linkages to all medically necessary behavioral health services and supports

# Mobile Crisis Intervention (MCI)

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## Must adhere to Wrap-Around Principles:

- **Family Voice and Choice**
- **Team-Based including youth and family**
- **Use of Natural Supports**
- **Collaboration**
- **Community-Based**
- **Culturally Competent**
- **Individualized**
- **Strengths-Based**
- **Persistence**
- **Outcome-Based**

# Adult Mobile Crisis Intervention

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**ESP services are provided to adults primarily through the ESP's Adult Mobile Crisis Intervention services.**

- ESPs will “mobile” or travel to an individual’s private home and other community locations, such as schools and residential programs, to provide ESP services.
- MCI is provided at any location in the community, including private homes, from 7 a.m. to 8 p.m. Outside of those hours, Adult Mobile Crisis Intervention services are provided in residential programs, other supervised settings, and hospital EDs.
- Key strategy in reducing the use of unnecessary hospital ED and inpatient psychiatric services

# Adult Community Crisis Stabilization (CCS)

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**Provides staff-secure, safe, and structured crisis treatment services in a community-based program that serves as a less-restrictive and voluntary alternative to inpatient care**

- Serves adults ages 18 and older
- Primarily used as a diversion from inpatient and has increased clinical capacity including nursing
- Current capacity is 153 CCS beds statewide
  - 4 to 20 beds per ESP

# Adult Community Crisis Stabilization (CCS)

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## Location

- Co-located with the ESP community-based location

## Staffing

- Nurse Manager
- Psychiatry
- Master's-level Clinicians
- Milieu Staff – Bachelor's-level staff, preferably those with lived experience

# Recovery-Oriented Services

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ESPs shall support resiliency, rehabilitation, and recovery by integrating mental health, substance use, and co-occurring rehabilitation and recovery principles and practices throughout the service delivery model and implementing specific recovery-oriented services, including:

- **Certified Peer Specialists**
- **Family Partners**
- **Relationships with recovery-oriented and consumer-operated resources**

# Quality Management: Quality Indicators

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## Quality Indicator Targets

### Location:

- MCI - 60 percent community-based interventions
- Adult – 30 percent community-based interventions

### Disposition:

- MCI – 18 percent inpatient disposition
- Adult – 30 percent inpatient disposition

### Response Time (All Ages):

- 45 minutes average response time
- 85 percent response within 60 minutes



# Massachusetts Behavioral Health Access (MABHA)



# What is the MABHA website?

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- Established in 2009 as a result of requests from both providers and stakeholders to develop a statewide “bed finder” tool
- **Web-based tool** designed to enable behavioral health and health care providers to identify available capacity in mental health and substance use disorder programs and facilities
- Available to behavioral health providers, emergency departments, and other stakeholders, such as state agency staff

# What services can you search for?

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## 24-Hour LOC

- Inpatient Mental Health Services for Adult and Youth (IP)
- Community-Based Acute Treatment (CBAT)
- Intensive Community-Based Acute Treatment (ICBAT)
- Acute Treatment Services (ATS)
- Enhanced Acute Treatment Services (E-ATS)
- Community Crisis Stabilization (CCS)
- Transitional Support Services (TSS)
- Clinical Support Services (CSS)

## Substance Use Disorder Services

- Methadone Treatment
- Structured Outpatient Addiction Program (SOAP)
- Recovery Homes
- Medication-Assisted Treatment

## Children's Behavioral Health Initiative (CBHI) Services

- In-Home Therapy (IHT)
- In-Home Behavioral Services (IHBS)
- Therapeutic Mentoring (TM)
- Intensive Care Coordination (ICC)
- Family Support and Training (FS&T)

## Emergency Services Programs (ESP)

# Who can search on MABHA?

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- Emergency Services Program (ESPs) providers
- Hospital emergency departments
- All 24-hour level of care providers listed on the site have search capabilities.
- Emergency departments, state agencies, and other providers are given access to search all levels of care upon request.
- CBHI, ESP, and substance use disorder (SUD) services do not require a log-in and are available to the public.

# What shows in search results?

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When searching for any and all services, users can filter search results by three ways:

- Proximity to zip code entered
- Most recently updated
- Current available capacity

Other information displayed:

- Facility name and city
  - Referral phone number
  - Single room available (inpatient facilities)
  - Gender restrictions
  - Comment by provider

# How often do providers update their available capacity?

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- **IP, CBAT, ICBAT, ATS, E-ATS, and CCS** are required to update three times per day (once per 8-hour shift).
  - Compliance with updating bed availability daily has been included in provider pay for performance methodology for inpatient providers.
- **TSS and CSS providers** update available capacity one time per day every day.
- **SOAP and Methadone providers** update capacity once per week.
- **CBHI providers** update available capacity once per week, and additional information is reported monthly.

# Facility Information

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## Facility Information also includes:

- Detailed contact information
- Accepted payers/insurance
- Referral options and specialties
- Facility email and website if available

# Additional Enhancements

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- Ability to translate MABHA into 40+ languages
- Ability to adjust font size
- Accessible by mobile devices
- Links to databases for Naltrexone and Vivitrol providers



# Find an ESP

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- **Statewide ESP Toll-Free Number:  
1-877-382-1609**
- <http://www.masspartnership.com/member/ESP.aspx>
- <http://www.mabhaccess.com/>

# Thank you

