

Welcome! We will begin the conference at 11:02 a.m.

February 18, 2022



Community Behavioral Health Center (CBHC) Programs Request for Proposals (RFP) Bidders' Conference

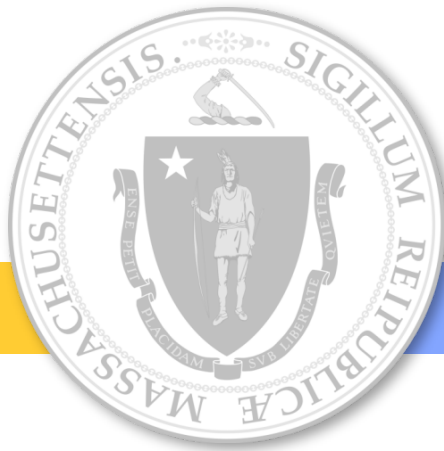
February 18, 2022

Agenda

1	Welcoming Remarks	4	Questions and Answers
2	Overview: Roadmap for BH Reform and CBHC Model	5	Closing Remarks
3	Procurement Timeline and Panelist Introductions		

Focus of Today's Meeting

- This conference is solely about the CBHC programs Request for Proposals and related documents, including appendices and performance specifications, issued on February 1.
- Over 200 questions received in advance of the conference
 - Today we'll focus on a subset of questions that were frequently asked and cut across multiple areas of the procurement.
- Will post an FAQ at www.masspartnership.com/provider/cbhcrfp.aspx on February 25. FAQs will be updated as needed.
- Please limit your questions to those that are specifically about the RFP and related documents.
 - General policy questions will not be addressed today.
 - We have received requests for additional data, including MassHealth utilization data, ESP data, and model assumptions; they are being reviewed and we will get back to you on the timeframe for more information.



Roadmap for Behavioral Health Reform: Ensuring the right treatment *when* and *where* people need it

Executive Office of Health and Human Services

A Multi-Year Plan: Summary

February 18, 2022

Historical, Structural Challenges in Behavioral Health

Structural challenges in access to mental health and addiction treatment remain, even after recent improvements made through legislation, policy reforms, and substantial public investment

- This **Roadmap is based upon statewide listening sessions and feedback** in 2019. Nearly 700 individuals, families, and others identified challenges and gaps in the system:
 - **Individuals and families often don't know what services are available** or how to connect to them
 - **Not enough behavioral health providers accept insurance** (public or private); those that do may have long waiting lists
 - **People often turn to the emergency department during a behavioral health crisis** because there is no effective system for immediate urgent care in the community
 - **Individuals often can't get mental health and addiction treatment at the same location**, even though mental health conditions and substance use disorder (SUD) often co-occur
 - **Culturally competent behavioral health care** for racially, ethnically and linguistically diverse communities can be difficult to find

Summary: Roadmap for Behavioral Health Reform

The Baker-Polito Administration proposes a Roadmap for Behavioral Health Reform that helps people find the right treatment when and where they need it.

Critical behavioral health system reforms through the Roadmap will include:

- **Readily available outpatient evaluation and treatment (including in primary care)**
 - More **mental health and addiction services available through primary care**, supported by new reimbursement incentives
 - **Same-day evaluation and referral to treatment**, evening/weekend hours, timely follow-up appointments, and evidence-based treatment in person and via telehealth at designated **Community Behavioral Health Centers (CBHCs)** throughout the Commonwealth
- A **“24/7 Behavioral Health Helpline”** to connect people to the right treatment in real time
 - A **new, centralized service for people or their loved ones to call or text to connect to mental health and addiction treatment**
 - This helpline will help people connect with a provider before there’s a mental health emergency, for routine or urgent help in their community, or even right at home
- Better, more convenient **community-based alternatives to the emergency department** for urgent and crisis intervention services
 - **Urgent care for behavioral health** at CBHCs and other community provider locations
 - A stronger system of **24/7 community and mobile crisis intervention**
- **Expanded inpatient psychiatric bed capacity** to meet needs exacerbated by COVID-19

Summary: Roadmap for Behavioral Health Reform (cont.)

The Roadmap proposes a multi-year blueprint for the Commonwealth. Its success depends on the support and commitment of private health plans and providers.

The Roadmap also proposes to:

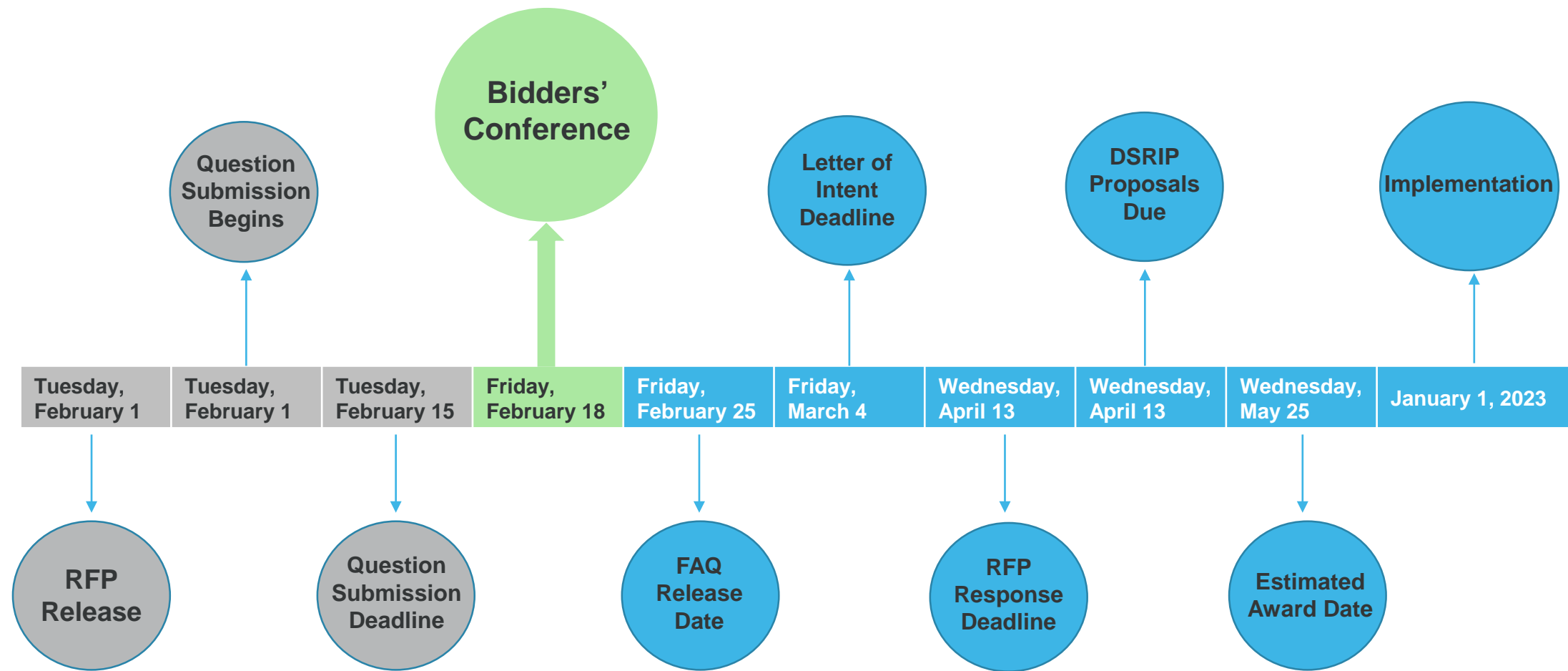
- **Advance health equity to meet the diverse needs** of individuals and families, particularly from historically marginalized communities
- **Encourage more providers to accept insurance** by reducing administrative and payment barriers
- **Broaden insurance coverage** for behavioral health
- Implement **targeted interventions to strengthen workforce diversity and competency**

These reforms do not replace or disrupt existing services or provider relationships—rather they aim to **help individuals and families more quickly and easily get connected to the treatment they need.**

The Baker-Polito Administration's FY23 budget includes \$113M in new behavioral health funding.

Beyond these public sector expenditures, the **success of this critical statewide effort depends on commercial insurers** also committing to and investing in the proposed reforms

Procurement Timeline



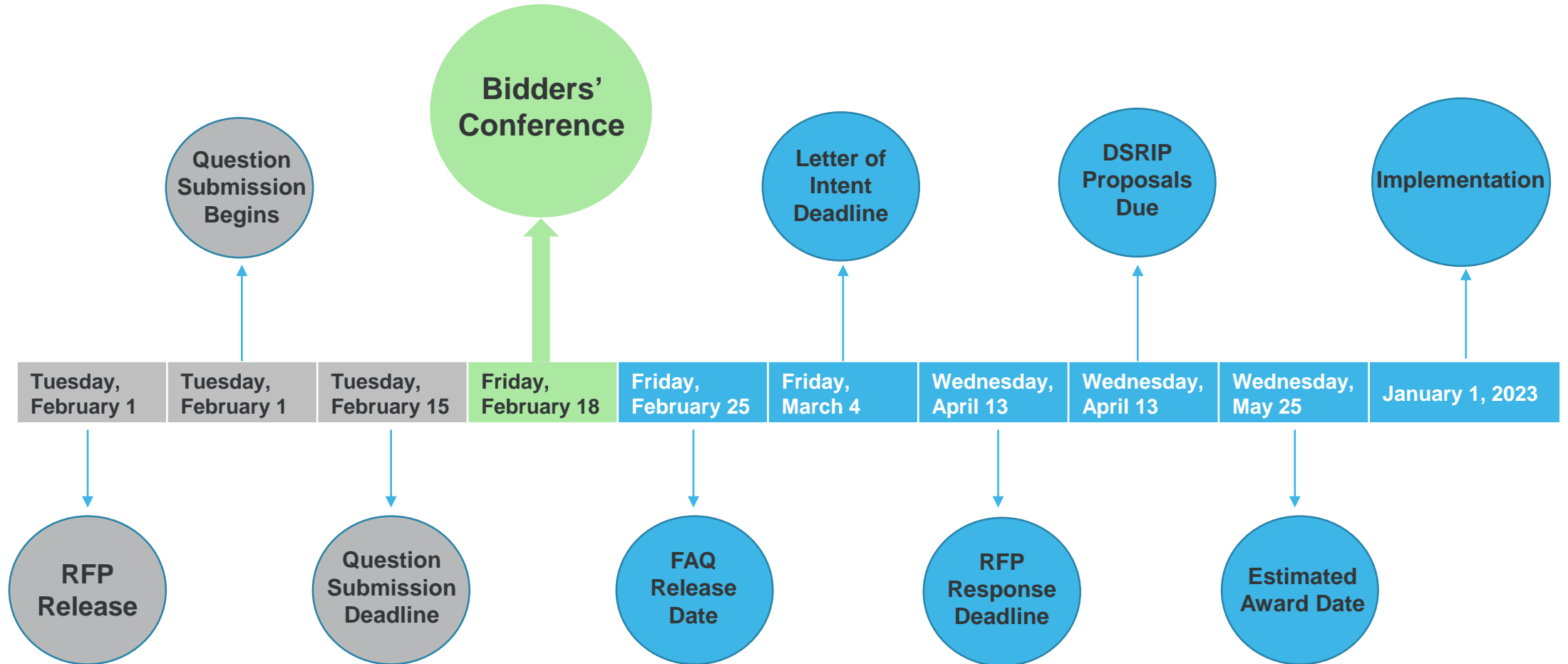
Information and updates:

www.masspartnership.com/provider/cbhcrfp.aspx

Nuts and Bolts

- All participants are muted to start the program.
- We will answer questions as time allows; an FAQ document will be posted to www.masspartnership.com/provider/cbhcrfp.aspx on February 25.
- We will begin the Q&A period by providing answers to questions previously submitted through CBHC@beaconhealthoptions.com mailbox. These questions will be posted in the Chat so you can read along.
 - The floor will then be opened for questions submitted through the Q&A function and verbal questions through participant hand raising.
- To submit written questions:
 - Please use the Q&A function. Please be as clear and concise as possible.
 - Please **do not** use the Chat function for submitting questions. The Chat function should only be used to contact staff if you have an audio, visual, or other issue.
- To ask a question verbally:
 - Raise your hand and you will be called upon as time allows. **Please be ready to unmute yourself** when your name is called and you are asked to unmute. Once you ask your question, please lower your hand.

Timeline Reminder



Information and updates:

www.masspartnership.com/provider/cbhcrfp.aspx

Thank You

Contact Us



www.masspartnership.com/provider/cbhcrfp.aspx



CBHC@beaconhealthoptions.com