

An Overview of Community Behavioral Health Centers

Welcome! The webinar will begin momentarily

Housekeeping:

Attendees will be in “listen only” mode and will not be able to turn your cameras or microphones on.

If you have an issue or technical question about the webinar, please feel free to put it in the chat, and a staff member will try their best to assist you.

If you have a question(s) for the speaker, please submit them through the Q&A feature.

Please note that this webinar is being recorded.



An Overview of Community Behavioral Health Centers (CBHCs)

December 6, 2022

Agenda

1. CBHC model overview

2. Key features and core services

3. Coordination between CBHCs and Primary Care

4. Scenario

5. Behavioral Health Help Line

6. Additional new provider type: BH Urgent Care Providers

7. What's next?

8. Q&A

Establishment of CBHCs

As part of the Behavioral Health Roadmap, the Executive Office of Health and Human Services (EOHHS) is expanding delivery of community behavioral health services across the Commonwealth. A key component is the establishment of Community Behavioral Health Centers (CBHCs), **effective January 3, 2023.**

The goal of CBHCs is to ensure a seamless, predictable, consistent experience for individuals and families, enabling them to quickly and easily get connected to the treatment they need, in one location in their community, 24/7/365.

The CBHC is the community location where a Member's needs can be assessed, crisis and urgent services provided, and ongoing care is available and/or referred elsewhere based on preference and need. CBHCs provide access to integrated, evidence-based, culturally competent behavioral health care.



Core Components

Each CBHC must offer the following services:




Community Behavioral Health Center (CBHC)

Adult CBHC core services 

Youth CBHC core services 

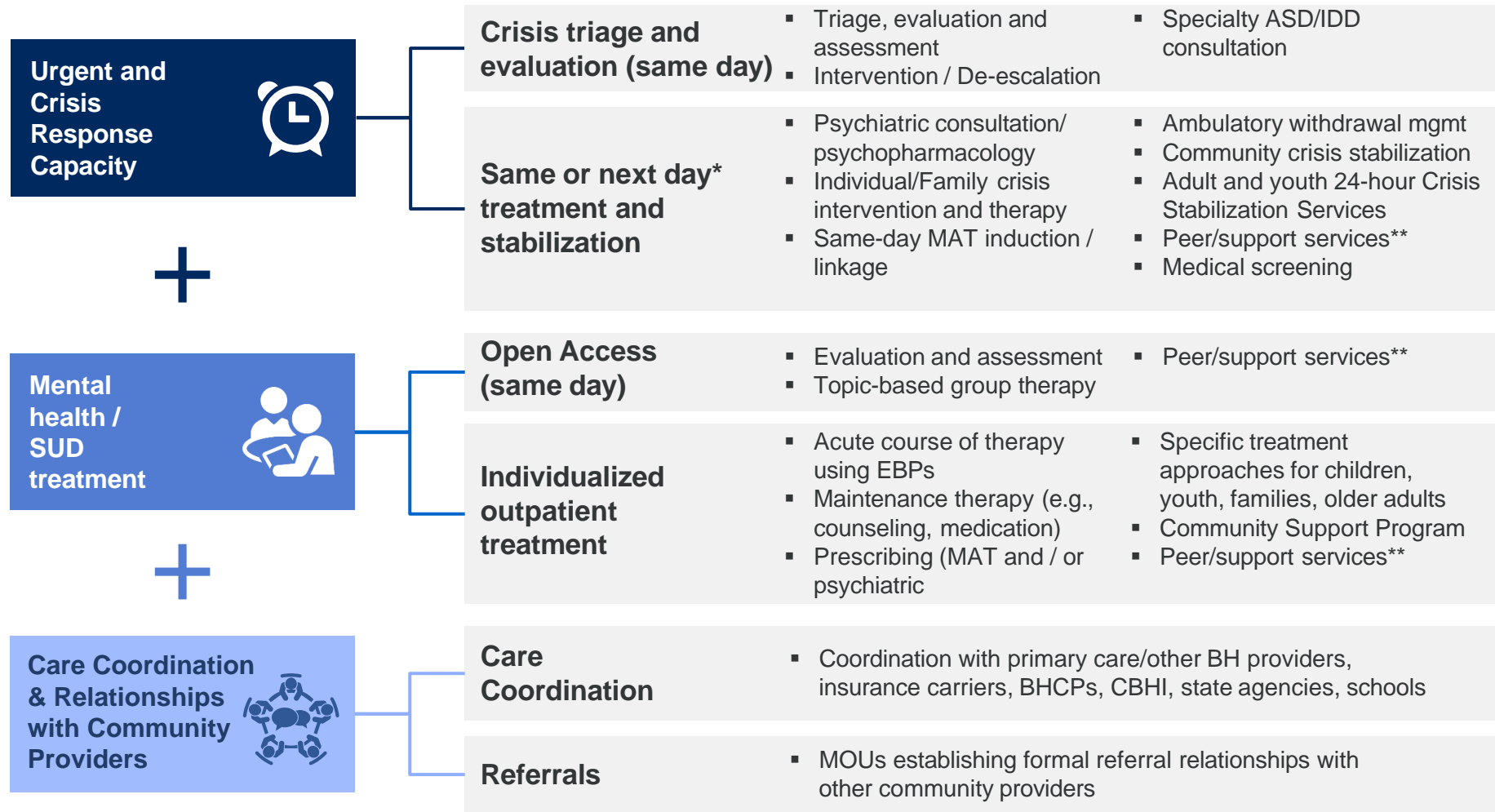
Adult MCI services, including adult CCS 

Youth MCI services including YCCS 

Mobile Crisis Intervention (MCI)
Community Crisis Stabilization (CCS)
Youth Community Crisis Stabilization (YCCS)

Note: a CBHC can either provide YCCS services directly or refer a Member to another CBHC with YCCS services within their region

Key Components of CBHCs



Crisis Components



CBHCs will provide urgent and 24/7 community-based crisis services

1.

CBHCs will operate adult and youth **CCS services.**

2.

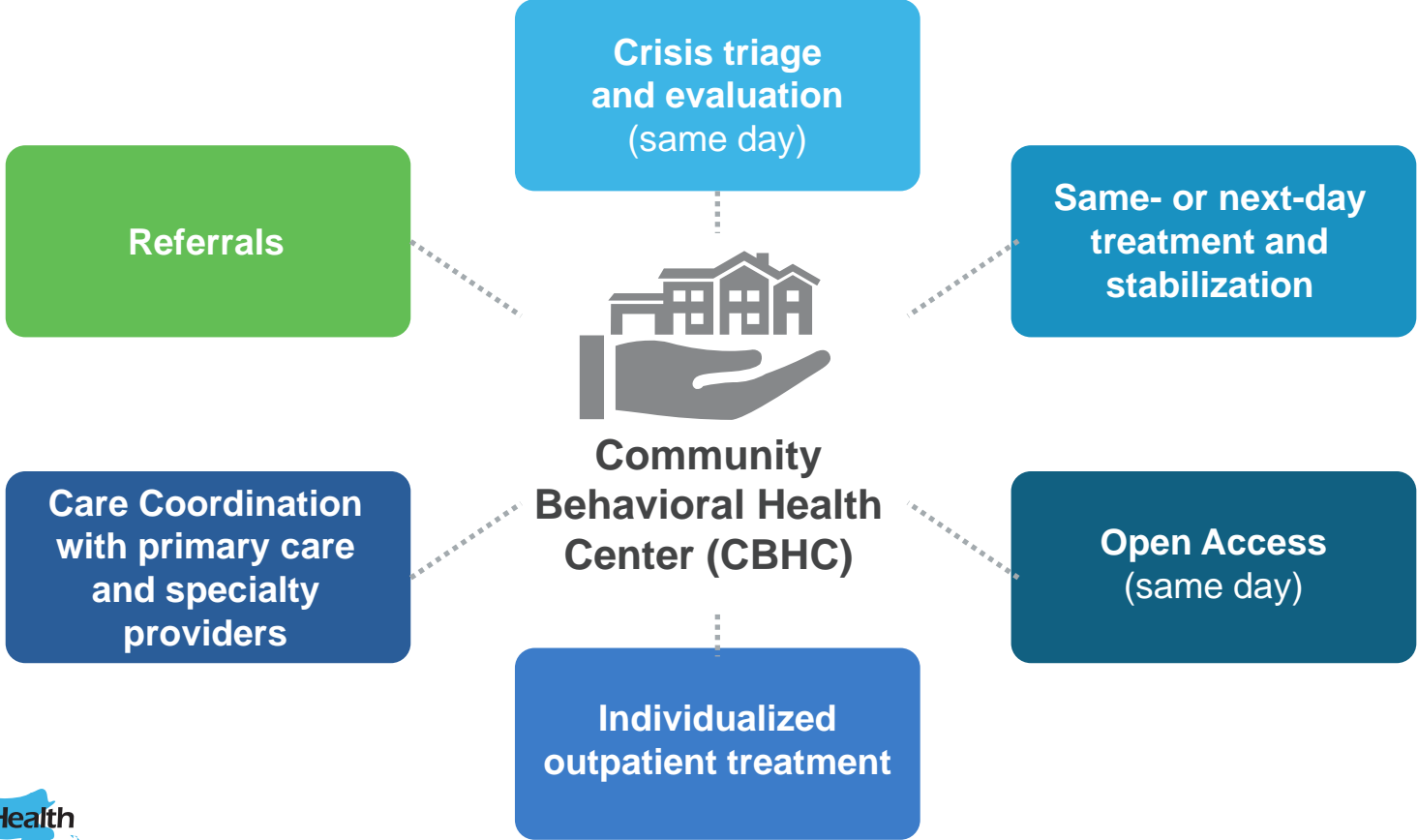
CBHCs will have capabilities for triage medical assessments.

3.

CBHCs will have the capabilities to accept individuals from **local law enforcement** and/or EMT.

Key Components

CBHCs will integrate crisis and community-based mental health and substance use disorder (SUD) treatment by combining mobile teams, crisis stabilization, and care coordination



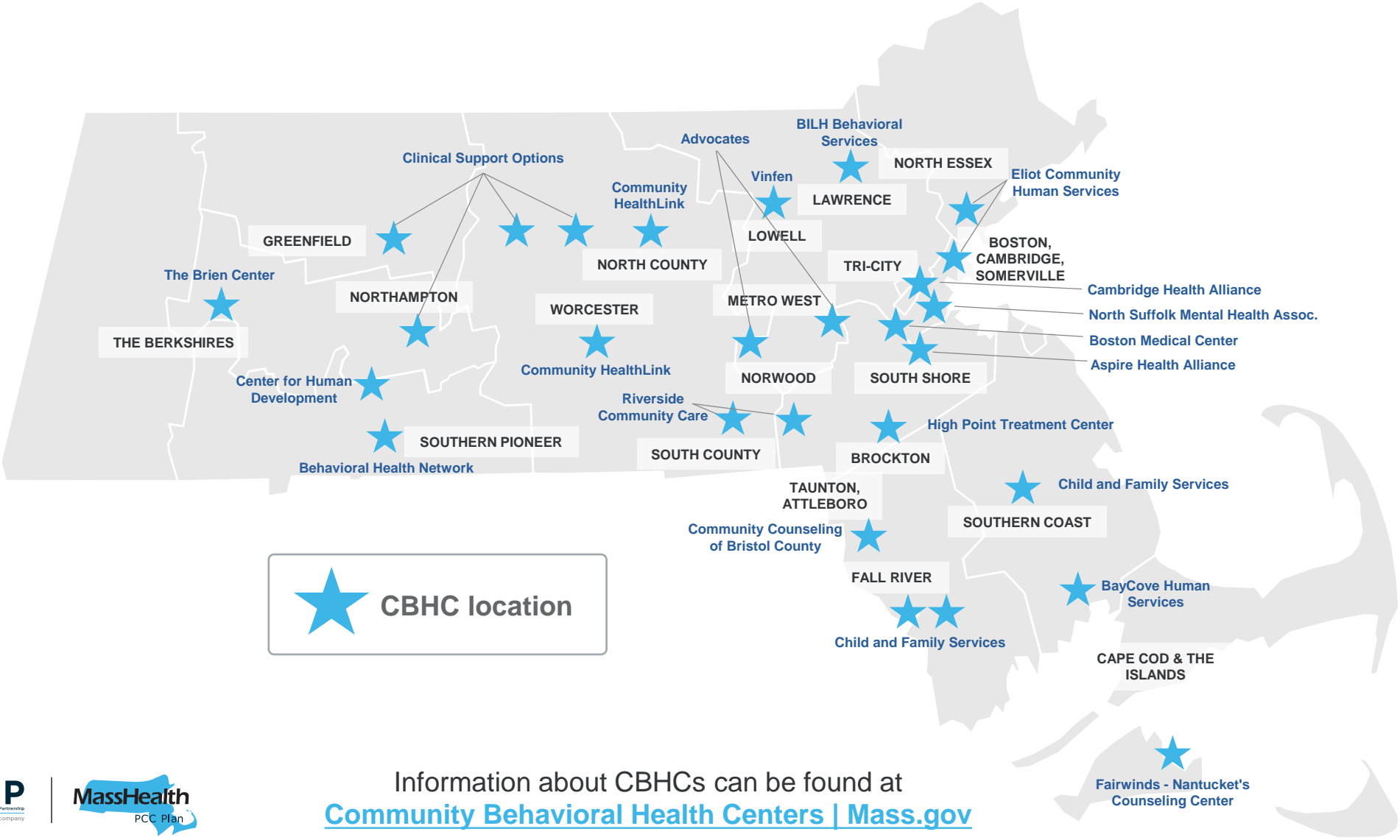
CBHC Core Services

- + Intake services, brief screening, triage, assessment
- + BH Urgent Care services
- + Ambulatory withdrawal management
- + Pharmacotherapy with basic medical monitoring and medication reconciliation
- + Case consultation services with potential new or existing providers
- + Individual therapy using evidence-based practices
- + Group therapy
- + Narcan access and distribution
- + Peer and paraprofessional services
- + Medical screenings

Prescribing of:

- + **Buprenorphine**, including same-day induction, bridging, and maintenance for clients age 16 and older, and treatment referral services for follow-up counseling or MAT induction
- + **Naltrexone**, including direct referral and warm hand-off for administration
- + **Methadone treatment**, for clients 16 and older, including direct referral and warm hand-off for administration
- + **Coordination** with primary care or other specialty providers

CBHCs providing services across the Commonwealth



Coordination with Primary Care

- The CBHC will coordinate with a Member's PCP and specialty medical providers to ensure a team-based approach to jointly address the Member's behavioral and medical needs.
- The initial integrated care coordination outreach should occur within 72 hours of assessment for new Members.
- Regular communication between the CBHC and the Member's PCP will be very important, particularly around changes in medication and treatment plan updates.



Case Scenario



Office visit

John comes in for his annual visit and completes the PHQ-9, scoring a concerning score of 25.

During the visit John reports that he was dismissed from his job last month for alcohol use at work and recently separated from his wife of 20 years.

He states that he drinks daily, is having thoughts of hurting himself, and feels hopeless.

Case Scenario

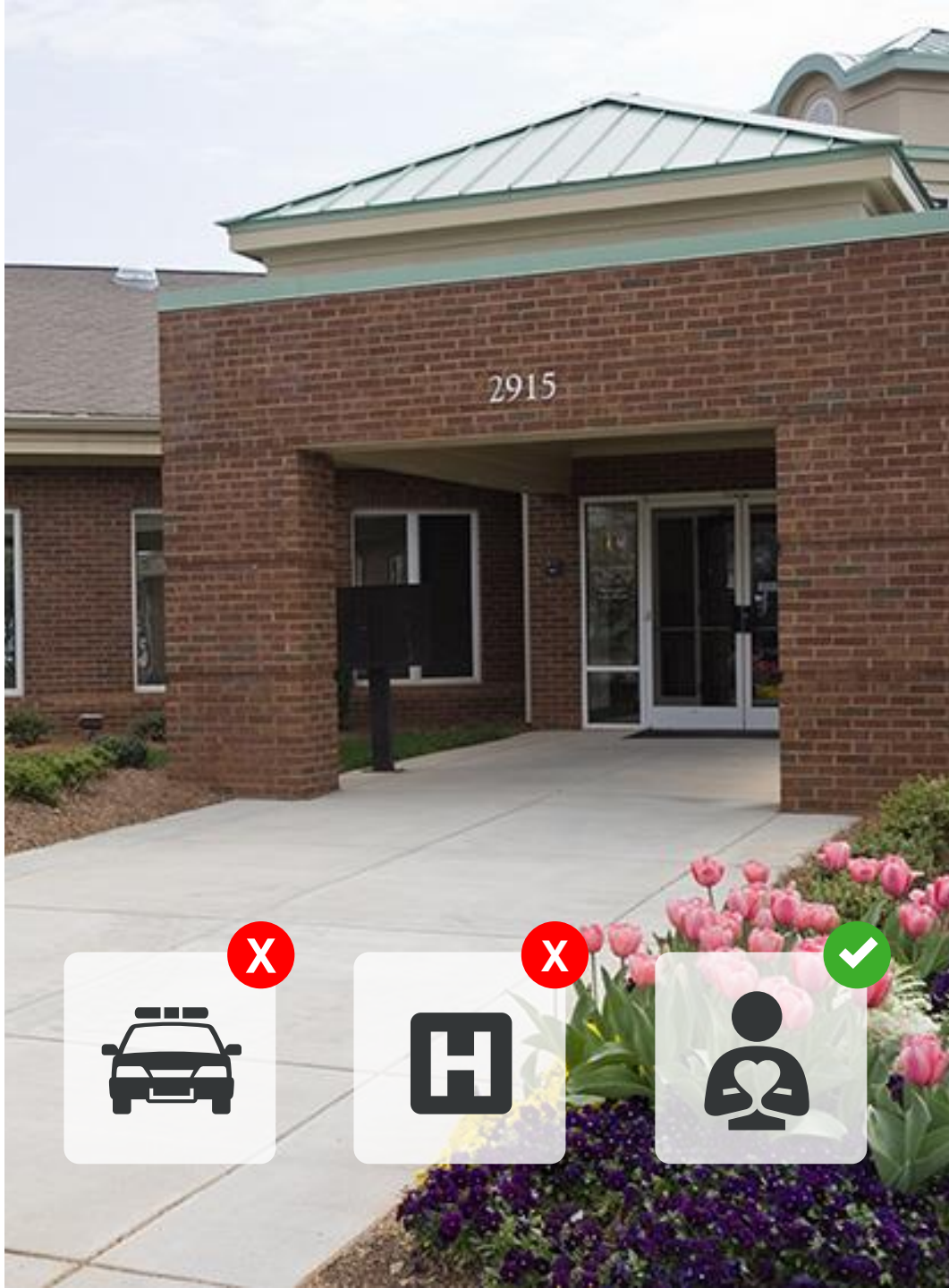


Assessment

John reports that he doesn't have a therapist or psychiatrist and is feeling like he needs someone to talk to before he goes off of the deep end.

You gather more information and confirm that he is not currently suicidal, but you aren't sure what services he needs given his complex presentation of symptoms combined with his alcohol use.

Case Scenario



Call to action

After assessing John was safe, a referral was made to the CBHC of his choice.

John was offered a same-day appointment at the CBHC where it was determined that he did not require detoxification from alcohol. John was given a follow-up appointment to provide treatment for his mental health and substance use symptoms.

A photograph of three call center workers in a modern office setting. They are all wearing headsets and are engaged in their work. The woman on the left is smiling and looking towards the center. The man in the middle is looking down at his desk. The man on the right is talking on a mobile phone. The background shows office desks with computers and plants.

Introduction to the Behavioral Health Help Line

The Behavioral Health Help Line (BHHL) will connect individuals and families to the full range of comprehensive treatment services for mental health and addiction offered in the Commonwealth.

Launching on January 3, 2023, the 24/7 Behavioral Health Help Line (BHHL) will serve all individuals in the Commonwealth regardless of insurance.

Behavioral Health Help Line (BHHL)

Part of the Roadmap for Behavioral Health Reform

Available to anyone in the Commonwealth of Massachusetts

Launching January 3, 2023

Call, text, or chat for support and referrals **24/7/365**

Will provide individuals with warm handoffs to CBHCs as well as other community partners and providers including 911 if deemed necessary

BHHL : What it is, and how it connects?

What the Help Line is:

- Connects individuals and families to the full range of comprehensive treatment services for mental health and addiction offered in the Commonwealth, including **outpatient, urgent, and immediate crisis intervention**
- Provides real-time, live clinical triage and service navigation in multiple languages 24/7
- Collaborates with existing statewide services such as Mass 211, BSAS Substance Use Helpline, and 988, including protocols for connecting help seeker and raising awareness about the statewide toll-free behavioral health crisis line

How the Help Line Connects:

- Connection to and deployment of Adult MCI and Youth MCI as well as 911 when emergency response is assessed as needed
- A "Warm Handoff" to community providers for all callers
- Follow-up contact with callers to ensure transitions of care are successful
- Peer supports
- Resources to ensure callers get to the support they need (e.g., transportation, childcare, food, etc.)
- Caller intake and clinical information transmitted to other healthcare providers, reducing redundancy and accelerating service delivery

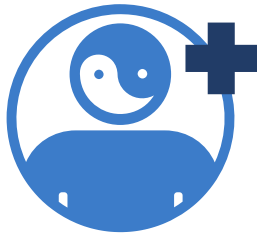
Introduction to BH Urgent care

An additional way that access to care has been expanded to Members is through the designation of Behavioral Health Urgent Care providers, which is a designation for non-CBHC providers.

Behavioral Health Urgent Care providers offer timely access to treatment for MassHealth members, including offering same- or next-day appointments and night and weekend hours.

BH Urgent Care Services

BH Urgent Care providers increase timely access to treatment for Members, furthering the Commonwealth's goal of providing the right behavioral health services when and where people need them.



BH Urgent Care providers provide:

1. Appointments for diagnostic evaluations for new clients on the same or next day of clinic operation, when clinically indicated based on initial intake;
2. Appointments for all existing clients with an urgent behavioral health need on the same or next day of clinic operation;
3. Urgent psychopharmacology appointments and Medication for Addiction Treatment (MAT) evaluations within 72 hours of an initial diagnostic evaluation and based on a psychosocial assessment; and
4. All other treatment appointments including follow-up appointments within 14 calendar days.

Information about these services can be found on the Massachusetts Behavioral Health Access (MABHA) website (<https://www.mabhaccess.com/>), on the Mental Health Services page.

What's Next?

More information will be forthcoming, including material tailored towards primary care providers.

If you have any questions about the CBHC model, email cbhc@beaconhealthoptions.com

Questions & Answers