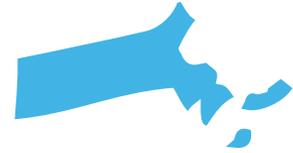


Massachusetts

Behavioral Health Partnership



Beacon's Massachusetts Behavioral Health Partnership (MBHP) manages a comprehensive system of behavioral health care services and supports for 500,000 members enrolled in the Primary Care Clinician Plan (a Massachusetts Medicaid program) and four accountable care organizations. Since 1996, this innovative contract has improved access to treatment and quality of care.

Program Features

Community Support Program for People Experiencing Chronic Homelessness (CSPECH)

CSPECH provides wraparound supports connected to permanent housing for chronically homeless members with complex diagnoses. Services are flexible with the goal of helping individuals gain skills and resources needed to maintain housing stability. They include care coordination, transportation assistance, and linkages to health care, benefits, and peer support.

Expanding Behavioral Health Treatment Capacity

The Massachusetts Child Psychiatry Access Program (MCPAP), developed in partnership with the Massachusetts Executive Office of Health and Human Services (EOHHS) and Department of Mental Health, is a nationally recognized program that provides primary care providers (PCPs) phone consultation with a child psychiatrist, regardless of the child's insurance type. The program improves provider competency to screen, identify, and assess mental health and substance use disorders (SUDs); treat mild-to-moderate behavioral health issues according to current evidence-based practices; and make referrals to community-based services.

Additionally, the MCPAP for Moms program provides real-time perinatal psychiatric consultation and referral for obstetric, pediatric, primary care, and psychiatric providers.

Also developed with EOHHS, the new Massachusetts Consultation Service for Treatment of Addiction and Pain (MCSTAP) program offers on-demand telephonic consultation for PCPs on safe prescribing and care management for patients with either chronic pain, SUDs, or both.

Helping Members Manage Substance Use Disorders

We offer outpatient, diversionary, and inpatient services that enhance the care continuum for members with SUDs, such as Residential Rehabilitation Services. These 24-hour structured treatment programs are provided in a home-like setting that support members' independence and recovery. Members can also receive community-based services from Recovery Support Navigators (RSNs) and Recovery Coaches (RCs). RSNs provide care management and system navigation guidance for members with a diagnosis of SUD and/or co-occurring mental health disorders while the RCs, who have lived experience, share their personal stories and experiences to help members explore their own recovery.

At A Glance



Individuals Served

More than 500,000 members



Covered Services

Full range of mental health and substance use disorder services



Geography

Statewide coverage with local offices in Boston, Bridgewater, Danvers, Springfield, and Worcester, Massachusetts



Year Started

1996

Emergency Services Program (ESP)

By overseeing the statewide crisis system, we ensure access to behavioral health crisis assessment, intervention, and stabilization services for individuals of all ages. Through the toll-free crisis line, we connect callers to local emergency services teams for support, which can include mobile crisis dispatch, intervention, and community-based care locations where they can safely stabilize.

Wellness and Recovery

With a person-centered approach to wellness and recovery, we actively involve peer supports and contract with peer-run organizations to:

- Provide consumer satisfaction and other quality-evaluation services
- Conduct provider, peer, family, and staff training
- Act as peer “bridgers” when transitioning from inpatient to community settings
- Lead self-help groups and other services

Our Consumer and Family Advisory Councils provide program input, ensuring the consumer voice is well represented in our activities. We also help educate providers, peers, families, state agencies, and contractors about access to care for special populations, including refugees and immigrants, people who are deaf or hard of hearing, and those who need interpreter services.

Focus On Outcomes

In 2018, MBHP achieved the 75th percentile Medicaid benchmark or higher across several key Healthcare Effectiveness Data and Information Set (HEDIS®) measures:

- Follow-up after Hospitalization (7 and 30 day) for Mental Illness
- Antidepressant Medication Management Acute Phase Compliance
- Follow-Up Care for Children Prescribed ADHD Medication Continuation and Maintenance Compliance

Through a multi-pronged care management approach that includes care coordination, quality improvement activities, and linkage to community-based services, we decreased the 90-day readmission rates for members with a mental health diagnosis by 4% and those with an SUD by 9.3%.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).