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Mental Health**

Innovating For Sustainability

Best Practice for Finding and Launching New Service Lines

Christopher Tavella, PhD

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Introduction/ Opening Comments



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Pre – COVID-19 System



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Predominantly a Static System

- Dominated by brick and mortar locations
- Mobile crisis and support is not consistent across counties
- Tele-behavioral health was ramping up slowly
- Health Homes limitations
- Integrated care is increasing, but slowly

System Changes related to COVID-19



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Changes related to COVID-19

- Telecommuting by staff becomes the majority arrangement
- Telehealth utilization increases up to 85% of Medicaid billable services
- Medication fills, as per Medicaid claims, remain stable
- ED and Article 28 inpatient utilization declines
- Care Coordination is allowable by telephone

Will this be a fundamental system change or a temporary response to the COVID-19 crisis?

New Service Line Implementation



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Implementation Moving Forward

- HCBS Model
- Clinics as Hubs
 - Use of the 1115 waiver
 - Updating clinic regulations
- Integrated Outpatient Services (IOS)
- Crisis Response and Crisis Stabilization

Questions?



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