

## Behavioral Health Excellence Program

The Molina Healthcare of Illinois (Molina) Behavioral Health Excellence Program uses data analytics to rate and reward inpatient psychiatric care facilities for delivering excellent and effective treatment. Program goals include:

- Improving quality
  - Increasing collaboration between facility and Molina
  - Incentivizing improvement
- Increasing satisfaction
  - Member/patient satisfaction
  - Facility satisfaction

### What the Molina Behavioral Health Excellence Program Does

- Uses data analytics to improve facility performance
  - Molina collects, aggregates and monitors data for performance
  - Compares to similar program benchmarks
  - Identify variations in practice patterns that drive costs/clinical outcomes
- Monitors metrics for continuous quality improvement
- Recognizes and rewards top-performing facilities based on metrics
  - Ranks facilities based on metrics
  - Rewards superior performance
- Increase the amount of referrals to top facilities
  - Consumers identify highly rated facilities in online directory

### How Ranking Promotes Improvement

The Behavioral Excellence Program promotes quality improvement.

- Helps facilities track performance trends and strengths
- Helps facilities identify issues and opportunities for improvement
- Provides a tool to develop high-performance strategies
- Offers additional support for facilities through
  - Regular, ongoing communications and engagement
  - Molina expertise and resources

### Program Eligibility

Inpatient psychiatric facilities are eligible for the program benefits if they had 50 or more Molina member admits in the calendar year prior. Facilities are automatically enrolled in the program.

### Measuring Success

Success is measured based on a total of four factors (two readmission and two follow-up):

<b>Metric</b>	<b>Goal</b>
1. Unplanned readmissions to an inpatient psychiatric facility within 30 days	≤10%
2. Unplanned readmissions to an inpatient psychiatric facility within 90 days	≤20%
3. Rate of kept appointments with mental health practitioner within 7 days of discharge	≥50%
4. Rate of kept appointments with mental health practitioner within 30 days of discharge	≥70%

## Four Performance Levels

1. **Top-Tier:** Meets and exceeds all four readmission and follow-up metrics
2. **High-Quality:** Meets one of two readmission and one of two follow-up metrics
3. **Satisfactory:** Meets one of four readmission or follow-up metrics
4. **Not Meeting Expectations:** Does not meet the threshold for readmission or follow-up metrics

## Program Rewards

The goal of Molina’s Behavioral Health Excellence Program is to help facilities receive Top-Tier status so they can take advantage of the associated benefits.

Reward	Top-Tier 	High-Quality 	Satisfactory 	Not Meeting Expectations 
Reduced BH IP Utilization Oversight*	X			
Certificate/plaque	X			
Local news recognition	X			
Preferred facility listing (newsletter)	X	X		
Extra directory recognition	X	X	X	
Benchmark scorecard	X	X	X	X

### \* Reduced BH IP Utilization Oversight

- Facility will only be required to submit notification of inpatient admission
  - Authorization will be required after six days inpatient
  - Any subsequent days will be reviewed for approval by Molina
    - Continued stay review documents are required
    - Need clinical assessment 24 hours only
- Facility performance will be monitored to determine if four metrics continue to be met
- Facility will be allowed one quarter to fall below the 3-star designation before losing the benefits of reduced utilization oversight
  - Molina will continue to work with the facility monthly to address opportunities for improvement and barriers to achieving metric goals

## Questions

For questions about Molina’s Behavioral Health Excellence Program, contact Staci Goodrich, manager of quality interventions, at [Staci.Goodrich@MolinaHealthcare.com](mailto:Staci.Goodrich@MolinaHealthcare.com).