



UnitedHealthcare Community Plan of New Mexico

Prepared for the New Mexico Legislative Finance Committee

September 2024

United
Healthcare

Innovations and Network Expansion

Our goal is to become the highest-quality health plan in the state through collaborations with community leaders, local organizations, and our members. We continually learn from best practices of Medicaid health plans in over 30 markets across the country.

We are in the community, for the community. Our team is focused on key areas, including:



Special populations



Social drivers of health



Workforce development



**Provider services and
network expansion**



Spotlight: UnitedHealthcare in Rio Arriba County



Special populations: Our Justice Liaison has connected with the Rio Arriba Detention center to facilitate re-entry support. Our team is also supporting the New Mexico Doula Association to increase capacity to serve Northwest New Mexico.



Workforce development: Value-added services like a workforce fund and expanded peer support increase employment options and economic opportunities. Our Recovery and Resiliency Leader will work with local providers to find opportunities to strengthen and expand peer support outreach in Rio Arriba for behavioral health needs.



Social drivers of health: Enhanced non-emergency medical transportation, allowing family members or caregivers to attend appointments. An expanded member enablement fund allows identified members to connect to their providers virtually, via phones, data plans, home-based internet and remote patient monitoring devices.



Provider services and network expansion: Enabling Federally Qualified Health Centers (FQHCs) to offer home visits, including through telehealth and remote training. This aims to allow FQHC Medicaid members in the county to age in place, in their homes. Galileo offers bilingual, 24/7 telehealth enabled nurse triage and advice line.



Expanding Access to Care and Supporting Person- Centered Care

September 19, 2024

Nancy Smith-Leslie, BCBSNM, Vice President, Medicaid



Blue Cross and Blue Shield of New Mexico

Long-Time Presence

- Serving **New Mexicans** for over **80 years**
- Our insurance products extend to over **600,000** total members across New Mexico
- Employing over **1,600** New Mexicans across the state



Medicaid Expertise

- Serving **Medicaid** members in New Mexico since **2008**
- **265,000** BCBSNM Medicaid members
- HCSC successfully operates Medicaid plans in Illinois, Texas, and Montana

Robust Provider Network

- **11,400** individual practitioners, group practices, facilities, and agencies part of our network
- Comprehensive Value-Based Purchasing offerings that incentive high-quality care

Large Community Impact

- **Over \$1.2M** in grants and sponsorships to 123 local community organizations in 2023
- Care Vans served over **13,000 clients** at 198 events across New Mexico in 2023

Improving Health Outcomes in New Mexico

Blue Cross and Blue Shield of New Mexico (BCBSNM) leverages our local presence to continuously improve health outcomes for our Turquoise Care members – and for our communities in New Mexico.

Our programmatic approaches are designed to advance a more equitable and sustainable healthcare ecosystem.



Today's presentation will focus on recent efforts to:

- Expand access to behavioral health services
- Improve maternal and infant health outcomes
- Support our members with behavioral health and substance use needs

Expanding Behavioral Health Network

BCBSNM Medicaid Behavioral Health Network					
	CY 2024 (current)	CY2023	CY2022	CY2021	
BH Facilities	197	198	177	166	Includes: ARTCs, FQHCs providing BH services, Psychiatric Hospitals and Hospitals with a Psychiatric Unit, IHS Facilities providing BH services, Methadone clinics, Residential Treatment Centers, and Treatment Foster Care
BH Groups	320	316	300	229	Includes: Behavioral Health Agencies, Community Mental Health Centers, and Core Service Agencies
BH Practitioners	3561	3452	3241	3046	Includes individual BH providers, psychiatrists, and suboxone providers
BH Locations	2601	2507	2395	2268	Clinical Locations—counts include multiple locations of a BH group
ABA Providers					
ABA Groups	18	14	10	7	Clinic Groups
ABA Locations	26	20	12	8	Clinic Locations
BH Virtual Visit Providers					
BH Virtual Groups	427	238	157	70	Clinic Groups with a TELE Designation
BH Virtual Clinicians	1978	1330	1686	64	Provider records with TELE Designation

Increasing Access to Care through Strategic Investments in Local Workforce Development, Recruitment, and Retention Efforts



\$500,000 to NMSU: \$300,000 for a professorship and \$200,000 in scholarships for students in social work and nursing degree programs



\$600,000 to UNM: \$500,000 for an endowed professorship and \$100,000 in scholarships for students in the accelerated bachelor's degree of nursing program who will enter the workforce within 18 months



\$1,300,000 to nine primary care clinics (\$150k per clinic) to hire community health workers and/or doulas



\$300,000 to Lovelace Health System for recruitment of new primary care providers.



\$250,000 to NM Home and Hospice Association for recruitment, retention, and training of direct care workforce



\$75,000 to NM Alliance for School-Based care for school-based behavioral health services training and technical assistance



\$30,000 to Albuquerque Health Care for the Homeless to Expand Access to Care for People Experiencing Housing Insecurity



\$25,000 to Encuentro to support scholarships for its home health aide certification program



2 rounds of scholarship funding for BH clinicians to receive EMDR training by Susan Messal, LPCC

Improving Maternal Health Care Access, Delivery, and Outcomes



In the coming weeks, BCBSNM will publicly announce a significant investment to improve maternal health outcomes for all New Mexican mothers statewide:

- Collaborating with trusted community organizations and partners to leverage their experience on a local level to support healthier communities
 - Supporting a statewide maternal data program for all New Mexico birth facilities to improve outcomes and safety for NM mothers
 - Enhancing access to BH/SUD services with a perinatal partner by providing access to psychiatric mental health nurse practitioners

In addition to these upcoming investments, we made significant investments in early 2024 to **increase access to maternity care with local partners.**

From 2020 through 2023, BCBSNM improved outcomes and key performance measure rates for our pregnant members.

We improved timely prenatal visit rates by 6% points and timely postpartum visit rates by over 5% points.

We exceeded the state performance targets for these prenatal and postpartum measures each year of the Centennial Care 2.0 contract.

Our Integrated Care Model Improves Outcomes for our Members with Behavioral Health and Substance Use Diagnoses



From 2022 to 2023, we improved:

- Follow-up after hospitalization for mental illness rates by 2% points
- Follow-up after ED visit for mental illness rates by 3% points
- Follow-up after high-intensity care for substance use disorder by 4% points
- Effective continuation for antidepressant medication management by 2% points
- Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotics by 2% points
- Rates of members with a BH visits by 2% points

Examples: Programs for Improving Behavioral Health Outcomes

Peer Support Program

- Peer support specialists offer an evidence-based approach that combines lived experience, formal training, and certification to support them on their path to recovery.
- For Members receiving Peer Support Services in 2023 (comparing six months pre/post engagement), we **reduced inpatient admissions by 11.6%, BH Acute Inpatient Days by 32.8% and all cause ER visits by 21.4%.**

Behavioral Health Value Based Care

- Our Value Based Care programs with key BH providers target quality improvement metrics--reductions in avoidable ER and admissions, timely follow-up visits following BH admission, and increased visits with primary care provider for preventive services and screenings.
- In 2023, VBP providers **reduced ER visits by 3.5% and BH related hospitalizations by an average of 21%.**

Justice Involved Members

- Care coordination services during and after incarceration that assist member with medication management, referrals to behavioral health services, resources to address health-related social needs and other supports for successful reintegration into the community.
- **Engage over 5,200 Members annually and regularly visit 28 county detention centers and 11 prisons around the state.**

Transitional Living Services / Housing Support

- TLS program provides a supportive housing solution with available wrap around services in a structured, community-oriented environment.
- Members can live in a supportive community, either sober living or boarding home (includes room/board and transport), for up to 6 months.
- **BH inpatient claim costs decreased by \$715 PMPM; the average length of an inpatient stay decreased by 7 days; BH ED claim costs decreased by \$19 PMPM.**

Suicide Prevention Program

- Focus on high-risk youth, including LGBTQIA+ youth, to improve outcomes through a comprehensive approach.
- Established partnerships with School-Based Health Centers, New Mexico Department of Health, and the Transgender Resource Center.
- Listening Sessions: Will conduct **3-5 listening sessions focusing on suicide prevention among LGBTQIA+ youth across the state**, using data to determine where these discussions will be most impactful.

Expanding Access to Health and Wellness Services through our Blue Door Neighborhood Center (BDNC)

BCBSNM recently opened our BDNC on August 26 in Albuquerque's South Valley

Our BDNC offers:

- In-person community resources and programming from our fully bi-lingual team
- Navigation and referrals for addressing non-medical drivers of health or social determinants of health-related needs
- Wellness classes and resources to improve health outcomes, with special focus on programs to support: maternal and infant health, behavioral health and substance use, diabetes, and heart disease
- Open to everyone!



Thank you!!

**Medicaid Coverage For
All of Life's Moments**

Visit bcbsnm.com/medicaid

Such services are funded in part with the State of New Mexico
Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

**BlueCross BlueShield
of New Mexico**



Expanding Access to Care in New Mexico

Liz Lacouture, VP Population Health and Quality

 **PRESBYTERIAN**
Health Plan, Inc.

 **TURQUOISECARE**

About Presbyterian Health Plan



Serve 368k Medicaid members



27 years in Medicaid managed care



30k+ contracted providers

Our network

- **95% of New Mexico behavioral health providers** contract with Presbyterian Health Plan for Medicaid.
 - We've grown our behavioral network by nearly 10% since beginning of 2023.
- **Less than 10-day turnaround** for all provider credentialing.
- **99%** provider contract retention rate.
- PHP providers **must contract for Medicaid** if they are in our **Commercial and Medicare network** to ensure equitable access to care.



Addressing access to care across priorities.



MATERNAL CARE

- Workforce development including doulas and OB/GYNs.
- Tele-maternal fetal medicine through Ouma.
- Perinatal behavioral health.



BEHAVIORAL HEALTH

- Peer support and community health workers to provide linkages to resources.
- Incentivize providers in rural areas to grow workforce.



DERMATOLOGY

- Fast-track credentialing.
- Virtual dermatology services in rural areas.



CISC

- Enhanced rates for pediatric visits.
- Dona Ana County pilot project.
- Removing barriers for accessing additional services during treatment foster care.

Expanding the clinical workforce in New Mexico



Create pathways to upskill the workforce



Build a long-term pipeline in New Mexico



Retain every clinician



Partnering with providers to drive quality

- Value based programs leading to improvements in:
 - Well child visits
 - Prenatal care
 - Postpartum care
- Ongoing provider education and collaboratives to encourage shared learning.
- Focus on health information technology to enhance care coordination and communication.
- Care integration to support providers in managing care across the continuum.





THANK YOU

 **PRESBYTERIAN**
Health Plan, Inc.



New Mexico Legislative Finance Committee Hearing

September 19, 2024



Molina's Mission is to improve the health and lives of our members by delivering high-quality health care




	Medicaid	Medicare	Marketplace
AZ	✓	✓	
CA	✓	✓	✓
FL	✓		✓
IA	✓		
ID	✓	✓	✓
IL	✓	✓	✓
KY	✓	✓	✓
MA	✓	✓	
MI	✓	✓	✓
MS	✓		✓
NE	✓		
NM	✓	✓*	✓
NV	✓	✓	✓
NY	✓	✓	
OH	✓	✓	✓
SC	✓	✓	✓
TX	✓	✓	✓
UT	✓	✓	✓
VA	✓	✓	
WA	✓	✓	✓
WI	✓	✓	✓


Quick facts


All three lines of business are available in 12 states
 Medicare is not available in FL, IA, MS and NE
 Marketplace is not available in AZ, IA, MA, NE, NY, and VA

*New Mexico Medicare coverage begins January, 2025

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 Medicaid (20 Markets)
4,942,000

 Medicare (17 Markets)
251,000

 Marketplace (15 Markets)
386,000

Behavioral Health partners, innovations and expansions to increase access to care



Molina Care Connections

Molina Care Connections is a member-centered program that focuses on preventive care and wellness. It meets members where they are, at a place and time that works for them in home, the community or telehealth.



Members from ages 13-19 have access to **BeMe Health**, a behavioral health app created with teens in mind. BeMe offers mental health interventions and resources to support teens and young adults through their personalized wellness and mental health journey.



Brave Health, a virtual behavioral health provider, works in tandem with Molina case managers to follow up with identified members after they are discharged from hospital stays, engaging the member in a 6-month care management plan to monitor mental health. Members can continue receiving behavioral health care through Brave Health after the intervention.



Through **LifeConnect Health**, members who seek behavioral health services have access to a committed team of behavioral health providers and clinical tools, including telehealth services, that will help members address their needs and bridge gaps in care.



Molina My Health

Molina Pregnancy Health is a clinician-led maternal-fetal medicine provider that conducts telehealth prenatal and postpartum visits for our members serving as a complement to in-person OBGYN visits. It incorporates a substance use disorder strategy as one of its major service components.

Behavioral Health partners, innovations and expansions to increase access to care



1 - North/Farmington Area

1 – Southeast/Roswell Area

2 - Central/Albuquerque Area

1 – South/Las Cruces Area

Molina uses Community Connectors as ‘Care Coordinator extenders’. They live in the communities they serve and understand the community’s culture, language, and norms.

Our CHW’s/CHR’s/CPSW’s are responsible for assisting Members by:

- Providing culturally appropriate health education and information;
- Offering interpretation and translation services;
- Navigating their healthcare needs and connecting them to community-based resources, education, advocacy, and social support;
- Assisting with housing, food, clothing, heating, transportation, scheduling appointments, medication refills, obtaining DME, maintaining eligibility, and obtaining resources to assist with financial assistance;
- Providing care coordinator in ensuring the Member receives all Medically Necessary Covered Services.
- Helping to locate Members that are difficult to reach or when there is little information available to locate a Member.
 - Telephonic
 - Face to Face

Partnership Impact

 Molina Healthcare of New Mexico
June 16, 2023 · 🌐

The MolinaCares Accord, in collaboration with Molina Healthcare of New Mexico, is excited to be joined by Navajo Nation President Buu Nygren to donate \$25,000 to Totah Behavioral Health Authority for traditional healing services. [Presbyterian Medical Services](#)



“When I became a mom, I started feeling isolated. I suffered from depression. I was very lonely... Living in a different country, I didn’t know anyone... When I started receiving support from another person at my home, a stranger who listened and cared about my daughter and me, I started to feel good. This is what I needed. This is what I’d like to pass on to all moms.”

- Many Mothers Client

Many Mothers and The MolinaCares Accord

Maternal Support Partnership Results



200+ maternal and infant health service connections for Spanish-speaking families



92% of moms felt less stressed after receiving maternal support



250+ in-home maternal support hours provided via partnership



Resource center offers advocacy, healing



Kayla McHale/For The Independent
Molina Healthcare Senior Vice President and Plan President Carolyn Ingram cuts the ribbon Thursday to mark the reopening Molina's Gallup Resource Center located in Rio West Mall, near the food court. Staff expressed excitement to continue serving and engaging with the Navajo community, fostering stronger partnerships and promoting health and wellness initiatives across the region.

“This program has helped me stay on track with all my bills. It has helped my mood because I no longer stress about how I’m going to pay my rent. It has also helped me not have to work a million hours to make sure I have enough, which in return has given me more time with my children.” - NMCC Caregiver

Behavioral Health Partners – Providing Community Reinvestment

Totah Behavioral Health Authority

- Expanded the availability of traditional healing services in and around Farmington to enhance the inclusion of culturally sensitive behavioral health services

NM Alliance for School-Based Health Care

- Supported Project ECHO series dedicated to enhancing the capacity of school-based health providers with a special focus on better identification, care and treatment for pediatric, adolescent, and family behavioral health concerns

Roya Health

- Committed to augmenting outpatient services and residential behavioral health treatment in the state and improving integrated and coordinated care for New Mexicans. Roya Health is a behavioral health care network that includes therapy, medication management, case management, and group counseling.

Many Mothers

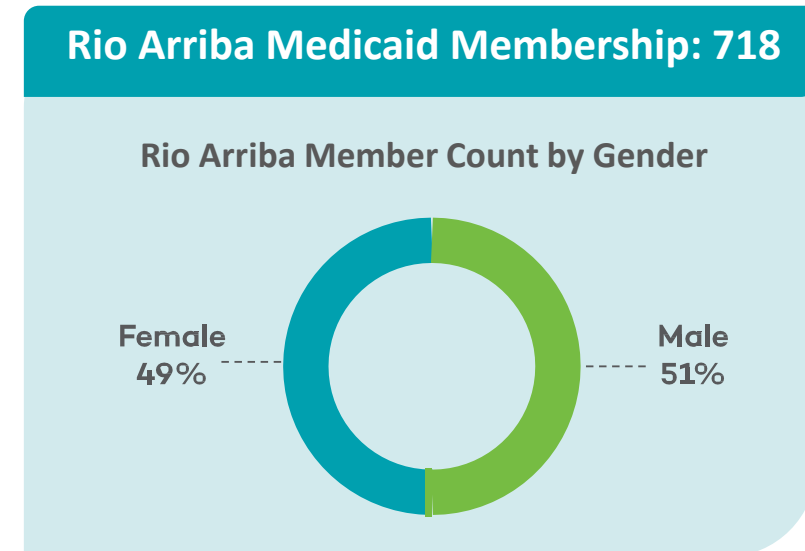
- Expanded hours for Spanish-speaking Maternal Support Home Visiting Program that helped dozens of families prepare for new babies and assisted with alleviating postpartum stress and depression
- Recently executed partnership to expand its maternal peer support group offering to promote healthy mental health among perinatal mothers



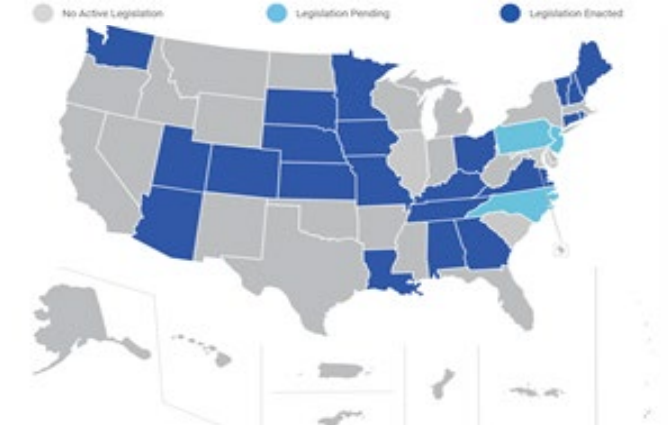
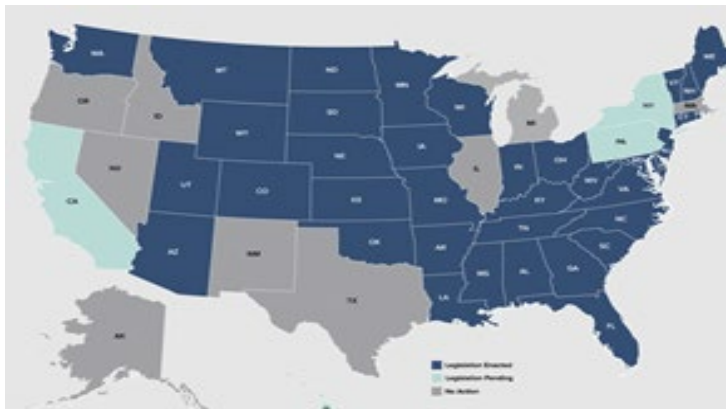
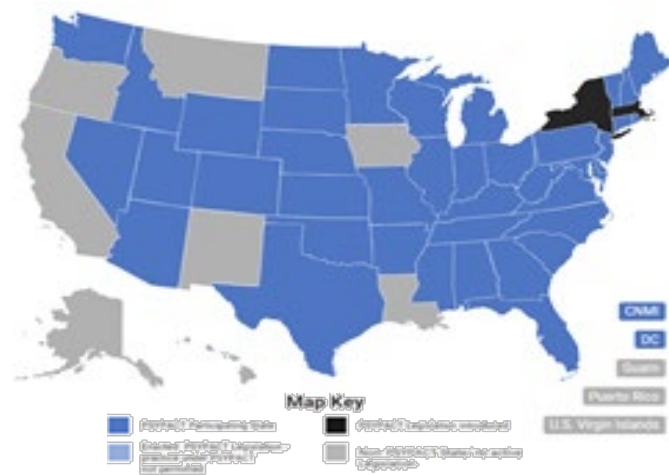
Rio Arriba Project

- **Molina Care Coordination and Community Health Workers/Peer Support Specialist/Tribal Community Health Representatives** – Find High Risk members to provide immediate help with current needs, complete HRA and engage in Care Coordination for ongoing support.
- **Molina Value Added Services** - Members that complete an HRA and participate in Care Coordination support can get help with:
 - Housing assistance
 - Enhanced transportation (ex. transportation to Pharmacy)
 - Molina Health in Touch – No-cost smartphone with unlimited talk, text and data.
 - Court Record Expungement
 - Workforce and educational development (ex. GED Vouchers, uniforms, books)
 - Enhanced vision & dental

- **Molina Help Finder** – Launched a comprehensive community resource directory and closed-loop referral system comprising more than 2,000 programs that supports Health Related Social Needs such as: food, housing, job placement, transportation, financial assistance, education, and legal services.
- **Identify Community Partners** - Connecting with CBO and community providers on the ground to expand services.



New Mexico Opportunities to Expand Access - Participate in National Access Projects

	SOCIAL WORKER	COUNSELOR	PSYCHOLOGIST
<p style="text-align: center;">NEW MEXICO</p>	<p>NM does not have the Social Work Compact. The Social Work Licensure Compact has been enacted in at least seven states and has reached activation status.</p>  <p>Social Workers that move to NM and want to practice must:</p> <ul style="list-style-type: none"> • Hold a valid social worker license from another state for a minimum of two and a half years • Be in good standing with no disciplinary action pending or brought against the applicant within the past two and one-half years; • Possess a bachelor's or master's degree in social work from a program of social work accredited by the CSWE; • Verify that the applicant has taken and passed the ASWB examination; • Verify the applicant has completed a course or workshop in New Mexico cultures. <p>NMAC 16.63.6</p>	<p>NM does not have the Counseling Compact. 37 states have passed the Compact legislation and joined the Commission. The Compact provides continuity of care and the ability to reach underserved populations.</p>  <p>Counselors that move to NM and want to practice may apply for an expedited license by credentials:</p> <ul style="list-style-type: none"> • File a completed application and required fees; • Submit evidence that the applicant holds a valid, unrestricted license in a counseling-related field issued by a licensing jurisdiction; • Is in good standing their current state for the past two years without disciplinary action; • Has practiced for at least two years immediately prior to application; and • Possesses master's or doctoral degree in counseling/ counseling-related field from an accredited institution. <p>NM Stat § 61-9A-22</p>	<p>NM does not have PSYPACT for Psychologist. <i>"The Psychology Interjurisdictional Compact (PSYPACT®) an interstate compact to facilitate the practice of telepsychology and the temporary in-person, face-to-face practice of psychology across state boundaries."</i> 42 states participate in PSYPACT</p>  <p>Psychologist that move to NM and want to practice must:</p> <ul style="list-style-type: none"> • Hold an active license for a minimum of two years; • Have a doctoral degree in psychology or a degree that is substantially equivalent and is acceptable by the board; • Have no pending or formal disciplinary actions issued in the past 2 years, and no past suspensions or revocations; and • Have obtained a passing score on the EPPP. <p>NM Stat § 61-9-10 and NMAC 16.22.5.10</p>

Appendix



New Mexico Opportunities - Participate in National Reciprocity Projects (cont'd)

	SOCIAL WORKER	COUNSELOR	PSYCHOLOGIST
COLORADO	CO participates in the Social Work compact	CO is a member of the Interstate Licensed Professional Counselors Compact which allows licensed professional counselors (LPCs) to practice in other member states. As of May 2024, 36 states have joined the compact Things to know about Counseling Compact	CO participates in PSYPACT.
TEXAS	TX does not participate. Applicants who are licensed in another state may be able to skip the exam for becoming licensed in Texas by submitting a licensure verification form to the Texas State Board of Social Work Examiners. The applicant must meet all TBHEC requirements for the type of social work being applied for. Texas - Social Work Licensure	TX is not a member of the Interstate Compact	TX participates in PSYPACT
ARIZONA	AZ participates in the Social Work Compact	AZ is member of the Interstate Licensed Professional Counselors Compact	AZ participates in PSYPACT.

New Mexico Opportunities - Participate in National Reciprocity Projects (cont'd)

	SOCIAL WORKER	COUNSELOR	PSYCHOLOGIST
UTAH	UT participates in the Social Work Compact	UT is a member of the Counseling Compact	UT participates in PSYPACT
OKLAHOMA	<p>OK does not participate in the Compact. Any person who becomes a resident of this state and who is or has been licensed to practice social work by another state which grants a like privilege of reciprocity and who meets the educational and work experience qualifications for licensure may, upon payment of the necessary fee and submission of documentation as required by the Board, be licensed under the provisions of the Social Worker's Licensing Act.</p> <p>https://law.justia.com/codes/oklahoma/title-59/section-59-1261-4/</p>	OK is a member of the Counseling Compact	OK participates in PSYPACT