

# Telehealth and Health First Colorado – A Regional Organization Perspective

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Colorado Access

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## Colorado Access Overview

- Health First Colorado Regional Accountable Organization (RAE) for Regions 3 (Adams, Arapahoe, Douglas Elbert) and Region 5 (Denver)
- Approx. 40% of Health First Colorado lives
- Created Access Care Services (ACS), subsidiary of COA in 20xx
- Responding to need for services among our members and lack of a business model
- Investment from COA (majority from BH capitation) to start-up and maintain ACS
- Expansion and supplement to integrating BH into primary care sites



# TELEHEALTH – PRIMARY CARE INTEGRATION



- Address shortage of behavioral health professionals



- Greater access for all communities



- Overcomes barriers



- Reduces transportation costs



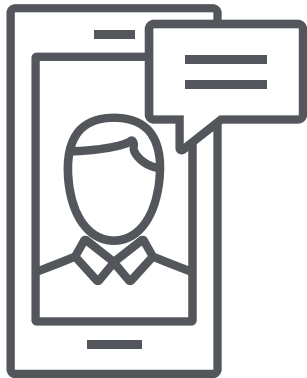
- Drives integrated care uptake and transformation



- Tool to reduce health care costs

# COLORADO ACCESS SOLUTION:

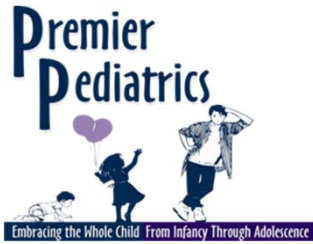
Virtually Integrated Behavioral Health Care



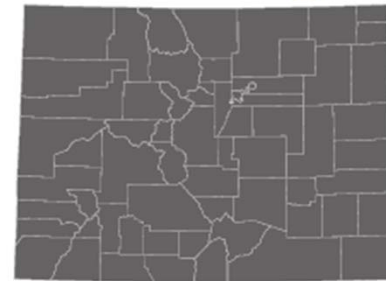
- Available to all RAE PCMPs in Regions 3 & 5
- Virtual, integrated, team-based care to meet behavioral health care needs in primary care setting
- Direct access to psychiatrists and behavioral health clinicians *via telehealth* for:
  - Psychiatric evaluations & diagnostic assessments
  - Medication management
  - Short-term counseling

# 24 PARTICIPATING PRACTICE SITES

Highest utilizers:



# 44,000



with tele-  
behavioral  
health



# TELEBEHAVIORAL HEALTH RESULTS

## Practice transformation

- Redesign workflow—universal screening tools
- Increase behavioral health knowledge and skills—impact entire patient population

## Improved clinical outcomes

- 18% of direct encounters resulted in revised diagnosis
- 31% of direct encounters resulted in change to treatment plan/medication

patients receiving integrated \*  
behavioral care

cost savings

**5% - 10%**

over **2-4** years



\*Milliman research report 2018

2018 | provided  
**829**  
discrete services



**Goal is to double  
service volume over  
next 12 months with  
current capacity.**

# PERINATAL TELEHEALTH INITIATIVE: EXPANSION



## **Direct-to-member** virtual behavioral health services

- Link to Colorado Access Healthy Mom, Healthy Baby care coordination program
- Meets women where they are
- Goal by mid-year 2020 is to offer women positive depression screening in the Healthy Mom, Healthy Baby via telehealth



## **Virtually integrated** telebehavioral health services

- OB/GYN practices
- Family medicine practices that provide perinatal care
- Leverage existing virtual integrated behavioral health system
- Goal by mid-year 2020 is to increase by 8,000 the number of attributed members who have access to perinatal telehealth services

**Contributes to KPIs:** behavioral health engagement and perinatal visits

# MEDICATION-ASSISTED TREATMENT PROGRAM

An innovative opioid crisis intervention using telehealth



- Develop clinical workflows to support Medication-Assisted Treatment within the virtually integrated behavioral health care model



- Add addiction medicine specialist to telehealth team (done)
- Recruit and train primary care practices and providers (current)



- Leverage IT MATTTRS training program for PCPs
  - **556** completed waiver training; 428 applied for DEA waiver (73%)
  - **35** reported prescribing buprenorphine within 3 months of being trained (30%)
  - Providers want expert guidance



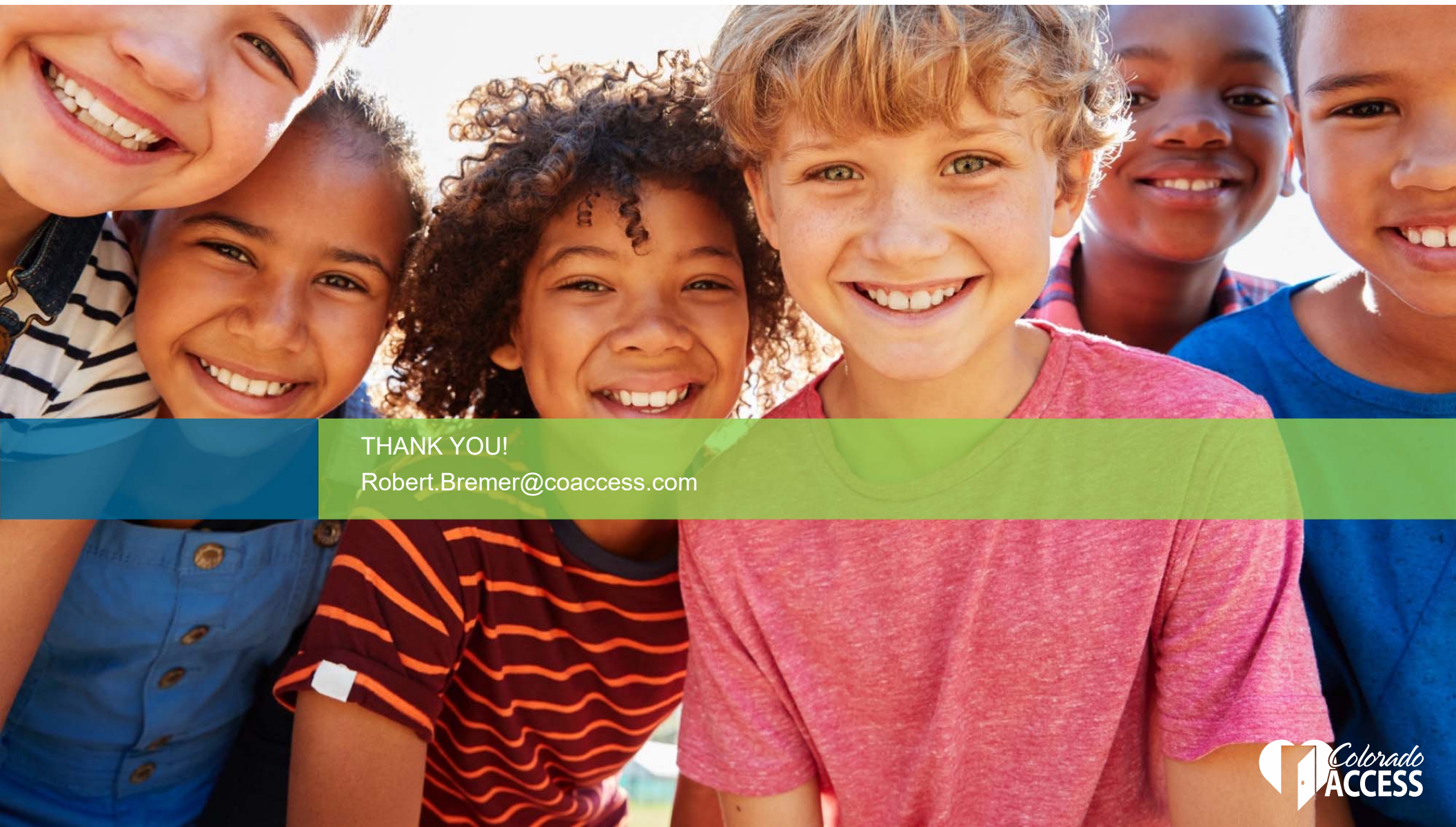
- Evaluate efficacy of telehealth in this area; track patient outcomes
- Services go live September 1, 2019





## Program Funding

- Annual budget support from Colorado Access
- Encounter rates paid to Access Care Services (wholly separate company from COA)
  - Same model used for in-person integrated care programs
- Grant funding (short term and unsustainable)
- Commercial insurance reimbursement (limited but growing)



THANK YOU!  
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