



GOVERNOR'S ACCESS PLAN FOR THE SERIOUSLY MENTAL ILL (GAP)



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Agenda

- ❑ Overview of GAP
- ❑ GAP Benefit Package
- ❑ GAP Updates
- ❑ Recovery Navigation Overview
- ❑ Questions



Bridging the Mental Health Coverage GAP

GAP's Inception

The Governor's Access Plan

- 1 of a 10 point action plan toward *A Healthy Virginia*
- A targeted benefit package for uninsured, low income Virginians with a SMI diagnosis
- Provides basic medical and behavioral health care services through an integrated and coordinated delivery model

GAP Demonstration Goals

- To improve access to health care for a segment of the uninsured population in Virginia who have significant behavioral and medical needs;
- To improve health and behavioral health outcomes of demonstration participants; and,
- To serve as a bridge to closing the insurance coverage gap for uninsured Virginians.

The Mental Health Coverage GAP in VA

Help for Individuals with SMI

- Serious Mental Illness (SMI) and co-occurring disorders and conditions are HIGHLY treatable.
- We believe that establishing a benefit plan that targets individuals with SMI will enable them to access behavioral and primary health services in order to help them recover, live, work, parent, learn, and participate in their communities.



Bridging the Mental Health Coverage GAP

Eligibility & Enrollment

Requirements

Ages 21 through 64

U.S. Citizen or lawfully residing immigrant

Not eligible for any existing entitlement program

Resident of VA

Income below 100%* of Federal Poverty Level (FPL) (*100% + 5% disregard)

Uninsured

Does not reside in long term care facility, mental health facility or penal institution

Screened and meet GAP SMI criteria

GAP application is a two step process:

- Financial/non-financial determination with Cover Virginia
- GAP SMI determination with Magellan

2 Step Application Process

SMI Screening

- Having a GAP SMI Screening done at your local Community Services Board (CSB) or a participating Federally Qualified Health Center (FQHC).
- Find the nearest SMI screening provider by calling 1-800-424-GAP9

Financial Application

- To start the application process contact Cover Virginia #1-855-869-8190

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GAP SMI Screening

Age

- 21-64

Diagnosis

- Schizophrenia spectrum disorders and other psychotic disorders with the exception of substance/medication induced psychotic disorders
- Major depressive disorder
- Bipolar and related disorders with the exception of cyclothymic disorder
- Post-Traumatic Stress Disorder
- Other disorders including OCD, Panic Disorder, Agoraphobia, Anorexia Nervosa, Bulimia Nervosa

Duration

- Is expected to require services of an extended duration (at least 12 months);
- Has undergone psychiatric treatment more intensive than outpatient hospitalization, more than once in his or her lifetime
- Has experienced an episode of continuous, supportive residential care, other than hospitalization, for a period long enough to have significantly disrupted the normal living situation.

Disability

- Is unemployed; employed in a sheltered setting or a supportive work situation; has markedly limited or reduced employment skills; or has a poor employment history;
- Requires public and family financial assistance to remain in the community and may be unable to procure such assistance without help;
- Has difficulty establishing or maintaining a personal social support system;
- Requires assistance in basic living skills such as personal hygiene, food preparation, or money management; or exhibits inappropriate behavior that often results in intervention by the mental health or judicial system

Access

- Due to mental illness, the person requires assistance to consistently access and utilize needed medical and/or behavioral health services/supports

Bridging the Mental Health Coverage GAP

GAP SMI Screening

Who can conduct SMI Screenings?

- Community Services Boards (CSBs)
 - Federally Qualified Health Centers (FQHCs)
 - Inpatient Psychiatric Hospitals
 - General Hospitals with an Inpatient Psychiatric Unit
 - Applicants **do not** need to wait for the financial information to be reviewed prior to being referred for the GAP SMI Screening.
- GAP SMI is determined via the use of the GAP Serious Mental Illness Screening Tool
 - The screening tool addresses 5 areas:
 - Age
 - Diagnosis
 - Duration of Illness
 - Level of Disability
 - Individual requires assistance to consistently access and utilize needed medical and/or behavioral health services/supports

Bridging the Mental Health Coverage GAP

GAP Delivery System

GAP leverages the DMAS established infrastructure to administer the GAP program

- Utilizes existing Medicaid fee-for-service provider networks, coverage rules and reimbursement policies
- Medical service authorization performed by KePRO
- Behavioral health, network management, service authorizations, and claims managed by Magellan of Virginia, DMAS' Behavioral Health Services Administrator (BHSA).



Bridging the Mental Health Coverage GAP

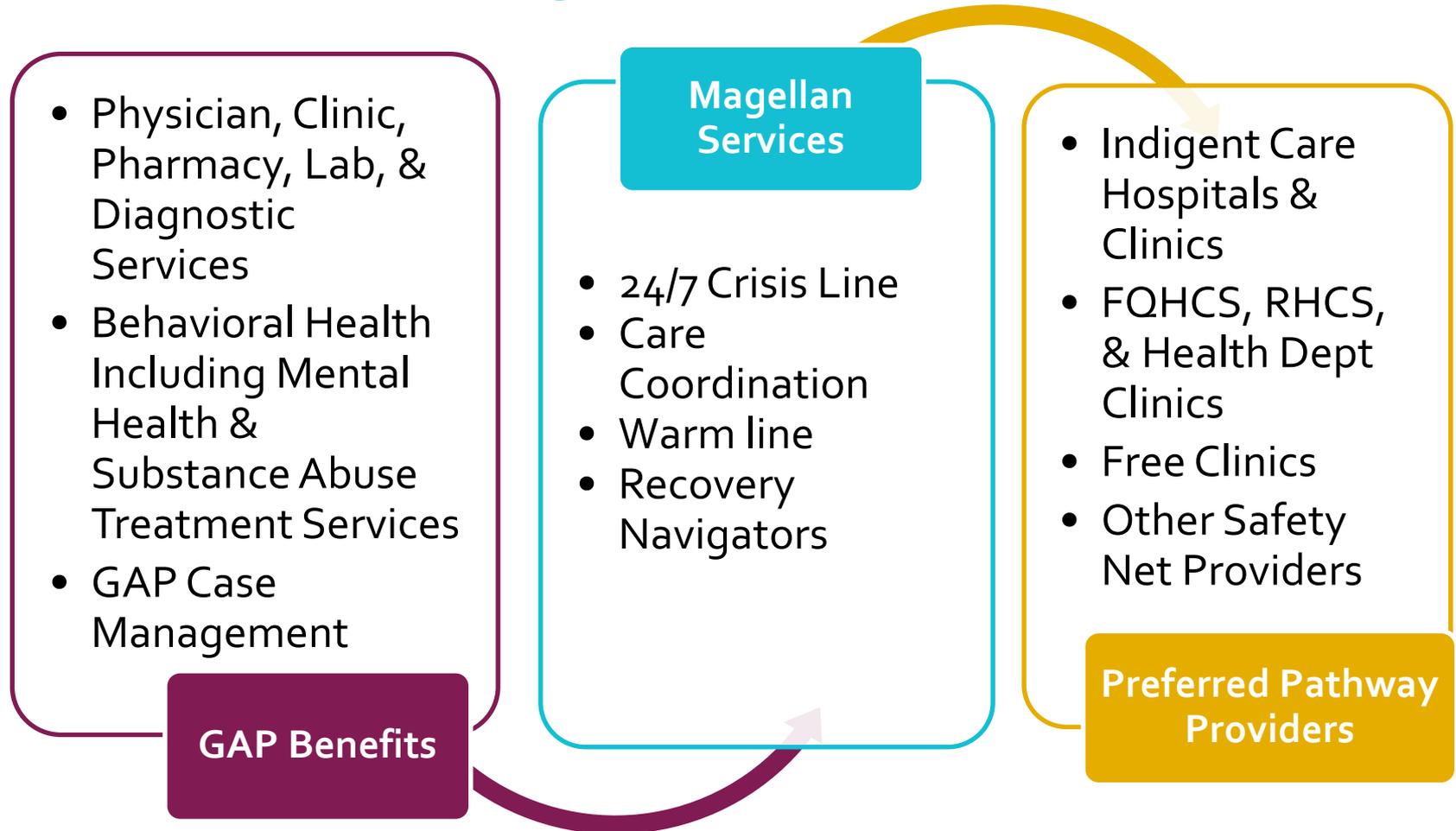
GAP Benefits

Integrating care coordination, primary care, specialty care, pharmacy and behavioral health services

Outpatient Medical	Outpatient Behavioral Health	Magellan Only Services	Substance Abuse Services
Primary & Specialty Care	GAP Case Management	Care Coordination	Screening Brief Intervention and Referral to Treatment Intensive Outpatient Outpatient Therapy (individual, family, group)
Laboratory	Psychiatric Evaluation, Management and Treatment	Crisis Line available 24/7	Opioid Treatment Programs
Pharmacy	Crisis Intervention and Stabilization	Recovery Navigation	Office Based Opioid Treatment
Diagnostic Services <ul style="list-style-type: none"> Physician's office Outpatient hospital coverage limited to: diagnostic ultrasound, diagnostic radiology (including MRI and CAT) and EKG/telemetry 	Psychosocial Rehabilitation Mental Health Peer Support		Substance Use Peer Supports Partial Hospitalization Residential Substance Abuse Services

Bridging the Mental Health Coverage GAP

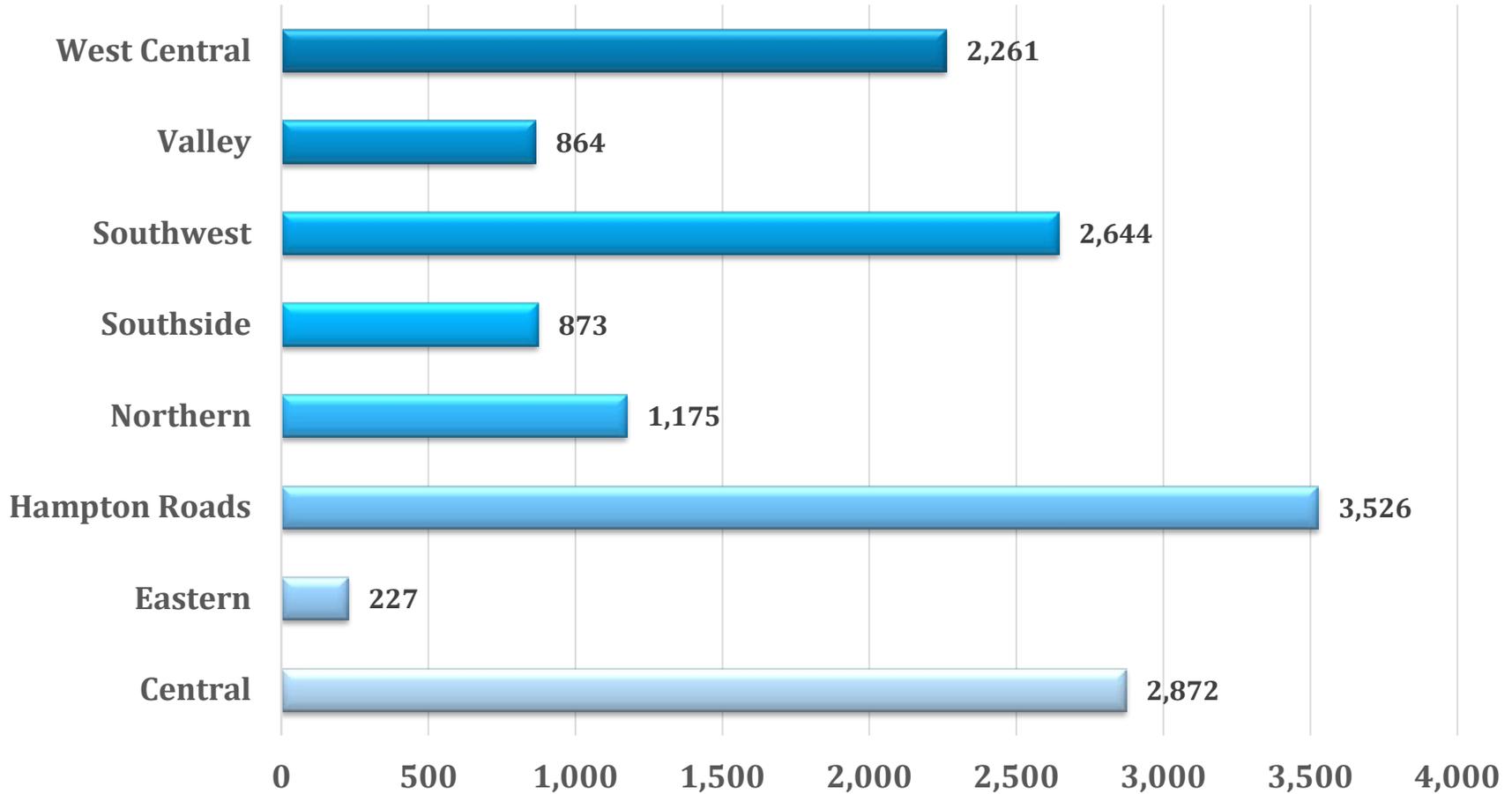
GAP Integrated Service Delivery



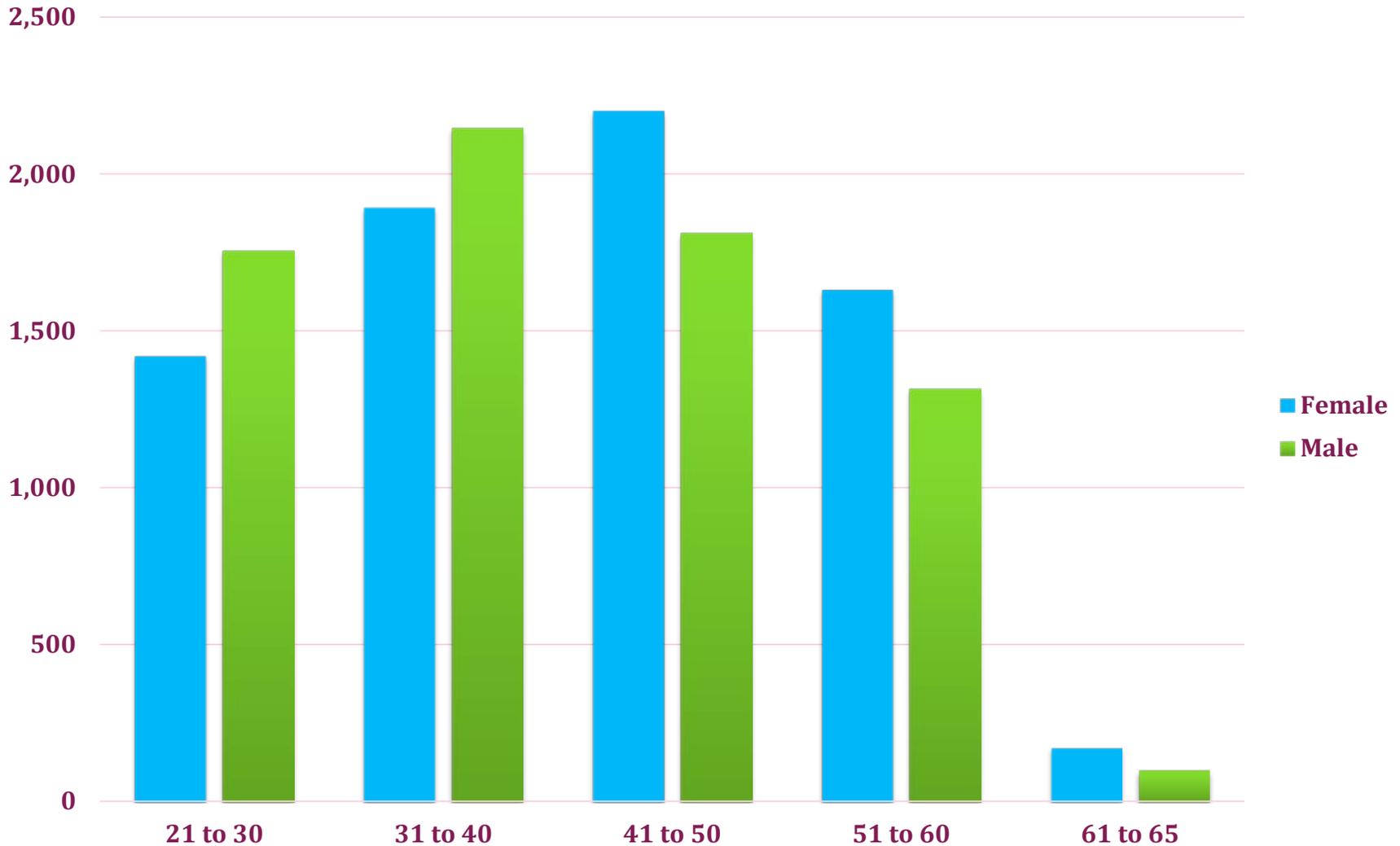
GAP ENROLLMENT

14,442 (266 localities represented)

20,455 Enrolled since 1/12/2015



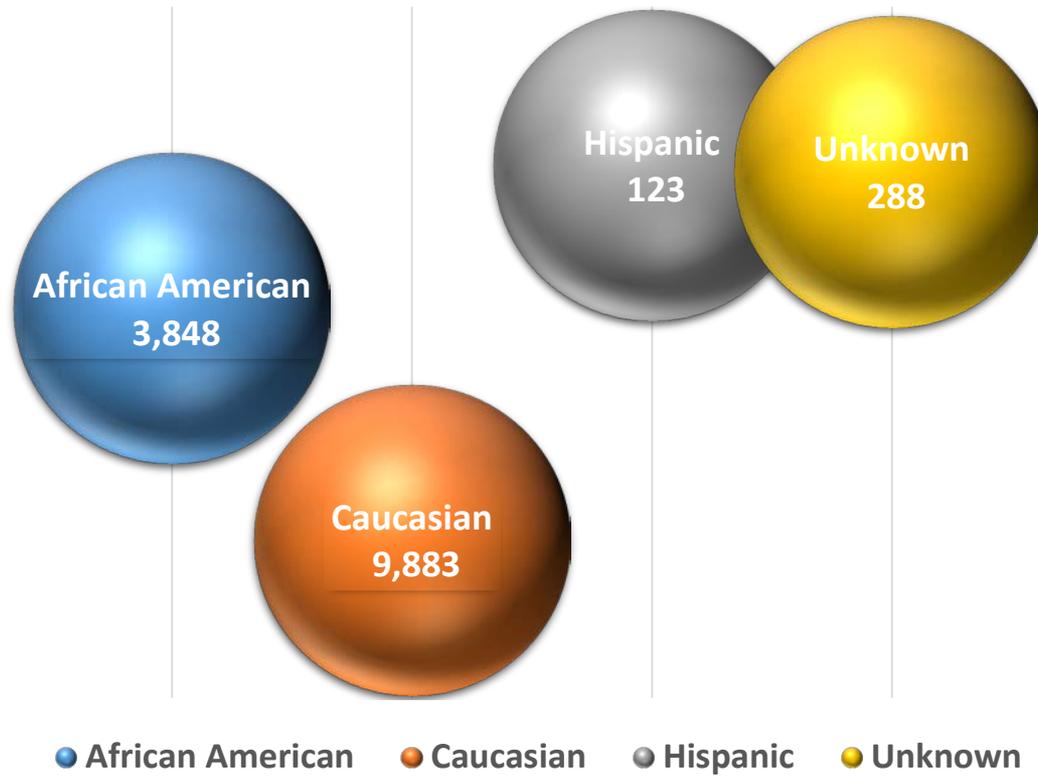
GAP Enrollment by Gender and Age Group



GAP Enrollment by Ethnicity

✓ Who are our GAP members?

Distinct Counts of GAP Members by Primary Ethnic Group



Safelink

What is the goal of the program?

- The goal is to make it easier for members to get care, while helping to improve the quality of care.

What does the program include?

- Free phone
- Free phone services from SafeLink Wireless
- 350 monthly calling minutes
- Free calls to Magellan of Virginia member services: 1-800-424-4046
- Free calls to 911 emergency
- Unlimited text messages
- Voicemail, caller ID and call waiting
- Free technical support

Who qualifies for the program?

- Virginia Medicaid-eligible adults age 18 and older
- Magellan of Virginia members. One member per household.

How does a member enroll in the program?

- Visit www.safelink.com to apply online (this is the fastest way to enroll).
- Fill out the paper application and mail it back.
- Call SafeLink Wireless at 1-877-631-2550.
- Provide member ID to get all of the special benefits.

Recovery Navigation

- Recovery is not limited to substance use disorder treatment. The provision of Peer Services facilitates recovery from both serious mental health conditions and substance use disorders.
- Recovery is a process in which people are able to live, work, learn and fully participate in their communities.
- Focuses on whole health and what is important to you – mentally, emotionally, physically and spiritually.

Recovery Navigation

Who is a Recovery Navigator?

- A person who has something in common with you. They have needed help to get better and other people helped them.
- A person trained to assist you by focusing on what is important to you.
- A person who can talk to you on the telephone. If you live close to them, they can meet with you in person.
- A person who can help you meet other people who are working toward similar wellness goals.

How do I get Recovery Navigation?

- Call the Magellan GAP Member line at 1-800-424-4279.
- Ask to speak to a GAP Care Manager and tell them that you are interested in Recovery Navigation.
- The phone number is available 24 hours, 7 day per week and is toll free.

GAP Update- Recovery Navigators

Success Story from the Navigator's Eyes

A 50 year old GAP member with a diagnosis of Major Depressive Disorder was referred for recovery navigation following crisis stabilization. The member had four previous suicide attempts in his life and has an extensive family history of suicide, with eight family members having committed suicide.

At the time of referral, he reported that he didn't have any goals for himself and that he isolates. Over the next several months, the member engaged in Recovery Navigation, GAP Care Coordination, behavioral health services and medical services. He began attending NAMI meetings and has taken on leadership roles within his local NAMI chapter.

In December, the member was approved for disability and has transitioned out of GAP coverage. In March 2017, he applied and was accepted to participate in the DBHDS Peer Recovery Specialist training. He successfully completed the 72 hour training course and is able to provide support for others. He now reports seeing work as a possibility for himself.

GAP Resources



- 24/7 toll-free line for GAP members to obtain information
- GAP Care Manager (800) 424-4279 or (800) 424-GAP9
- Recovery Navigation Warm Line (800) 424-4520



- For assistance with:
 - applications and renewals over the phone
 - Questions about application status, coverage or benefits
- To report changes, especially address changes
- (855) 869-8190



- To learn more about GAP & GAP educational material- www.dmas.virginia.gov
- Questions about covered/non-covered services– DMAS provider helpline (800) 552-8627
- Questions about the GAP program email: BridgetheGAP@dmas.virginia.gov