



2021 Behavioral Health Quality Improvement Program Evaluation Executive Summary

This Executive Summary provides an analysis and evaluation of the overall effectiveness and key accomplishments of the Behavioral Health (BH) Quality Improvement (QI) Program for Blue Cross and Blue Shield of Illinois.

2021 Accomplishments

1. The Behavioral Health full URAC Health Utilization Management (HUM) reaccreditation was successfully completed in April 2021.
2. Continuing Medical Education (CME) trainings were conducted for providers in a series of three trainings on Depression in Primary Care, Opioid Use Disorder and Comorbid Conditions, which were attended by a total of 684 providers in Illinois.
 - Launched the Enduring Materials component of the CME project, where Continuing Medical Education (CME) trainings were recorded and made available for providers to view at any time to obtain CME/Continuing Education Unit (CEU) credit.
3. *Blue Review* articles were posted on the Blue Cross and Blue Shield of Illinois provider website with information on both Depression Screening and Antidepressant Medication Management (AMM).
4. Obtained access for all Illinois products to access the EPIC portal for real time access to Emergency Department (ED) and inpatient (IP) data to support the Initiation and Engagement of Alcohol and Other Drugs (AOD) Treatment (IET) and Follow-Up After Hospitalization (FUH) measures.
5. Reports were generated to identify members discharging from an Emergency Department before claims are finalized in order for Care Coordination to outreach those members in a timelier manner.
6. Adapted the ongoing Advanced Appointment Initiative with community mental health agencies and providers to assist members in getting appointments secured in a timely manner by identifying the providers who were utilizing the program effectively and continuing the program for them.
7. Continued to engage three facilities in the Federal Employee Program FUA/FUM Emergency Department Incentive Program.
8. Continued to engage seven facilities in the FUH 30-day Facility Incentive Program.
9. Initiated a pilot with Teladoc for the Federal Employee Program for the FUM/FUA HEDIS measures by calls being made to members to assist with obtaining after-care appointments.
10. Member fliers were distributed across the plan states on the importance of follow-up after receiving a diagnosis in order to improve Initiation and Engagement of AOD Treatment (IET) rates.

Program Focus for 2022

Based on the review of the 2021 program goals, an increased understanding of barriers to improvement, and attention to lessons learned during the year, the following primary areas for focus of the BH Quality Improvement Work Plan for 2022 include:

1. Measure, monitor, and continuously improve performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers.
2. Maintain a high level of satisfaction among providers and members.
3. Focus continuous quality improvement efforts on those priority areas defined in the annual BH QI Work Plan.
4. Continue to explore social determinants of health and focus on implementing new initiatives to address identified areas of concern, increase member resources and improve access.
5. Facilitate rounds, annual trainings, and other activities as necessary to optimally manage behavioral health complaints and adverse incidents.
6. Increase the rates of key HEDIS measures.