



Improving access to behavioral health services

Data helps enhance residents' health and well-being

Improving individuals' health and well-being through high-quality health care is the mission of one Eastern state's Medicaid program. That includes offering eligible residents coverage for essential services like behavioral health, which includes mobile crisis response teams, hospitalization, outpatient therapy, counseling and more.

To deliver on its mission while improving its current behavioral health system, the state needed an efficient way to gather demographic data on individuals who access behavioral health resources as well as utilization information. This information could also be used by the state legislature to inform funding decisions.

In 2022, the state asked Optum to develop a dashboard to help stakeholders:

- Be better stewards of state resources devoted to behavioral health services
- Provide transparency around how those resources are allocated

The state needed a way to monitor behavioral health services to improve offerings and secure proper funding.

Optum

Dashboard provides critical reporting information

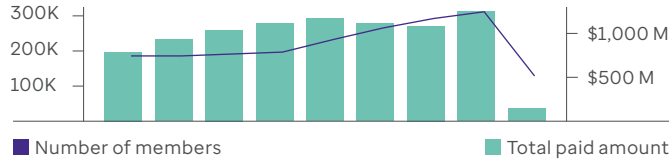
The state’s enterprise data warehouse (EDW) is a powerful system that can deliver demographic and utilization data about individuals who participate in behavioral health services. Based on the state’s objectives, the new dashboard was developed to leverage this data.

The report shown below provides 2 perspectives:*

Behavioral health service trends

Presents behavioral health services trends along with historical member and cost trends.

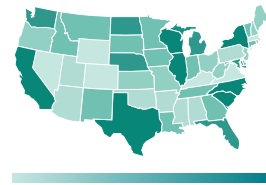
Member and cost trends



Members receiving behavioral health services

Reflects member demographics broken down by locality, gender, age group, ethnicity and race. Filters further narrow data by claim type, program, plan name, service description, behavioral health diagnosis and more.

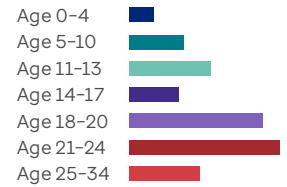
Locality of residence



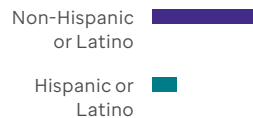
Gender



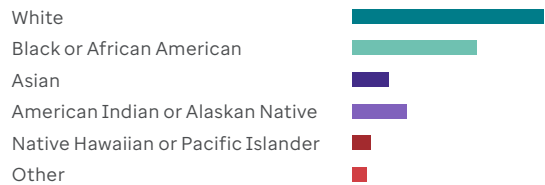
Age group



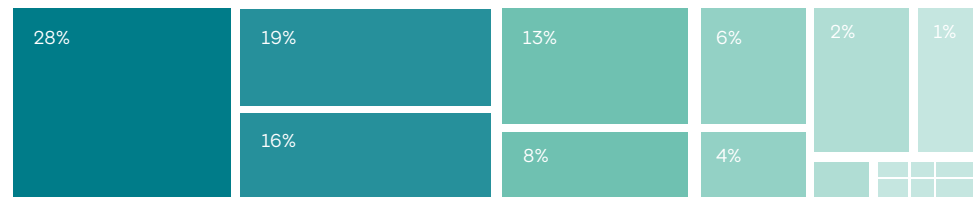
Ethnicity



Race



Behavioral health primary diagnosis claim volume



* Data presented here is for example only.

Data can be easily downloaded and exported for further manipulation and analysis

Reports are updated weekly to pull in the latest data and used to help improve work efficiency, identify answers to questions and increase access to services. It does this by providing information such as:



Outcomes: A valuable asset for a spectrum of stakeholders

The state has provided feedback on how the dashboard is helping a variety of stakeholders focus on improving behavioral health services.

- **Analysts** further evaluate current utilization using member-level data and also track trends.
- **The department overseeing medical assistance** is working to redesign the behavioral health service array. The dashboard is helping subject-matter experts answer critical questions around how services function, characteristics of those who receive services, how much is spent on services and where those services are being provided.
- **The state legislature** monitors the behavioral health program's service quality, outcomes and associated expenditures. The dashboard facilitates decision-making when allocating state funding.
- **Behavioral health service providers** access the dashboard via the public-facing link to the dashboard to help improve their services.

Based on the successful deployment and usefulness of the dashboard, the state is now pursuing a similar reporting function focused on addiction and recovery treatment services. The state also intends to develop a hybrid behavioral health/addiction and recovery treatment telehealth product using the new reporting.

“The fact that we have this information at our fingertips is amazing. It saves us time, but also shows our stakeholders that this information is important in understanding our current behavioral health system so we can continue to work toward making it better.”

– Senior Program Advisor

Learn how Optum can help your state use data to improve services and programs. Contact us at optum.com/stategov.

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