

C·B·H



data report

2019–2020

Community Behavioral Health
A DIVISION OF DBHIDS | CBHPHILLY.ORG

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Our Vision

A diverse, innovative, and vibrant organization in which we are empowered to support wellness, resiliency, and recovery for all Philadelphians

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Children's Services*

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Our Mission

CBH will meet the behavioral health needs of the Philadelphia community by assuring access, quality, and fiscal accountability through being a high performing, efficient, and nimble organization driven by quality, performance, and outcomes.

FOREWARD

A Letter from the Commissioner

Greetings Friends,

On behalf of the Community Behavioral Health (CBH) Board of Directors and the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), we are pleased to present you with the 2019-2020 Philadelphia HealthChoices Program Annual Report. With this report, we aim to provide you with data and display our ongoing commitment to our members and what drives us as an organization.

We are committed to Pennsylvania's HealthChoices program objectives of ensuring access, quality, and cost-effectiveness in health care services. We continue to utilize cross-system collaborations to bolster member access points in our schools, courts, and community. Collaborative partnerships with Physical Health Managed Care Organizations (PH-MOCs) continue to be a priority focus area, which ensures our members' whole health needs are addressed.

Efforts to enhance our continuum of care for children are ongoing. We are excited to have launched Intensive Behavioral Health Services (IBHS) to ensure children and families have access to high quality, evidence-based, culturally responsive mobile services delivered across home, school, and other community settings. CBH issued two sets of performance standards for children's services: IBHS and Psychiatric Residential Treatment Facility (PRTF). These standards are intended to provide a foundation and serve as a tool to promote continuous quality improvement and progression toward best practice performances, to increase the consistency of service delivery, and to improve outcomes for members. CBH continues to prioritize home and community-based services, particularly for children and youth. The opening of a small Philadelphia-based PRTF is just one example of these efforts.

CBH has also worked diligently, in partnership with the provider network, to continue to create a robust continuum of Value-Based Purchasing (VBP) models for a variety of levels of care; these models include shared savings, capitation, and case rates for both adult and children's services to be implemented in the 2021 calendar year.

This year Philadelphia has been faced with several unprecedented multi-layered traumas. We are currently combating the global COVID-19 pandemic, an overdose epidemic, pervasive poverty, shelter insecurity, civil unrest, and all the associated difficulties resulting from the combination of these challenges. Despite these difficulties, CBH continues to rise to the occasion, meeting each challenge with a strategy and each barrier with a plan. As the City works to slow the spread of COVID-19, CBH works closely with the state, city partners, and the provider network to maintain access to care for our members. Most notably, the state relaxed regulations and issued guidance regarding telehealth, which significantly expanded providers' ability to reach members receiving services. CBH also implemented alternative payment arrangements to ensure providers were able to maintain access to care for members with the greatest needs. This further demonstrates CBH's deep commitment to our members and the city of Philadelphia.

Finally, this report marks two milestones. On October 12, 2020, Dr. Faith Dyson-Washington officially began her role as Chief Executive Officer of CBH. We are thrilled to have Dr. Washington join our team, as she brings a wealth of experience ranging from lived experience as a family member, clinical expertise, including within our own provider network, and leadership regarding integrated behavioral healthcare. She's also a lifelong Philadelphian, so she knows our city well and is committed to our members!

This year also marks a personal milestone, as I started my role as Commissioner of DBHIDS and Chair of the CBH Board of Directors. I feel incredibly honored and privileged to lead our system during this time and have immense confidence in our ability to persevere during times of uncertainty and change. During my time as Deputy Commissioner, I have been impressed and inspired by the talent, dedication, and commitment demonstrated by our staff, the provider network, our communities, and the people we serve. I am happy to share some of our accomplishments from 2019 and excited for the road ahead.

Sincerely,

Jill Bowen, PhD
Chair, CBH Board of Directors
Commissioner, DBHIDS



INTRODUCTION

An Overview of Our Work, Priorities, and Investments

Community Behavioral Health (CBH) is a non-profit 501 (c) (3) corporation contracted by the City of Philadelphia's Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) to manage the administration of the HealthChoices Behavioral Health Program of the Commonwealth of Pennsylvania. This program covers mental health and substance use services for the Medicaid (MA) recipients of Philadelphia County.

In partnership with DBHIDS, services are delivered in accordance with HealthChoices, which is governed at the federal level by the Centers for Medicare and Medicaid Services (CMS) and administered at the state level through the Pennsylvania Department of Human Services (PA DHS) and the Office of Mental Health and Substance Abuse Services (OMHSAS).

CBH contracts with MA enrolled and licensed service providers with the requirement that they deliver effective and medically necessary services to covered members in the least restrictive, most developmentally appropriate and culturally competent manner. In creating and maintaining this managed care system, CBH promotes maximum access, member and family participation, public accountability, and local control.

Our Members

CBH's primary goal is to effectively address and support the overall health and wellness of Philadelphians across multiple domains, in partnership with other City agencies and physical health managed care organizations. CBH authorizes payment for a vast array of services, including outpatient mental health and substance use programs, inpatient psychiatric and addictions treatment programs, residential rehabilitation, as well as family, school, and community-based programs.

Our Providers

CBH is committed to ensuring Philadelphians receive an array of quality, cost-effective, recovery-oriented, and evidence-based services. Targeted efforts include developing and expanding a wide array of community-based alternatives to restrictive settings, as well as developing services for specialized populations such as individuals with autism, youth involved in the child welfare system, and forensic-involved adults reentering the community.

Our Infrastructure

To assure the capability of CBH to provide members with innovative, effective, and appropriate care, CBH is committed to sustaining its long term viability by enhancing our infrastructure; attracting and retaining a talented and diverse workforce; focusing on outcome measures; and adopting a cross-agency total quality improvement philosophy. Our vision and mission will be complemented by a holistic approach to innovation, new technologies that maximize our effectiveness, and a continued exercise of fiscal responsibility.

2019 AT A GLANCE

164

In-Network Providers
with Multiple Sites

292

Programs Reviewed by
Network Improvement
& Accountability
Collaborative (NIAC)

440

Average Daily Phone
Calls to Member
Services

458

Unique Members
Received Language
Interpreter Services
Request

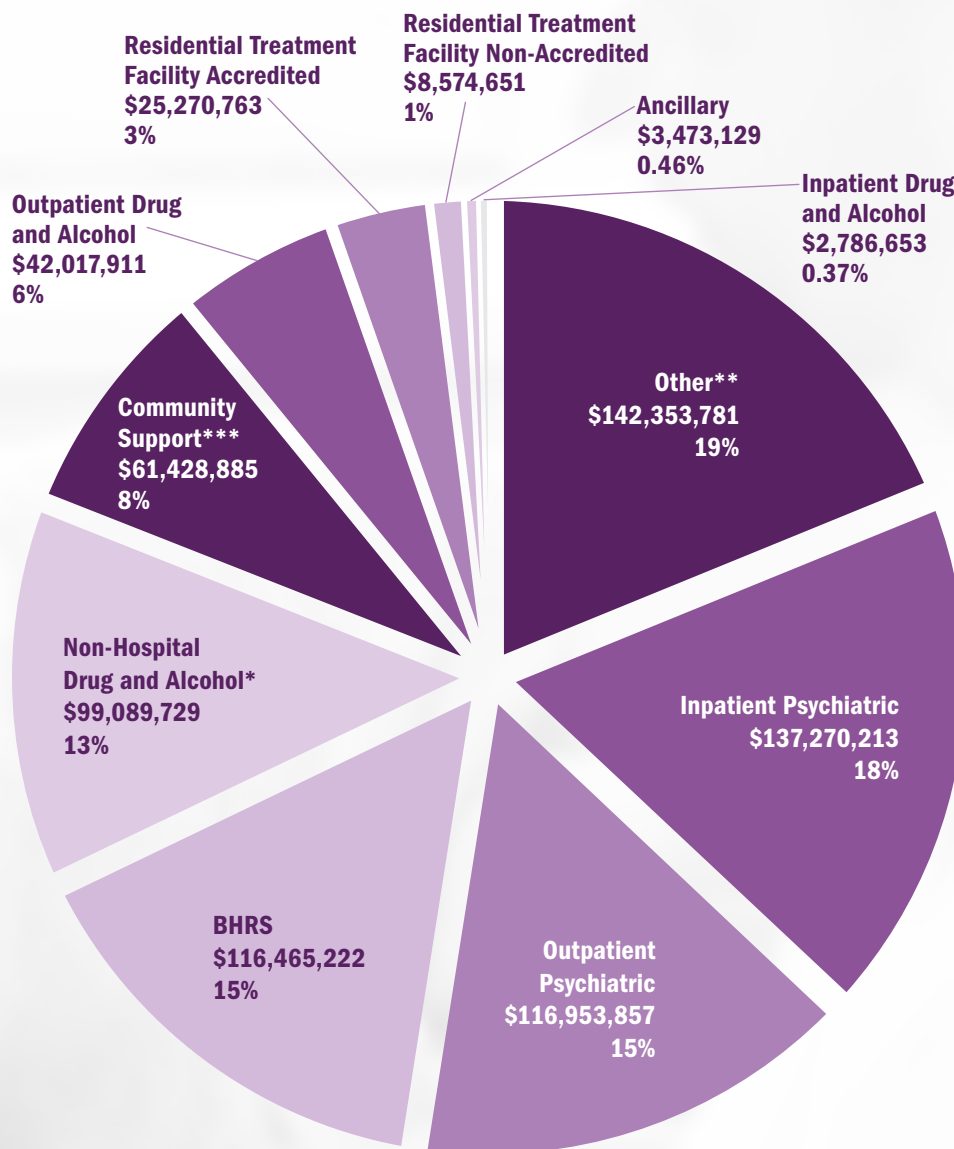


Parenting is now less stressful. I have become a better parent now that we have gone through PCIT [Parent Child Interaction Therapy]. I'm able to implement the behavior management skills taught during PCIT and in doing so this has promoted such positive behavior. We practiced at home [and] on our way to and from school. The bond has strengthened. He loved me before but now we feel it more. He's a kid that loves to cuddle.

— CBH MEMBER

MEDICAL EXPENSES BY LEVEL OF CARE (LOC)

Over the year 2019, CBH has increased payments for drug and alcohol services as well as community-based services. These increases are in correlation with CBH's goal to reach more members directly in their home communities where they feel most comfortable.



Total Amount: \$755,684,794

* Non-Hospital D&A includes all detoxification, rehabilitation, and residential services excluding inpatient drug and alcohol.

** Other includes: Assertive Community Treatment (ACT), Certified Community Behavioral Health Clinics (CCBHCs) (includes IOP and other CCBHC Services, Community Integrated Recovery Center (CIRC), D&A ICM, Intensive Outpatient (IOP), Long Term Structured Residence/ Adult Outpatient Programs, Mental Health Services (not otherwise specified), Mobile Psychiatric Rehabilitation, Other, Peer Support, and Adult Residential Treatment Facility (RTF-A).

*** Community Support includes: Crisis Intervention, Family-Based Services, and Targeted MH Case Management.

OUR MEMBERS AT A GLANCE

735,387

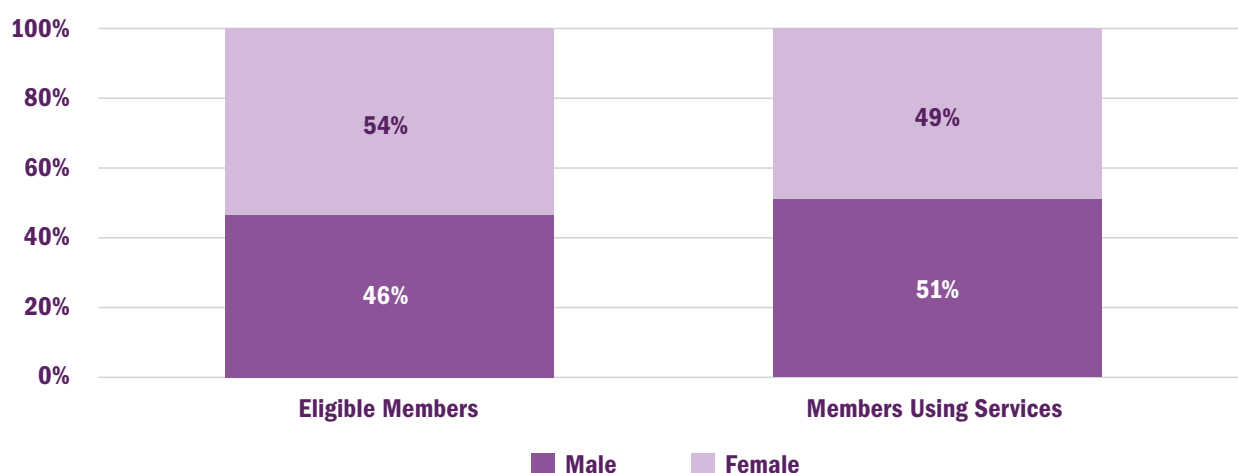
Eligible Members in 2019



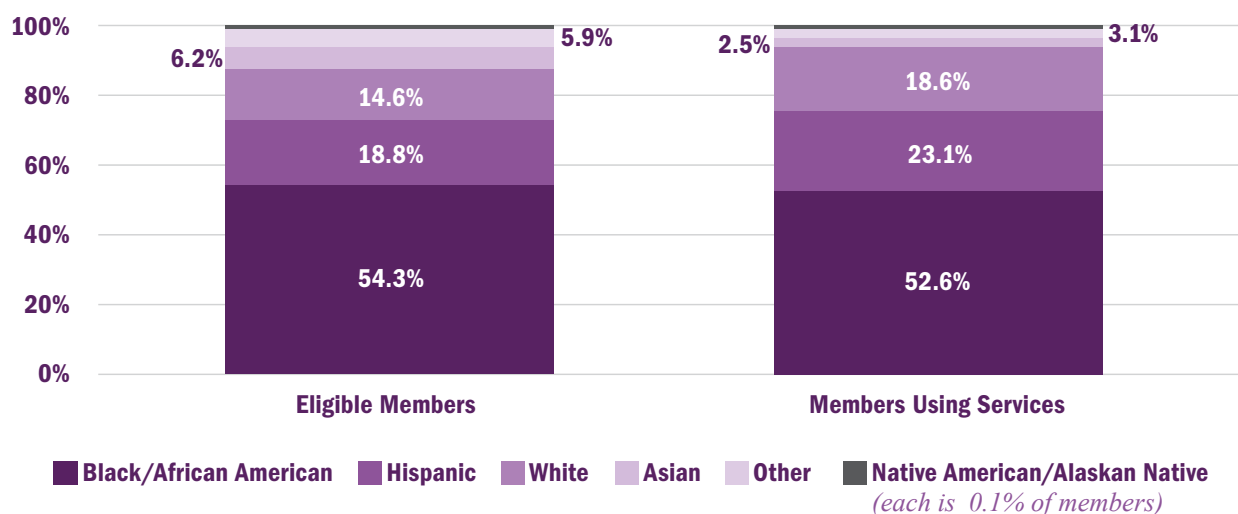
116,236

Members Utilized Services

Gender of CBH Members



Race/Ethnicity of CBH Members



UTILIZATION TRENDS

<i>Level of Care</i>	<i>Unique Members Served</i>
Outpatient Psychiatric	90,280
Ancillary	24,435
Outpatient Drug and Alcohol	19,626
Other**	19,420
Community Support***	12,729
Inpatient Psychiatric	11,869
BHRS	10,865
Non-Hospital Drug and Alcohol*	8,982
Inpatient Drug and Alcohol	790
Residential Treatment Facility Accredited	351
Residential Treatment Facility Non-Accredited	83
Total Unique Count †	116,236

<i>Age</i>	<i>Unique Members Served</i>	<i>DHS Address</i>	<i>Autism Diagnosis</i>	<i>SMI Diagnosis</i>
0-5	4,171	190	1,131	64
6-12	18,331	867	2,527	1,255
13-17	12,742	1,264	1,172	3,231
18-20	4,920	352	400	2,147
21-44	44,680	94	495	22,931
45-64	33,320	-	80	21,646
65+	2,776	-	15	1,757
Total Unique Count †	116,236	2,525	5,297	51,481

Notes for page 7 chart also apply to page 9 charts.

† *The total unique count is not the sum of the listed data due to members utilizing more than one service within a year.*

Abbreviations: DHS Address indicates member under care of Department of Human Services (undercount); SMI= Serious Mental Illness defined as primary or secondary diagnosis of Schizophrenia, Schizoaffective Disorder, Bipolar Depression, Major Depression, Psychotic Disorder, or Borderline Personality Disorder.



I would like to recognize Miss Vannessa¹ for her outstanding clinical acumen, customer service, kindness, and attention to detail. She treated the referral with great care, which is something that this young man who has been shot and who is traumatized desperately needed. She instinctively understood this about him.

— EINSTEIN-MOSS REHAB

¹ Vannessa Carrero is a Senior Member Services Representative at CBH.

LOOKING AHEAD

A Letter from the CEO

I want to thank the CBH Board of Directors and staff for their dedication and commitment to improving the health and well-being of all Philadelphians. I am grateful to have been given the opportunity to lead an outstanding organization committed to helping those in need. In addition to my hiring in October, CBH has undergone many transitions as an organization throughout 2019 and 2020 and has done so while simultaneously facing significant challenges within our communities.

Secondly, thank you to Donna E.M. Bailey for stepping in as Interim Chief Executive Officer from January 2020 through October 2020. Her leadership, authenticity, and constant presence during the COVID-19 pandemic helped CBH to face each challenge head-on and grow into an even stronger organization.

Thank you also to all CBH staff and the provider network. You each have been key to ensuring continuity of care for our members. Our ability to make it through these challenging times is a tribute to your commitment to the work and our members.

Living through a pandemic is a dark time and there is no doubt many of us have struggled. The combination of our providers' commitment to our members and the ability to use telehealth broadly has helped ensure access to services and supports for those in need. We continue to look closely at utilization patterns to track member access to services both in person and through telehealth. While we are eager to offer a robust array of supports in person again, we see telehealth as a silver lining that will hopefully become a lasting part of the service delivery system, offering members additional care opportunities.

Just as we have made significant improvements to our continuum of care for children, we see 2021 as an opportunity for growth for our adult continuum. We are working to expand access to inpatient mental health and substance use treatment services. Enhancing the adult mobile crisis continuum will be another top priority as part of this effort. We will benefit from the many lessons learned from enhancements recently made to the children's crisis continuum.

Exciting work lies ahead for 2021 as we implement new HealthChoices requirements. We have been given an opportunity to work with Community Based Organizations (CBOs) and our provider network to address Social Determinants of Health (SDOH) that impact our members. This will be accomplished by implementing Community Based Care Management (CBCM) projects and Value-Based Purchasing (VBP) strategies.

The implementation of these new initiatives will allow us to pilot approaches that enhance physical and behavioral health care coordination, promote diversion from bed-based care, reduce healthcare disparities, improve behavioral health outcomes, and much more. CBH has the advantage of building upon the work of existing CBCM teams who work in partnership with PH-MCOs. We are excited that the Pennsylvania Department of Human Services is taking an innovative approach to addressing the whole health needs of our members and requiring us to partner with CBOs who are engaged in this important work. We are confident these new programs will greatly benefit our members and the City of Philadelphia.

As we head into 2021, there is much work to be done as CBH continues to navigate the COVID-19 pandemic. We will continue with a steady focus on safe, accessible, quality care for members and strengthening provider partnerships to develop solutions for operational and service needs.

As an organization, we remain hopeful for the future as our road map includes many promising and innovative initiatives to bolster our ability to meet the needs of our members and provider network.

Faith Dyson-Washington, PhD, MBA
Chief Executive Officer, CBH





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