






# Behavioral Health Integration (BHI): Care Management Model Learning and Action Summary

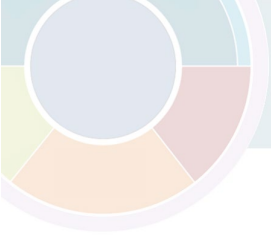
This learning and action summary pulls together resources<sup>1</sup>, videos<sup>2</sup>, and guidance shared during various learning events and organizes content so that you can easily reference materials as you implement the Behavioral Health Care Management Model in your practice. This guide provides content and resources that complement suggested implementation approaches provided in the [CPC+ Implementation Guide](#).

## Understand Behavioral Health in CPC+ and Choose a BHI Model

Action	Resource
<p><b>Review CPC+ BHI options and requirements.</b></p>	<ul style="list-style-type: none"> <li>Review how to integrate behavioral health services in the Key Concepts section of the <a href="#">CPC+ Implementation Guide</a>.</li> <li>Review Function 3: Comprehensiveness and Coordination in the <a href="#">Care Delivery Resource</a>.</li> <li>Watch the <a href="#">CPC+ Orientation Care Delivery Requirements</a> video, which depicts the changes in care delivery requirements from 2018 to 2019, most of which remain current today. This video can provide practice staff, especially new hires, a basic orientation to the CPC+ Care Delivery Requirements. </li> <li>Watch <a href="#">Core Elements of Behavioral Health</a> from the Behavioral Health Integration webinar. </li> <li>Watch the Practices in Action session on <a href="#">Behavioral Health Integration: Understanding the Care Management Model</a>. </li> </ul>
<p><b>Understand characteristics of the two BHI options in CPC+ and choose a behavioral health model.</b></p>	<ul style="list-style-type: none"> <li>Review the <a href="#">CPC+ Behavioral Health Menu of Options</a>, which describes the menu of options for Track 2 practices building primary care capabilities to support BHI.</li> <li>Review the <a href="#">BHI Table: Care Management vs. Primary Care Behaviorist Model</a> to determine which behavioral health model is best for your practice.</li> <li>Watch <a href="#">Things to Consider When Choosing a Behavioral Health Integration Model</a>. </li> <li>Listen to the <a href="#">CPC+ Tactics to Go - Care Management for Patients with Mental Health Conditions</a> podcast. </li> <li>Listen to the <a href="#">CPC+ Tactics to Go - Integrating the Behaviorist into the Primary Care Team</a> podcast. </li> </ul>

<sup>1</sup> Some of the resources listed in this summary report, including tools shared by other practices, reside on [CPC+ Connect](#). To directly access these links, log in to your CPC+ Connect account first. If you are not logged in to your CPC+ Connect account and select one of these links, you will be directed to the website login page. Log in to the website, then return to this document and select the link again to open a new window.

<sup>2</sup>  This icon denotes a live video clip and provides alternative text describing video clip contents. Hover over this icon with your cursor to view video descriptions.

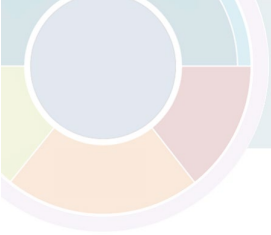


## Develop a Strategy for Care Management of Patients with Mental Health Conditions

Action	Resource
<p><b>Understand the behavioral health-focused care management model.</b></p>	<ul style="list-style-type: none"> <li>• Watch the <a href="#">What is Care Management for Mental Illness and Why is It Effective?</a> from the Behavioral Health Integration webinar. ⓘ</li> <li>• Watch the Practices in Action session on <a href="#">Behavioral Health Integration: Understanding the Care Management Model.</a> ⓘ</li> <li>• Review the University of Washington Advancing Integrated Mental Health Solutions (AIMS) Center <a href="#">Cheat Sheet on CMS Final Rule for 2017 Medicare Payments for Integrated Behavioral Health Services</a> for information on billing and coding for behavioral health services.</li> </ul>
<p><b>Prepare your practice for implementing care management for behavioral health.</b></p>	<ul style="list-style-type: none"> <li>• Develop a strategy to implement the care management model by consulting <a href="#">Key Elements for Implementing Care Management for Mental Health Conditions.</a> ⓘ</li> <li>• Use the <a href="#">BHI Worksheet: Care Management for Patients with Mental Illness</a> to structure your thinking about questions your practice should answer as you integrate behavioral health.</li> <li>• Review the resources contained in the <a href="#">BHI Resource Companion Guide.</a></li> </ul>

## Prepare Your Care Team to Support the Care Management Model for Behavioral Health

Action	Resource
<p><b>Identify staffing and training needs to support care management for patients with mental illness.</b></p> <ul style="list-style-type: none"> <li>• Assess staffing needs and practice resources.</li> <li>• Identify training to enhance staff skills in behavioral health.</li> <li>• Assess availability of community behavioral health specialists.</li> <li>• Hire the right behavioral health provider.</li> <li>• Educate staff, providers, and patients about BHI and the care manager role.</li> </ul>	<ul style="list-style-type: none"> <li>• Examine the needs of your practice and patient population and hire the right behavioral health provider:             <ul style="list-style-type: none"> <li>◦ Begin <a href="#">Integrating Care Management for Behavioral Health in Your Practice.</a> ⓘ</li> </ul> </li> <li>• Identify training opportunities for your care team by reviewing <a href="#">Key Skills and Training for Behavioral Health Care Managers.</a> ⓘ</li> <li>• Listen to the <a href="#">CPC+ Tactics to Go - Identifying Patients for Behavioral Health Services</a> podcast. ⓘ</li> </ul>



## Implement Care Management for Patients with Mental Health and/or Substance Use Conditions

Action	Resource
<p><b>Implement the care management model for mental illness.</b></p> <ul style="list-style-type: none"> <li>Identify and use behavioral health screening tools.</li> <li>Develop protocols and workflows to care for patients with mental health conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Develop a workflow for behavioral health management:           <ul style="list-style-type: none"> <li><a href="#">Example Care Manager and Depression Management Workflow</a> ⓘ</li> <li><a href="#">Behavioral Health Care Manager Process</a> ⓘ</li> </ul> </li> <li>Understand how to use behavioral health screening tools for depression:           <ul style="list-style-type: none"> <li><a href="#">Understand PHQ Guidelines and Scores to Execute Treatment</a> ⓘ</li> <li><a href="#">Implement Behavioral Health Screening Protocols: A Practice Example</a> ⓘ</li> </ul> </li> <li>Review tools shared by practices on CPC+ Connect:           <ul style="list-style-type: none"> <li><a href="#">Depression Self-Management One Pager</a></li> <li><a href="#">Grants Pass Clinic PHQ-9 Patient Questionnaire</a></li> <li><a href="#">Grants Pass Clinic Drug Screening Questionnaire</a></li> <li><a href="#">Grants Pass Clinic Adolescent Questionnaire</a></li> </ul> </li> </ul>

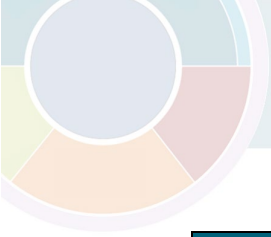
## Network with Practices Like Yours

Action	Resource
<p><b>Collaborate with other practices implementing the care management model for behavioral health.</b></p> <ul style="list-style-type: none"> <li>Post questions and share resources on CPC+ Connect.</li> <li>Join discussions in affinity groups with practices around the country that share your same health IT vendor to find information on how to optimize application of your EHR.</li> </ul>	<ul style="list-style-type: none"> <li>Join in on the conversation and share best practices and resources on CPC+ Connect:           <ul style="list-style-type: none"> <li><a href="#">CPC+ Connect</a></li> </ul> </li> <li>Explore the frequently asked questions (FAQs), called “Articles,” available on <a href="#">CPC+ Connect</a>.           <ul style="list-style-type: none"> <li>Search for FAQs using the CPC+ Connect universal search bar or scan the Articles tabs in the Topics pages.</li> </ul> </li> </ul>

## Resource Quick Access List

This section of the resource and action guide provides a summary list of resources and links.

Resource Category	Resource Type	Link
<p><b>National Webinars</b></p> <p>CPC+ national webinars are one-hour learning events that deliver content on specific CPC+ change concepts. Links to national webinars that relate to the behavioral health integration Care Management Model are listed on the right.</p>	<p><b>2017 Behavioral Health Integration Webinar</b></p>	<p><a href="#">Behavioral Health Integration Webinar</a> ⓘ</p>
<p><b>Learning Products</b></p> <p>CPC+ learning products include on-demand videos and podcasts. Links to learning products that relate to the behavioral health integration Care Management Model are listed on the right.</p>	<p><b>Learning Products</b></p>	<p><a href="#">CPC+ Orientation Care Delivery Requirements Video</a> ⓘ</p> <p><a href="#">CPC+ Tactics to Go - Identifying Patients for Behavioral Health Services Podcast</a> ⓘ</p> <p><a href="#">CPC+ Tactics to Go - Care Management for Patients with Mental Health Conditions Podcast</a> ⓘ</p> <p><a href="#">CPC+ Tactics to Go - Integrating the Behaviorist into the Primary Care Team Podcast</a> ⓘ</p>
<p><b>Practices in Action (PIA) Webinars</b></p> <p>PIA webinars are weekly 30-minute learning events that deliver content on specific CPC+ topics and on small tests of change. Links to each PIA webinar on the behavioral health integration Care Management Model are listed on the right.</p>	<p><b>PIA #4</b></p>	<p><a href="#">PIA: Behavioral Health Integration: Understanding the Care Management Model</a> ⓘ</p>
<p><b>Action Group (AG) Webinars</b></p> <p>Action Groups provide a deeper dive into specific CPC+ change concepts and change tactics. Action Groups are three sessions long, span a period of six weeks, and provide an environment for practices to learn, collaborate, and implement small tests of change over time. Links to each session on the behavioral health integration Care Management Model are listed on the right.</p>	<p><b>Action Group 14 (AG014): Preparing Your Practice for Implementing CM for Patients with Mental Illness</b></p>	<p><a href="#">AG014 Session 1</a> ⓘ</p> <p><a href="#">AG014 Session 2</a> ⓘ</p> <p><a href="#">AG014 Session 3</a> ⓘ</p>
<p><b>National Meeting 2018</b></p> <p>The 2018 National Meeting focused on the theme of Advancing Patient-Centered Care. Breakout sessions focused on population health improvement and health equity, burden reduction, safer care and person and family engagement, among other topics.</p>	<p><b>Session 1B: What Has Integrating Behavioral Health into Primary Care Shown Us in CPC+?</b></p>	<p><a href="#">Session 1B Recording</a> ⓘ</p>



Resource Category	Resource Type	Link
<p><b>Practice Spotlights</b></p> <p>Practice spotlights highlight the work of CPC+ practices that are doing successful work in a specific change concept. The following spotlight is for the behavioral health integration Care Management Model.</p>	<p><b>CPC+ Spotlight</b></p>	<p><a href="#">CPC+ Spotlight 7: Implementing Behavioral Health Integration: Care Management Model</a></p>
<p><b>Resources Shared by CPC+ Practices</b></p> <p>The following templates, guides, and resources on the behavioral health integration Care Management Model were developed by practices and shared on CPC+ Connect.</p>	<p><b>Screening and BHI Self-Management</b></p>	<p><a href="#">Depression Self-Management One Pager</a></p> <p><a href="#">Licensed Social Worker Phone Interview Screening</a></p> <p><a href="#">Depression Support Flow Chart for BHI Care Management</a></p> <p><a href="#">Grants Pass Clinic PHQ-9 Patient Questionnaire</a></p> <p><a href="#">Grants Pass Clinic Drug Screening Questionnaire</a></p> <p><a href="#">Grants Pass Clinic Adolescent Questionnaire</a></p>
<p><b>External Resources</b></p> <p>The following are templates, guides, and resources from external sources for behavioral health integration Care Management Model.</p>	<p><b>External Resources for Implementing the Care Management Model for BHI</b></p>	<p><a href="#">AIMS Center Collaborative Care Implementation Guide</a></p> <p><a href="#">AIMS Center Care Manager Role Training Module</a></p> <p><a href="#">AIMS Center Cheat Sheet on Medicare Payments for BHI Services</a></p> <p><a href="#">AIMS Center Sample Care Manager Job Description</a></p> <p><a href="#">Collaborative Care Model Psychiatrist Flyer</a></p> <p><a href="#">Collaborative Care Model Psychologist Flyer</a></p> <p><a href="#">National Council SBIRT Change Guide</a></p>