Behavioral Health Issues in the Worksite

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Coordinated Behavioral Health Management
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Behavioral Health Issues in the Worksite

- Mental Illness and substance abuse disorder cost companies about $80-$100 million dollars per year indirect cost.
- 1:10 employed workers experience some form of depressive symptoms.
- 50% employed workers are undiagnosed.
- 70%-80% improved with appropriate treatment.
- 8% of the workforce experience alcohol related problems.
- [http://www.workplacementalhealth.org](http://www.workplacementalhealth.org)
- Depression Cost calculator
- Alcohol cost calculator
Coordinated Behavioral Health Management

• 24 hours/7 days per week behavioral medicine case management services
• Staff by clinically trained mental health and chemical dependency professional (RN’s, Mas, MSWs, MDs minimum of 5 years experience
• Specializing in utilization management, integrated disease management and condition specific disease management of depression and bipolar disorder

HAPs Behavioral Health Department
1-800-444-5755
Integrated Disease Management

• Integrated disease management for members with depression and a chronic disease
• Disease management for members with Depression and Bipolar Disorder
• Case managers work collaboratively with Clinical Care Management nurses who manage chronic conditions.
  - Interventions include:
    1. Comprehensive assessment (i.e. referral to CBHM for in-depth screening for depression and anxiety)
    2. Health Coaching (behavior change theory)
    3. Education of condition/skills
    4. Assist with adherence to physician plan of care (i.e. medications)
    5. Assistance navigating health care system
    6. Assistance with community resources
Integrated Disease Management - Quality Improvement Initiatives

- Robust Disease Management Programs
  - Antidepressant Medication Management Member incentives
  - Physician Outreach and Education
  - Outbound calls missed antidepressant refills
  - Outbound call program for follow-up after mental illness inpatient hospitalization
  - Outbound call program for treatment engagement for Alcohol Disorders
  - Outreach to families of children with Attention Deficit and Hyperactivity Disorder with member incentives
“Highest Member Satisfaction among Commercial Health Plans in the Michigan Region, Six Years In a Row!”