



## *A Decade Of Doing The Right Thing in Hawaii For Our Members, Providers and Our Communities*

Since 2013, 'Ohana Health Plan has served as the sole provider of the state's Community Care Services (CCS) program, a highly specialized care model to help individuals who have been diagnosed with severe and persistent mental illness (SMI). These individuals are Hawaii's most vulnerable -- people who have been diagnosed with schizophrenia, delusions, psychosis, bi-polar disorder, and major depression. For some, the impairment is such that they are unable to work or complete daily tasks independently. Many CCS members lack family or social support.

We are the only Medicaid Managed Care Organization in the state that provides specialized behavioral healthcare for qualifying Medicaid members with SMI, utilizing our in-house team of highly qualified, community-based case managers to coordinate the full scope of health services for our CCS members. For the past five years, the state has entrusted our case managers with ensuring Hawaii's most vulnerable are properly cared for with compassion. We believe our CCS members are people first, deserving of proper health care and resources, and our 'Ohana team is dedicated to helping all people to live their best quality lives.

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*“These are human beings who by no fault of their own have a mental illness and they are doing the best they can. Many have history of abuse and have led very difficult lives. Everyone deserves a chance to live the life they want to live. It's a tough job, but knowing we can make a real difference is what truly matters.”*

**CAROLEE VAN STRIEN**

**Behavioral Health Supervisor, 'Ohana Health Plan**

*“What we do is much more than connecting them with their doctors, it's helping them address social determinants to good health. It's rewarding to see when people recover, become stable, and have improved quality of life as a result of what we provided.”*

**THERESA LYONS**

**LCSW, Director of Behavioral Health and 10-year employee, 'Ohana Health Plan**

## Making a Difference for a Member Experiencing Schizophrenia and Bipolar Symptoms

A 48-year-old 'Ohana Health Plan member with dual CCS and QUEST Integration suffered from schizoaffective disorder with bipolar symptoms. Chronically homeless, she was not staying in a safe area. The member was frequently seen at the hospital for infections and incontinence. Our Social Worker/Case Manager and Service Coordinator worked together to find the member a permanent placement at a boarding home. With a stable address, the member was able to receive personal assistance services to help her with cleaning, cooking, laundry and other chores. We also helped the member re-instate her SSI benefits and supported the member's psychiatric appointments and medication management to promote better health outcomes. The member is happier now and no longer lives on the streets. She has consistent meals and resides in a safe, stable environment. Since she now visits her doctors and takes her medications regularly, her health continues to improve.

Mental disorders are among the most common causes of disability, affecting an estimated 13 million American adults. The resulting disease burden is among the highest of all diseases. We work with health care providers, law enforcement, homeless shelters, hospitals, and visit people living on the street to locate those at risk who may not know they're eligible for help, addressing each member's needs holistically to improve outcomes while reducing costs for the state.

We're able to make a difference because our behavioral healthcare team works one-on-one with CCS members, gaining their trust and coordinating all facets of their needs within the community: medical and pharmacy care; finding food and housing assistance; transportation to appointments; as well as discharge and follow-up planning.

Beyond what we do for our members, we are constantly working to improve cooperation and coordination between everyone who comes into contact with these individuals such as the Honolulu Police Department, Emergency Services, social service agencies, and non-profits.

### Care That Works

- Achieved the 90th percentile HEDIS Quality Performance benchmark on post-hospital follow up visits within measurement year 2017
- Decreased utilization of Inpatient Admissions, ER Visits, and Residential Treatment. Members in the program had 28% fewer hospital stays during the past two years.
- Shifted from institutional to outpatient care in the past year -- utilization decreased for BH Inpatient (-16%) and Residential Treatment Programs (-5%), which are the costliest institutional settings.
- Similarly, ER utilization for Behavioral Health over the past 12 months is down 9%. Other OP and Psychiatric Services were up 8% and 25% over the same period, reflecting the targeted shift from institutional to routine outpatient care at significantly lower costs

*'Ohana Health Plan is an affiliate of WellCare, a leading provider of Medicaid and Medicare plans with more than 5.5 million members nationwide. With 250-plus employees in Hawaii serving members on all islands, 'Ohana Health Plan has utilized WellCare's national experience and resources to develop a care model that meets the needs of Hawaii's Medicaid and Medicare beneficiaries.*