New URAC Measurement-Based Care Designation to Improve Behavioral Health Outcomes
Speakers

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National Alliance of Healthcare
Purchaser Coalitions

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URAC
Mental Health & Substance Use: A Public Health Crisis

FIVE INTER-RELATED OPPORTUNITIES TO STEM THE TIDE OF ACCESS ISSUES

**A BROKEN SYSTEM**
- Phantom networks – difficult to get timely appointments
- Provider shortages, low participation rates
- Most MH medications prescribed by primary care
- No accountability for quality of treatment
- Growing concerns and enforcement of MH parity

**A REFORMED SYSTEM**
- Reverse declining network participation rates of MH professionals
- Improve quality of care provided and patient outcomes
- Integrate behavioral health screening, coordination and referrals from primary care
- Reduce legacy MH disparities and friction
- Supplement access and integration with virtual care

THE PATH FORWARD executes a disciplined approach to effect market-driven change
About Me – sgriffin@urac.org

- First Physician to lead URAC as President & CEO
- Previous roles
  - Vice President, Clinical Improvement and Applied Analytics, Premier, Inc.
  - Chief Quality and Informatics Officer, Memorial Herman Physician Network
  - Chief Medical Information Officer, Baylor College of Medicine & Heartland Regional Medical Center
- Education/Certifications
  - Graduate of Carver College of Medicine at University of Iowa
  - Trained in Rural Family Medicine in Iowa
  - Fellow - AAFP
- Areas of Expertise
  - Population health, clinical quality improvement, network development, CIN/ACO’s, incentive design, physician leadership development, and physician alignment
  - Speaker - AMGA, MGMA, AMA, HIMSS, NQF, CHIME
  - KLAS Advisory Board and Population Health “All Star”
About URAC

- Founded in 1990
- Non profit
- Independent
- Validates quality throughout the health care landscape

Consulting
Diverse Stakeholders Govern URAC

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<th>American Hospital Association</th>
<th>The American Health Quality Association</th>
<th>CMSA</th>
<th>National Alliance of Healthcare Purchaser Coalitions</th>
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<tr>
<td>AMA-AMERICAN MEDICAL ASSOCIATION</td>
<td>NAIC - National Association of Insurance Commissioners</td>
<td>AHIP</td>
<td>American Insurance Association</td>
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<td>American Psychiatric Association</td>
<td>PCMA</td>
<td>American Association of Preferred Provider Organizations</td>
<td>AMCP - Academy of Managed Care Pharmacy</td>
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<td>ACP - American College of Physicians</td>
<td>BlueCross BlueShield</td>
<td>ANA - American Nurses Association</td>
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*National Alliance of Healthcare Purchaser Coalitions*
Driving Innovation, Health and Value
URAC’s RECOGNITION PROGRAMS

**PROVIDER INTEGRATION & COORDINATION PROGRAMS**
- Accountable Care Accreditation
- Clinically Integrated Network Accreditation
- Patient-Centered Medical Home Certification
- Provider-Based Population Health Accreditation
- Telehealth Accreditation

**HEALTHCARE OPERATIONS PROGRAMS**
- Community Pharmacy Accreditation
- Drug Therapy Management Accreditation
- Infusion Pharmacy Accreditation
- Mail Service Pharmacy Accreditation
- Medicare Home Infusion Therapy Supplier Accreditation
- Pharmacy Benefit Management Accreditation
- Rare Disease Pharmacy Center of Excellence
- Specialty Pharmacy Accreditation
- Specialty Pharmacy Services Accreditation
- Workers’ Compensation Pharmacy Benefit Management Accreditation

**HEALTH AND DENTAL PLAN PROGRAMS**
- Contact Center Certification
- Credentials Verification Organization Accreditation
- Dental Network Accreditation
- Health Content Provider Accreditation
- Health Network Accreditation
- Health Website Accreditation

**PHARMACY QUALITY MANAGEMENT™ PROGRAMS**
- Dental Plan Accreditation
- Health Plan Accreditation
- Health Plan Accreditation with Health Insurance Marketplace
- Medicare Advantage Accreditation

**HEALTH CARE MANAGEMENT PROGRAMS**
- Case Management Accreditation
- Disease Management Accreditation
- Health Call Center Accreditation
- Health Care Management Certification
- Health Utilization Management Accreditation
- Independent Medical Examinations Accreditation
- Independent Review Organization Accreditation
- Workers’ Compensation Utilization Management Accreditation

**MENTAL HEALTH AND SUBSTANCE USE DISORDER (MH/SUD) PARITY PROGRAMS**
- MH/SUD Parity Compliance Guide
- PartylManager™ Compliance Software
- MH/SUD Parity Accreditation

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urac®
Benefits of Recognition

- Validates compliance with industry’s most rigorous standards
- Provides a quality framework
- Ensures continuous quality improvement
- Demonstrates value through performance measurement

Leaders and teams use accreditation to improve performance and demonstrate value.
Path Forward for Behavioral Health

URAC accreditations, certifications, and designations address each of the areas.
URAC’s Role in Telehealth

Modules for Telehealth Accreditation

- Consumer-to-Provider (C2P)
- Provider-to-Consumer (P2C)
- Provider-to-Provider (P2P)
URAC’s Client Partners in Tele-behavioral Health
Path Forward for Behavioral Health

- Measurement-based care
- Network access
- Mental health parity compliance
- Collaborative care
- Tele-behavioral health

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URAC’s Measurement-Based Care Designation

What It Is

*Elective designation* that enhances a URAC accreditation or certification such as:

- Health Network Accreditation
- Health Plan Accreditation
- Provider Integration and Coordination Programs
- Health Care Management Programs

What It Demonstrates

A commitment to *improvement of patient care* using systematic *evidence-based patient self-assessment* of psychiatric symptoms to *fight the clinical inertia* common in *behavioral health*, leading to improved outcomes and higher functionality for employees and their families.

Who It’s For

Behavioral health and primary care providers – anywhere MHSUD treatment occurs
Elements of the Measurement-Based Care Designation

**Standards**
- Evidence-Based Self-Assessment
  - Self-Assessment Data
- Symptom Rating Scale
  - Symptom Severity Data
- Classification of Symptom Severity
- Treatment-to-Target
- Quality Improvement

**Measures**
Exploratory performance measures reporting beginning 2022
URAC recognizes *four (4) publicly-available* depression specific, *outcome measures* that *demonstrate the improvement* or the absence of symptoms within the MBC program. MBC measures will be *initially rolled out as exploratory* with the expectation to become mandatory. They are within the *domain of prevention and treatment*.

- **6 Month Response**: The percentage of patients with depression who demonstrated a *response to treatment* (at least 50 percent improvement) six months after the index event (+/- 30 days)
- **12 Month Response**: The percentage of patients with depression who demonstrated a *response to treatment* (at least 50 percent improvement) twelve months after the index event (+/- 30 days)
- **6 Month Remission**: The percentage of patients with depression who reached *remission* six months after the index event (+/- 30 days)
- **12 Month Remission**: The percentage of patients with depression who reached *remission* twelve months after the index event (+/- 30 days)
How the Designation Supports Patients, Payers, and Health Care Purchasers

- Serves as a roadmap for providers to improve patient outcomes
- Demonstrates excellence in providing value-based and data-driven patient care
- Employees in measurement-based care programs return to work more often and sooner
- URAC requires annual reporting measures to demonstrate improvement over time in patient care
- URAC’s Measurement-Based Care Designation demonstrates a commitment to employee wellness
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Upcoming Events

Employer Town Hall: Race, Health & Equity
August 27, 2020 | 5:00 PM ET

Stroke Awareness in the Time of COVID-19
September 1, 2020 | 3:00 PM ET

Returning to work safely during a global pandemic
September 10 | 2:00 PM ET

How COVID-19 Changes How We Address Workforce Health
September 15 | 4:00 PM ET

Key Employer Insights: What makes Primary Care ADVANCED Primary Care and How does it Add Value to Healthcare?
September 22 | 3:00 PM ET