

Healthy Safety Net: How crisis services and certified community behavioral health clinics are changing lives

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Mental health prevalence and impact





Nearly 1 in 5 Americans lives with a mental illness²



Nearly 1 in 3 multiracial adult lives with a mental illness¹

Percentage of adults receiving mental health services¹

- 23% Asian
- 34% Hispanic
- 33% Black/ African
- 50% White

35



Michigan has 35 designated mental health shortage areas, covering 50 counties³

791.1K

Michigan residents are underserved, or 7.9% of the state's population³

2nd



Suicide is the second-leading cause of death among people ages 10-14 and the third among those ages 15-24 in the U.S.¹

31%



Increase in mental healthrelated emergency department visits¹

Crisis services provide help when it's needed most



Blue Cross has partnered with Michigan community organizations to manage urgent and crisis needs for our members.

A total of 363 commercial members were served in 2023.*



PSYCHIATRIC URGENT CARE

Urgent walk-in service to address immediate assessment and treatment needs for patients that cannot wait for routine outpatient treatment and care.

Somewhere for immediate help

188

Members served*



MOBILE CRISIS

Emergency mobile mental health assessment and intervention for adults and children in immediate crisis. Mobile unit can be deployed to home, office, or emergency department.

Someone to respond

85

Members served*



CRISIS STABILIZATION

24/7 recovery-oriented crisis center that offers emergency assessment, intervention and stabilization for urgent/emergency situations.

A place to go

42

Members served*



CRISIS RESIDENTIAL

Designed for short-term residential crisis treatment for adults ready to actively participate in recovery.

A place to recover

53

Members served*



Expanded from **four to 11 crisis providers**, as of June 2024 (three in process).



Commercial members utilizing crisis services were 2x less likely to have an inpatient hospitalization within seven days, as compared to members who visited the ER while in crisis, in 2023.

What is a certified community behavioral health clinic?



Certified community behavioral health clinics (CCBHCs) are a model of care that aims to improve service quality and accessibility. CCBHCs are required to serve anyone who requests care for mental health or substance use, regardless of their ability to pay, place of residence or age, including developmentally appropriate care for children and youth.

- Provide integrated, evidence-based, traumainformed, recovery-oriented and person- and family-centered care.
- Offer the full array of CCBHC-required mental health, substance use and primary care screening services.
- Coordinate care with other behavioral health, physical health and social services systems in the community.



Certified community behavioral health clinic scope of services



There are nine required services to be delivered by the CCBHC directly or through Designated Collaborating Organizations (DCOs) in a person- and family-centered approach. Of those, the CCBHC must directly deliver the majority (51% or more) of encounters across the required services (excluding crisis services).



The CCBHC organization will deliver most **services** under the CCBHC umbrella directly rather than through DCOs (i.e., most of the total service volume delivered across the nine required services).



Crisis Services



Screening,
Assessment
and Diagnosis



Personcentered and Familycentered Treatment Planning



Outpatient
Mental
Health and
Substance
Use Services



Primary Care
Screening
and
Monitoring



Targeted Case Management Services



Psychiatric Rehabilitation Services



Peer
Supports
and Family/
Caregiver
Supports



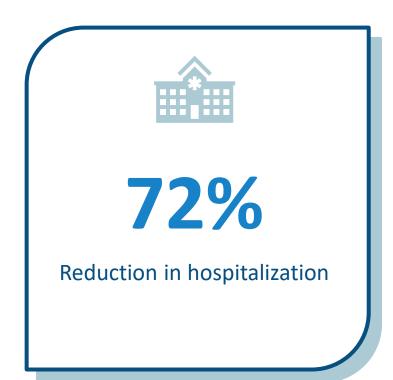
Community
Care for
Uniformed
Service
Members and
Veterans

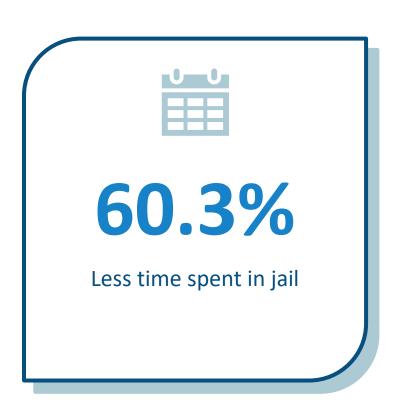
CCBHC solutions and outcomes



There are over **500 CCBHC providers in the US today.** Most of our major member concentration centers have access to at least one of these providers. <u>CCBHC Locator: List of CCBHCs by State (thenationalcouncil.org)</u>









Thank you