



BlueCross BlueShield of Oklahoma

2021 Behavioral Health Quality Improvement Program Evaluation Executive Summary

This Executive Summary provides an analysis and evaluation of the overall effectiveness and key accomplishments of the Behavioral Health (BH) Quality Improvement (QI) Program for BlueCross BlueShield of Oklahoma.

2021 Accomplishments

1. The Behavioral Health full URAC Health Utilization Management (HUM) reaccreditation was successfully completed in April 2021.
2. Continuing Medical Education (CME) trainings were conducted for providers in a series of three trainings on Depression in Primary Care, Opioid Use Disorder and Comorbid Conditions, which were attended by a total of 113 providers in OK.
3. Launched the Enduring Materials component of the CME project, where Continuing Medical Education (CME) trainings were recorded and made available for providers to view at any time to obtain CME/Continuing Education Unit (CEU) credit.
4. Blue Review articles were posted for providers with information on Antidepressant Medication Management (AMM).
5. Continued to engage three facilities in the Federal Employee Program FUA/FUM Emergency Department Incentive Program.
6. Initiated a pilot with Teladoc for the Federal Employee Program for the FUM/FUA HEDIS measures by calls being made to members to assist with obtaining after-care appointments.
7. Member fliers were distributed across the plan states on the importance of follow-up after receiving a diagnosis in order to improve Initiation and Engagement of AOD Treatment (IET) rates.

Program Focus for 2022

Based on the review of the 2021 program goals, an increased understanding of barriers to improvement, and attention to lessons learned during the year, the following primary areas for focus of the BH Quality Improvement Work Plan for 2022 include:

1. Measure, monitor, and continuously improve performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers.
2. Maintain a high level of satisfaction among providers and members.
3. Focus continuous quality improvement efforts on those priority areas defined in the annual BH QI Work Plan.
4. Continue to explore social determinants of health and focus on implementing new initiatives to address identified areas of concern, increase member resources and improve access.
5. Facilitate rounds, annual trainings, and other activities as necessary to optimally manage behavioral health complaints and adverse incidents.
6. Increase the rates of key HEDIS measures.