



BlueCross BlueShield of Oklahoma

2020 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 Health Care Service Corporation (HCSC), Inc.

2020 Accomplishments

1. Launched Continuing Medical Education (CME) for providers across all the plan states and completed a series of three in depth trainings on Depression, Substance Abuse and Coordination of Care Amongst Providers.
2. Federal Employee Program (FEP) Clinical Quality, Customer Service, and Resource Use (QCR) measures are on track to meet seven of the ten measures across the five states.
3. Updated Behavioral Health Quality Improvement Standard Operating Procedures (SOP).
4. Content was added to the BH landing page on the Connect Community site to provide members with access to BH content and information regarding multiple topics, including Postpartum Depression, caregivers and mental health and the impact of nutrition on mental health.
5. Engaged 12 facilities in the Federal Employee Program Follow-Up After Emergency Department Visit for Mental Illness (FUM)/Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA) Incentive Program.
6. Partnered in the successful completion of four Utilization Review Agent (URA) certificate renewals with BCBSTX and two with BCBSOK.
7. Transitioned all BH QI staff seamlessly to work from home during the COVID-19 pandemic with no deadlines or timeframes missed.

Program Focus for 2021

Based on the review of the 2020 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 HCSC BH Quality Improvement Work Plan for 2021 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; and
6. Increase the rates of key HEDIS measures.