

Hemophilia Council of California
Advocacy & Policy Webinar

Help! I Am Going to Need Somebody to Lean On

Knowing When and How to Access Mental Health Resources



*Presented by
Lynne Kinst, HCC Executive Director*

*and guest speaker
Le Onda Clark Harvey, Ph.D.
CEO of the California Council of Community
Behavioral Health Agencies*



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COUNCIL OF CALIFORNIA

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Our Speaker:

Dr. Le Ondra Clark Harvey



- Dr. Clark Harvey is the Chief Executive Officer of the California Council of Community Behavioral Health Agencies, and the Executive Director of the California Access Coalition.
- Dr. Clark Harvey has previously served as a Chief Committee Consultant at the California State Assembly, a Principal Committee Consultant at the State Senate, and a health policy consultant to the office of former Senator Curren D. Price, Jr.
- Prior to her work within the California Legislature, she completed her Ph.D. in Counseling Psychology at the University of Wisconsin, Madison. She completed her pre-doctoral fellowship at the University of Southern California Children's Hospital Los Angeles and a post-doctoral fellowship at the University of California, Los Angeles Mattel Children's Hospital. She was also a social justice fellow at the Center for Policy Analysis in San Francisco.

Coping With the Emotional Impact of the Pandemic



May 12, 2021

LE ONDRA CLARK HARVEY, PH.D.
CHIEF EXECUTIVE OFFICER

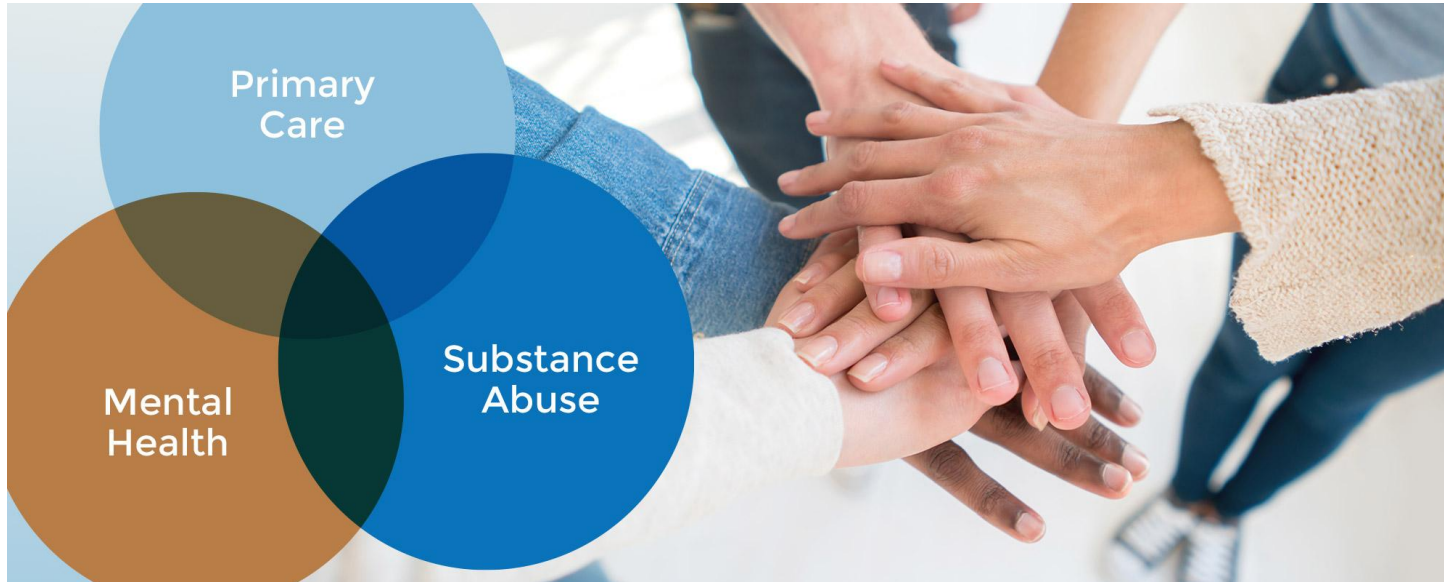


MAY

**IS MENTAL HEALTH
AWARENESS MONTH**

#breakthestigma

What is Behavioral Health?



The promotion of mental health, resilience and wellbeing; the treatment of mental and substance use disorders; and the support of those who experience and/or are in recovery from these conditions, along with their families and communities.

Source: Substance Abuse and Mental Health Services Administration

Signs of a behavioral health issue...

What are the symptoms of a mental illness? If a friend or loved one doesn't seem themselves, how do you spot the difference between a bad mood and something more serious?



Feeling anxious
or worried



Feeling depressed
or unhappy



Emotional outbursts



Sleep problems



Weight or appetite
changes



Quiet or withdrawn



Substance abuse



Feeling guilty or
worthless



Changes in behaviour
or feelings

- Feeling sad or down
- Confused thinking
- Poor concentration
- Excessive worry or fear
- Extreme feelings of guilt
- Extreme mood changes
- Withdrawal
- Low energy
- Sleeping issues

Behavioral Health Conditions and Physical Health



Chronic Conditions:

- high blood pressure, asthma, diabetes, heart disease and stroke

High Utilization Rates:

- hospitalization
- emergency room visits

Source: National Survey on Drug Use and Health Report

National Statistics: Service Use of Racial and Ethnically Diverse Patients

- Less access to mental health services
- Less likely to receive needed care
- More likely to receive poor quality care when treated
- Delay or fail to seek mental health treatment
- More likely to terminate treatment prematurely
- After entering care, less likely to receive the best available treatments for depression and anxiety

Source: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3928067/#R28>



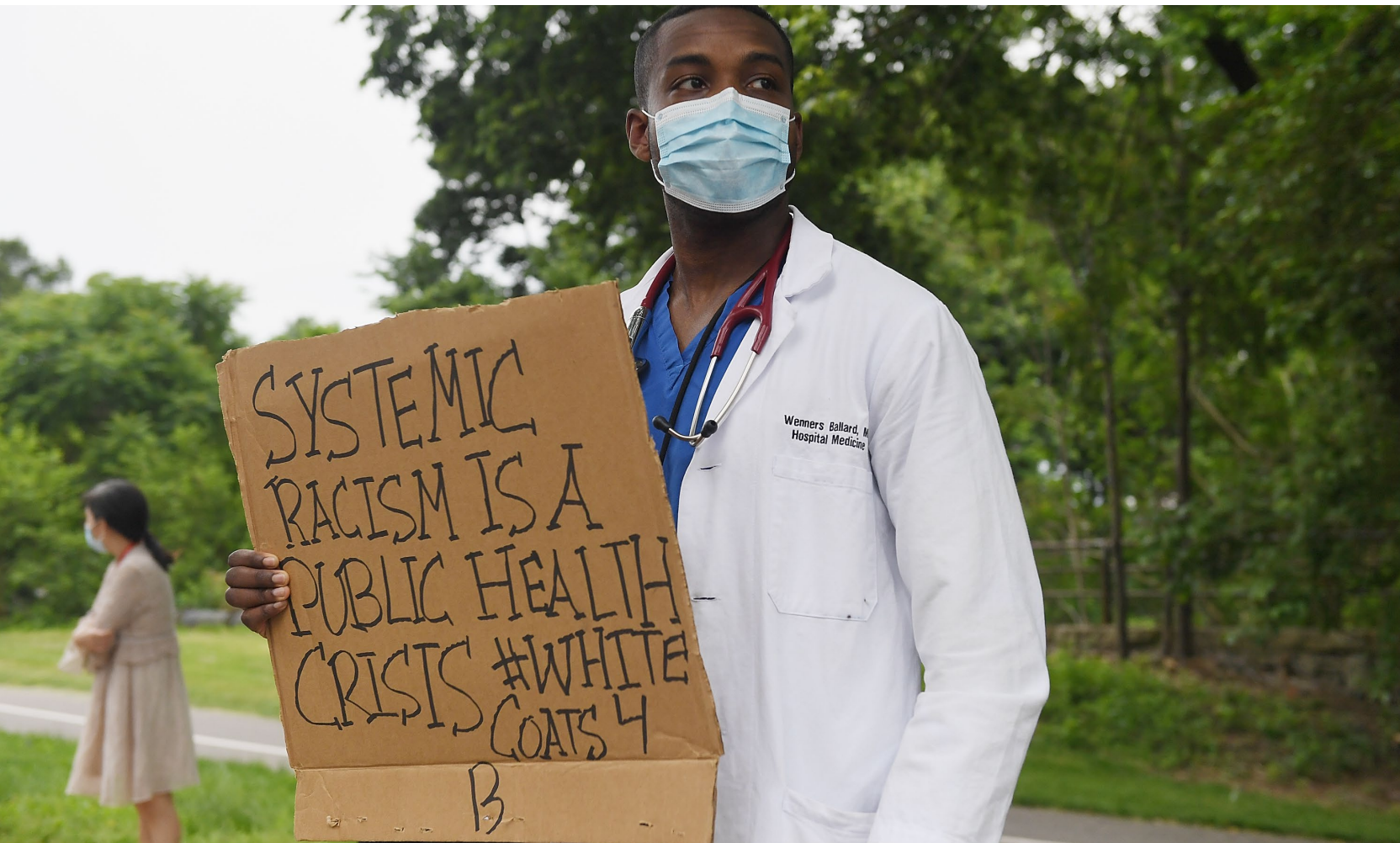
Stigma and Cultural Mistrust

Experiences of racism result in stigma and cultural mistrust

- Limited access to:
 - Education
 - Employment
 - Healthcare
 - Housing

Contributes to behavioral health disorders

- Depression
- Anxiety



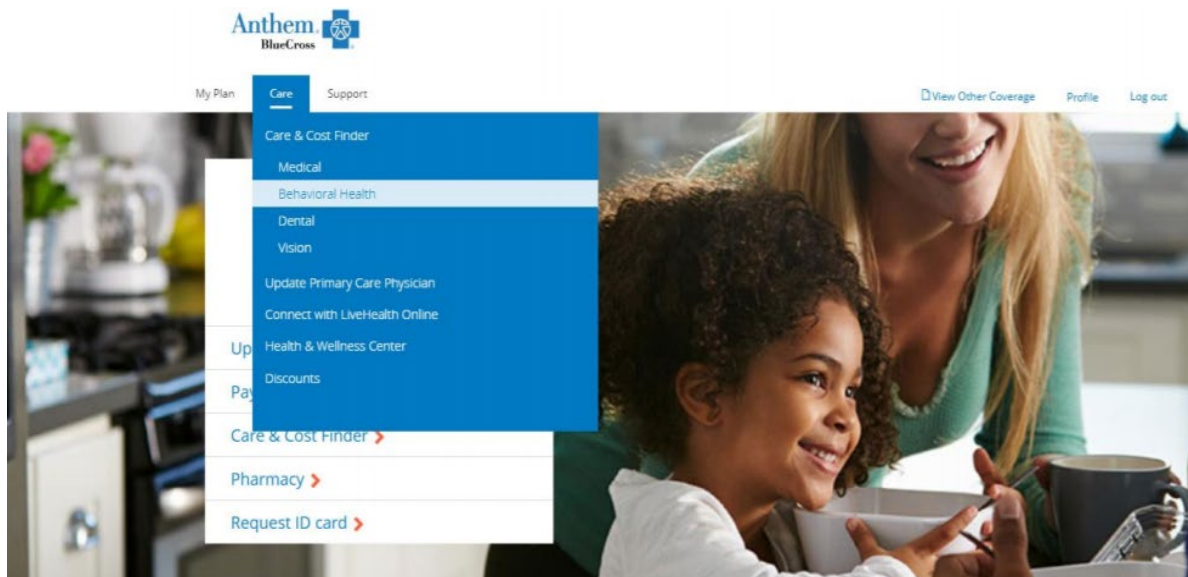
Intersection of COVID and Behavioral Health

Find a Behavioral Health Professional...

- Go directly to a professional
 - Referrals aren't usually required
- Call your health plan
- Search "behavioral health" on website



Where to look...



Most Recent Claims

Within the last 3 months

BACK

Horizon  

Hospitals or Providers: File claims with local Blue Cross and/or Blue Shield Plan.

8 Members: See your Benefit Booklet for covered services. Possession of this card does not guarantee eligibility for benefits.

Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross and Blue Shield Association.

9 Insured by Horizon BCBSNJ.

10 www.horizonblue.com

Member Services:	1-800-355-2583	11
Behavioral Health Services:	1-800-626-2212	
Pharmacy Member Services:	1-800-370-5088	
24/7 Nurse Line:	1-888-624-3096	
Prior Authorization:	1-800-664-2583	
Provider Services:	1-800-624-1110	
Advanced Radiology Precert:	1-866-496-6200	
Pharmacy Benefits:	1-877-686-6875	

OUT OF NETWORK SERVICES ARE NOT ELIGIBLE.

Providers/Members/Medicare Secondary Claims:
HORIZON BCBSNJ
PO BOX 1609
NEWARK, N.J. 07101-1609

8

 **PRIME**
THERAPEUTICS

AN INDEPENDENT COMPANY ADMINISTERING
PHARMACY BENEFITS. 12

Medi-Cal

Member Services: 1-888-522-1298 (TTY: 711)

Behavioral Health Services: 1-877-344-2858 (TTY: 1-800-735-2929)

Dental Services: 1-888-700-5243

24-Hour Nurse Advice Line: 1-800-249-3619 (TTY: 711)

PCP Phone Number: <PCP Phone>

Claims Inquiry:

1-866-522-2736

Pharmacy Help Desk (Providers Only):

1-844-268-9785

Send claims to:

L.A. Care Health Plan
Attn: Claims Dept.
P.O. Box 811580
Los Angeles, CA 90081

Website: www.calmediconnectla.org

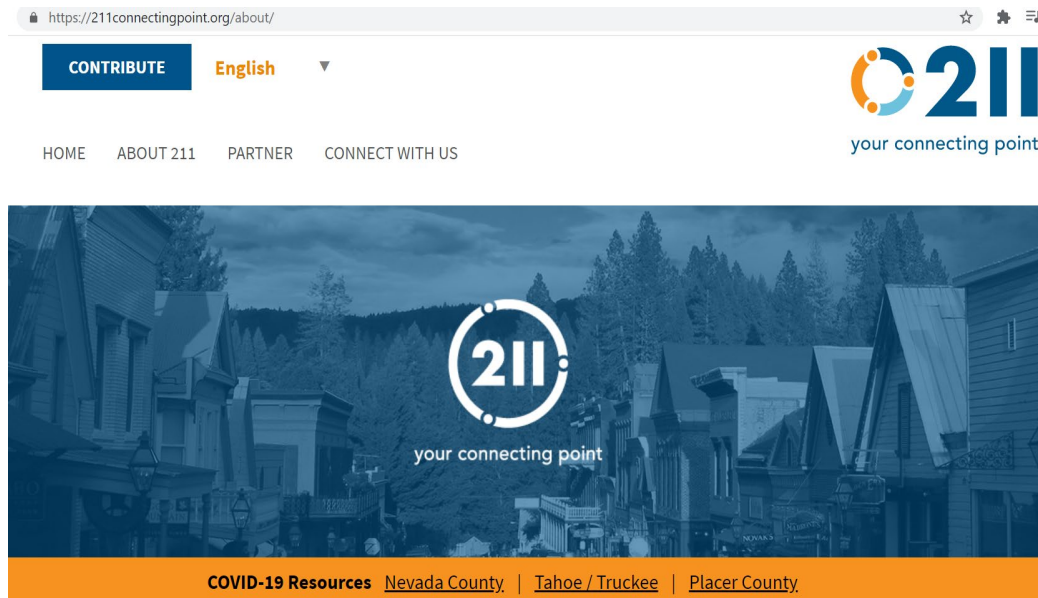
No provider?

- File a grievance
- Be aware of “network adequacy” requirements
 - timeliness of service
 - close to home
- Transportation available through Medi-Cal
- Private insurance may offer gas reimbursement
- If no one available in-network, request out-of-network
 - If in-network co-pay is \$25 and out-of-network co-pay is \$100, you would only have to pay \$25



What if it's a crisis?

- Call 2-1-1
- Call the National Suicide Prevention Lifeline- 9-8-8



What about more severe issues and services?

- Intensive Outpatient Services
 - Day Intensive Program
 - Intensive Care Coordination
 - Intensive Home-Based Service
- Residential Treatment
- Hospitalization



Who pays for these services?

- Private Insurance
- Look at your explanation of coverage



Special Provisions Expenses	In-Network Benefits	Out-of-Network Benefits
Serious Mental Illness / Mental Health Care Treatment of Chemical Dependency Inpatient Services (All services must be preauthorized) -Hospital services (including: (Inpatient Chemical Dependency treatment must be provided in a Chemical Dependency Treatment Center) -Physician services Outpatient Services (All services must be preauthorized) -Services performed during Physician office visit/consultation (does not include psychological testing) -All outpatient services and psychological testing	80% of Allowable Amount after Deductible 80% of Allowable Amount after Calendar Year Deductible 80% of Allowable Amount after Calendar Year Deductible	50% of Allowable Amount after Deductible 50% of Allowable Amount after Calendar Year Deductible 50% of Allowable Amount after Calendar Year Deductible
Emergency Room/Treatment Room Accidental Injury & Emergency Care (within 48 hours) -Facility charges -Physician charges Non-Emergency Care (after 48 hours) -Facility charges -Physician charges	80% of Allowable Amount after Calendar Year Deductible	
Urgent Care Services Urgent Care center visit, including lab & x-ray services Certain Diagnostic Procedures include: Bone Scan, Cardiac Stress Test, CT Scan (with or without contrast), Ultrasound, MRI, Myelogram, PET Scan, surgical procedures and all other services and supplies	80% of Allowable Amount after Calendar Year Deductible	50% of Allowable Amount after Calendar Year Deductible
Ground and Air Ambulance Services	80% of Allowable Amount after Calendar Year Deductible	
Preventive Care Including (Age Limitations May Apply): Annual Physical, Lab and X-Ray, Well-Baby Care, Immunizations, Hearing Exams, Chiropractic Care, Screening Mammograms, Prostate Screening, Bone Mass Measurement ***Your provider must bill these services as "preventive care" in order for them to be covered at 100%.	100% of Allowable Amount	60% of allowable Amount after Calendar Year Deductible
Speech and Hearing Services		

Medi-Cal



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Medi-Cal Specialty Mental Health Services

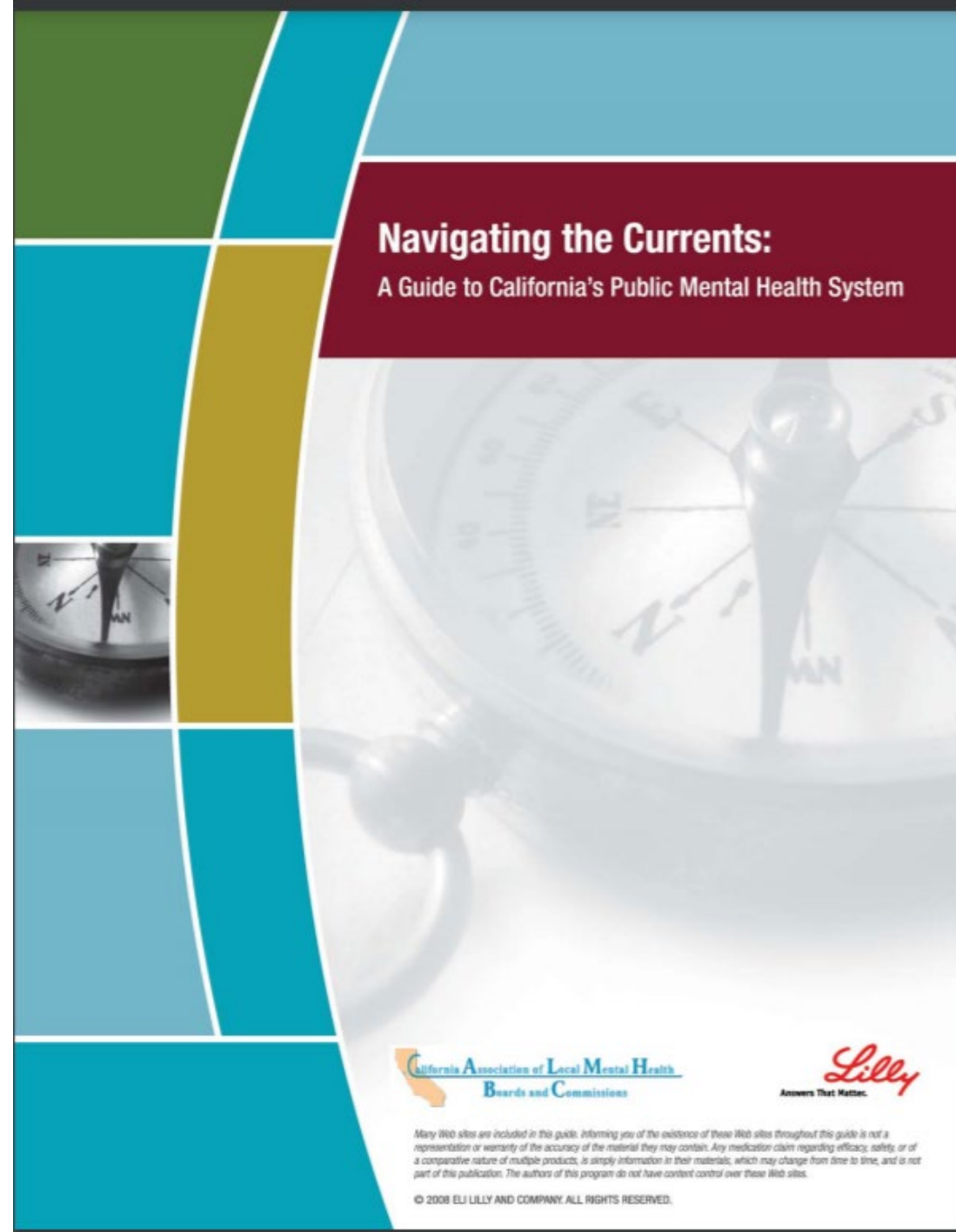
The Department of Health Care Services (DHCS) administers California's Medicaid (Medi-Cal) program. The Medi-Cal Specialty Mental Health Services (SMHS) program is "carved-out" of the broader Medi-Cal program and operates under the authority of a waiver approved by the Centers for Medicare and Medicaid Services (CMS) under Section 1915(b) of the Social Security Act. As the single state Medicaid agency, DHCS is responsible for administering the Medi-Cal SMHS Waiver Program which provides SMHS to Medi-Cal beneficiaries through County Mental Health Plans (MHPs). The MHPs are required to provide or arrange for the provision of SMHS to beneficiaries in their counties that meet medical necessity criteria, consistent with the beneficiaries' mental health treatment needs and goals.

DHCS is planning to pursue a renewal and amendment to the SMHS Section 1915(b) waiver – to be called the CalAIM Section 1915(b) waiver – that will include the SMHS program, as well as streamlined authorization for Medi-Cal managed care, dental managed care, and the Drug Medi-Cal Organized Delivery System (DMC-ODS). The CalAIM Section 1915(b) waiver application will be negotiated with CMS and is expected to be implemented on January 1, 2022.



<https://www.nami.org/Support-Education/Publications-Reports/Guides/Navigating-a-Mental-Health-Crisis>

<https://www.fmhac.org/uploads/1/2/4/4/124447122/navigatingthecurrents.pdf>



Navigating the Currents:

A Guide to California's Public Mental Health System

California Association of Local Mental Health
Boards and Commissions

Lilly
Answers That Matter.

Many Web sites are included in this guide. Informing you of the existence of these Web sites throughout this guide is not a representation or warranty of the accuracy of the material they may contain. Any medication claim regarding efficacy, safety, or of a comparative nature of multiple products, is simply information in their materials, which may change from time to time, and is not part of this publication. The authors of this program do not have content control over these Web sites.

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<https://9kqpw4dcaw91s37kozm5jx17-wpengine.netdna-ssl.com/wp-content/uploads/2018/11/NHeLP-BSCF-Report-11-2-18-1.pdf>

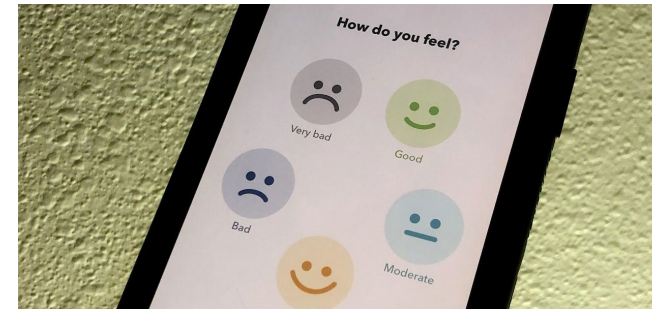


Navigating The Challenges of Medi-Cal's Mental Health Services in California:

An Examination of Care Coordination, Referrals
and Dispute Resolution

By Kimberly Lewis, Abigail Coursolle, Héctor Hernández-Delgado, Hayley Penan, and Alexis Robles

Apps for self-help...



Meditation and relaxation

- **Headspace**: Two-week free trial for the general public.
- **Calm**: Seven-day free trial. A meditation, sleep, and relaxation app that also provides resources specifically for coping with COVID-19 anxiety.
- **Stop, Breathe & Think**: Always free, and for kids too.
- **Insight Timer**: Always free. This is not a daily app, but rather a great library where you can search for various types of meditations and lengths by excellent teachers.
- **10% Happier**: Free and paid options available. Health care providers can use redemption code HEALTHCARE to unlock all content.
- **UCLA Mindful App**: Free and has meditation by Diana Winston.
- **Mindfulness Coach**: Mindfulness Coach 2.0 was developed to help veterans, service members, and others learn how to practice mindfulness. The app provides a gradual, self-guided training program designed to help you understand and adopt a simple mindfulness practice.

[***https://psychiatry.ucsf.edu/copingresources/apps***](https://psychiatry.ucsf.edu/copingresources/apps)

Apps for self-help...

Coping with stress and anxiety

- [Sanvello](#): Clinically validated techniques for reducing stress and treating anxiety and depression (free premium access during COVID-19 pandemic).
- [Happify](#): Some free content, including stress reduction and cognitive techniques to address anxiety.
- [MindShift CBT](#): Free content, including cognitive behavioral therapy strategies to address general worry, social anxiety, and panic.
- [PTSD Coach](#): Created by VA's National Center for PTSD and the Department of Defense's National Center for Telehealth & Technology. This app provides you with education about post-traumatic Stress Disorder (PTSD), information about professional care, a self-assessment for PTSD, opportunities to find support, and tools that can help you manage the stresses of daily life with PTSD.
- [PTSD Family Coach](#): In conjunction with PTSD Coach, the PTSD Family Coach app is for family members of those living with PTSD. The app provides extensive information about PTSD, how to take care of yourself, how to take care of your relationship with your loved one or with children, and how to help your loved one get the treatment they deserve.
- [Mothers and Babies Online Course](#): Available in both English and Spanish, this online course teaches skills to manage changes in how you feel. Designed for pregnant women, new mothers, and those who want to support them.
- [COVID Coach](#): Created for everyone, including veterans and service members, to support self-care and overall mental health during the coronavirus pandemic.

Insomnia

- [CBT-i Coach](#) - Free cognitive behavioral therapy for insomnia, available for iOS and Android.

Thank you for your time and attention!

Le Ondra Clark Harvey, Ph.D.

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**YOU ARE
NOT
ALONE**

Now more than ever, we need to find ways to stay connected with our community. No one should feel alone or without the information, support and help they need.

Overview of Upcoming Webinars



Upcoming webinars –

June 9 – Saying 'Hello' to Telehealth

July 14 – Surviving Managed Care with a Bleeding Disorder

August 11 – Public & Private Insurance: A Road Map to Keeping Yourself Insured

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Questions?

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Thank you for joining us!

Reminder: this webinar is part of a series of educational webinars presented by the Hemophilia Council of California.

A recording and slides will be available soon at <http://www.hemophiliaca.org/programs/webinars/>

NEED HELP? Contact Lynne Kinst at (916) 572-7771 or lkinst@hemophiliaca.org