



An Anthem Company

Supporting families

Preventive strategies in mental health



Agenda

- Introduction
- Snapshot
- Problem identification before diagnosis
- Importance of family support and engagement
- Support options
- Resources
- Contacts

Children's case management and care coordination

We currently have over 163,000 members under the age of 21 enrolled in Medicaid – approximately 250 members are currently receiving home-and-community-based waiver services (HCBS).

Members receiving HCBS and members in foster care are assigned to a dedicated case manager within the children's team.

Members not assigned to the children's team may receive case management support if needed by either the case manager on the physical health or behavioral health team.

Overview

These case managers who support the children not assigned to the children's team offer the following support to the member:

- Assess
- Coordinate
- Facilitate
- Monitor and evaluate
- Plan
- Support

Snapshot

According to the Center for Disease Control (CDC):

- 1 in 6 US children aged 2 to 8 years (17.4%) have a diagnosed mental, behavioral, or developmental disorder.
- Among children living below 100% of the federal poverty level, more than 1 in 5 (22%) have a mental, behavioral, or developmental disorder.
- Children with three or more reported adverse childhood experiences (ACE), compared to children with zero reported ACEs, had higher prevalence of one or more mental, emotional, or behavioral disorder (36.3% versus 11.0%.)
- Behavioral issues, ADHD, anxiety, and depression are the most commonly diagnosed mental disorders in children.

Public health lens

How do we assess what is happening with a child?

Children's mental health and well-being is contextualized within the numerous systems they interact with:

- Peers/friends.
- Family system.
- Community/neighborhood.
- School.
- Healthcare system.
- Other child service systems.

Triage the issues

1. Define the problem.
2. Identify risk and protective factors.
3. Develop, implement, and test interventions.
4. Ensure the widespread adoption.

Is it a problem or an illness

Problem or illness? Mental health according to the surgeon general

Mental health is a state of successful performance of mental function, resulting in productive activities, fulfilling relationships with other people, and the ability to adapt to change and cope with adversity.

Mental health problems are signs and symptoms of insufficient intensity or duration to meet the criteria for any mental disorder.

Mental health problems may warrant active efforts in health promotion, prevention, and treatment.

Mental illnesses are all diagnosable mental disorders, health conditions characterized by alterations in thinking, mood, or behavior (or some combination thereof) associated with distress and/or impaired functioning

What is the public health goal?

Promote health and prevent illness

Example: Link between trauma, compound stress, and other childhood risk factors to eating disorders.

Early intervention: Why?

Just two examples of what happens when we do not intervene at an early age:

- According to SAMSHA, 50% of adolescents with serious emotional disturbances drop out of high school.
- In addition, members who first exhibit symptoms of mental health disorders in childhood tend to consume a disproportionate amount of healthcare services as adults.

Supporting families

Engaging and supporting the family unit is imperative in preventive health. Families dealing with stress or trauma may lack the resources or skills necessary to have successful health outcomes.

Evidence-based interventions are available to help prevent acute or chronic illness that can occur without any help. Accessing care isn't always easy. However, helping members navigate community resources can produce great outcomes.

Evidence-based intervention spotlight

Child-parent psychotherapy (CPP) is an intervention model for children aged 0 to 5 who have experienced traumatic events and/or are experiencing mental health, attachment, and/or behavioral problems

Outcomes:

- CPP children showed greater reductions in traumatic stress symptoms. At post-test, significantly fewer children who received CPP met criteria for PTSD (6%) compared to comparison group children (36%); Rates of PTSD at intake were 50% for the CPP group and 39% for the comparison group.
- CPP children showed greater reductions in total behavior problems.

Bridging access to care

<https://bac-ny.org/prevention-education/>

Evidence-based interventions:

- **Too Good for Drugs:** This 10-week workshop is designed to lower a child's chances of using substances in the future by mitigating their risk factors.
- **Parenting Journey:** This specialized program is tailored to support and encourage parents of all ages and genders in order to help them be the best parents they can be.
- **Making the Connection:** Assisting and supporting parents in order to improve their connection with their child.

Children's case management (CCM)

<https://ccmnyc.org/preventive-services-for-youth-and-families/family-treatment-rehabilitation/>

Preventive services for youth and families:

- CCM preventive services include the Family Treatment and Rehabilitation (FTR) program and the Functional Family Therapy-Child Welfare (FFT-CW) program. FTR programs meet the needs of families struggling with substance abuse issues that are threatening to disrupt the family structure. The FFT-CW program is an evidence-based family intervention program for at-risk children and youth to improve communication, reduce negativity, and achieve positive outcomes through home-based services.

New York Psychotherapy and Counseling Center (NYPCC)

<https://nypcc.org/caring-for-the-community/educational-workshops/#Workshops%20for%20Parents>

Workshops for parents:

- Our workshops offer parents information and insights about age-appropriate behavior in their child's development and how early intervention can prevent children from developing negative psychological experiences. The workshops also focus on the effects of trauma on children and how to prevent traumatic incidents from occurring. Every workshop is designed to help parents support their child's mental well-being as well as their own.

NYC Well

<https://nycwell.cityofnewyork.us/en/>

Your connection to free, confidential crisis counseling, mental health and substance use support, information and referrals. You can reach the toll-free help line 24 hours a day, 7 days a week by phone, text, and online chat. Behavioral health professionals there can link you to the services you need.

To contact NYC Well, call:

- **888-NYC-WELL (888-692-9355)**
- **888-692-9355** (Español)
- **888-692-9355** (繁體中文)
- **711** (TTY for hearing impaired)
- You can also reach NYC Well by texting WELL to **651-73**, or visit their web site for more information

Preventive model

<https://www1.nyc.gov/assets/acs/pdf/guidebook/PreventiveServicesDirectorySept2015.pdf>

Resources

- Provider Services claim status: **800-450-8753**
- Availity* Client Services: **800-282-4548**
- Provider manual, quick reference guide, and general information:
<https://providerpublic.empireblue.com>
- 24/7 NurseLine: **800-300-8181 (TTY 711)**.
- Behavioral health call center and after-hours acute services:
800-450-8753.

Member Services

If you have any questions, call Member Services at **800-300-8181 (TTY 711)**. Our team is available Monday through Friday from 8 a.m. to 8 p.m. ET, and Saturday from 9 a.m. to 5 p.m. ET.

Members can also log in to their account to send a message at any time.

Contacts

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