



Blue Cross and Blue Shield of Kansas is an independent licensee of the Blue Cross Blue Shield Association. Lucet is an independent company that administers behavioral health benefits on behalf of Blue Cross and Blue Shield of Kansas.

Improving Health *Through change*

Blue Cross and Blue Shield of Kansas (BCBSKS)

BH Employer/HR Webinar

Veena Luthra, MD

November 14, 2023

[LucetHealth.com](https://www.lucethealth.com)

We Are Led By Industry Experts

Your *Kansas* *medical director*



Dr. Veena Luthra
Medical Director

Dr. Luthra joined Lucet in 2022 as Medical Director. Prior to her position with Lucet, she was Associate Medical Director with the insurance Division of UPMC (University of Pittsburgh Medical Center) for 5 years.

Dr. Luthra has extensive clinical experience having worked in all levels of care in psychiatry for more than 25 years with both adults and children. She is board certified in general psychiatry and child and adolescent psychiatry. She is licensed in Pennsylvania and Texas. She has worked with special populations including children in foster care, special needs, military, culturally diverse and economically disadvantaged groups. Her areas of expertise include Autism Spectrum Disorders and Eating Disorders.

Dr. Luthra completed her residency training in psychiatry and fellowship training in child psychiatry from Eastern Pennsylvania Psychiatric Institute (currently Drexel University) in Philadelphia, PA.

Agenda

What we'll be *speaking about* *today*

Behavioral Health in Kansas and
what we are doing in response



Who is Lucet?

Lucet overview and our partnership with BCBSKS



Behavioral Health Trends

What we are seeing in relation to BH nationally and in Kansas



Lucet Solutions

What we are doing to flatten the curve



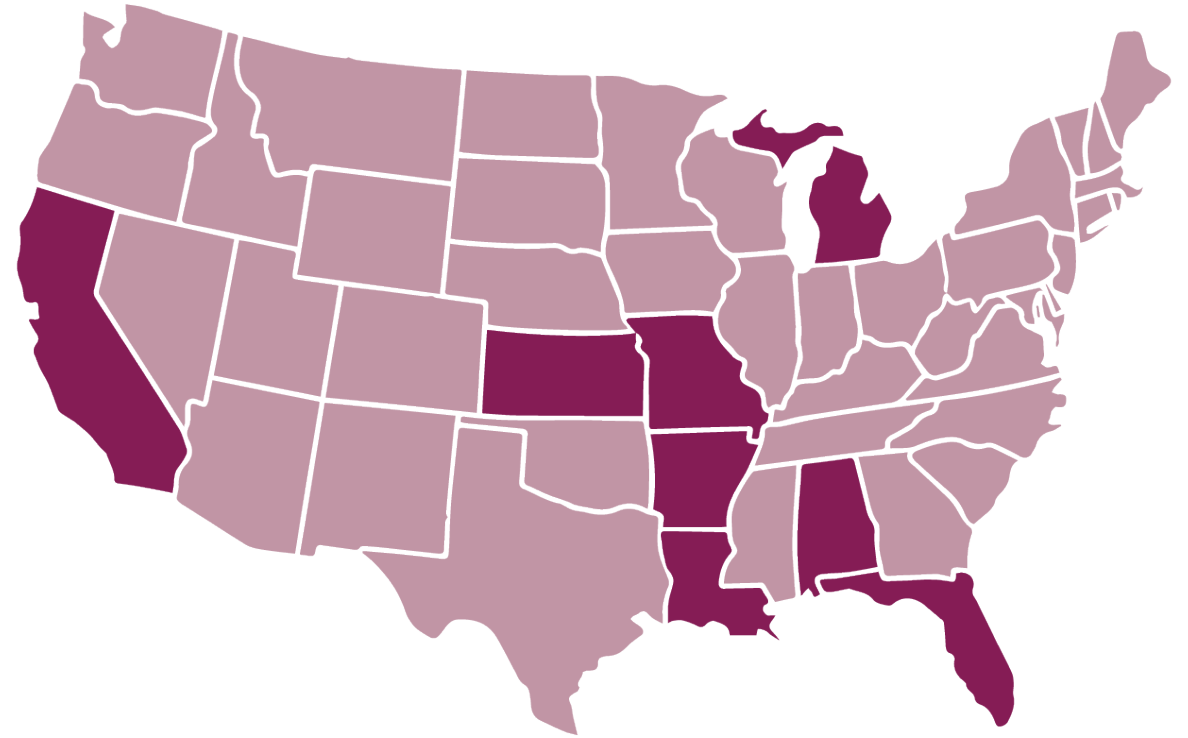
Closing Q&A

Lucet

Behavioral healthcare that *works for you*

- ◆ At Lucet, it's our sole focus to improve health and well-being through access to high quality care for mental health and substance use. Our solutions ensure members receive the most clinically sound and cost-effective care available. Our strategic success and practical experience produce positive member outcomes and significant cost savings.
- ◆ Lucet offers a solution that enhances your members' well-being and improves their overall health. We take a whole person approach addressing both physical and mental care.

Lucet



15+ million lives
50 states
and worldwide

7 partnerships
Blue Cross and Blue Shield
health plans

A member-centric, *whole-person* approach

93%

Overall member satisfaction with Lucet services.

70%

Intensive care management engagement rate.

81%

Members had PHQ-9 depression screening showing improvement after engagement with Lucet.

57%

HEDIS follow-up after acute MH hospitalization

7.8%

30-day readmission rate (goal 10%)



Partnership

Lucet and BCBSKS: *partners in BH since 2009*

- ◆ BCBSKS has a 10% ownership of Lucet
- ◆ 500,000 members together
- ◆ Strong relationship among team allows for increased focus on employer needs

Behavioral Health Services

- ◆ Care Management
- ◆ Utilization Management
- ◆ Clinical 365 (Crisis Line)

Other Available Solutions

- ◆ Employee Assistance Program

The Whole Person

Correlation between physical health and *behavioral health*

Physical and mental health drive one another - integrated healthcare is important.

- ◆ 29% of adults with a medical condition also have mental health disorders
- ◆ 70% of BH patients have a medical co-morbidity
- ◆ 3x more to treat physical health of patient with underlying BH issues

- ◆ 190 million Americans have at least one chronic condition
- ◆ Over 30 million Americans have three or more chronic conditions
- ◆ Multiple chronic conditions to increase to **83 million** people by 2050
- ◆ 50 million adults are living with mental illness
- ◆ **More than half** don't receive treatment each year
- ◆ Spending on mental health hit **\$225 billion** in 2019



Behavioral Health Trends

What we are seeing in relation to BH nationally and in Kansas

2023

Current state of *mental health in America*

21% 50 million adults have mental illness.
Of these, 55% get **no treatment**.

11% 5.5 million adults with
mental illness are **uninsured**.

4.8% 12 million adults with serious thoughts of suicide.
This has increased every year since 2011.

6.3% 1.5 million youth with an alcohol/illicit drug
disorder in the past year.

15% 38 million adults with Substance Use Disorder.
Of those 93.5% get **no treatment**.

16% 15 million youth have major depression.
60% of them get **no treatment**. One in 10 youth with
private insurance have **no MH coverage**.

2023

Current state of *mental health in Kansas*



In a 2023 Mental Health America survey, Kansas ranked last in the national mental health study. This was due to the **high prevalence** of mental disorders and **low access** to care.

26.5% 560,000 adults have mental illness.
Rank 48/51. National average is 20.78%.

6.4% 139,000 adults have serious thoughts of suicide.
Rank 48/51. National average is 4.84%.

18.4% 398,000 adults with Substance Use Disorder.
Rank 46/51. National average is 15.35%.

9% 9% of youth below age 21 are identified with SUD.
Rank 51 of 51. National average is 6.3%.

17.5% 17.5% of adults with mental illness have no insurance.
Rank 48/51. National average is 10.8%.

6.5% 6.5% of youth with severe depression get treatment.
Rank 51/51. National average is 28.2%.

Trends

Substance use statistics

Among Americans aged 12 years and older, **37.3 million** are current illegal drug users.

If alcohol and tobacco are included, **195 million** Americans aged 12 years or older currently use drugs.

Source: <https://drugabusestatistics.org>

- ◆ **138.5 million** Americans aged 12 and over drink alcohol.
- ◆ **28.3 million** of these, or **20.4%**, have an alcohol use disorder.
- ◆ **57.2 million** people use tobacco or nicotine.
- ◆ **9 million**, or **25.4%**, of illegal drug users have a **drug disorder**.
- ◆ Over **2 million** people, or **24.7%**, of those with drug disorders have an **opioid disorder**. This includes prescription pain relievers and heroin.
- ◆ Accidental drug overdose is a leading cause of death among persons under the age of 45.
- ◆ **17 million** U.S. adults experienced **both mental illness and substance use disorder** (National Survey on Drug Use and Health, 2020).

Trends

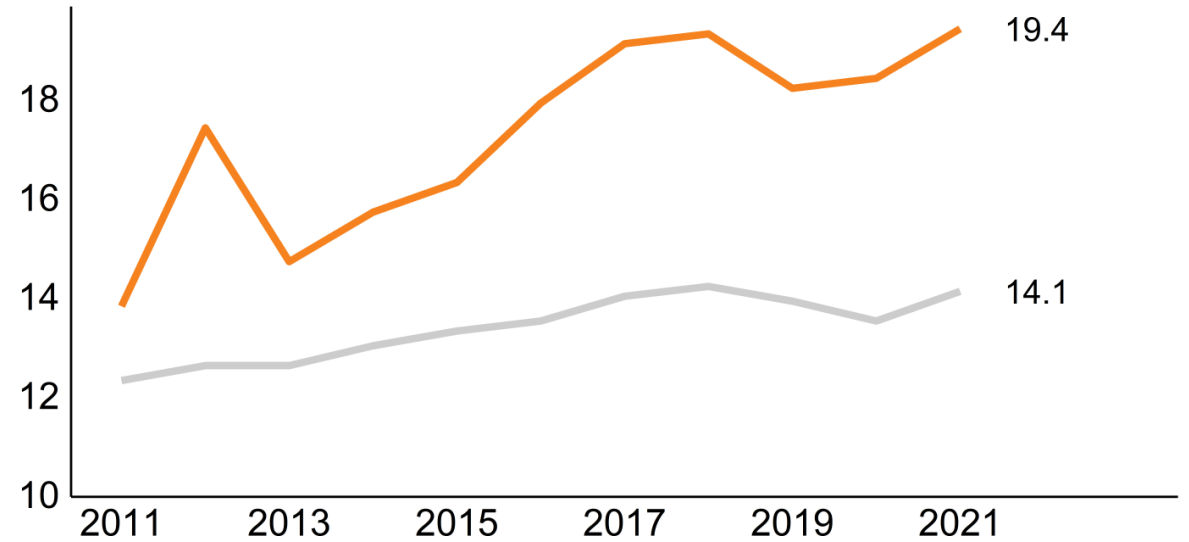
Suicide rates higher than national average

Half a million lives have been lost to suicide since 2010, a serious public health concern.

In 2020, suicide was the **second leading cause of death** among adolescents (ages 12-17) across the U.S.

Age-adjusted Suicide Rate per 100,000, 2011-2021

— Kansas — United States



SOURCE: KFF analysis of CDC Multiple Cause of Death 2011-2021 on CDC WONDER Online Database.





Trends

COVID-19 impact on *mental health*

- ◆ 4 in 10 adults reported anxiety and/or depression in early 2021, declined to 3 out of 10 as pandemic continued.
- ◆ Increased substance use and drug overdose deaths from 70,630 deaths in 2019 to 106,600 in 2021.
- ◆ This increase disproportionately impacts people of color.
- ◆ Opioid overdoses represent 75% of these deaths, accelerated during pandemic and with increase in fentanyl.
- ◆ Increase in suicide deaths seen in 2021 (48,183 deaths) after decrease pre-pandemic in 2018 and 2019.
- ◆ Suicide deaths have increased fastest among people of color, younger individuals, and people who live in rural areas.
- ◆ Risk factors can include isolation, relationship struggles, financial or housing insecurity, or problems with physical health.

Source: [Mental Health and Substance Use State Fact Sheets: Kansas](#) | KFF

Trends

Social determinates of health

Large shares of people are experiencing hardship.

- ◆ Nearly one in three adults reported symptoms of **depression or anxiety**.
- ◆ **More than one in eight** adults reported that they or someone in their household had experienced a **loss of employment income** in the past four weeks.
- ◆ **More than six in ten** adults reported at least a little difficulty paying for usual household expenses in the last 7 days.
- ◆ **7% of adults** had **no confidence** in their ability to make next month's housing payment.
- ◆ **10.3% of adults** report **food insufficiency** in their household.

Source: [KFF COVID-19 Issue Brief Tracking Social Determinants of Health](#), March 2022



Trends

Child and adolescent *mental health*

Child and adolescent mental health awareness has been on the rise related to the COVID-19 pandemic.

Factors such as isolation, inadequate socialization, changes in routines, and stress on the family unit due to sickness or job loss have increased behavioral health concerns among this population.

The U.S. Surgeon General called the current situation “unprecedented,” and pediatricians have declared a **national mental health emergency**.

The CDC's Adolescent Behaviors and Experience Survey

COVID-19 factors that have *a detrimental effect* on mental health

- ◆ More than one in three high school students experienced poor mental health during the pandemic and nearly half of students felt persistently sad or hopeless.
- ◆ Female students and those who identify as lesbian, gay, bisexual, other or questioning (LGBQ) are experiencing disproportionate levels of poor mental health and suicide-related behaviors. For example, in 2021, 12% of female students, more than 25% of LGB students, and 17% of other or questioning students attempted suicide during the past year compared to 5% of their male peers and 5% of their heterosexual peers, respectively.
- ◆ More than half of students experienced emotional abuse in the home and more than 10% (20% LGB) reported physical abuse in the home.
- ◆ Black students were most likely to report hunger, with nearly a third reporting that there was not enough food in their home during the pandemic.

Source: [Adolescent Behaviors and Experiences Survey \(ABES\)](#) | CDC

Trends

Top member diagnoses in Kansas for 2022

Outpatient Telehealth Count of Unique Members

Anxiety/OCD Disorders	15,273
Major Depressive Disorders	14,779
Trauma and Stress Disorders	9,567
Childhood Onset Disorders	8,315
Bipolar Disorders	3,446
Eating Disorders	528
Alcohol Related	343

Inpatient Admissions Count of Unique Auths

Major Depressive/Other Depressive	1106
Alcohol Related	902
Autism Spectrum Disorders	290
Opioid Related	231
Bipolar Disorders	209
Other Stimulant Related	153
Trauma and Stress Disorders	84

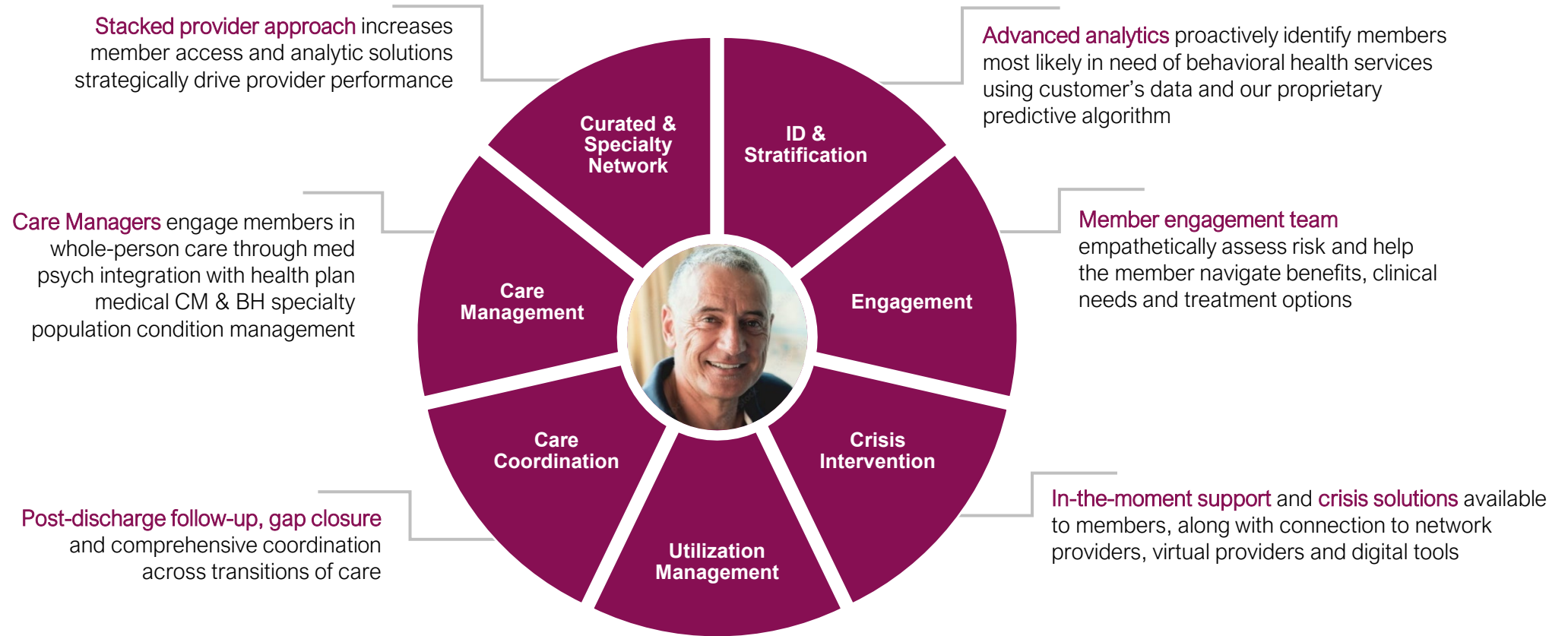


Lucet Solutions

What we are doing to flatten the curve

Core Services

Coordinated behavioral healthcare



Core Services

Crisis line

Providing **24/7/365** access to clinical assessors for at-risk populations seeking support and assistance.

- ◆ No wrong door, access provided from different entry points
- ◆ Clinician assessment of symptoms leveraging standardized screening
- ◆ Evidence-based safety planning with member
- ◆ Crisis management and in-the-moment support for urgent needs
- ◆ Confirmed connection to care and ongoing support to ensure member stabilization and safety



Increased Need for Crisis Services

50%

of U.S. adults are reporting at least some signs of depression

36% and 26%

increase from mid-March to mid-Oct 2019 to 2020 in emergency department visits for overdoses and suicide attempts

11%

of U.S. adults reported having seriously considered suicide in the month prior to a recent CDC survey

Core Services

Member-centric utilization management

Lucet utilization management focuses on providing services in the most efficient and effective manner using the least-restrictive setting that can provide for the safety of the member.

Services

- ◆ Benefit Determination
- ◆ Clinical peer review
- ◆ Appeals processes
- ◆ Case consultation with treatment team to support progress, transition of care
- ◆ Discharge planning
- ◆ Care Management & utilization management collaborative model on same platform

Levels of Care

- ◆ Inpatient & Observation
- ◆ Residential
- ◆ Partial Hospitalization
- ◆ Intensive Outpatient
- ◆ Applied Behavioral Analysis for Autism (ABA)
- ◆ Transcranial Magnetic Stimulation (TMS)
- ◆ Electroconvulsive Therapy (ECT)
- ◆ Psychological Testing

Decision Support Tools

- ◆ Medical Necessity Criteria
- ◆ Clinical Practice Guidelines
- ◆ Condition-specific evidenced-based treatment guides
- ◆ Physician rounds for complex cases

Core Services

Care management

- ◆ Enhanced risk stratification algorithm identifies members for stepped care interventions, including rising risk populations
- ◆ Promote member self-direction, responsibility, and empowerment
- ◆ Facilitate collaboration between medical and behavioral health providers
- ◆ Assess social determinants of health and comorbid conditions impacting a member's ability to recover
- ◆ Standardized assessments monitor member treatment progress & outcomes, care plan adjusted to facilitate member centric care & progress

GOALS



Maintain or improve functional status



Increase capacity to self-manage



Reduce total cost of care & need for acute services



Impact

Lucet drives clinical and financial outcomes through supporting whole-person health. Care management results for members with primary substance use disorder include:

\$3,787

TME savings

46.2% decrease

in emergency department visits

26.8%

Inpatient admissions

Care management *programs*

CORE Programs

CARE SOLUTIONS

Complex Care Management

NCQA/URAC accredited

- ◆ Designed for all members in the preparation and action stage of readiness
- ◆ Opt-in services with high intensity CM outreach
- ◆ Comprehensive CM assessment
- ◆ Member-centric CM goals and CM survey
- ◆ Completion of diagnostic specific assessments
- ◆ SDOH

MEMBER CARE LINK

Non-Complex Care Management

- ◆ Designed for all members in the pre-contemplation and contemplation stage of readiness
- ◆ Lower intensity program designed to close treatment gaps, support members as they are considering change
- ◆ Coordination of care with identification of healthcare gaps
- ◆ Members who have not opted in for Care Solutions
- ◆ SDOH

Upcoming:

Diagnostic specific teams to be embedded within the above programs

SUD Hybrid Team

Unique clinician who works with member at all levels of care to ensure continuity and seamless community transitions

Child/Adolescent Team

Expertise in community resources and family care to ensure coordination of services

Eating Disorder Team

Team designed to partner with specialty ED medical providers and OON facilities with psychiatric expertise



Meet Annie

19-year-old female with an eating disorder and Type 1 Diabetes with insulin pump
Seeking support and provider referrals

Behavioral Health Services

MEMBER IDENTIFIED

Member initiates seeking referral

RISK SCREEN & TRIAGE

Screened for suicidality/risk

CONNECTION TO CARE

Finding providers that meet the member's need

STRATEGIC ENGAGEMENT

Engaging member to feel empowered

ONGOING SUPPORT

Providing member support to increase success rate

Annie's Experience

HEALTH PLAN REFERRAL

Annie and her mother call after meeting with Annie's PCP due to concerns about her eating and diabetes management. Her health plan completes a referral to Lucet care management.

CARE MANAGEMENT ENROLLMENT

Lucet Care Manager (CM) engages Annie in a comprehensive risk assessment and safety planning. Determining she is not at imminent risk, the care manager engages Annie in the CM process, educating on available treatment options and developing immediate goals.

IN-NETWORK REFERRALS

The CM connects Annie with an in-network eating disorder treatment center for an evaluation. The CM coordinates care with the Annie's PCP and completes a consultation and referral with her health plan Medical Case Manager.

EMPOWERMENT

CM continues to work with Annie to identify goals and measure progress. These goals include successful management of her disordered eating symptoms, medication stabilization and PCP collaboration.

ONGOING SUPPORT

Annie achieves her care management goals. She has stepped down to weekly therapy sessions, is adherent with her medications, and engages in an ongoing support group. She is prepared for case closure and re-engages with Lucet CM in several months for additional support through the holidays.

Core Services

Autism resource program

- ◆ Utilization management review by Licensed Applied Behavior Analysts
- ◆ Care coordination
- ◆ Measured outcomes through periodic testing of continuing impairments
- ◆ Regular family contact with support and consultation
- ◆ High intensity network engagement

ARP Team:

- ◆ Psychiatrists
- ◆ Board Certified Behavior Analysts (BCBA)
- ◆ Licensed behavioral health clinicians
- ◆ Certified care managers
- ◆ Licensed clinical social workers



Research indicates up to 50% of children treated with Applied Behavior Analysis (ABA) at an early age will reduce the developmental gap between the child and their peers.



The goal of ABA treatment is to reduce gap between member's "developmental age" and their "chronological age."

For Members with Substance Use Disorders

Care *coaching*

Care coaching uses **evidence-based best practices** to increase member safety and ensure an individualized pathway for all members in their journey to recovery and self-management.

Gold Standard
Goals

MAT & Naloxone
Education

Harm Reduction & Relapse
Prevention Strategies

Chronic Condition
Orientation

Resource
Assessment

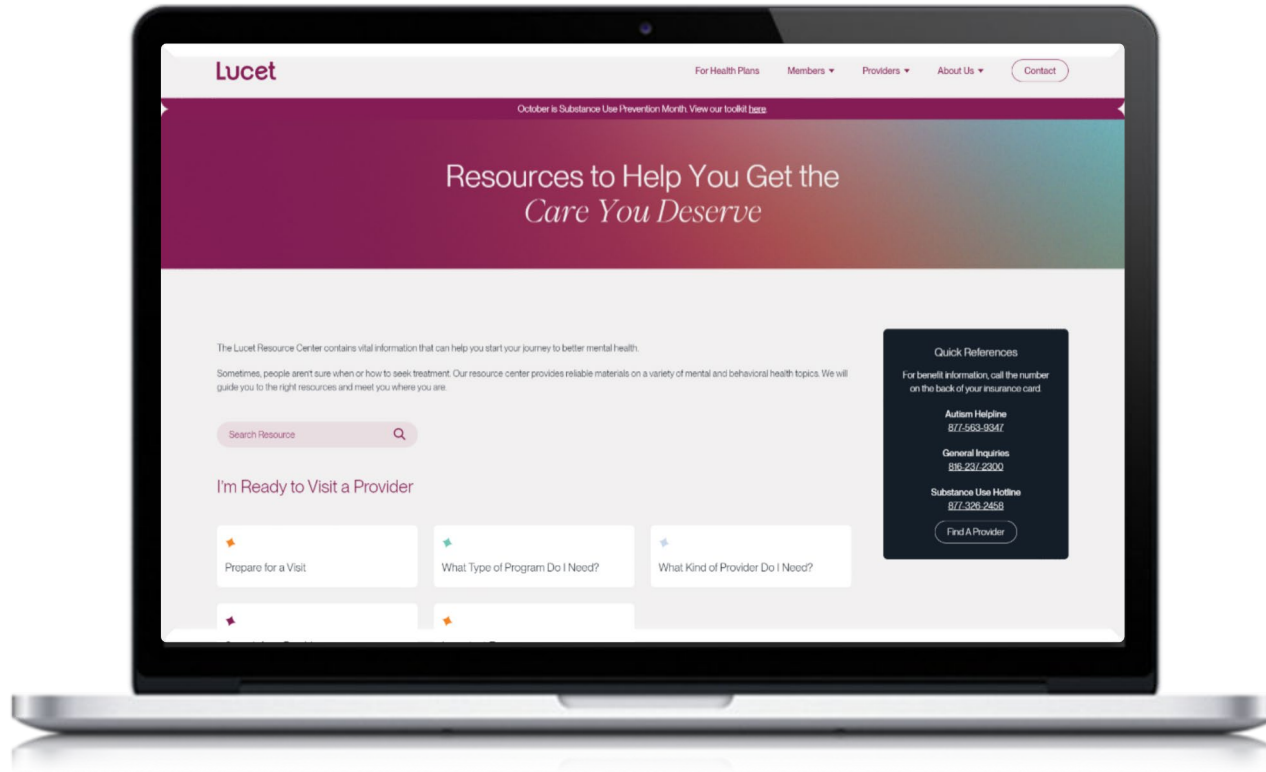
Social Determinants
of Health

Motivational
Interviewing

Care Coordination &
Connections to Care

Lucet

Digital resources for *our members and providers*



View at [LucetHealth.com](https://www.lucethealth.com)

- ◆ Adolescent depression
- ◆ Self Help Tools
- ◆ Member Education
- ◆ Screening Tools
- ◆ Apps
- ◆ Community Resources
- ◆ Provider Tools/Resources
- ◆ Crisis Information and Hotline
- ◆ Substance Use Disorder Information and Hotline
- ◆ Toolkits: Mental Health Awareness Month, Suicide Awareness Month, ED Toolkits, PCP Toolkits, and more



Future State

Navigate and Connect

How We Deliver

Introducing *Navigate & Connect*



Targeted Identification



Member Calls



Digital Partnership



Referral

Identify

Inbound & outbound engagement powered by advanced analytics



- ◆ Risk Assessment
- ◆ Clinical Screening
- ◆ Triage

Navigate

Member front door with clinician engagement for complex & at-risk needs

24/7 Crisis Support

Direct Scheduling

In the Moment Support

Care Management

SDoH Resources

Specialty SUD

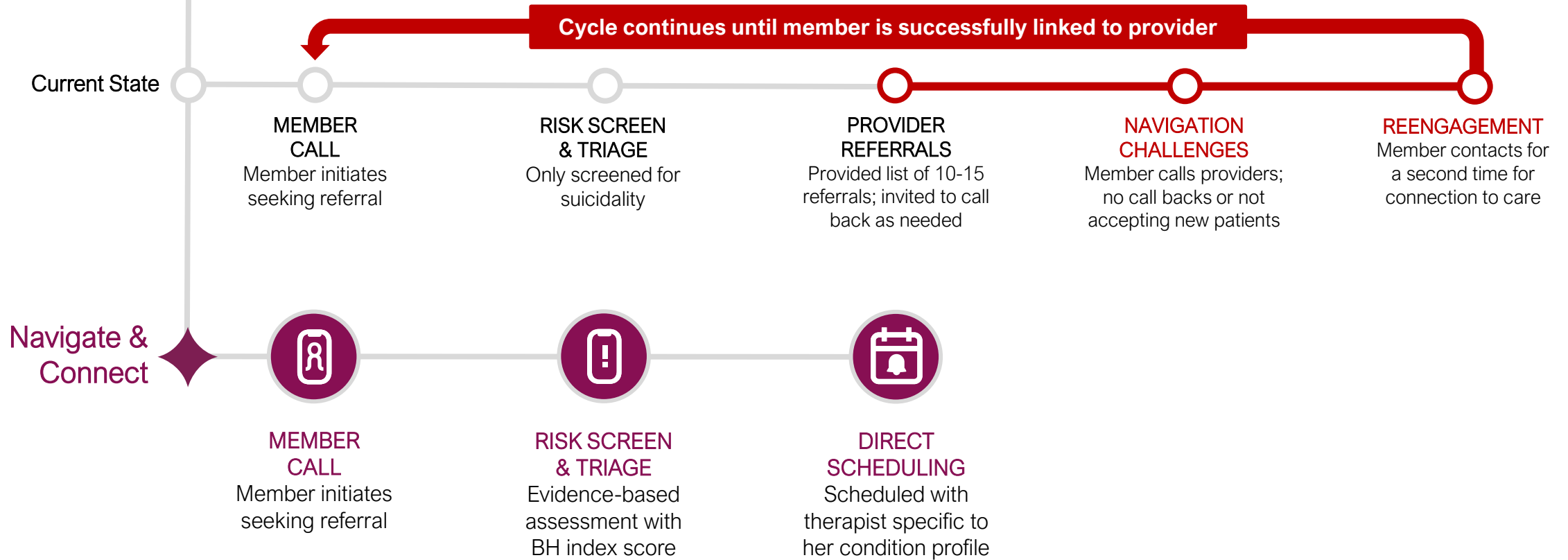
Connect

Comprehensive access to behavioral health resource suite



Meet Janet

23-year-old female with depression & anxiety
Seeking provider referrals





Questions?

Thank you for your time