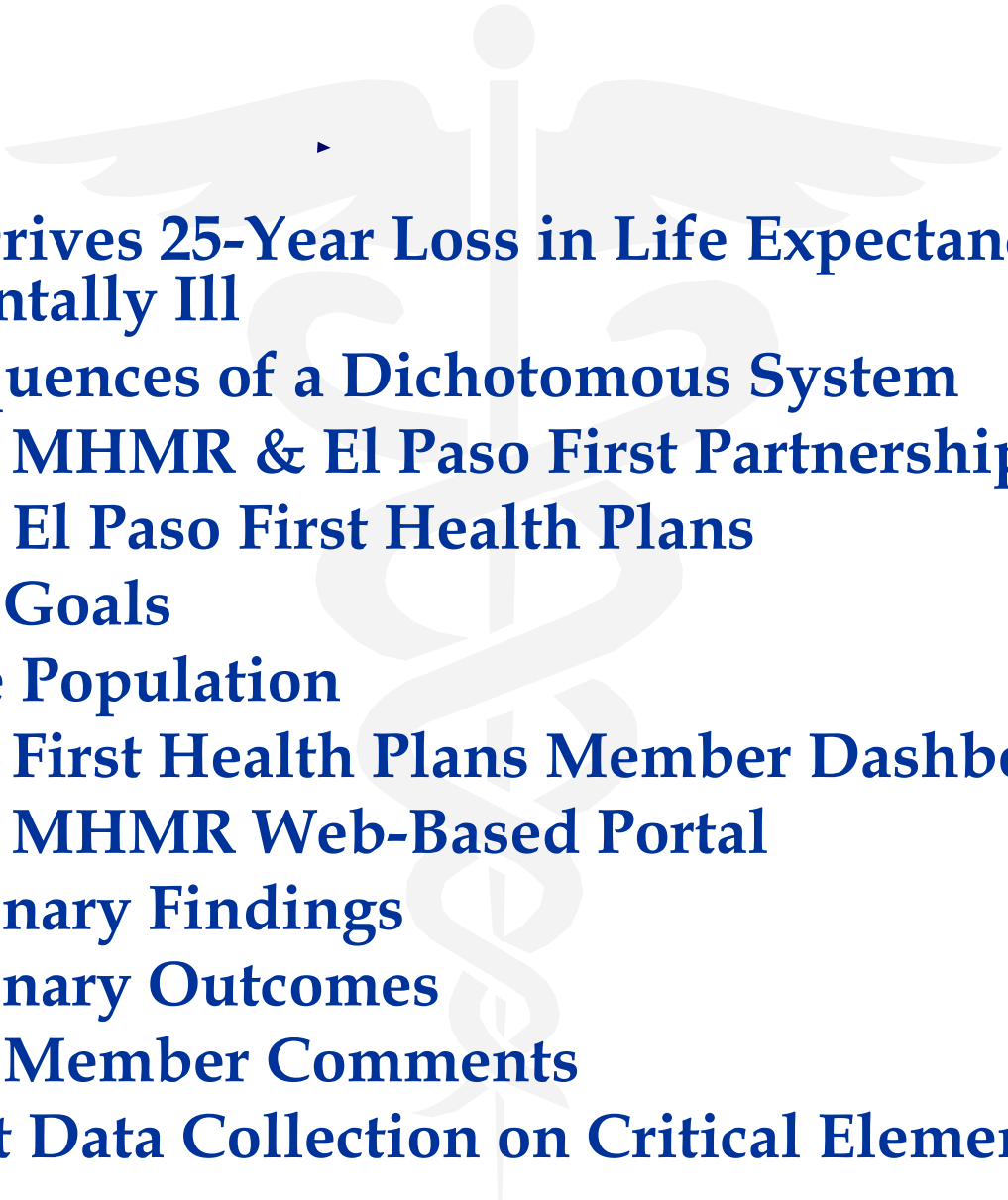


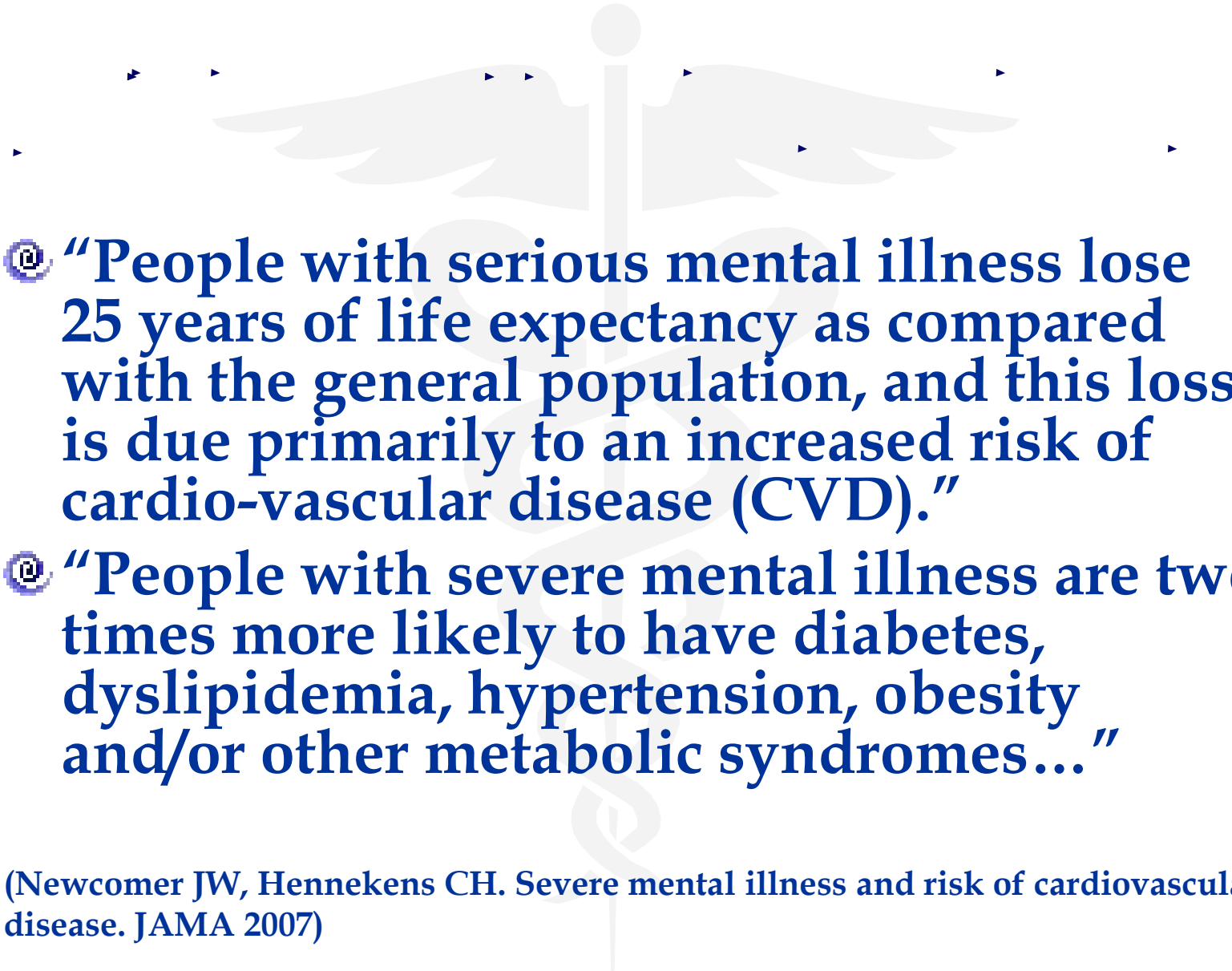


**Presentation by  
Gary Larcenaire, CEO, El Paso MHMR and  
Carol Smallwood, CEO, El Paso First Health Plans, Inc.**

**Robert Lee Sutherland Seminar XV  
Integrated Health: Connecting Body and Mind  
September 8 - 9, 2008     Austin, Texas**



- 
- ② **CVD Drives 25-Year Loss in Life Expectancy among the Mentally Ill**
  - ② **Consequences of a Dichotomous System**
  - ② **El Paso MHMR & El Paso First Partnership**
  - ② **Role of El Paso First Health Plans**
  - ② **Project Goals**
  - ② **Sample Population**
  - ② **El Paso First Health Plans Member Dashboard**
  - ② **El Paso MHMR Web-Based Portal**
  - ② **Preliminary Findings**
  - ② **Preliminary Outcomes**
  - ② **Family Member Comments**
  - ② **Current Data Collection on Critical Elements**
  - ② **Challenges**

- 
- ① “People with serious mental illness lose 25 years of life expectancy as compared with the general population, and this loss is due primarily to an increased risk of cardio-vascular disease (CVD).”
  - ① “People with severe mental illness are two times more likely to have diabetes, dyslipidemia, hypertension, obesity and/or other metabolic syndromes...”

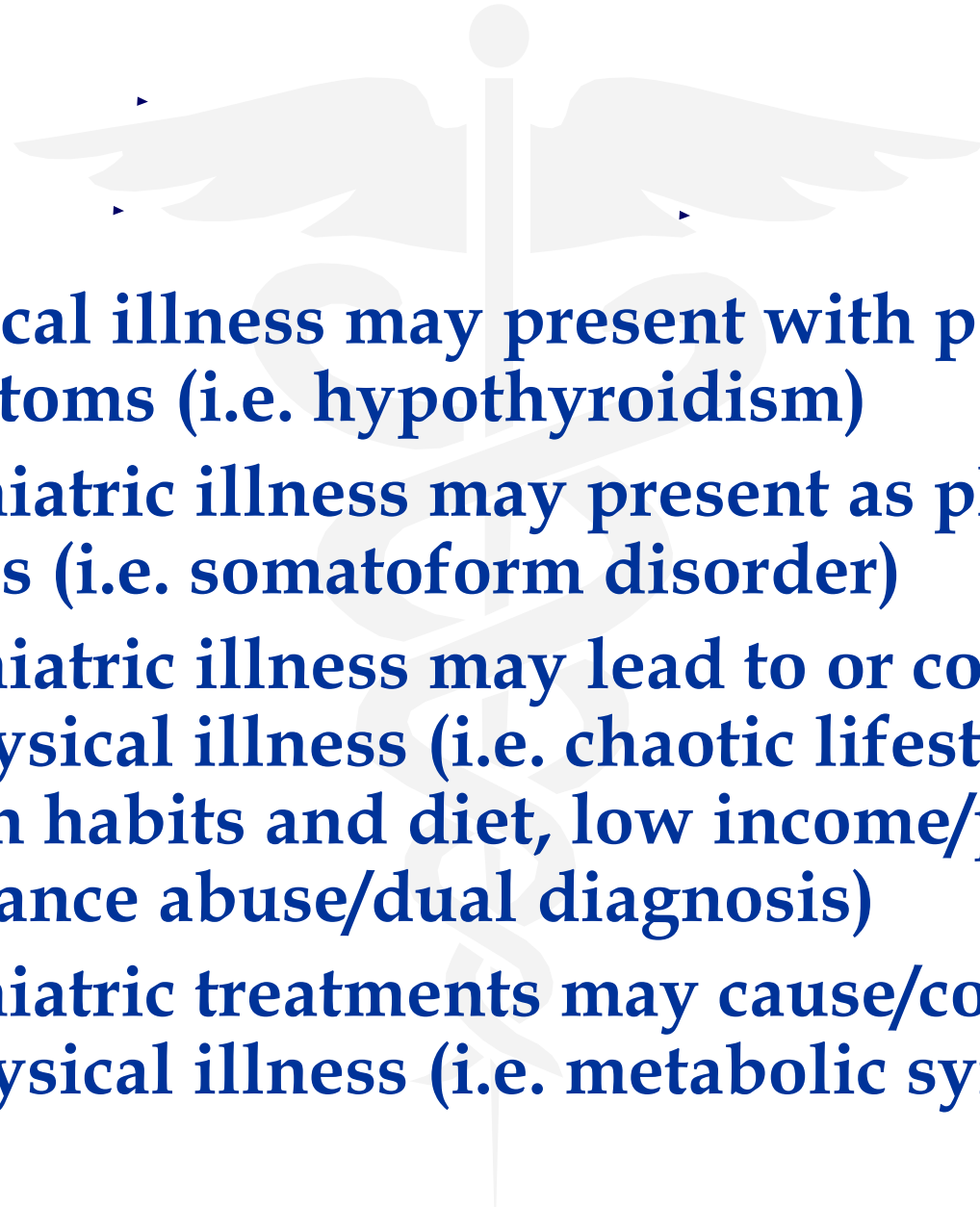
(Newcomer JW, Hennekens CH. Severe mental illness and risk of cardiovascular disease. JAMA 2007)



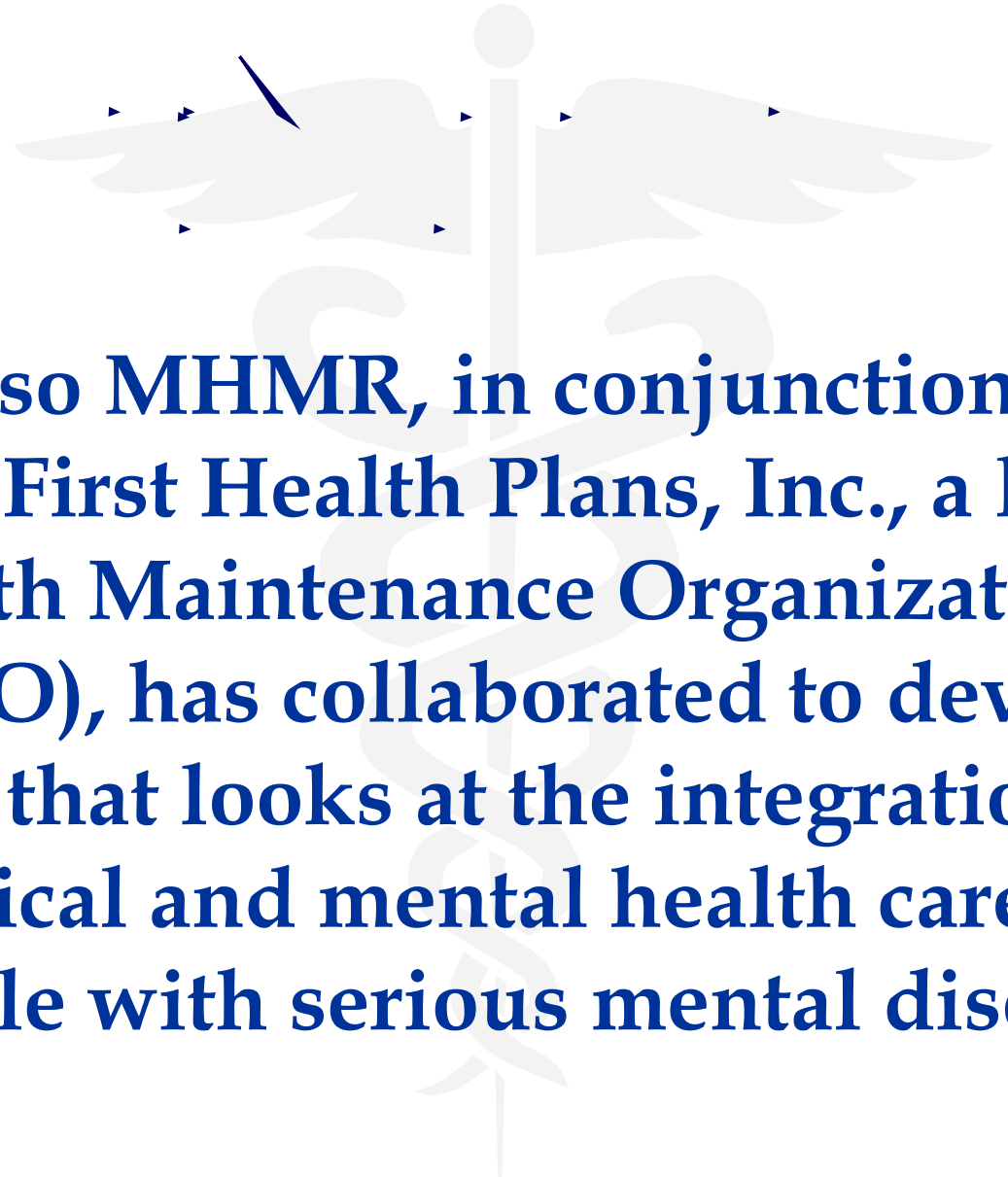
cont'd

- ① “Fifty to 80 percent of patients with diagnosable mental illness are smokers, as compared with approximately 25 percent of the US population...”
- ① “The crucial thing is that integrating community mental healthcare and medical care is really where it’s at...”

(Newcomer JW, Hennekens CH. Severe mental illness and risk of cardiovascular disease. JAMA 2007)



- ① Physical illness may present with psychiatric symptoms (i.e. hypothyroidism)
- ① Psychiatric illness may present as physical illness (i.e. somatoform disorder)
- ① Psychiatric illness may lead to or contribute to physical illness (i.e. chaotic lifestyle, poor health habits and diet, low income/poverty, substance abuse/dual diagnosis)
- ① Psychiatric treatments may cause/contribute to physical illness (i.e. metabolic syndromes)



**© El Paso MHMR, in conjunction with El Paso First Health Plans, Inc., a local Health Maintenance Organization (HMO), has collaborated to develop a pilot that looks at the integration of physical and mental health care for people with serious mental disorders.**



## **@ Medical Case Management**

- @ Conduct follow-up home visits and telephone calls**
- @ Collaborate with medical providers**

## **@ Pre-Authorization Department**

- @ Ensure appropriate referral procedure for specialist visits**
- @ Refer consumer back to primary care physician for any specialist referrals (i.e. nutritionist, sleep study)**



**Ⓢ Short-term:**

Ⓢ Enhance communication between providers


Ⓢ Bridge the gap between behavioral health and medical health care

**Ⓢ Long-term:**

Ⓢ Establish best practices for integrating the medical disciplines that treat chronic diseases

Ⓢ Decrease/eliminate inappropriate resource utilization

Ⓢ Clinical and fiscal outcome improvements from baseline data and consumer feedback

- 
- ② **Select a category of members with chronic illness and mental health co-morbidity**
  - ② **El Paso MHMR consumers with El Paso First Medicaid or CHIP coverage**
    - ② **Adults - 4 members**
    - ② **Children - 33 members**



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### Report Viewer

1 of 1 100% Find | Next Select a format Export

## EP First/EPMHMR Dashboard

03/08 [All Clients...](#)

#### Top 5 PCP

PCP Name	Count
ARMENDARIZ...	33
CABRERA, M...	15
CANALES, R...	11
AZARCON SA...	11
TALAMAS, E...	10
SALLOUM, H...	10
CHAMBERLIN...	10

#### Top 5 Member Diagnosis

Diagnosis	Count
Attn Deficit w/hyperact	170
coordination disorder	40
oppositional disorder	40
Routine child health exam	25

#### Top 5 Diagnosis

Diagnosis	Count
Affective ...	20000
Nonspecifi...	12000
Acute cere...	10000
Coronary a...	8000
Other ment...	6000

#### Top 5 Expenses Month Cost

Expense Category	Cost
Rx	110000
Other	30000
Office Vis	20000
ER	18000
ER/Inpatie	10000

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### Report Viewer

1 of 1 | 100% | Find | Next | Select a format | Export

### Clients

ID	Name	Case num	Service Coordinator	DOB
51	D.V.	124277	Veronica Solis	11/17/2000

Diagnosis			ER Visits	
Dx Grp	Description	Cost	DOS	Diagnosis
73	Preadult disorders	\$78.00		
		Total		

Month Cost				Pharmacy			
Expense Category	Ntwk	OON	Total	Exp Category	Last Refill Date	Days Sup	Paid
Office Vists - SCP	\$36.00	\$43.00	\$79.00	59417010310	2/5/2008	90	\$276.00
Rx	\$366.00	\$0.00	\$366.00	59417010310	12/22/2007	60	\$184.00
			TOTAL	FOCALIN XR	10/4/2007	30	\$90.00
				TOTAL			\$550.00

Member Diagnosis History		
Diag	Description	No of Claims
314.01	attn deficit w/hyperact	2
TOTAL		\$2.00

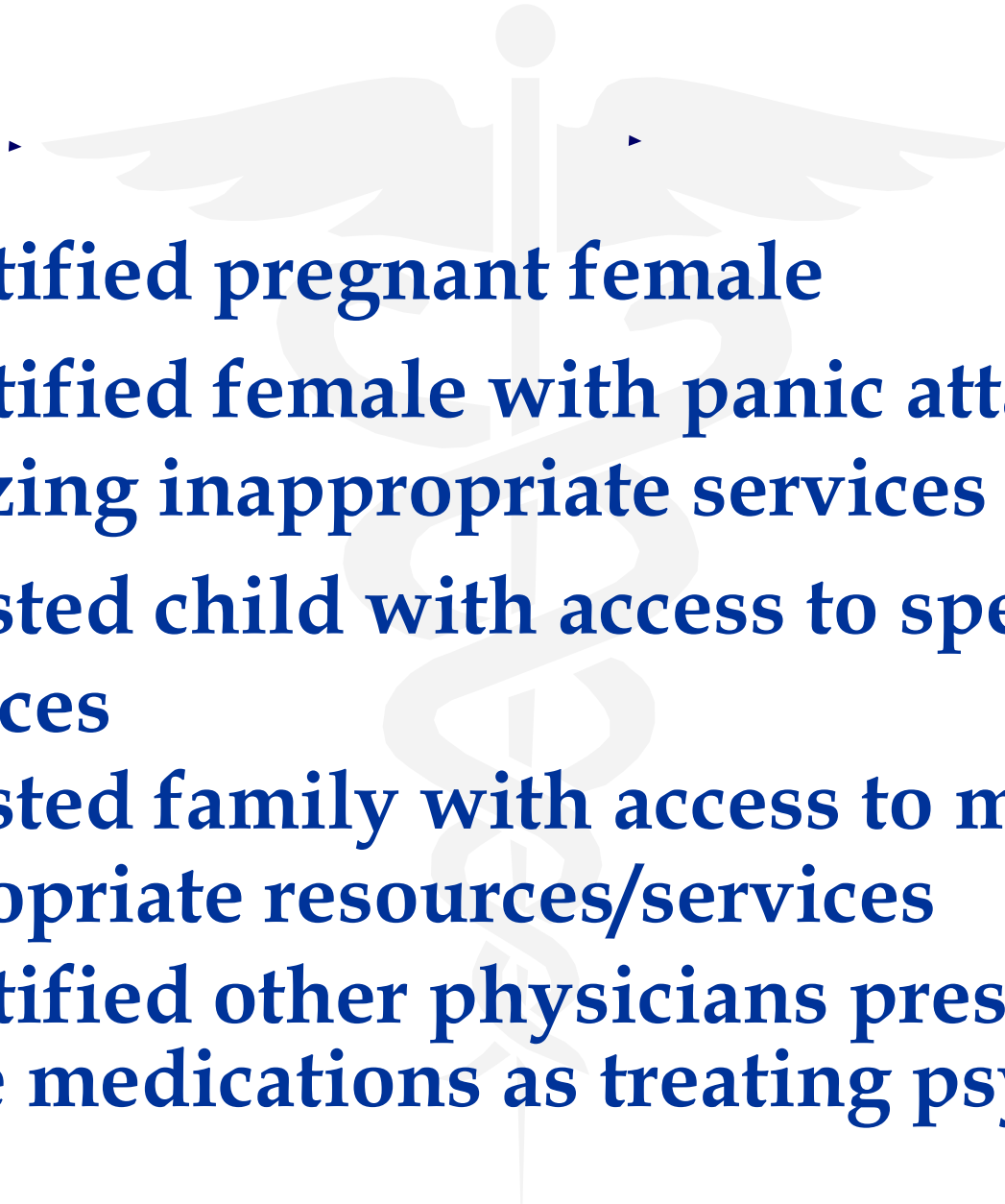
Eligibility					
Plan ID	Plan Name	PCP ID	PCP Name	Eff Date	End Date
BP00812	CHIP BENEFIT	EP00322794	DAYS, ALISON	3/1/2008	9/30/2008
BP00812	CHIP BENEFIT	EP00322709	LA CLINICA GUADALUPA	10/1/2007	9/30/2008

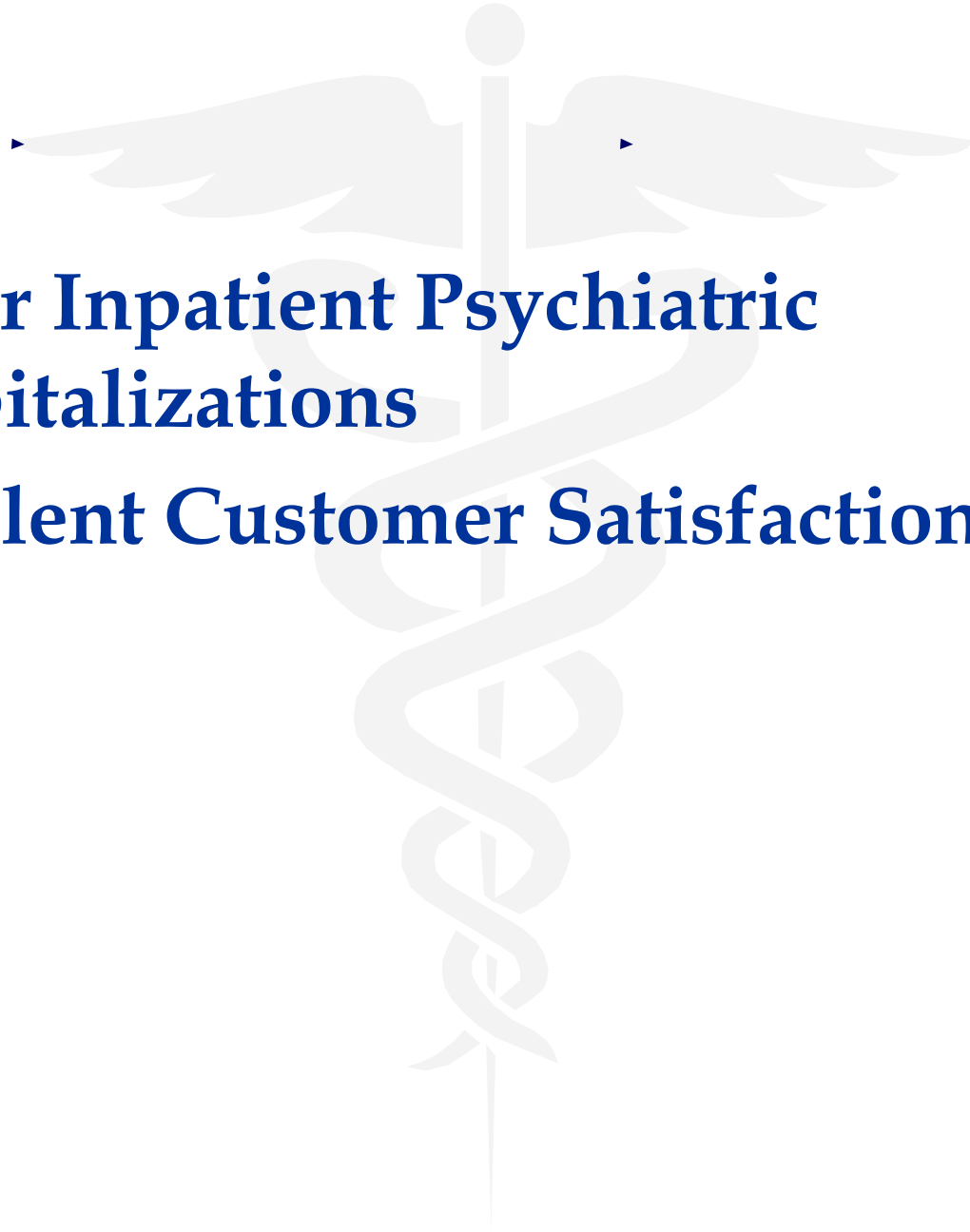
Inpatient Days			
admit DT	Diagnosis Group Description	Days	Facility Name

EI Paso MHMR 1 of 1 Friday, May 16, 2008

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- 
- ② Identified pregnant female
  - ② Identified female with panic attacks utilizing inappropriate services
  - ② Assisted child with access to specialist services
  - ② Assisted family with access to more appropriate resources/services
  - ② Identified other physicians prescribing same medications as treating psychiatrist



**@ Fewer Inpatient Psychiatric Hospitalizations**

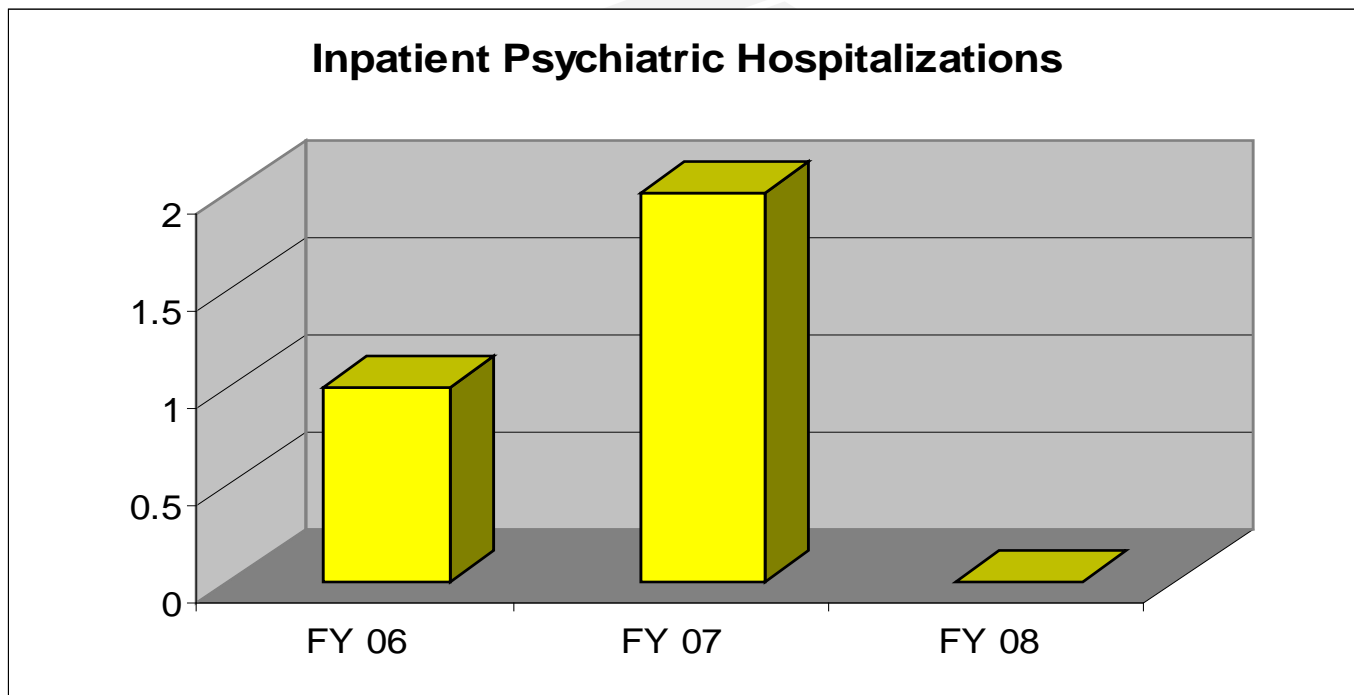
**@ Excellent Customer Satisfaction**

# reliminary utcomes—

FY 06—1 Admission

FY 07—2 Admissions

FY 08—0 Admissions



# preliminary outcomes—

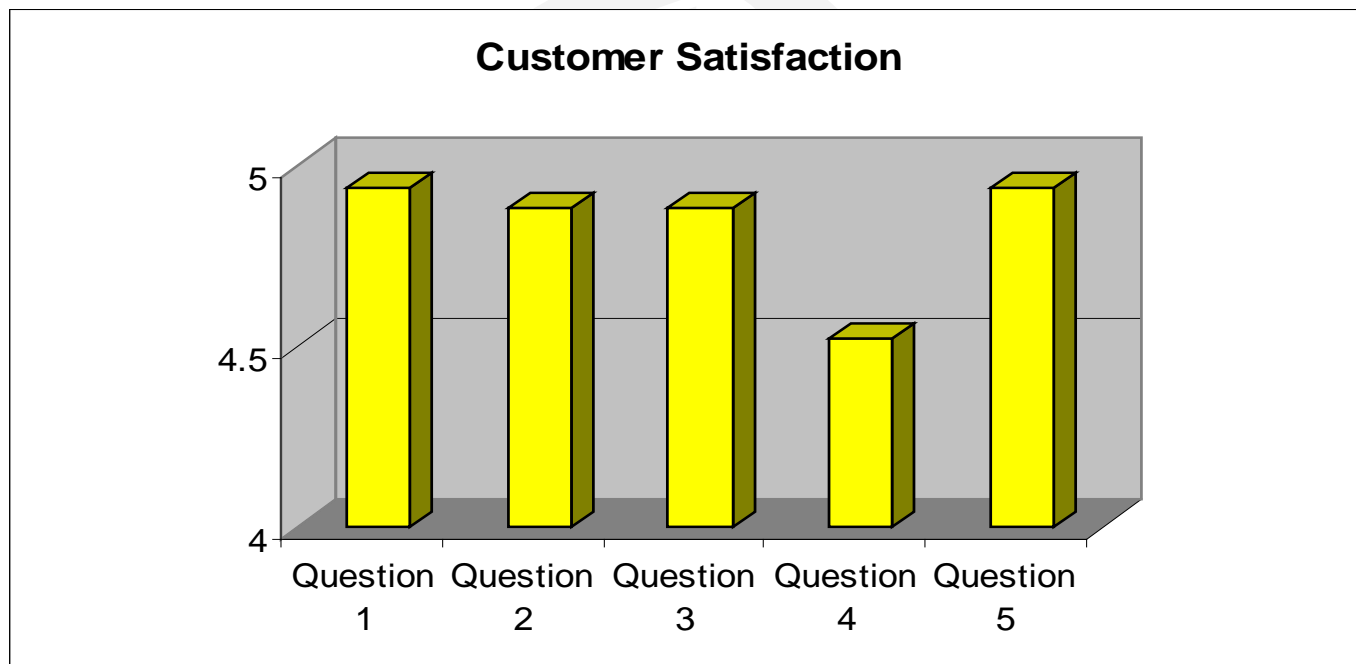
Question 1 – Staff assisted me with access to other services/resources...

Question 2 – When I needed help staff addressed my concerns...

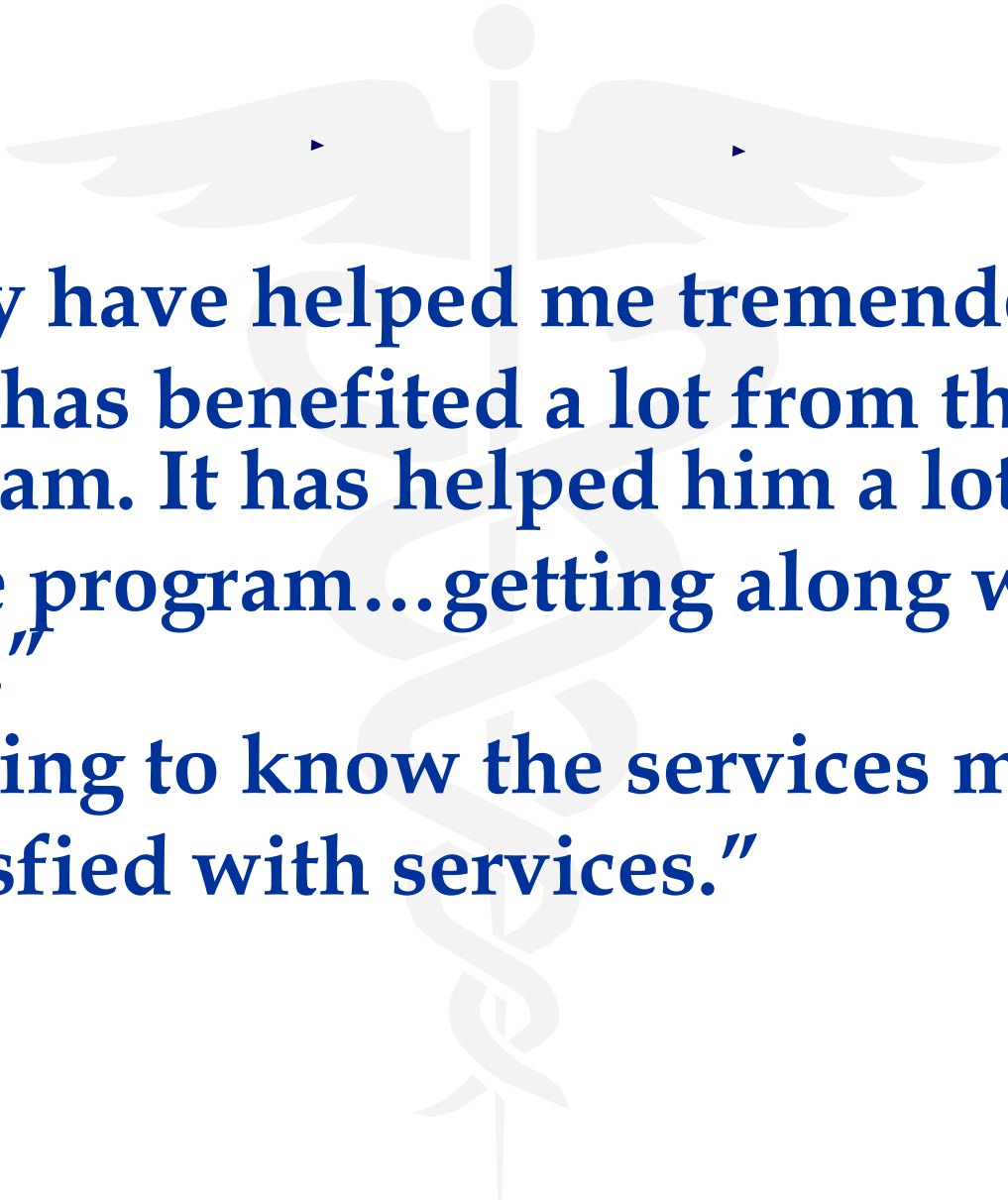
Question 3 – Time spent with me was sufficient...

Question 4 – I participated in decisions about my treatment...

Question 5 – Staff were knowledgeable, courteous and friendly...



5=Strongly Agree    4=Agree    3=Neutral    2=Disagree    1=Strongly Disagree

- 
- ② “They have helped me tremendously.”
  - ② “Son has benefited a lot from the program. It has helped him a lot.”
  - ② “Nice program...getting along with them.”
  - ② “Getting to know the services more.”
  - ② “Satisfied with services.”



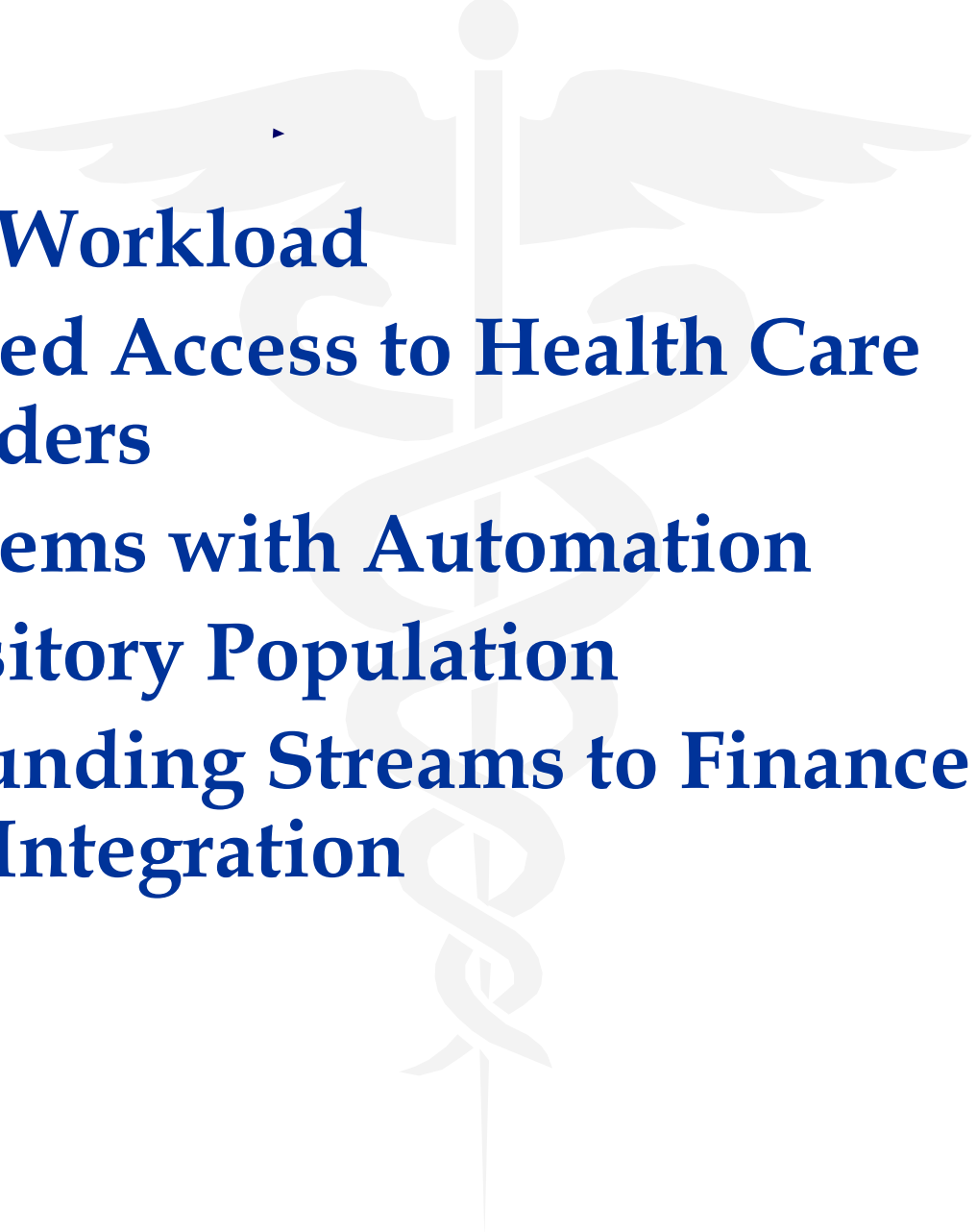
**@ ER Visit Costs**

**@ ER Inpatient Hospitalization Costs**

**@ PCP Office Visit Costs**

**@ Specialist Services Office Visit Costs**

**@ Pharmacy Costs**

- 
- @ Staff Workload**
  - @ Limited Access to Health Care Providers**
  - @ Problems with Automation**
  - @ Transitory Population**
  - @ No Funding Streams to Finance Health Care Integration**

