New Performance Improvement Project (PIP) to Help Prevent Behavioral Health Readmissions

Fidelis Care wants our members to lead healthy lives in their communities. A new performance improvement project (PIP) has been created for our HealthierLife (Health and Recovery Plan – HARP) members who experience frequent hospital admissions and emergency room visits for a behavioral health issue. The goal of this PIP is to prevent readmissions.

The key to preventing readmissions is closer collaboration among Fidelis Care, patients, inpatient and outpatient providers, and the patient’s support network. Fidelis Care has assigned Care Managers to each of the identified patients to help coordinate efforts.

To remind patients about this vital resource, we will mail them a card with the Care Manager’s contact information and ask them to show it to you at every visit. This will help us work together as a team.

Working Together to Help Prevent Readmissions

Our Care Managers will give patients personalized help. They will:

- Coordinate their care
- Follow up with providers
- Speak with family members or trusted peers

Our Care Managers will help providers:

- Assist with discharge coordination
- Follow up with patients
- Answer questions about medication-assisted treatment (MAT), if applicable

Continued on back...
Have You Considered Medications for Your Patients?

Many hospitalizations and emergency room visits for behavioral health care are caused by a substance use disorder (SUD). When treating a SUD, counseling and behavioral therapy become more successful when paired with medications. This approach, known as “medication-assisted treatment (MAT),” is designed to meet a patient’s mental and physical needs.

Studies* show MAT:

<table>
<thead>
<tr>
<th>Decreases</th>
<th>Increases</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Opioid use</td>
<td>• Social functioning</td>
</tr>
<tr>
<td>• Opioid-related overdose deaths</td>
<td>• Retention in treatment</td>
</tr>
<tr>
<td>• Criminal activity</td>
<td>• Ability to gain and maintain employment</td>
</tr>
<tr>
<td>• Infectious disease transmission</td>
<td></td>
</tr>
<tr>
<td>• Neonatal abstinence syndrome</td>
<td></td>
</tr>
</tbody>
</table>

MAT medications can relieve withdrawal symptoms and psychological cravings caused by chemical imbalances in the body. At the proper dose and monitoring, these medications should not have any adverse effects on a person’s intelligence, mental capability, physical functioning, or employability.

MAT medications include:

- For opioid use disorder:
  - Buprenorphine*
  - Methadone
  - Naltrexone*

- For alcohol use disorder:
  - Disulfiram
  - Acamprosate
  - Naltrexone*

- For tobacco use disorder:
  - Bupropion
  - Varenicline
  - Nicotine-replacement therapy*

Fidelis Care encourages you to speak with your patients about whether MAT is right for them.

*Quantity limits apply

Fidelis Care is Here to Help

Fidelis Care is here to help you provide the best possible care to your patients. By working together, we can help patients stay happier and healthier in their communities. For help, please call 1-888-FIDELIS (1-888-343-3547), 8:30 AM – 5 PM, Monday - Friday.

To receive expedited help, we encourage you to use:

HealthierLife Patient Questions - ext. 16077
To coordinate discharge and follow-up care with a Care Manager for your Fidelis Care HealthierLife patients.

Medication-Assisted Treatment (MAT) Pharmacy Questions - ext. 16639
To learn which MAT medications are available to your patients.

Hospitalization Authorizations - ext. 16072
To request authorizations for hospitalizations for any Fidelis Care patients, including HealthierLife patients.

Other BH-Related Fidelis Care Patient Questions - ext. 16072
To coordinate care for non-HealthierLife Fidelis Care patients.