

**OPM/AAHP  
FEHBP  
Fall Conference**

*First Health*



Inv12/99

**First Health**

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- **Founded in 1982 as HealthCare COMPARE**
- **Behavioral Health Clinical Management Services since 1983**



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## Joint Philosophy of Mental Health Parity and Managed Behavioral Health Care

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- Incidence and prevalence of behavioral health disorders is higher than the utilization of services.
- Safe and effective treatments for many of these conditions have been demonstrated through research.
- Optimal behavioral health care is a winning endeavor for all concerned.
  - Health plans control costs.
  - Employers have healthier and more productive workers.
  - Professionals are rewarded for providing cost-effective care using proven treatments.



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## The First Health® Network/ Behavioral Health Providers

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- Hospitals and Free Standing Facilities
- Psychiatrists
- Clinical Psychologists
- Licensed Clinical Social Workers



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## The First Health® Network/ Behavioral Health Providers Access Standards

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- Facilities
- 1 within 20 miles 81.2%
- Average distance to choice of 3 25.1 miles



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## The First Health® Network/ Behavioral Health Providers Access

- Outpatient providers
- 1 within 20 miles 88.3%
- Average distance to choice of 3 12.0 miles



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## Clinical Management Services

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- Review inpatient admissions and lengths of stay
- Facilitate transitions across levels of care
- Negotiate prices on non-network admissions and other services
- Proactive management of high-cost cases
- Review outpatient utilization



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## Behavioral Health Case Management

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- Individualized treatment plans
- Integrated with general medical care
- Medical policy and guidelines
  - Clinical validity is the basis for clinical decisions
    - Empirically based treatments
    - Focused on clinical outcome
    - Extensive research



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## Behavioral Health Case Management

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- Medical Director involvement
  - Indirect involvement in all cases
    - Medical policy and guidelines
    - Proprietary criteria
    - Formal and informal staff training
  - Direct intervention as warranted
    - Internal consultation
    - Discussions with providers



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## Behavioral Health Case Management

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- **First Health** Behavioral Health Medical Directors
  - Psychiatrists and psychologists, each with over 20 years of clinical experience
  - Average tenure with First Health is 9 years
- Medical Director impact
  - 95% consistency of determinations



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