

# A Light in the Dark:

## Service Delivery in the Time of Covid-19



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# Introductions



Natalie

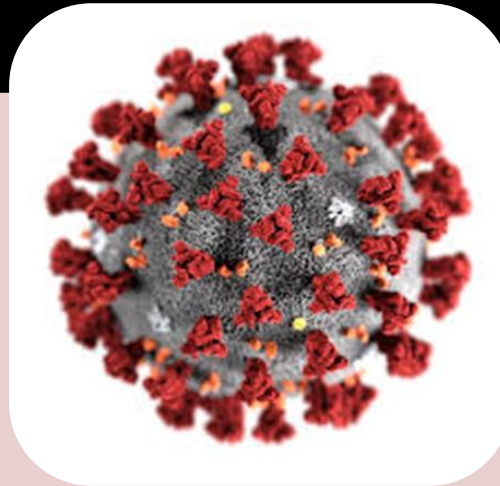
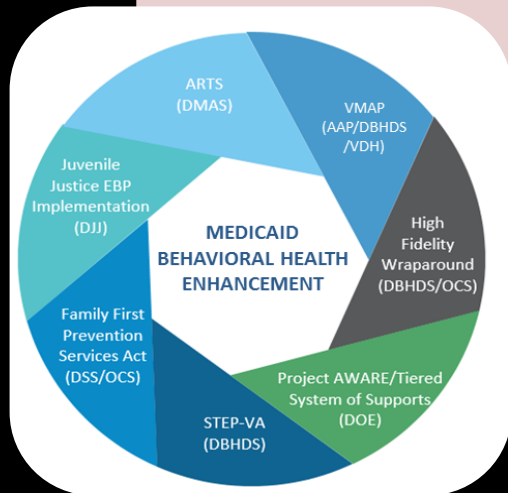


Stephan

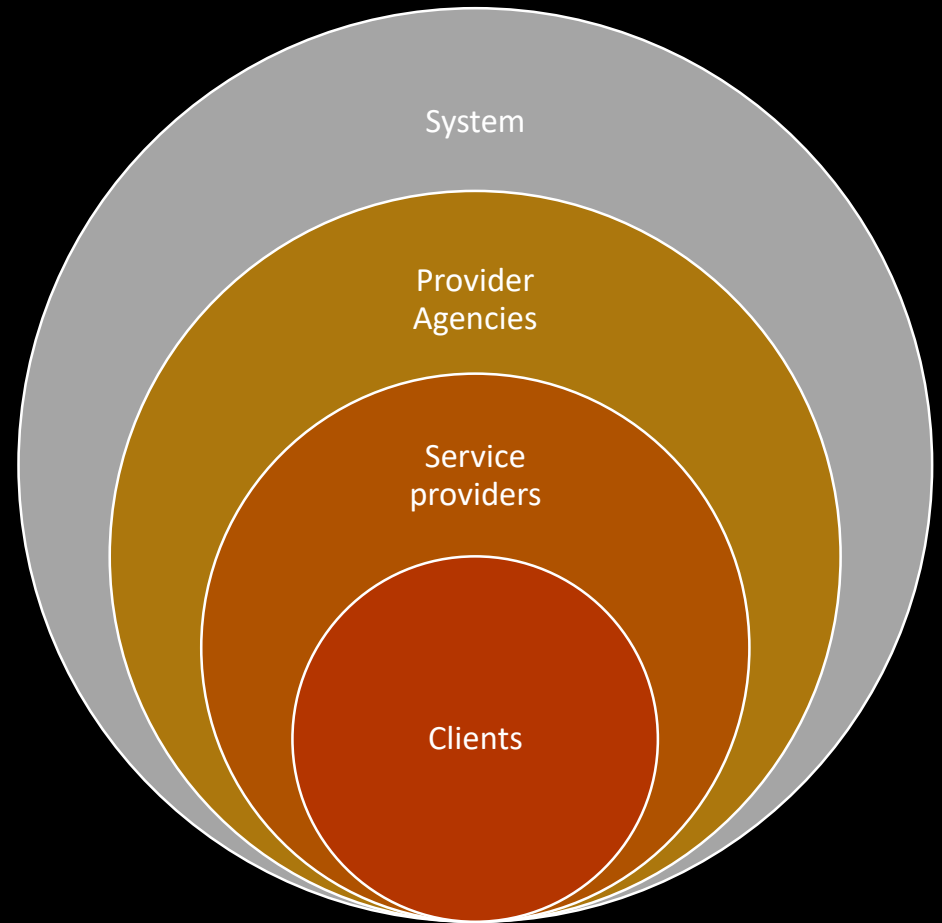


Alyssa

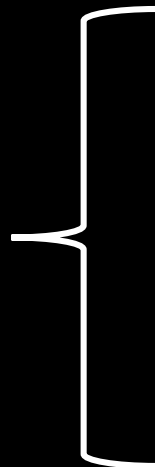
# How did we get here?



# Wide-Reaching Impacts



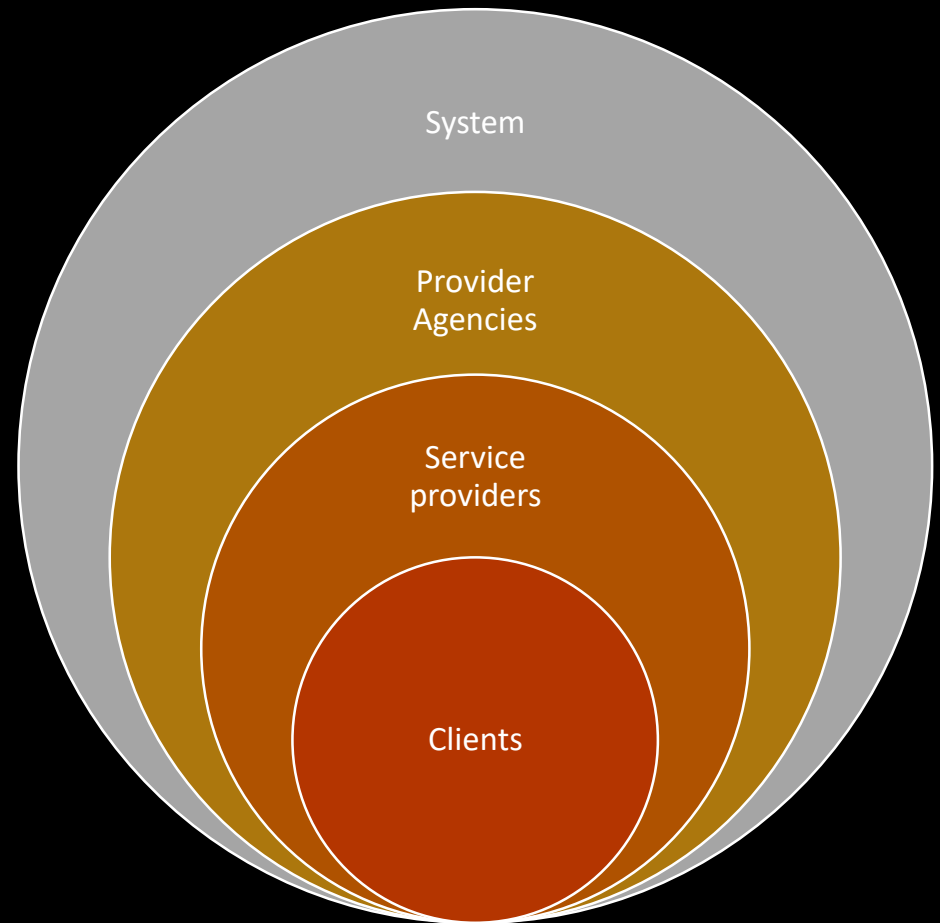
- Economic Stress
- Fear of illness
- Bereavement/Grief
- Disrupted grief processes
- Loss of Routine
- Balancing demands
- Social Isolation
- Exacerbation of BH/SUD
- Decrease in support



# Wide-Reaching Impacts

Immediate roadblocks to  
traditional treatment modalities

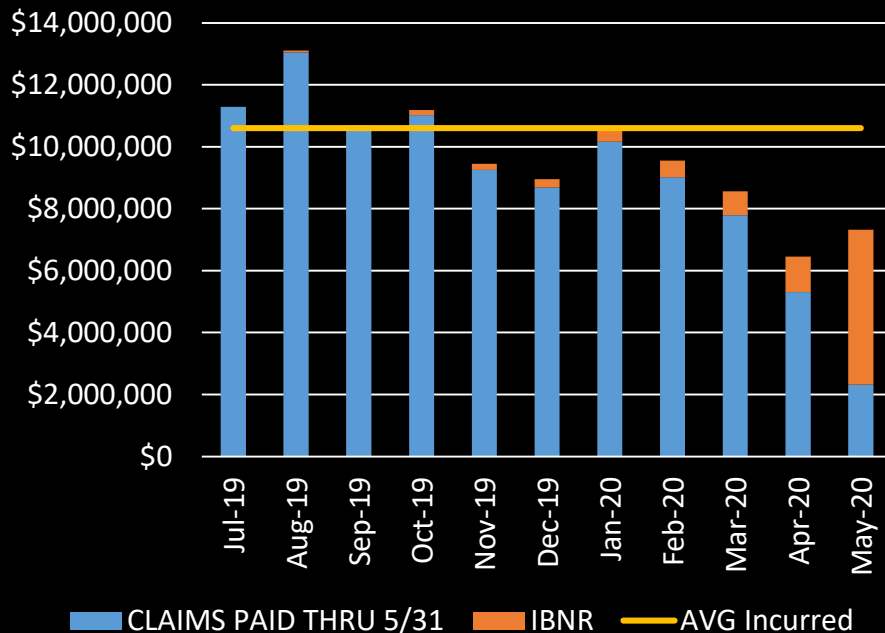
- Working from home
- Difficulties with communication  
and case management
- Staff anxieties
- Racial unrest
- Organizational policy changes
- Racial equity policy reviews
- The PPE Problem
- Budgetary Impact
- The Domino Effect



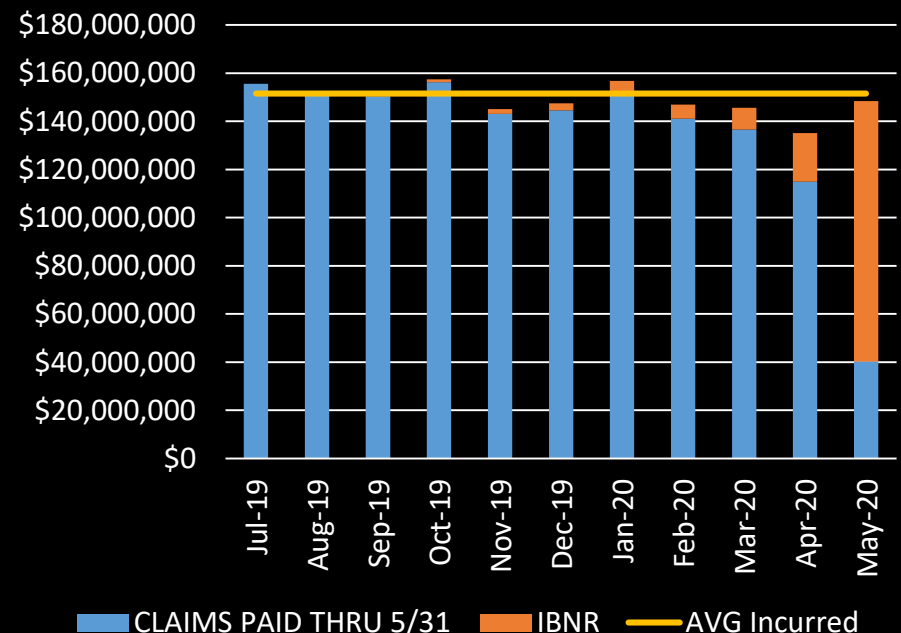
# 10,000 Foot View of the Impact

- PCP service expenditures significantly decreased during COVID-19 emergency
  - Decreased by **31%** in April
  - Decreased by **39%** in May
- Behavioral health services remained largely stable during COVID-19 emergency
  - Decreased by **11%** in April
  - Decreased by **2%** in May

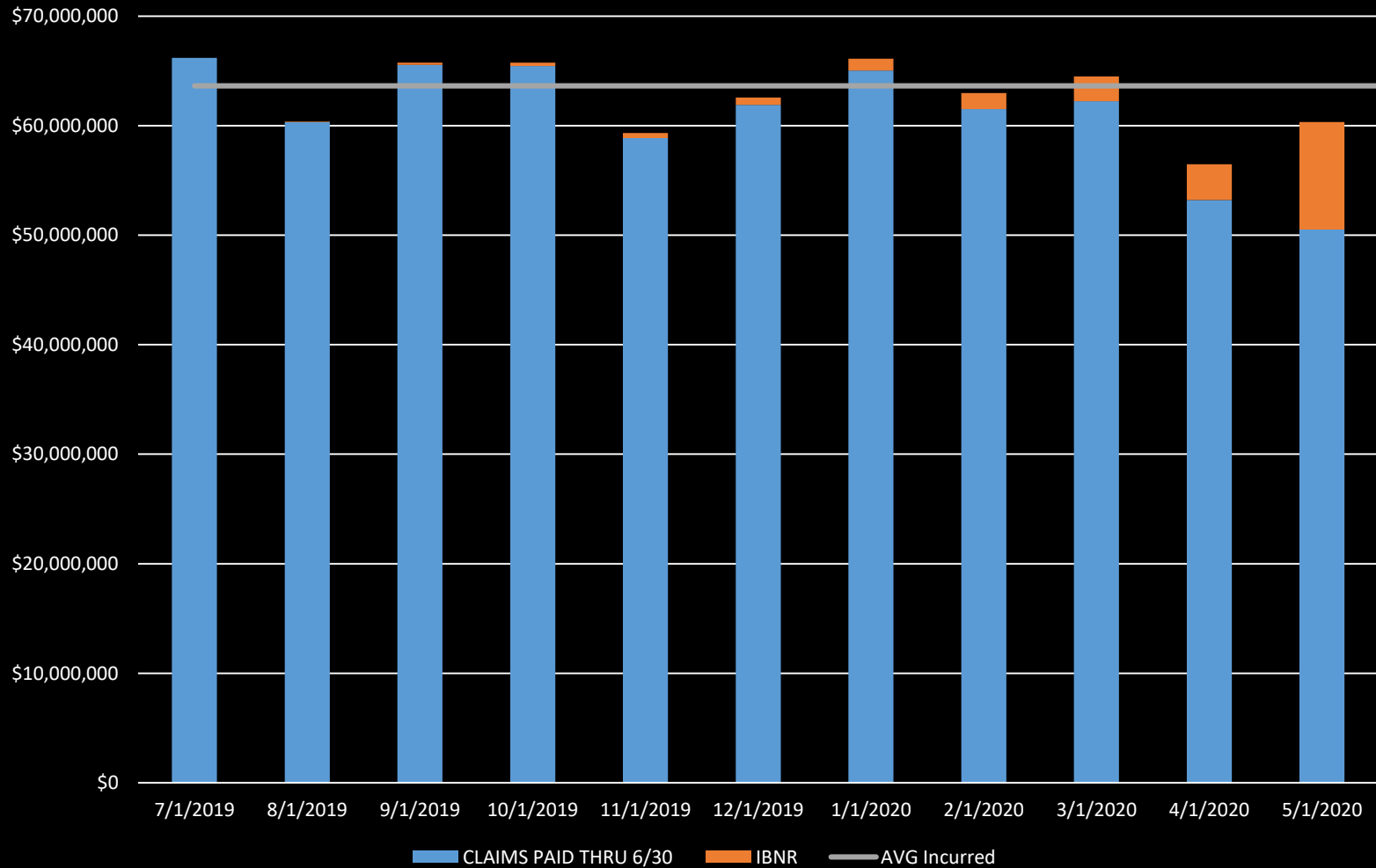
## PCP Services



## Behavioral Health Services

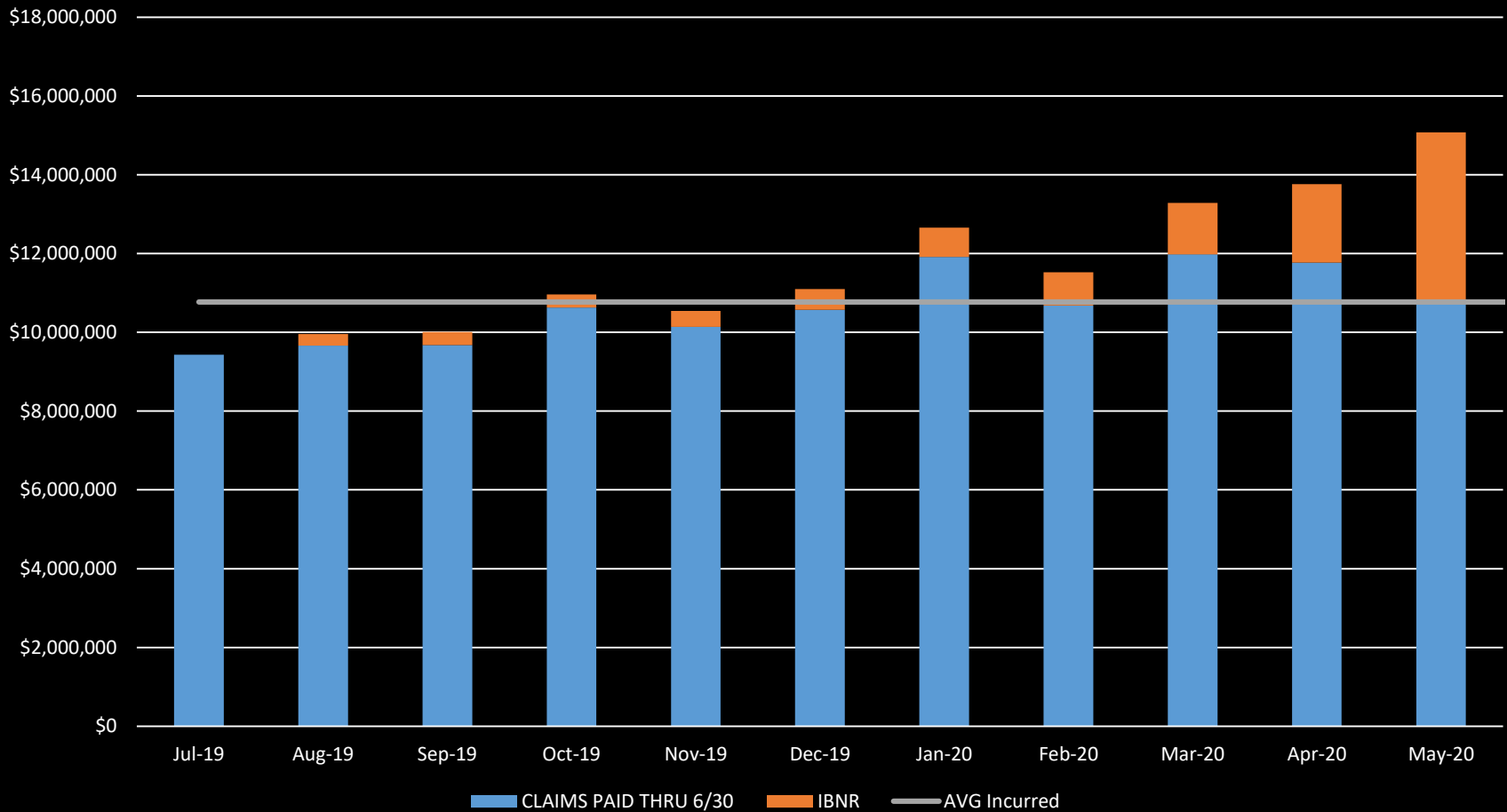


# Community Mental Health and Rehabilitation Services (CMHRS) Utilization During COVID



# Addiction & Recovery Treatment Services (ARTS) Utilization During COVID

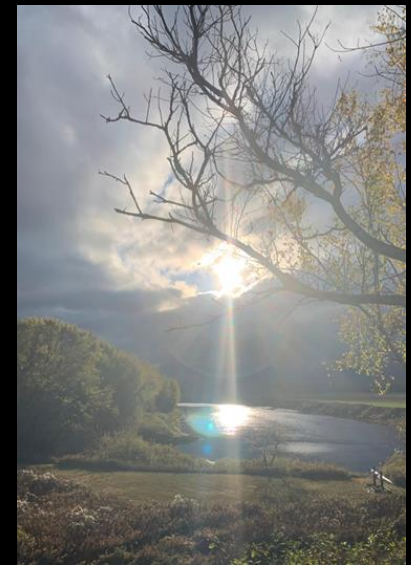
## MCO Expenditure Report Category of Service





# Light in the dark

- Telehealth
  - Engagement
- Technology adoption and skill acquisition
- Unprecedented flexibilities
- Collaboration
  - Cross-Agency
  - State-Providers
- Cross-funding resources



# Telehealth Utilization

Top 10 Diagnostic Categories	
1.	ADHD
2.	Opioid Disorders
3.	Mood Disorders
4.	Autism
5.	Anxiety Disorders
6.	PTSD
7.	Psychosis (Schizophrenia)
8.	Adjustment Disorder
9.	Hypertension
10.	Oppositional Defiant Disorder



Top BH Telehealth providers:  
**Community Services Boards (CSBs)**



Increase in the use of Telehealth within these services:

Psychotherapy

Therapeutic Day Treatment (TDT)

Intensive In-Home Services (IIH)

Opioid Counseling

Psychosocial Rehabilitation (PSR)

# Needs Going Forward

- Precipitous loss without a sufficient grieving process
  - Need to process direct and indirect grief
  - Self-Care - Our kids need us
  - Strong Communication and Coordination
  - Check-ins
    - Families may not seeking help
- Permanent Policy Adaptations

# Where to Shine the Light Next

- How do we build on coping strategies employed during the pandemic?
- The pandemic is a data crunchers dream
  - We can learn about how people deal with trauma and stress
  - Whether people need all the services they receive, a change in milieu, or more intensity
- Expanding upon collaborations
  - We can overcome all challenges
  - Increased cooperation and trust
  - When the pandemic ends, our system will be stronger
    - More efficient
    - More resilient
    - More effective

