

Population Health Management *Driven by Real-time Data*

The National Council for Mental Wellbeing and Netsmart have partnered to support Certified Community Behavioral Health Clinics (CCBHCs) in their population health management efforts through CareManager, a care coordination platform that provides real-time access to data from clinics, health system partners and state Medicaid claims.

What is Netsmart CareManager?

CareManager is a care coordination platform used by hundreds of organizations that gives clinics timely insight into clients' health services utilization, supports population health management and facilitates connection and alignment between care providers. It overlays an organization's existing electronic health records (EHR) and draws real-time information from partners across the health system along with Medicaid claims (when adopted as part of a statewide population health management initiative).



How does CareManager help CCBHCs and organizations considering CCBHC status?

CCBHCs are required to coordinate care with multiple health system partners (e.g., hospitals) and are held to account for quality outcomes (e.g., follow-up after hospitalization) that depend, in part, on a clinic's ability to communicate effectively with these partners. In contrast to siloed systems that pose a barrier to electronic communication and claims data that is often not available until a year or more after the fact (if at all), CareManager establishes a centralized information hub that can be accessed by all participating partners. CCBHCs have leveraged CareManager to gain insight into when their clients are hospitalized, track their access to primary care services for chronic physical health conditions, improve prescription management, understand variations in health needs and service utilization among distinct populations and meet other quality improvement goals tied to population health management.

What are the other benefits to providers of adopting this platform and approach?

Providers, payers and state agencies have grappled with how to compile and report on data that demonstrates CCBHCs' impact within communities and across states. States and/or consortia of clinics can opt in to a national CCBHC data repository that aggregates selected, de-identified information to generate data on CCBHCs' activities. Examples might include trends in number and diagnostic profile of clients served, changes to hospital or ED utilization attributable to the model and more. The national data repository will enable research, evaluation and the ability to measure CCBHCs' outcomes – all critical to driving federal and state investment in the model, building payer buy-in, establishing clinic or state benchmarks and more.



❖ Have any states adopted this approach for their CCBHCs statewide?

Yes. Since 2016, 34 provider organizations with 11 different EHRs in Missouri have used the solution, which has enabled successful care coordination efforts and supported CCBHCs and the state department of mental health in making the case for continuing and expanding the state's CCBHC initiative. Learn more about the [Missouri Case Study](#).



Since deploying CareManager, we now have an aggregate data set that allows us to eliminate many previously manual and duplicative tasks. For example, we can now automate the calculation of risk for our population, leveraging both encounter and claims data to create a living risk profile for the attributed population.”



- *Rachelle Glavin,*
Vice President of Clinical Operations, Missouri Behavioral Health Council



❖ How can providers participate?

There are three ways.

- 1** Individual CCBHCs (or other providers) can adopt CareManager to drive care coordination and population health within their communities.
- 2** Multiple CCBHCs in a state can collectively come together (often through their state behavioral health provider association) to establish an implementation consortium and share the cost of participation.
- 3** The platform can be adopted by state Medicaid or behavioral health agencies on behalf of all CCBHCs (and/or other providers) within their state.



❖ How can I get my state agency officials or provider colleagues interested in this?

Providers can contact their state behavioral health association or state Medicaid and behavioral health agencies to highlight the benefits of the partnership and discuss organizing participation among behavioral health providers in your state.

State agencies, associations and providers can also request more information on the [Netsmart CCBHC page](#) at www.ntst.com/lp/CCBHC or email [Julie Hiett](mailto:jhiett@ntst.com), senior director of population health for Netsmart, at jhiett@ntst.com.

You can also email the National Council at: CCBHC@TheNationalCouncil.org.

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