• Despite more effective and accessible treatment, people with mental illness continue to die up to 25 years earlier than the general population.

• Fragmentation of behavioral and physical healthcare has led to poorly coordinated service and gaps in routine care.
About Alliance

• Alliance is a mission driven organization, managing behavioral health services in our region since 2013

• As a not-for-profit company, savings derived from improved quality of care and efficiency is reinvested
  o Millions invested to improve services, including behavioral health urgent care centers, integrated care efforts, and expansion of opioid treatment

• Deep roots in our communities, with offices in Morrisville, Charlotte, Smithfield and Fayetteville
About Alliance

• Beginning December 2022, we will be responsible for managing physical health, behavioral health and pharmacy benefits for individuals with some of the most complex care needs within the Medicaid system

• We are building a physical health network with a focus on integrated care

• We have a strong history of partnering with and supporting network providers
• Quanda, an Alliance member, was frequently hospitalized, most recently with multiple strokes while residing in a Durham rescue shelter

• A cycle of health problems and housing insecurity made her life infinitely more challenging – at a significant cost to providers and taxpayers
Making a Difference

• She tapped into the Health and Housing Case Management Program, a partnership between Alliance, Duke University, and RHD, a member of the Alliance provider network.

• Today Quanda is in her own apartment, managing her health, and going back to school.
Making a Difference

“Having a place of my own, I’m able to take care of myself and take care of my responsibilities. Before, I didn’t like my life. But this has given me a motivation to live.”
Partnering with Alliance

• We are a local, experienced managed care organization
  o Documented history of working to change the overall health and life outcomes of individuals with serious mental illness, I/DD, and chronic health conditions

• Your opportunity to take an active role in reshaping health care delivery to a population with very complex needs
  o Provider Advisory Council and local advisory groups

• Access to information and data related to all aspects of patient care
Partnering with Alliance

• Dedicated provider support team – a single point of contact to assist with contracting, system navigation and troubleshooting

• Easy access to practice supports including behavioral health education, training, toolkits, consultation and information about community resources
Partnering with Alliance

• Successfully paying Medicaid claims since 2013
  o Currently processing over 1 million claims annually with over a 99% claims approval rate
  o Individualized claims training available as part of network participation

• Prior authorizations through an easy-to-access portal
  o Simple verification of eligibility
  o Historically, a less than 2% denial rate
Supporting Behavioral Health Care

- Every member of the Alliance Health Plan will have a dedicated care navigator
  - Coordinates care across an array of treatment providers and social supports
  - Addresses social drivers of health
  - Assists with transitions of care
  - Ensures timely communication regarding change in member needs across all treating providers
  - Secures needed resource and supports treatment adherence
Supporting Behavioral Health Care

• Existing network of 685 contracted behavioral health providers, including specialty providers offering:
  o A robust array of outpatient mental health counseling and psychiatric services
  o Intensive levels of in-home and community-based services
  o Intensive substance use disorder treatment including medication assisted treatment
  o Residential levels of care
Supporting Behavioral Health Care

• Fast, easy referrals to behavioral health services through a single call to our Access and Information Center

• Support and rehabilitation services for people with traumatic brain injury

• Robust array of crisis services

• Urgent care centers available on a walk-in basis
Robust Crisis Continuum

- 24/7 toll-free behavioral health crisis line
- Mobile crisis
- Behavioral health urgent care
- Crisis and Assessment Centers
  - Screening and assessment
  - 23-hour crisis stabilization/observation chairs
  - Short-term crisis residential services and crisis stabilization
Social Drivers of Health

• Access to specialized housing programs for individuals with complex medical/behavioral issues

• Transportation to support treatment engagement and follow-up

• Growing partnerships to expand housing options including Green housing which supports individuals with upper respiratory conditions
• An ongoing initiative to help our neighbors by supplying clothing, food and other basic items to those in need, helping teachers in underserved neighborhoods, stuffing backpacks for individuals experiencing homelessness, and more

• Allows our staff to see firsthand how the social drivers of health can impact those we serve
Summing Up

- An experienced, successful managed care organization with close, collaborative ties to our communities
- Strong and diverse support of our provider network
- Highly-efficient service authorization and claims processes
- An opportunity to help shape a new model of care that makes a tangible difference in people’s lives
- Will you join us?