

Our goal: Optimizing quality of care for Beacon members by joining with providers in the initiation and engagement of treatment for alcohol and other drug (AOD) dependence.

What we know: There is need for improvement.¹

- In 2012, an estimated 23.1 million Americans (8.9 percent) needed treatment for a problem related to drugs or alcohol, but only 2.5 million people (1 percent) received treatment.
- Abuse of alcohol and illicit drugs totals more than \$700 billion annually in costs related to crime, lost work productivity and health care.
- Abuse of alcohol, illicit and prescription drugs contributes to the death of more than 90,000 Americans each year.

Initiation and Engagement of Alcohol and Other Drug Dependence Treatment: Best practices.

- Utilize a standardized screening tool to identify substance use disorders as part of a holistic assessment of the patient.
- Encourage the patient to be actively involved and participating in treatment and discharge planning (as applicable).
- Utilize evidence based practices to engage patients in considering their own patterns of substance use.
- If being discharged from an inpatient setting, schedule appointments with in-network substance use or dual diagnosis providers for follow up or further assessment.
- If a substance use problem is identified in an outpatient setting (mental health, emergency room, PCP or other medical), schedule appointments with in-network substance use providers for treatment or further assessment. While services such as AA and NA add value to the individuals' recovery, they do not qualify for initiation and engagement visits because they do not provide a clinical assessment and intervention.
- Ensure that the patient participates in the decision to see a substance use provider, agrees to keep the appointment, that it is convenient for him/her.
- At any time experiencing barriers to scheduling, call Beacon for assistance.
- Distribute patient education materials, also available on Beacon's website, if needed: <https://www.beaconhealthoptions.com/members/member-health-tools/>

Healthcare Effectiveness Data and Information Set (HEDIS): Measuring progress.

HEDIS, a recognized national quality standard on best practices, tracks the initiation and engagement of treatment for patients with alcohol or other drug dependence using the following inclusion criteria:

- Patients 13 years of age and older
- New episodes of AOD dependence through any of the following service types with a diagnosis of AOD diagnosis: inpatient discharge, ED visit, outpatient visit, intensive outpatient visit or partial hospitalization, or a detoxification visit
- Rate of treatment initiated through an AOD admission, outpatient visit, intensive outpatient visit or partial hospitalization within 14 days of diagnosis
- Rate of treatment engaged by seeking two or more additional services within 30 days of the initiation treatment (criteria above)

Meeting our goal: How we will work together.

Managers of Provider Partnerships will review your facility's performance on Substance Use Follow-up on a quarterly basis, looking to engage individuals in AOD treatment. Ongoing appointments for our members should be scheduled with a Beacon provider. If a list of in-network referrals is needed, please contact Beacon's call center for assistance at 888-204-5581 or visit our website at www.beaconhealthoptions.com.

¹ NCQA. (2014). The State of Health Care Quality. Retrieved from <http://www.ncqa.org/Portals/0/Newsroom/2014/SOHC-web.pdf>

