



BlueCross BlueShield of New Mexico

2022 Behavioral Health Quality Improvement Program Evaluation Executive Summary

This Executive Summary provides an analysis and evaluation of the overall effectiveness and key accomplishments of the Behavioral Health (BH) Quality Improvement (QI) Program for Blue Cross Blue Shield of New Mexico.

2022 Accomplishments

1. Facilitated Population Health Management presentations to Retail, Fully Insured and Tri-State Case Management Teams.
2. Continued to engage one (1) facility in the Federal Employee Program Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence (FUA) and Follow-Up After Emergency Department Visit for Mental Illness (FUM) Emergency Department Incentive Program.
3. Created and distributed four member-centered videos across all states addressing the importance of follow up for Follow up after Hospitalization ([FUH](#)), [FUA](#), [FUM](#), and medications for Antidepressant Medication Management ([AMM](#)).
4. Provider tip sheets for all Healthcare Data and Information Set (HEDIS) measures created and promoted in the provider newsletter articles.
5. Secured accounts for the Retail line of business to access the EDIE[®] portal for real time access to Emergency Department (ED) data to support the BH Healthcare Effectiveness Data and Information Set (HEDIS) ED related measures.
6. Attained 100% compliance with Adverse Incident processing times.
7. Four Continuing Medical Education (CME) trainings were conducted for providers on: Differential Diagnoses of Depression, Diabetes and Behavioral Health, Coordinating Care and Improving Follow-Up for Substance Abuse, and Suicide Prevention in the Military Community. A total of 130 providers attended the combined webinars in New Mexico.
 - Launched the Enduring Materials component of the CME project, where Continuing Medical Education (CME) trainings were recorded and made available for providers to view at any time to obtain CME/Continuing Education Unit (CEU) credit.
8. Blue Review articles were posted for providers with information on Antidepressant Medication Management (AMM).
9. The Follow-up After Hospitalization (FUH) 30-day Facility Incentive Program was modified to focus solely on New Mexico Centennial Care. The program expanded in New Mexico to four new facilities.
10. An email blast was sent to providers to promote the Outpatient Incentive program in January 2022.
11. Education to select high volume providers to promote the Outpatient Incentive Program in New Mexico to improve utilization.
12. Continuation of the Enhanced payment program to support the Initiation and Engagement of Alcohol or Other Substance Use Disorder (IET.)
13. Successful completion of the Inter-Rater Reliability survey with an above target score.

Program Focus for 2023

Based on the review of the 2022 program goals, an increased understanding of barriers to improvement, and attention to lessons learned during the year, the following primary areas for focus of the BH Quality Improvement Work Plan for 2023 include:

1. Measure, monitor, and continuously improve performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers.
2. Maintain a high level of satisfaction among providers and members.

- 3.** Focus continuous quality improvement efforts on those priority areas defined in the annual BH QI Work Plan.
- 4.** Continue to explore social determinants of health and focus on implementing new initiatives to address identified areas of concern, increase member resources and improve access.
- 5.** Facilitate rounds, annual trainings, and other activities as necessary to optimally manage behavioral health complaints and adverse incidents.
- 6.** Increase the rates of key HEDIS measures.

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association