

COVID-19 & Mental Health

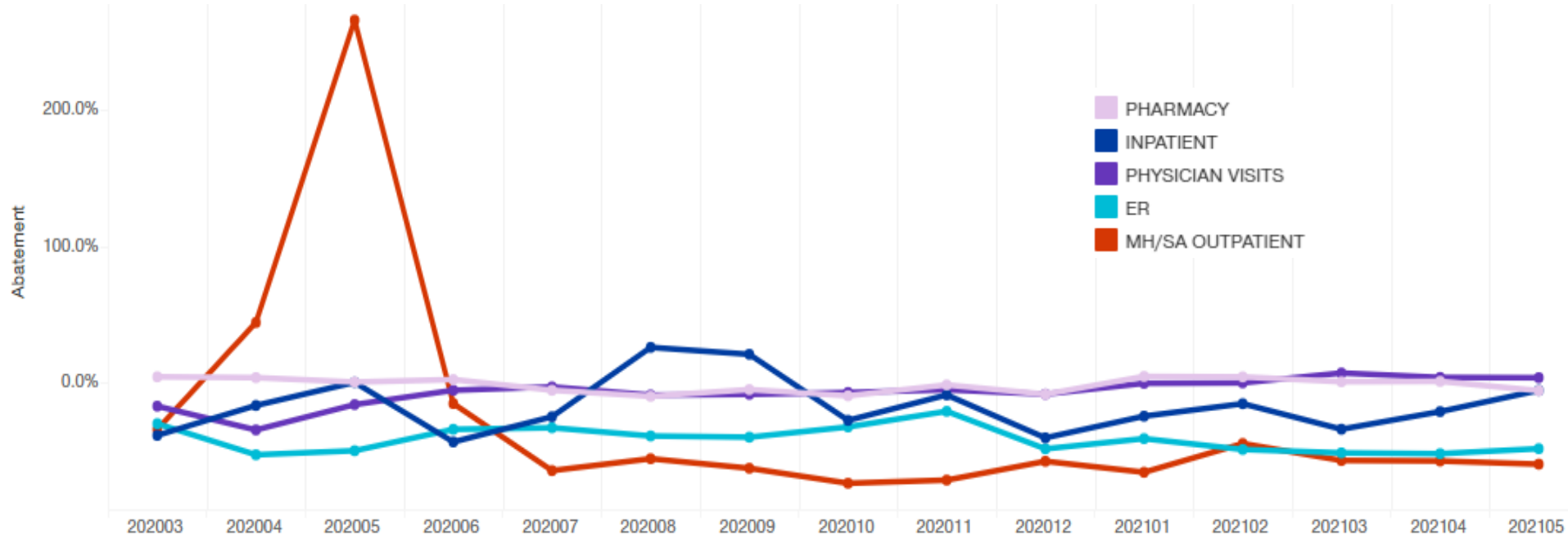
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Integrated Health Services

August 10, 2021



COVID-19 Pandemic Utilization Trends



	2020Q3	2020Q4	2020Q5	2020Q6	2020Q7	2020Q8	2020Q9	2020Q10	2020Q11	2020Q12	Total	2021Q1	2021Q2	2021Q3	2021Q4	2021Q5
Grand Total	-18.4%	-8.7%	-1.6%	-19.5%	-13.5%	0.8%	1.0%	-16.5%	-5.5%	-20.4%	-10.9%	-6.6%	-4.1%	-15.7%	-7.7%	-5.6%
PHARMACY	4.5%	3.9%	0.7%	2.5%	-5.3%	-9.7%	-4.8%	-9.3%	-1.4%	-8.2%	-3.0%	4.8%	4.5%	1.0%	1.2%	-5.6%
INPATIENT	-38.2%	-16.4%	0.5%	-43.0%	-24.6%	26.0%	20.9%	-27.2%	-8.7%	-40.0%	-19.4%	-24.2%	-15.1%	-33.7%	-20.8%	-5.4%
PHYSICIAN VISITS	-16.9%	-34.2%	-15.7%	-5.3%	-2.8%	-8.8%	-8.2%	-6.9%	-4.9%	-8.1%	-11.3%	-0.2%	0.1%	7.3%	4.1%	3.9%
ER	-29.6%	-52.3%	-49.4%	-33.8%	-32.6%	-38.6%	-39.5%	-32.0%	-20.6%	-48.0%	-37.9%	-40.6%	-48.5%	-51.0%	-51.5%	-47.9%
MH/SA OUTPATIENT	-33.8%	44.1%	264.7%	-15.0%	-63.9%	-55.2%	-62.2%	-73.1%	-70.8%	-57.1%	-39.5%	-65.1%	-44.1%	-56.5%	-56.9%	-59.2%



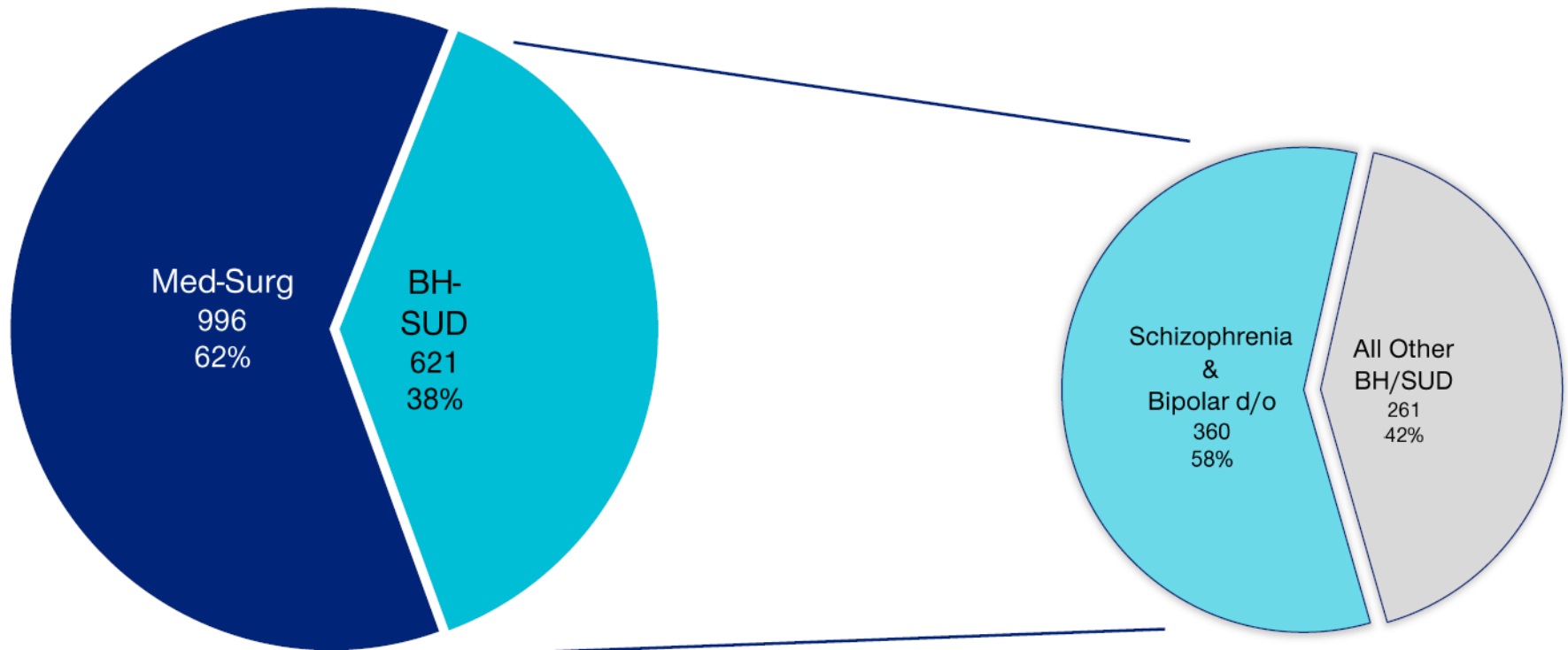
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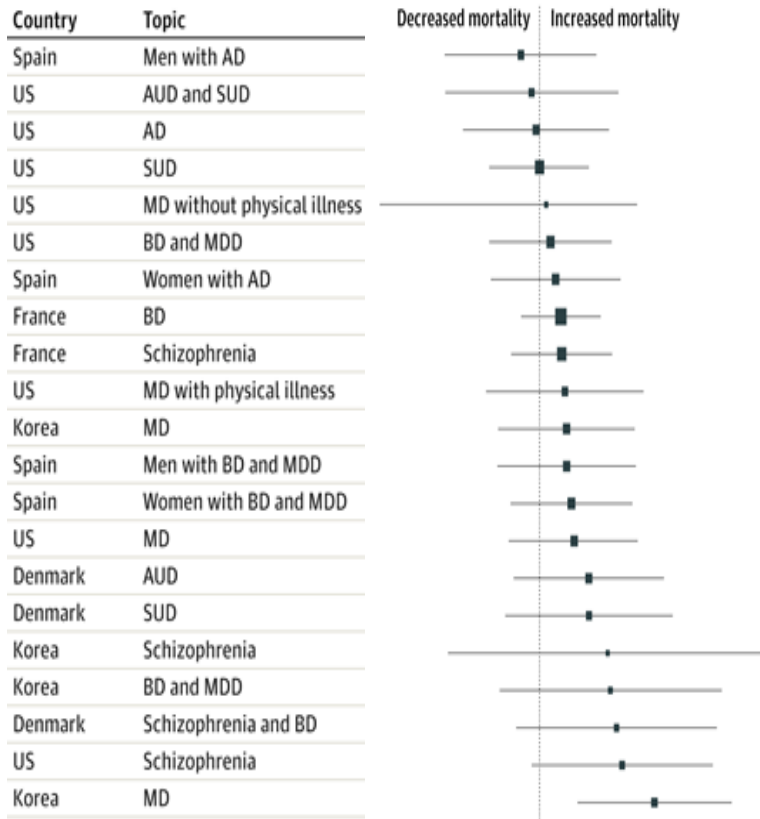
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Potentially Preventable Hospital Returns*

* Potentially Preventable Hospital Readmissions and Post-Discharge ER Presentations by APR-DRG



Mental Health and COVID-19 Mortality



In total, 16 population-based cohort studies (data from medico-administrative health or electronic/medical records databases) across 7 countries (1 from Denmark, 2 from France, 1 from Israel, 3 from South Korea, 1 from Spain, 1 from the UK, and 7 from the US) and 19,086 patients with mental health disorders were included. The studies covered December 2019 to July 2020, were of good quality, and no publication bias was identified. **COVID-19 mortality was associated with an increased risk among patients with mental health disorders compared with patients without mental health disorders** according to both pooled crude OR (1.75 [95% CI, 1.40-2.20]; $P < .05$) and adjusted OR (1.38 [95% CI, 1.15-1.65]; $P < .05$). **The patients with severe mental health disorders had the highest ORs for risk of mortality** (crude OR: 2.26 [95% CI, 1.18-4.31]; adjusted OR: 1.67 [95% CI, 1.02-2.73]).

Fond G, Nemani K, Etchecopar-Etchart D, et al. Association Between Mental Health Disorders and Mortality Among Patients With COVID-19 in 7 Countries: A Systematic Review and Meta-analysis. JAMA Psychiatry. Published online July 27, 2021. doi:10.1001/jamapsychiatry.2021.2274

Genoa Healthcare | Overview



Genoa Pharmacies



- Integrated, on-site pharmacy locations within CMHC or FQHC
- Full-service dispensing pharmacy
- Pharmacy staff bills pharmacy claims

Services

- Education & Counseling
 - Effectiveness of Treatment
 - Barriers to Adherence
 - Side Effects
- Medication Dispensing
 - Refill Reminder Calls
 - Convenience Packaging, Delivery, or Mail Order
 - Medication Synchronization
- Medication Coordination with Providers
 - Recommendation to initiate/change/DC
 - Dosage Changes
 - Prior-Auth Assistance



Genoa Clinical Services



- Telephonic, personalized, & consultative clinical pharmacy services
- Utilizes data sharing to provide enhanced member outcomes
- Contact frequency & duration is based on member need and clinical status

Services

- Comprehensive Medication Management
 - Personalized, Clinical Pharmacy Assessment and Medication Action Plan Development
 - Identification & Discussion of Medication Optimization Opportunities
 - Coordination with Providers and the Healthcare Team
- Adherence
 - Targeted Outreach for Medication Adherence
 - Medication Specific Education (i.e., LAI, MAT, Antidepressant, Mood Stabilizers, Antipsychotics, etc.)
 - Assessment of Barriers to Medication Adherence and Solutions to Overcome Barriers
 - Support for HEDIS/STAR Measure Engagement

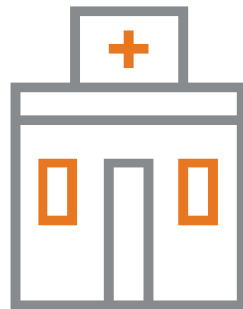
Meds to Beds

The program streamlines the post-discharge pharmacy fill for patients so that they can leave the hospital with their filled prescriptions in hand.



Brentwood Behavioral Health | Flowood

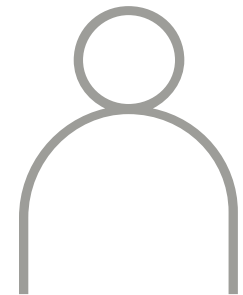
St. Dominic's Hospital | Jackson



Genoa assigns a Consumer Medication Coordinator (CMC) to the facility to serve as liaison between facility and pharmacy



CMC coordinates with pharmacy to package medications and transport to facility prior to discharge



Member leaves facility with meds in hand. Risk of readmission due to med error reduced

Comprehensive Medication Management (CMM)

Longitudinal engagement for enrolled members with care plan coordination with all involved health care providers.

Identify

Specially trained clinical pharmacists' outreach to qualified members*



Prevent

Clinical pharmacist reviews medications and coordinates with member and provider(s) to create a plan that achieves clinical outcomes



Resolve

Nexus technology enables integration for coordination of care to resolve drug therapy problems

Member Experience



*Duration dependent on member status and clinical need

Genoa CMM | Tom



Tom is a 57-year-old male living alone in Crown Point, IN. He is employed full-time with the city parks department who provides his health insurance. He is currently prescribed medication for Major Depressive Disorder, Restless Legs Syndrome, GERD, and Sleep Apnea by his PCP. He was referred to a cardiologist 2 years ago for management of Coronary Artery Disease (CAD) and Hypertension. He has no other BH services.

Member Experience

Tom is **identified for program participation** through proprietary algorithms.

Tom receives outreach from Genoa and agrees to participate.

Initial med review & assessment are completed.

Tom reports **dizziness, falls,** concern for adult children, increased **depression,** and **difficulty affording medication.**

Genoa pharmacist works with Tom to **develop a personalized Medication Action Plan** to achieve member-centered goals.

Pharmacist follows up to communicate therapy changes. **Regular follow up** occurs to identify new needs and advance progress toward goals.

OBH Network sends **program introduction letter** to all contracted providers to notify of program launch.

Genoa connects with PCP to discuss Tom's ongoing symptoms and make **recommendation for medication change**

Genoa **refers** Tom to OBH case management **via ICUE** to assist with establishing outpatient BH therapy

Genoa shares the Medication Action Plan with the healthcare team to support **continuity and coordination of care** across providers

Provider Experience

Genoa CMM | Leading Indicators

Recommendations and Acceptance Rates

- Behavioral health medications accounted for 30% of medication recommendations
- Medical management medications accounted for 70% of medication recommendations
- Average of 20% response rate from providers
- Provider acceptance of recommendations averaged 86%

