



# BlueCross BlueShield of Texas

## 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 Texas.

### 2022 Accomplishments

1. Facilitated Population Health Management presentations to Retail, Fully Insured and Tri-State Case Management Teams.
2. Continued to engage 4 facilities in Texas 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, Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) measures created and promoted in the provider newsletter articles.
5. Secured accounts for the Retail line of business to access the EDIE<sup>®</sup> 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. Continuing Medical Education (CME) trainings were conducted for providers in a series of three on Depression in Primary Care, Opioid Use Disorder and Comorbid Conditions, which were attended by a total of 795 providers in Texas.
8. 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.
9. Blue Review articles were posted for providers with information on Antidepressant Medication Management (AMM).
10. With the insourcing of behavioral health case management, the BH QI Department successfully assumed responsibility for one existing performance improvement project (PIP) and submitted a new PIP to begin in 2023.
11. The BH QI department incorporated Texas Medicaid products into the adverse incident and complaint processes with 100% timely processing to date.
12. The BH QI department incorporated Texas Medicaid into the Case Management audit process.

### 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.

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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.

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