



Proactive. Community-Based. Sustained.

→ What is BeyondCrisis?

Sustained stabilization requires proactive solutions. Go BeyondCrisis.

BeyondCrisis is LifeShare’s alternative to traditional behavioral health crisis interventions. Designed to proactively reduce crisis situations, ED visits and inpatient admissions, and to maintain least restrictive placements, **BeyondCrisis** improves HEDIS measures and reduces unnecessary Health Plan Costs.

- **Triage Call Center:** Our 24/7 Triage Center, in addition to responding to crisis calls, proactively contacts people we support, often connecting with them prior to reaching a crisis stage.
- **Mobile Engagement Teams:** Community-based Mobile Engagement Teams, dispatched based on acuity, respond to, assess, and stabilize emergent situations in-person and provide linkage to wraparound services. Intensive Case Management provided for 30-90 days for the highest at risk population.
- **Ongoing Support:** Ongoing outbound and inbound telephonic support is provided as needed and complements treatment to maintain stabilization.

BeyondCrisis fosters long-term recovery from mental illness, substance use disorders, PTSD, and other social, emotional, and physical health factors.

Reducing unnecessary admissions by increasing person-centered engagement.


When a person does go into crisis, the **BeyondCrisis** team works with the individual, and when appropriate, their circle of support to:

- De-escalate the crisis
- Maintain community or least restrictive placement
- Link to appropriate resources
- Sustain well-being

SUPPORTS HEDIS

- Post Inpatient 7-and 30-Day Mobile Visits
- Mental Health Screenings
- Reduce Inpatient Utilization
- Review Polypharmacy Data as Needed

Program elements can be tailored to specific HEDIS or plan/program outcome measures



→ Why Mobile HEDIS Visits?

BeyondCrisis supports HEDIS measures with 7- and 30-day mobile appointments following inpatient discharge.

→ **Up to 67% of patients with mental illness fail to attend their first outpatient appointment after hospital discharge***

BeyondCrisis Attributed Membership

- 52% decrease in behavioral health inpatient costs
- Average spending decreased \$131 PMPM post engagement, over controls
- 26% decrease in ED utilization
- Inpatient costs decreased \$275 PMPM; primary care costs up \$170 PMPM due to appropriate use of systems

*Outcomes data for members engaged with BeyondCrisis during 2016-2017



→ Going Beyond

- **Clinicians:** Doctorate-level, Master's-level, and Licensed Clinicians provide proactive outbound and inbound telephonic support. Mobile Engagement Teams are comprised of Licensed Clinicians and Crisis Intervention Specialists.
- **Inpatient and HEDIS Post-Discharge Visits:** Clinicians meet with individuals in inpatient facilities. Members are educated on plan resources and engaged into outpatient services. Post-discharge, community-based licensed clinicians conduct 7- and 30-day HEDIS required visits.
- **Relational Engagement/Sustained Results:** Clinicians often meet individuals in convenient settings, fostering engagement into care, resource linkage, and appropriate levels of support to create and sustain independence, stability, and well-being.

The program is structured to meet the needs of each entity through Per Member/Per Month, Shared Savings, or other agreed upon rate structure.

→ Whom Does it Help?

BeyondCrisis positively impacts persons from diverse populations, often with complex needs.

- Serious mental illness
- Intellectual disabilities
- Developmental disabilities
- Traumatic brain injury
- Post-traumatic stress disorder
- Substance use
- Child welfare
- TANF
- CHIP

BeyondCrisis is designed to create a sustained connection to plan and community resources to break the chain of repeat crisis.

→ When to refer to *BeyondCrisis*:

- Multiple mental health diagnoses
- Two or more prescribed psychoactive medications from the same class
- At risk for placement in either psychiatric residential treatment facility or acute inpatient facility
- Deterioration in functioning from individual's baseline
- Barriers to accessing and/or receiving individualized treatment plan services/supports
- Possible disruption in placement
- Aggression/property destruction
- Communication barriers

BeyondCrisis Program Options

1. Inbound/Outbound 24/7 Triage Call Center with Mobile Engagement Teams
2. Inbound/Outbound 24/7 Triage Call Center
3. Inbound 24/7 Triage Call Center

Customized solutions can be tailored to meet specific organizational needs



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* Kreyenbuhl J, et al. Schizophr Bull. 2009; 35:696-703