A Light in the Dark:
## Service Delivery in the Time of Covid-19

Natalie Elliott, Intercept Health

Stephan Stark, National Counseling Group

Dr. Alyssa Ward, Department of Medical Assistance Services

Introductions

Natalie   Stephan   Alyssa

How did we get here?
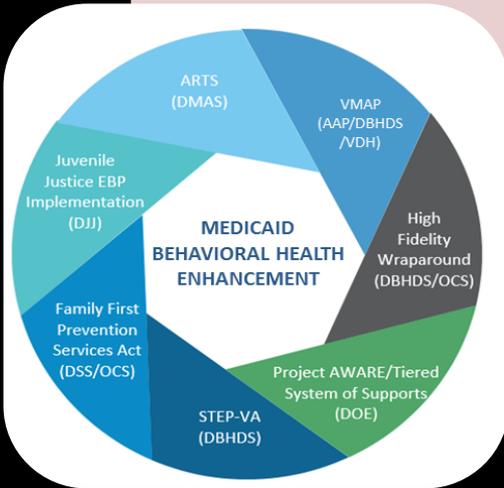
Wide-Reaching Impacts

Economic Stress
Fear of illness
Bereavement/Grief
Disrupted grief processes
Loss of Routine
Balancing demands
Social Isolation
Exacerbation of BH/SUD
Decrease in support

System

Provider Agencies

Service providers

Clients
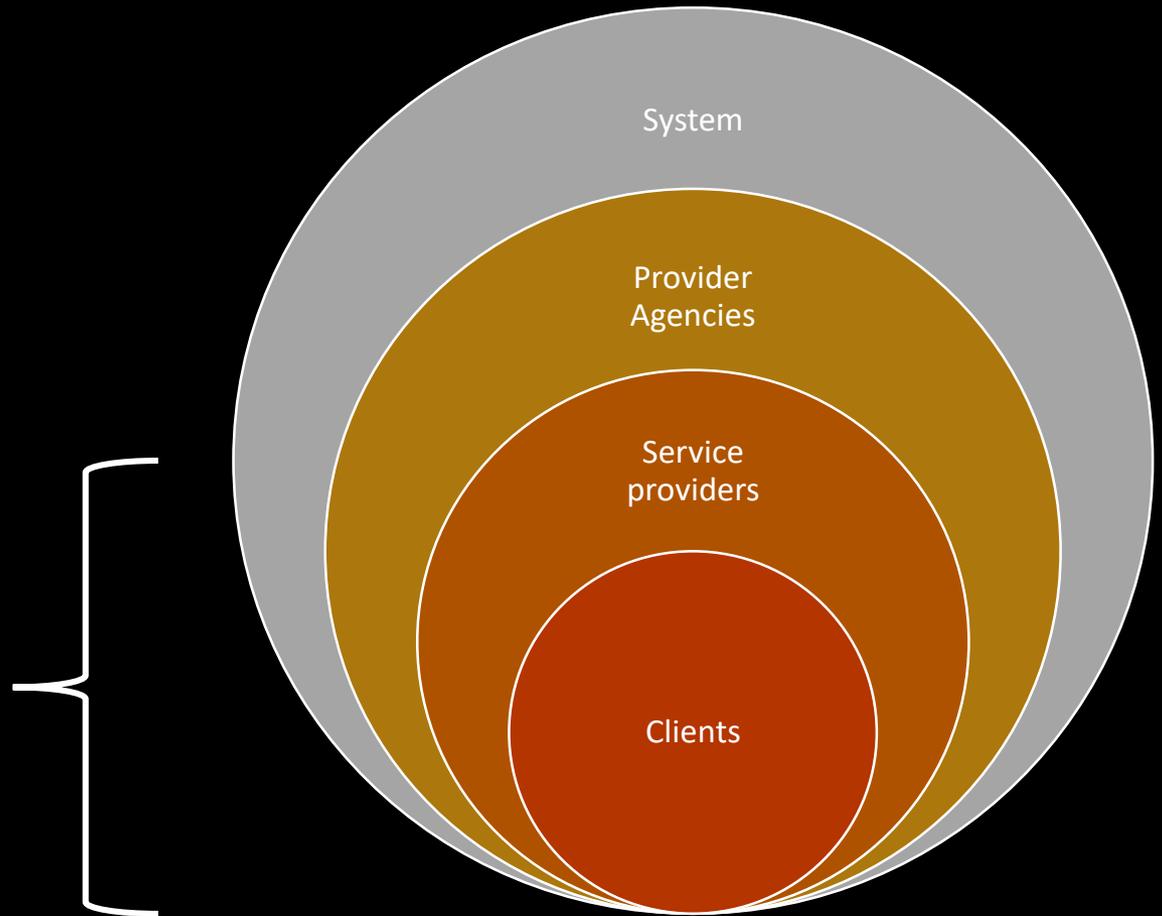
Wide-Reaching Impacts

Immediate roadblocks to
      traditional treatment modalities
Working from home
Difficulties with communication
and case management
Staff anxieties
Racial unrest
Organizational policy changes
      Racial equity policy reviews
The PPE Problem
Budgetary Impact
The Domino Effect

System

Provider
Agencies

Service
providers

Clients
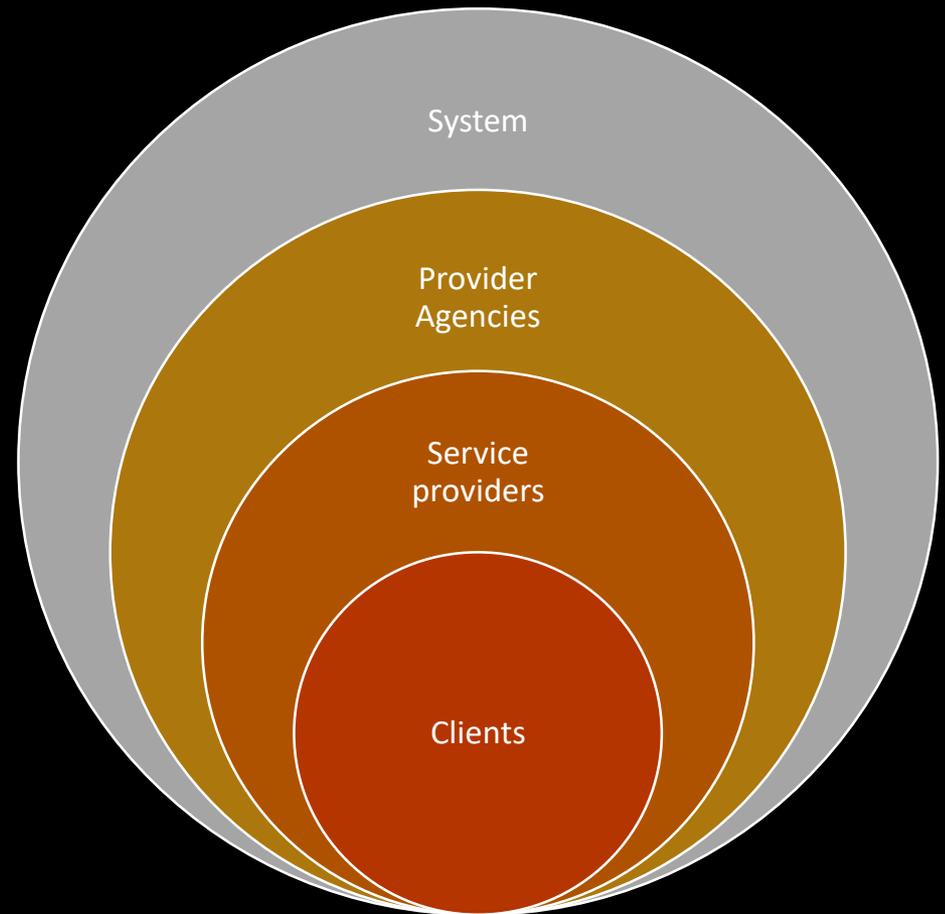
10,000 Foot View of the Impact

- PCP service expenditures significantly decreased during COVID-19 emergency
 - Decreased by **31%** in April
  - Decreased by **39%** in May

- Behavioral health services remained largely stable during COVID-19 emergency
  - Decreased by **11%** in April
  - Decreased by **2%** in May



PCP Services
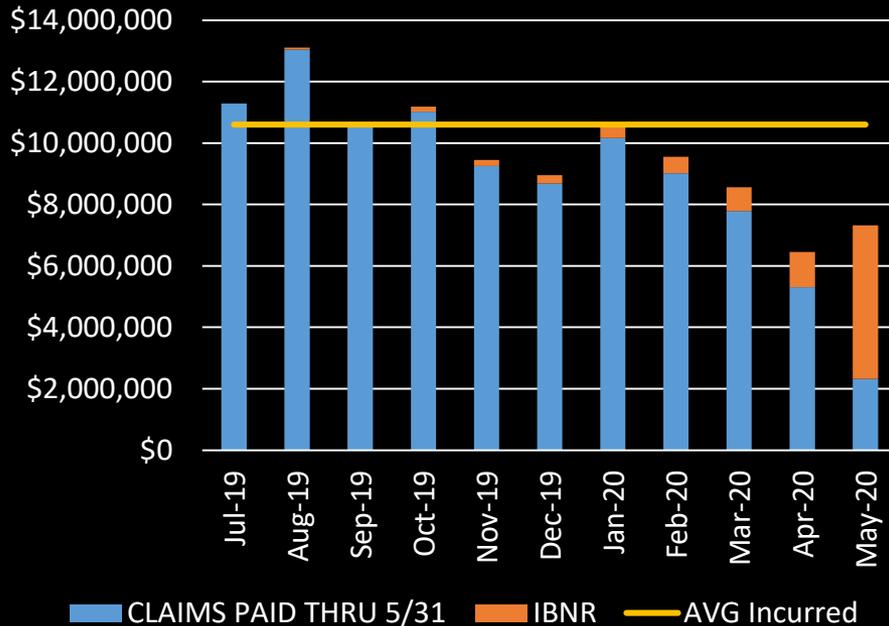
Behavioral Health Services
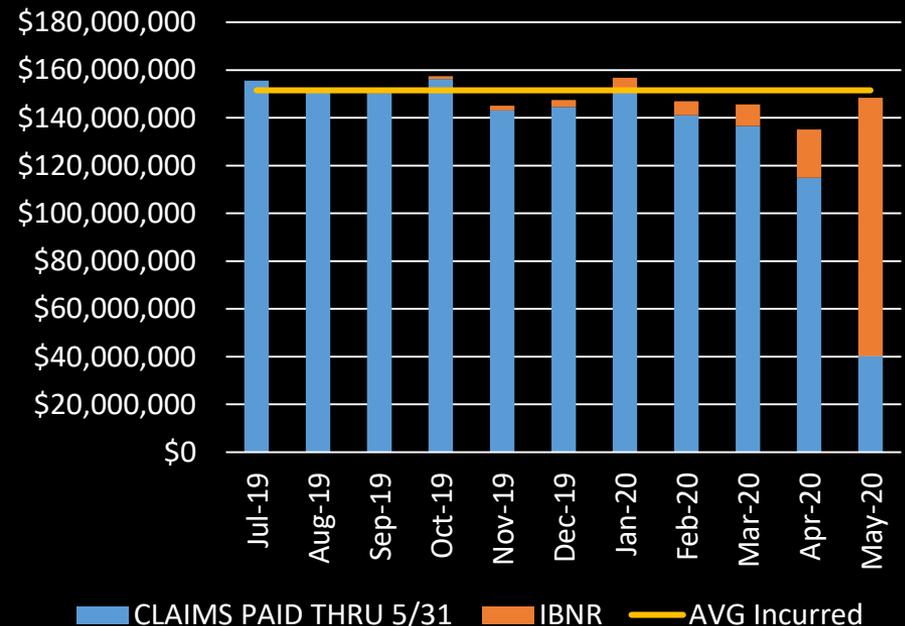
Community Mental Health and Rehabilitation Services (CMHRS) Utilization During COVID
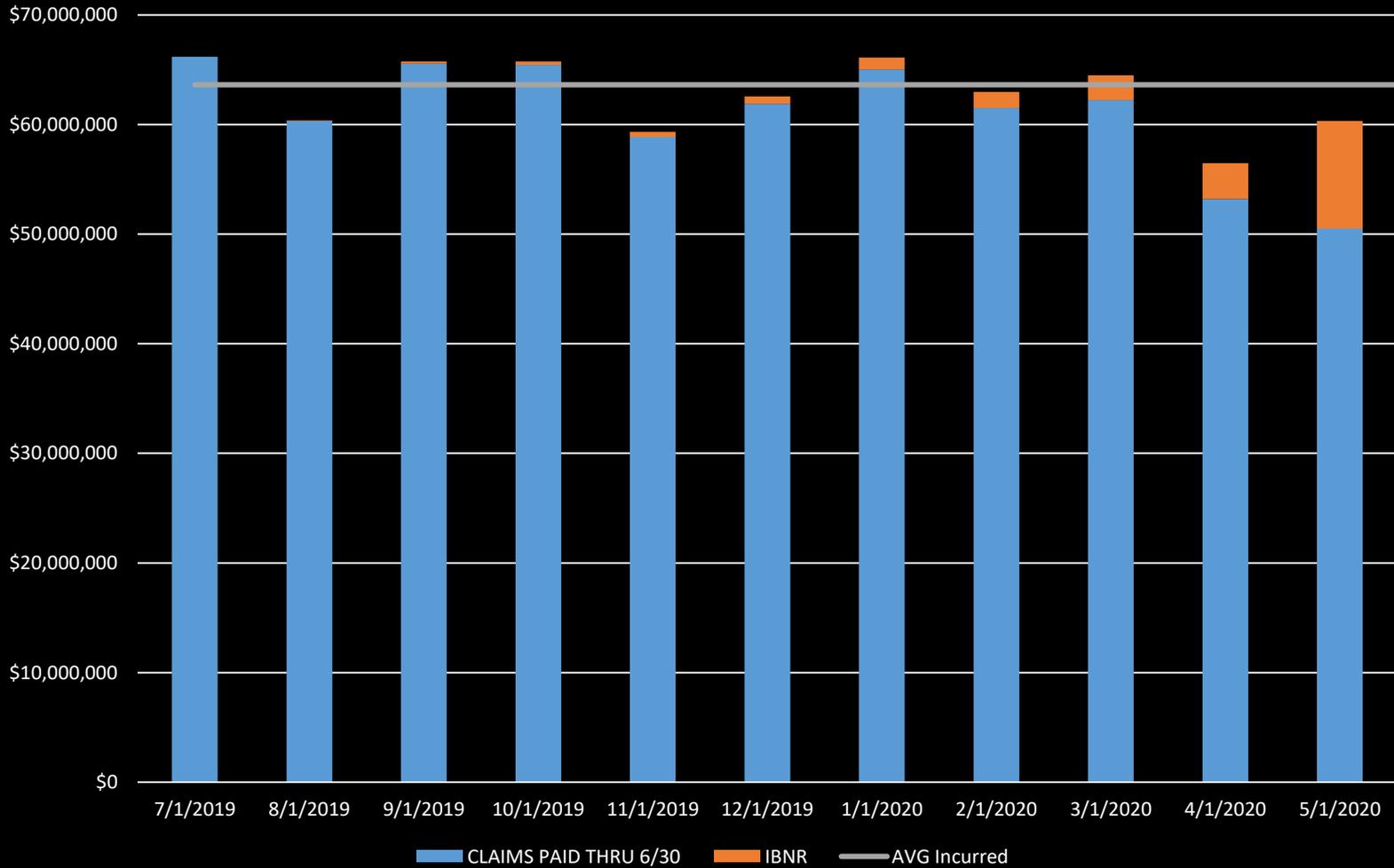
Addiction & Recovery Treatment Services (ARTS) Utilization During COVID

MCO Expenditure Report Category of Service
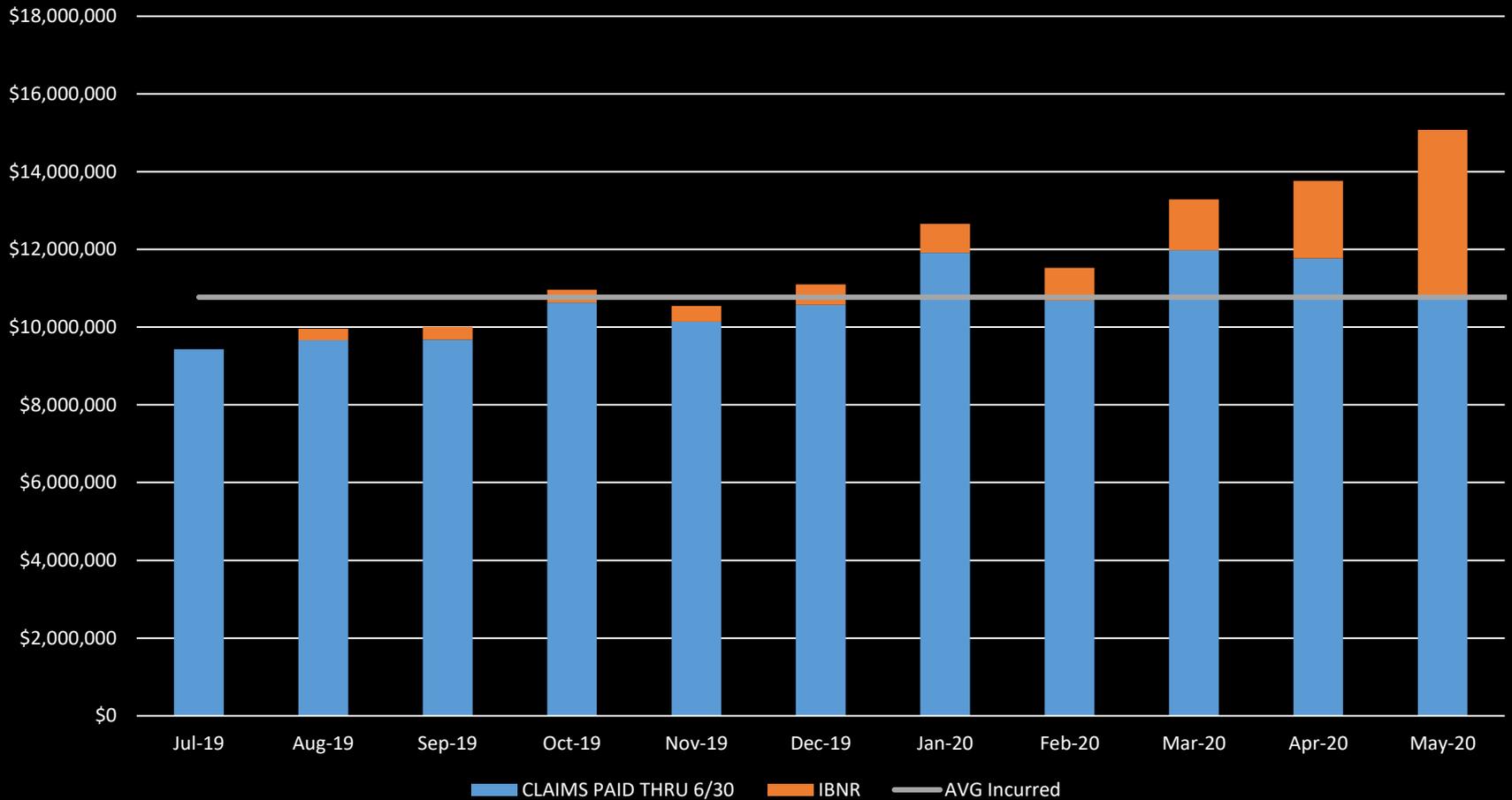
Light in the dark

- Telehealth
  - Engagement
- Technology adoption and skill acquisition
- Unprecedented flexibilities
- Collaboration
  - Cross-Agency
  - State-Providers
- Cross-funding resources
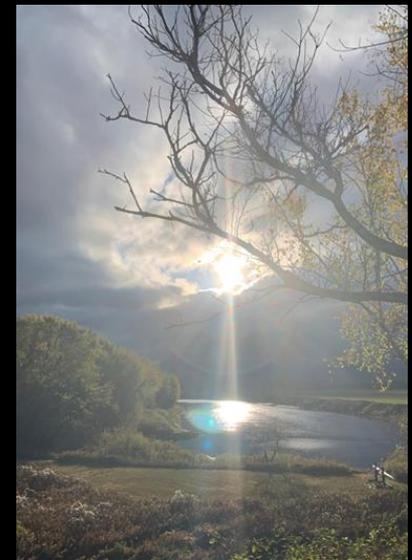
Telehealth Utilization

Top 10 Diagnostic Categories
1. ADHD
2. Opioid Disorders
3. Mood Disorders
4. Autism
5. Anxiety Disorders
6. PTSD
7. Psychosis (Schizophrenia)
8. Adjustment Disorder
9. Hypertension
10. Oppositional Defiant Disorder

Top BH Telehealth providers:
Community Services Boards (CSBs)

Increase in the use of Telehealth within these services:
Psychotherapy
Therapeutic Day Treatment (TDT)
Intensive In-Home Services (IIH)
Opioid Counseling
Psychosocial Rehabilitation (PSR)

Needs Going Forward

- Precipitous loss without a sufficient grieving process
    - Need to process direct and indirect grief
    - Self-Care - Our kids need us
    - Strong Communication and Coordination
    - Check-ins
        - Families may not seeking help
- Permanent Policy Adaptations

Where to Shine the Light Next

- How do we build on coping strategies employed during the pandemic?

- The pandemic is a data crunchers dream
  - We can learn about how people deal with trauma and stress
  - Whether people need all the services they receive, a change in milieu, or more intensity

- Expanding upon collaborations
  - We can overcome all challenges
  - Increased cooperation and trust
  - When the pandemic ends, our system will be stronger
    - More efficient
    - More resilient
    - More effective