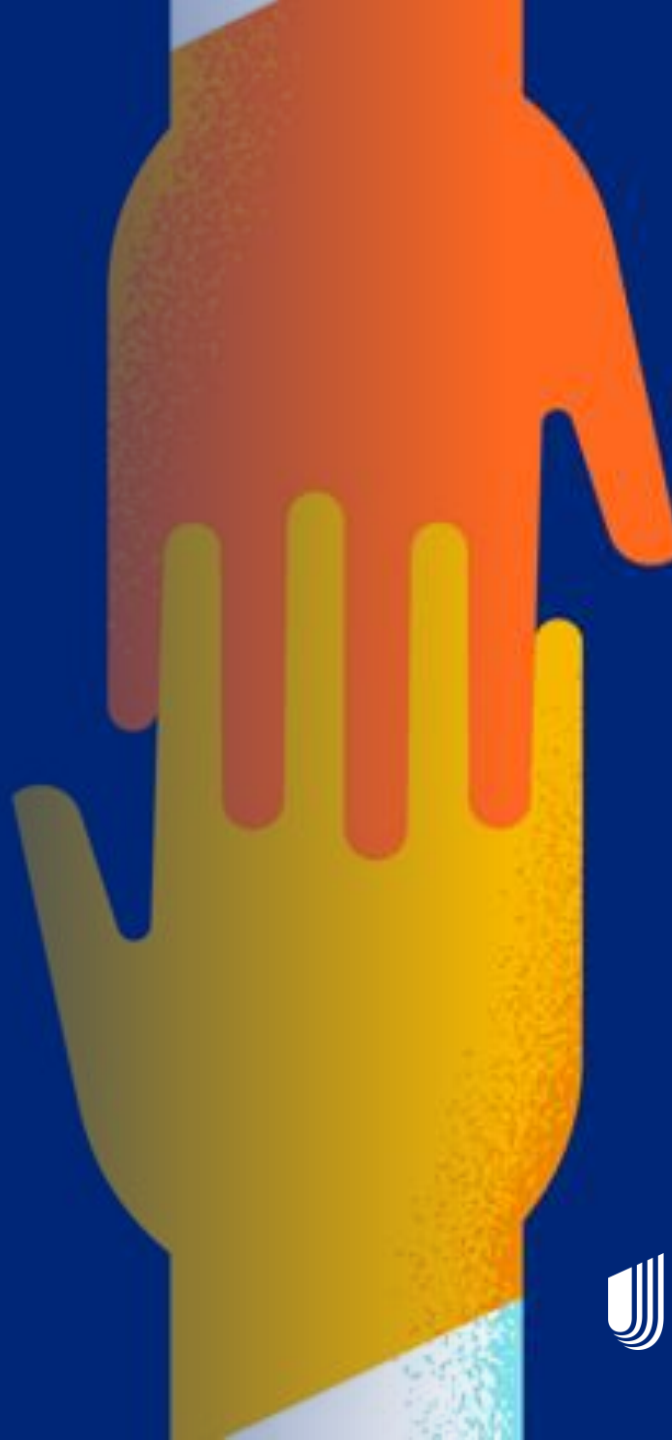


# Bad Behavior or Bad Approach?

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How TN & MCOs are  
transforming Behavioral Health  
for People with I/DD





## Matt Brown, M.S.

Director of Employment & Community First CHOICES  
TennCare

[matthew.j.brown@tn.gov](mailto:matthew.j.brown@tn.gov)

615-770-5151 (O)

629-395-3689 (C)

### Role:

- Direct all programmatic aspects of ECF CHOICES
- Serve as a TennCare LTSS lead in behavioral health and complex cases

### Experience:

Over seven years working with organizations focused on individuals with intellectual & developmental disabilities



## Tonya D. Copeland, MBA

Vice President, Solutioning

UnitedHealthcare Community Plan

[Tonya D Copeland@uhc.com](mailto:Tonya_D_Copeland@uhc.com)

615-519-8825 (C)

### **Role:**

Health Plan SME on serving people with I/DD

### **Experience:**

- 20 plus years of experience working with people with Intellectual and Developmental Disabilities
- Led two multi-state provider agencies
- Family member of person with I/DD



## Jovanna Emerson, Ph.D.

Director of Behavior Supports, CHOICES and ECF  
CHOICES

UnitedHealthcare Community Plan of Tennessee

[Jovanna\\_Emerson@uhc.com](mailto:Jovanna_Emerson@uhc.com)

615-493-9507 (O)

615-879-3095 (C)

### **Role:**

- Provide expertise to support the needs of individuals with IDD who have behavior challenges and/or co-occurring mental health conditions
- Supervise team of clinicians, including four LTSS BAs and one Mental Health Specialist

### **Experience:**

Over 18 years working with children and adolescents with developmental disabilities in various settings

# Background (Historical Perspective)

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**Institutional**

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**Gaps**

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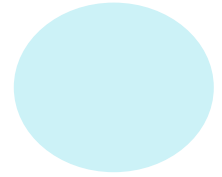


**Transformations since Employment and  
Community First CHOICES**



# **Group 7 and Group 8: Innovation through Integrated Benefits**

# What is an Integrated Benefit?

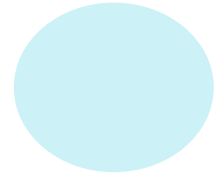


In Employment and Community First CHOICES, Integrated Benefits are offered in Group 7 and Group 8.

- Group 7: “*Intensive Behavioral Family Centered Treatment, Stabilization and Supports (IBFCTSS)*” combines in-home, family-centered behavioral health treatment (Behavioral Health benefit) with Supportive Home Care/Home and Community Based Services (LTSS benefit).
- Group 8: “*Intensive Behavioral Community Transition and Stabilization (IBCTSS)*” Services combines intensive behavioral health treatment/services (Behavioral Health benefit) with Community Living Supports/Home and Community Based Services (LTSS benefit).



# Group 7 Individuals At-A-Glance



Individuals with Intellectual and/or Developmental Disabilities who:

- ✓ Are up to age 21, living with family
- ✓ Are at imminent, significant risk of placement outside the home due to behavioral/psychiatric condition
- ✓ The family desires the individual to remain at home
- ✓ The family must commit to active participation and sign a Family Participation Agreement



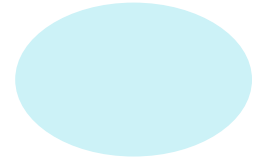


# Group 7: Intensive Behavioral Family-Centered Treatment, Stabilization and Supports (IBFCTSS)

- Combines in-home, family-centered treatment with Supportive Home Care.
- Includes the following components:
  - Family-centered assessment
  - Behavior Support (or other Behavior Management) Plan
  - Individual/family therapy
  - Linkage to psychiatry
  - Cross-systems crisis planning and response (avail 24/7)
  - Collaboration with MCO's Integrated Support Coordination Team (ISCT)



# Group 8 Individuals At-A-Glance



Individuals with Intellectual and/or Developmental Disabilities who:

- ✓ Are age 21 or older, not living with family  
or
- ✓ Are 18 -21 years old aging out of state custody  
or
- ✓ Are transitioning out of a high intensity level of care, incarceration or a family setting  
and
- ✓ Have a psychiatric/behavioral condition that places self/others at significant risk of harm, necessitating 24/7 supervision



## Group 8: Intensive Behavioral Treatment, Stabilization, and Supports (IBTSS)

- Combines 24/7 HCBS with intensive behavioral health services
- Includes the following components:
  - Behavior assessment
  - Behavior Support Plan (ABA)
  - Linkage to psychiatry
  - Cross-systems crisis planning and response (avail 24/7)
  - Collaboration with MCO's Integrated Support Coordination Team (ISCT)



# Group 7 and Group 8: Critical Components

- Dually-Licensed Agencies/Providers
- Behavioral health intervention provided by Master's level, licensed mental health professional who is employed or contracted by the Group 7 or Group 8 provider
- Psychiatrist/psychiatric provider who is employed by, contracted with, or in a business agreement with the Group 7/8 provider
- Direct care workers = Behavior Support Specialists, direct support provided by BSS
- Technology leveraged to provide real-time remote support and coaching to BSS from the RBT, BCBA, or Master's Level Clinician employed by or contracted with the provider.
- Collaborative transition planning with provider and Integrated Support Coordination Team (ISCT)





# Cultivating Provider Relationships

# Provider Engagement

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**Integrated provider strategy**

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**Provider Education**

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**Provider Support**





# Statewide Collaboration



# Partnerships for Transformation

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**Aligned Partnership & Goals**

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**State Agency Coordination**

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**Collaboration After Stabilization**





# Proven Results

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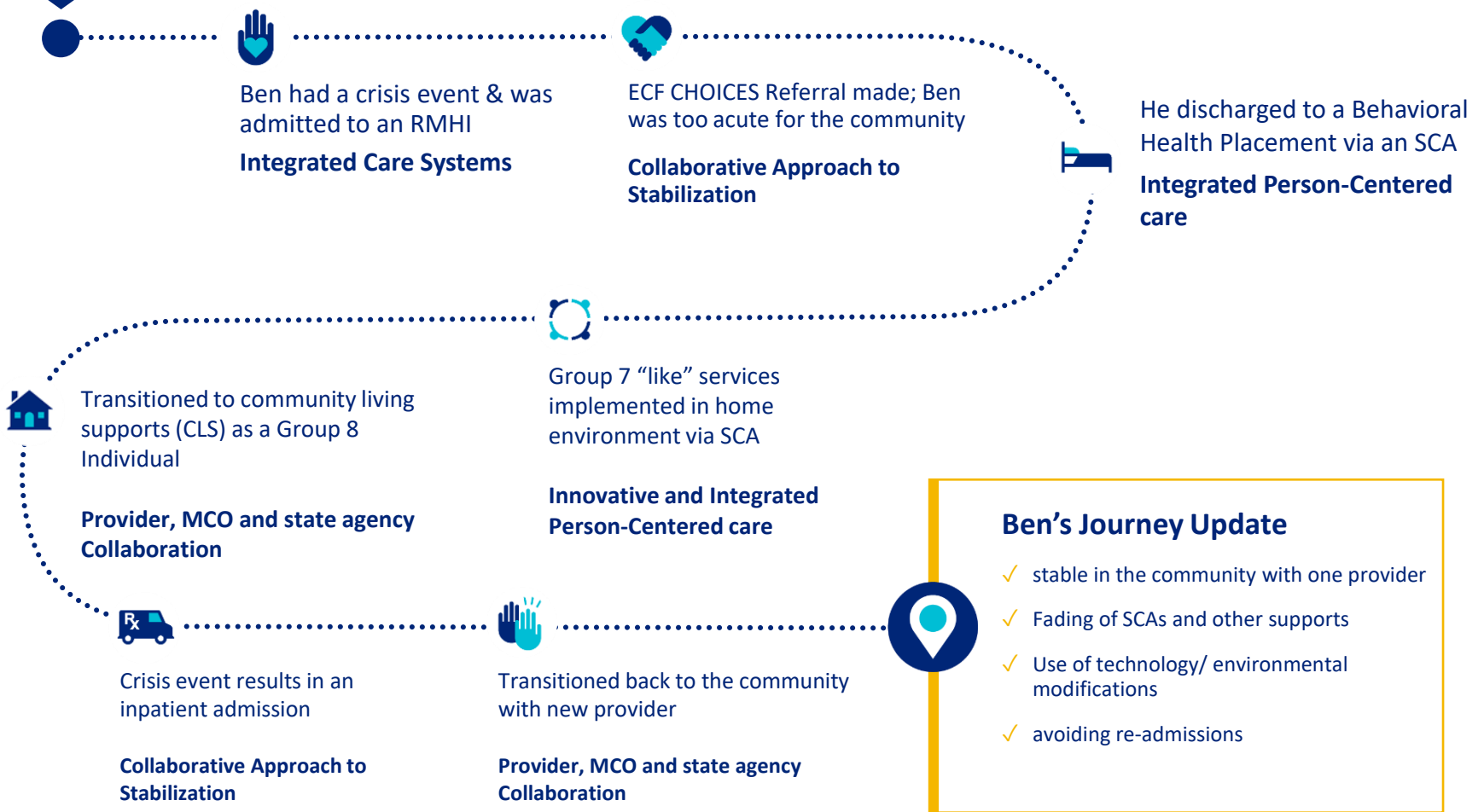




# Ben | 21



- Diagnoses of ID and Autism
- Severe self-injurious behavior/aggression
- Numerous inpatient admissions



### Ben's Journey Update

- ✓ stable in the community with one provider
- ✓ Fading of SCAs and other supports
- ✓ Use of technology/ environmental modifications
- ✓ avoiding re-admissions

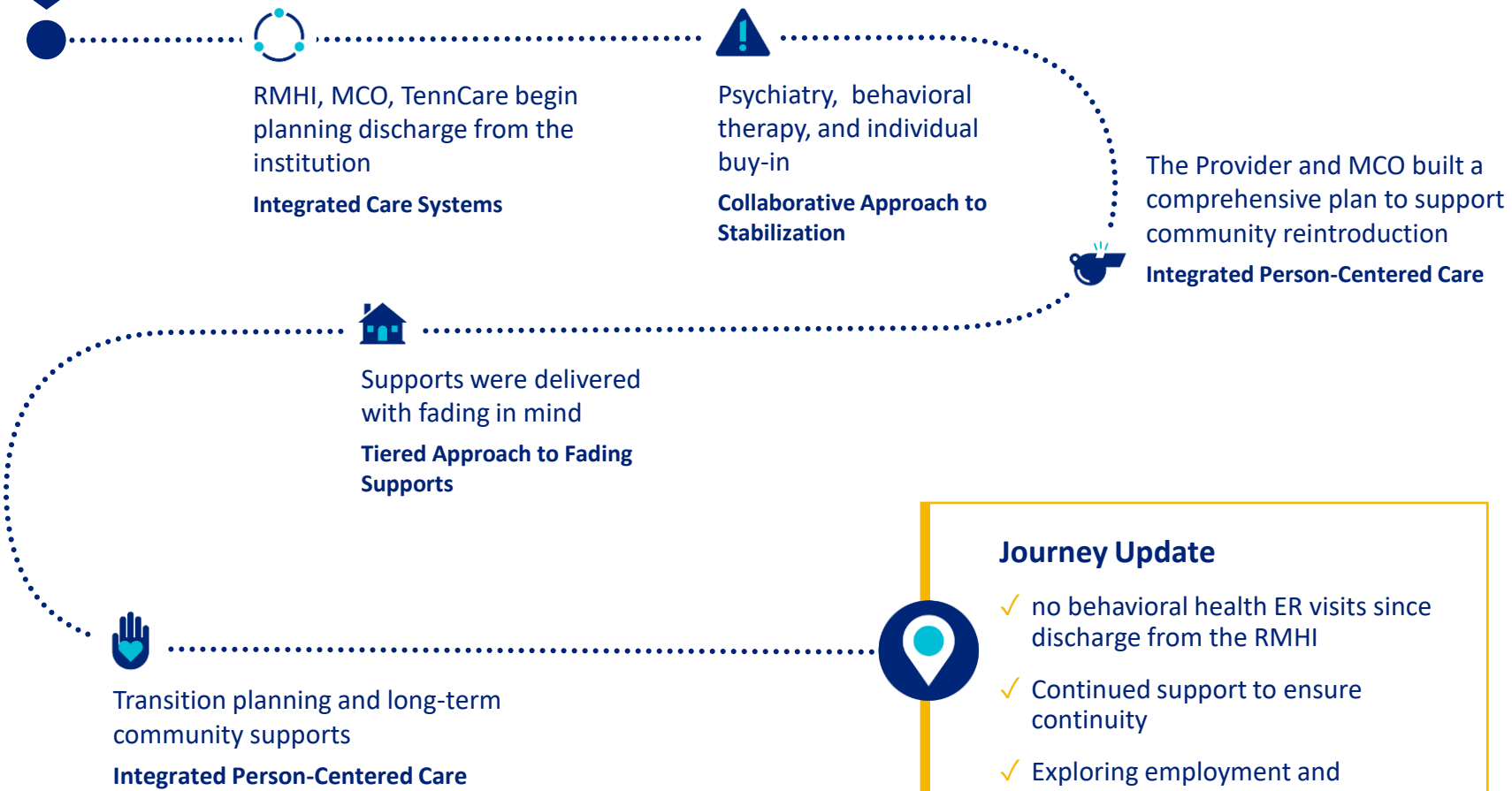




# Connie | 44



- Diagnoses of ID & multiple BH
- RMHI patient for 10 years
- Unable to stabilize long enough to explore community placement



### Journey Update

- ✓ no behavioral health ER visits since discharge from the RMHI
- ✓ Continued support to ensure continuity
- ✓ Exploring employment and community engagement



# Contact Info

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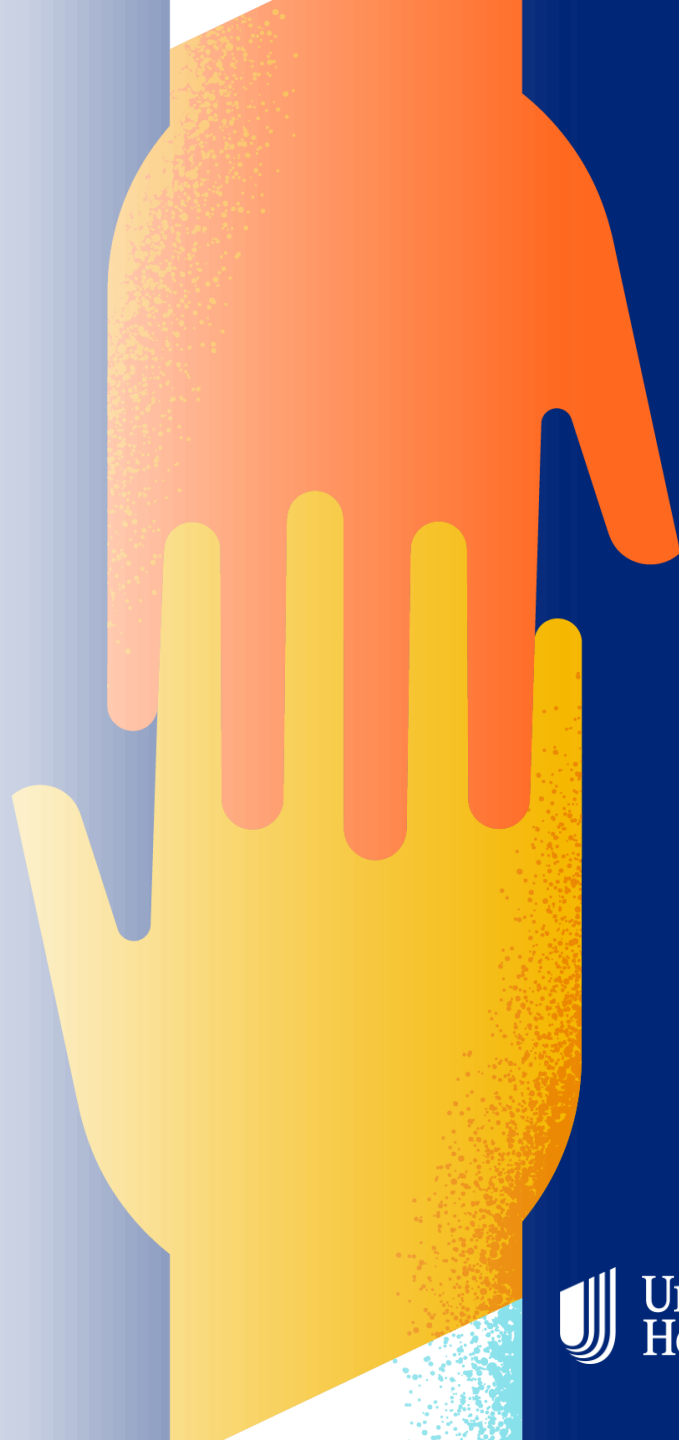
[jovanna\\_emerson@uhc.com](mailto:jovanna_emerson@uhc.com)





# Questions?

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# Thank you!

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