



HRSA Sponsored National Training: Behavioral Health Integration

August 5, 2025: 2:00 PM Eastern

Zoom Logistics

The screenshot displays a Zoom Webinar window. At the top, a status bar indicates "You are viewing NCQA IT's screen" and provides a "View Options" dropdown. The main content area shows a presentation slide from CMS (Centers for Medicare & Medicaid Services) titled "Health Equity Summary Score Listening Session". The slide features the CMS logo, a large group photo of diverse people, and the text "CMS Office of Minority Health" and "Date TBD". On the right side of the window, a small video feed shows a participant labeled "NCQA IT". At the bottom, a control bar includes icons for "Mute", "Chat", "Raise Hand", and "Q&A". Three callout boxes provide instructions: one points to the maximize button in the top right corner, another points to the "Chat" button, and a third points to the "Q&A" button.

To make the presentation larger, click here

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Program Faculty

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Quality Measurement & Research Group

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Behavioral Health Manager

Whittier Street Health Center

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- Christine Pajarillo, LICSW, VP of Programs and Social Services
- Carolyn Reynolds, MEd, Associate Director of Behavioral Health, Adult and Substance Use Services

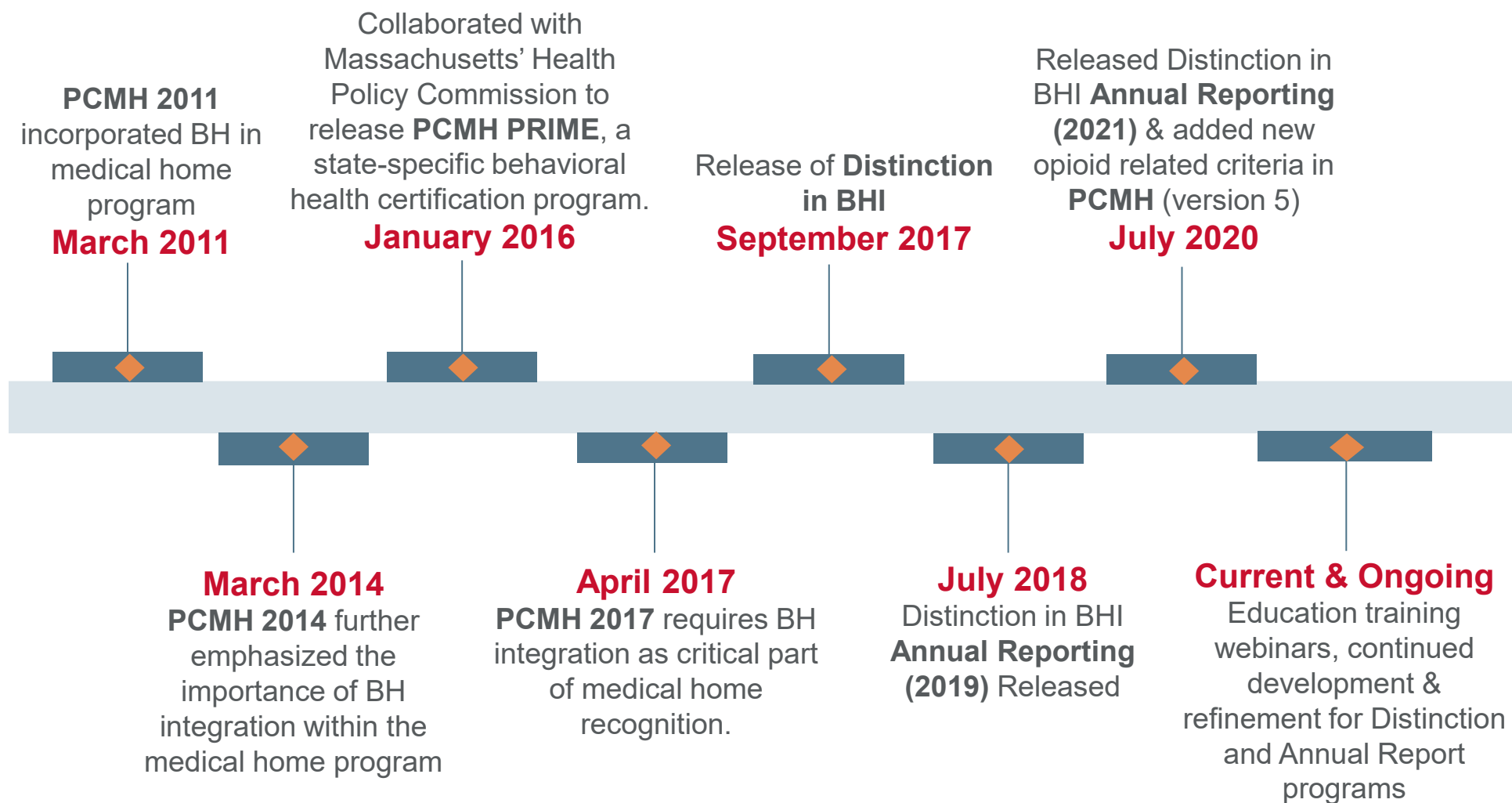
Agenda

- Welcome and Introductions
- Behavioral Health Distinction Program
- Behavioral Health Strengths via Annual Analysis
- Introduction of Health Centers
- BH Integration Panel Discussion with Health Centers
- Q&A



Distinction in Behavioral Health Integration

Behavioral Health Integration (BHI) Activity Timeline



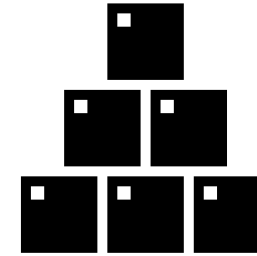
Behavioral Health

Distinction Data



329

Distinguished Sites

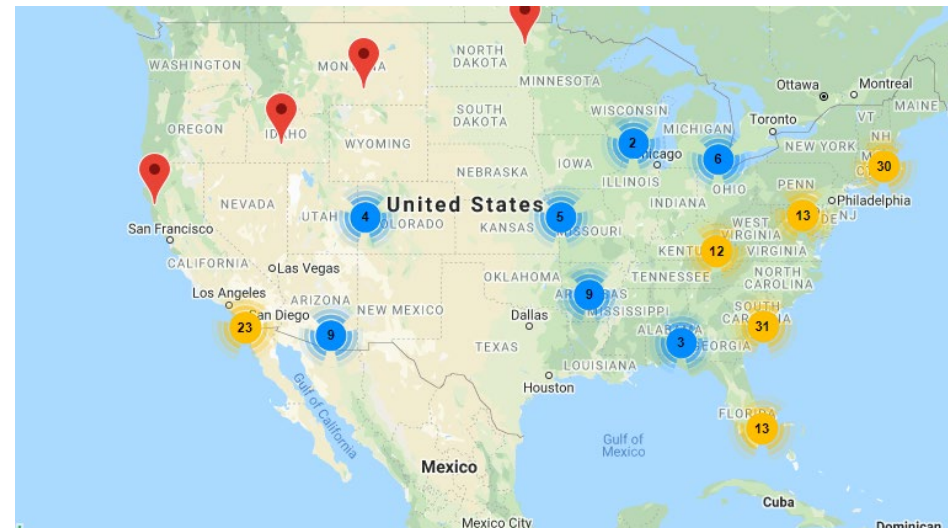


87

Grantees



- # of Clinicians at a practice ranges from 1 to 85
- Includes single sites & multi-site groups
- Largest group has 17 sites



Distinction in Behavioral Health Integration

Model & Competencies

Behavioral Health Workforce

- Incorporates behavioral health expertise and utilizes external behavioral health specialists
- Trains care team to address behavioral health and substance use needs of patients

Information Sharing

- Sharing patient information within and outside the practice
- Supports integrated and coordinated patient treatment plan

Measuring & Monitoring

- Utilize quality measurement
- Act to improve on current quality measurement performance

Evidence Based Care

- Demonstrates use of evidence-based protocols
- Utilize evidence-base protocols to address patient needs

Overlap BHI &PMCH

Aligned criteria

Aligned Criteria	Behavioral Health Distinction	PCMH
Behavioral Health Care Manager	● Behavioral Health Workforce (Required)	PCMH
Behavioral Health Referral Expectations	● Information Sharing	PCMH
Controlled Substance Database Review	● Evidence Based Care (Required)	PCMH
Depression Screening	● Evidence Based Care (Required)	PCMH (Required)
Behavioral Health Screenings	● Evidence Based Care (Required)	PCMH
Evidence Based Decision Support—Mental Health Condition	● Evidence Based Care (Required)	PCMH (Required)
Evidence Based Decision Support—Substance Use Disorder	● Evidence Based Care (Required)	PCMH (Required)

Additional Behavioral Health Distinction Criteria

Criteria that does not overlap with PCMH

Behavioral Health Workforce	Information Sharing
<ul style="list-style-type: none">Care Team with Access to Behavioral Health Resources and TrainingClinician who can directly provide brief interventions (Required)Clinician Practicing Medication-Assisted TreatmentBehavioral Health Referral Relationship (Required)	<ul style="list-style-type: none">Behavioral Health Referrals Tracking and Monitoring (Required)Integrated Health RecordIntegrated Care Plan
Measure & Monitoring	Evidenced Based Care
<ul style="list-style-type: none">Monitors Symptoms and Adjust Treatment Plan—Mental Health or Substance Use Disorder (Required)Monitors Performance—Behavioral Health Measures (Required)Goals and Actions to Improve Behavioral Health Clinical Quality Measures	<ul style="list-style-type: none">All required core criteria which overlaps with PCMH criteria



NCQA's Analysis of Performance

NCQA's Annual Analysis

- Purpose: To assess the relative performance of Community Health Centers to all other Recognized practices in NCQA's PCMH program and inform technical assistance
 - Old Recognition program – compared overall scores and points earned in various standards
 - Revised Core/Elective program – real differences among practice are in the electives chosen to gain 25 credits
 - Analysis focuses on Transforming reviews, because Annual Reporting doesn't have the same variety of options

NCQA's Annual Analysis II

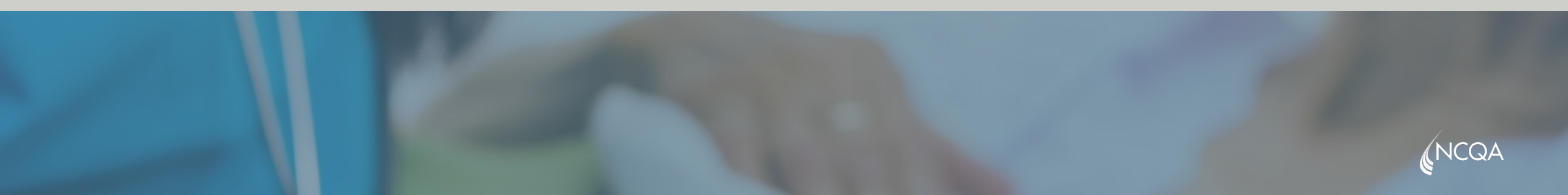
- Analyses since 2017 transition:
 - Compute percentage of Recognized practices meeting each elective
 - Compare percentages for HRSA supported practice and all others
 - Look at electives with at least 10 percentage point differences between two groups

Health Center PCMH Behavioral Health Electives

- BH Electives more commonly selected by Health Centers
 - CC 10 – Behavioral Health Integration (36% vs. 12%)
 - TC 08 – Behavioral Health Care Managers (75% vs 38%)
 - KM 18 – Controlled Substance Database Review (59% vs. 50%)
 - KM 29 – Opioid Treatment Agreement (34% vs. 18%)
 - AC 06 – Alternative Appointments (59% vs. 48%)



Health Center Introductions





WHITTIER STREET HEALTH CENTER

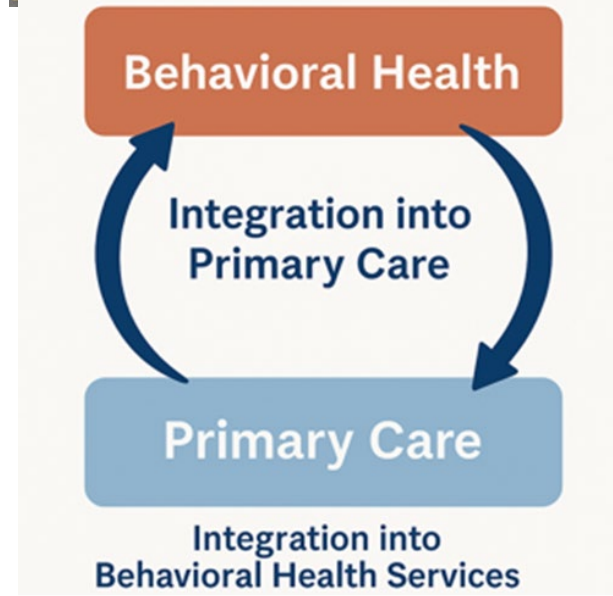
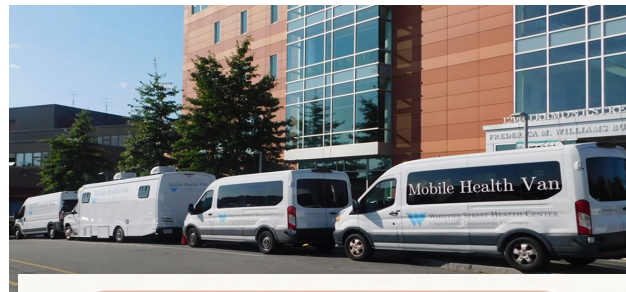
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Integrating Behavioral Health into Primary
Care & Wellness Initiatives

*A Holistic Approach to Enhancing Health
Outcomes at Whittier Street Health Center*

The mission of Whittier Street Health Center is to serve as a center of excellence that provides high quality, and accessible health care and social services that achieve health equity, social justice, and the economic well-being of our diverse patient populations.

Founded in 1933 as a well-baby clinic, Whittier initially focused on women's health. In the years since, Whittier has expanded its services to more than 40 different programs and services.



WHITTIER STREET HEALTH CENTER
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JOIN US FOR A PRESCRIPTION FOR HEALTH KICKOFF EVENT!

TUESDAY FEBRUARY 28, 2023
12:00PM-2:00PM
1290 Tremont St
Roxbury, MA 02120
COMMUNITY EDUCATION ROOM
2ND FLOOR

THE PRESCRIPTION FOR HEALTH PROGRAM IS A WELLNESS INITIATIVE INCLUDING ACTIVITIES TO IMPROVE PHYSICAL AND MENTAL HEALTH. PATIENT ENROLLMENT IS NOW OPEN!

JOIN US FOR A PROGRAM OVERVIEW, WELLNESS TIPS AND A COOKING DEMO FROM 12:00PM-1:00PM.

FROM 1:00PM-2:00PM, A MEDICAL PROVIDER WILL BE AVAILABLE FOR A 1:1 VISIT TO START PLANNING YOUR PRESCRIPTION FOR HEALTH GOALS!

WHITTIER STREET HEALTH CENTER
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FREDERICA M. WILLIAMS BUILDING
1290 Tremont St., Roxbury, MA 02120
Main Center: (617) 437-3000
Fax: (617) 658-3777

HOUSEHOLD HEALTH CENTER & PHARMACY
Mon-Fri: 9:00 am - 5:00 pm
Sat: 9:00 am - 5:00 pm
Sun: 10:00 am - 5:00 pm

BLISS WELL BABY CLINIC
275 Blue Hill Ave., Roxbury, MA 02120
Mon-Fri: (617) 658-3550

CLINIC HOURS
Mon-Fri: 9:00 am - 5:00 pm

www.whittier.org

Accepting New Patients



WHITTIER STREET HEALTH CENTER
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A Holistic Approach to Enhancing Health Outcomes at Whittier Street Health Center

Mobile Health Services Program:

- Physicals for adults and Pediatric well visits
- Blood pressure screenings
- Student vision and hearing screenings
- **Mental Health and SBIRT screening**
- Follow-up health care services
- Health Education
- Linkage to all Whittier medical and social services

Co-location in the Pediatrics Department and Integration into Youth Initiatives: the Summer Youth Enrichment Program is co-facilitated by Child and Family Clinicians engaging youth ages 6-12 in **mental wellness activities** including mindfulness practices, creative outlets and activities that promote gratitude, social skills and self esteem.

Community Healing Response Initiative provides **trauma- based** services for patients and community members who are impacted by community or interpersonal violence.

School-Based Health Center Integration: A “Primary Care Behavioral Health Plus” model that includes a full-time primary care provider; full-time behavioral health provider and full-time Community Health Worker (CHW).

Early Support in Recovery Group: a weekly, low-barrier drop-in support and psychoeducation group for individuals in early stages of recovery. Referrals from primary care, outreach staff and other departments in the medical home.

Prescription For Health Program:

A Wellness Initiative including activities to improve physical and **mental health**. The program emphasizes holistic health, physical fitness, prevention of illness, **stress reduction** and the development of healthy behaviors.

Behavioral Health Integration with the Infectious Disease and Special Population Department

• Integrated Psychoeducation Groups addressing:

- HIV/AIDS
- Hepatitis C
- STDs & harm reduction

Provided in both clinical settings and community outreach sites

• Cross-training between BH and IDSP staff

Integrated Behavioral Health & Substance Use Services

Empowering mothers through the **Moms Do Care Program**, a comprehensive program for pregnant or parenting women with a history of opioid or stimulant disorders. The program provides recovery support, MOUD treatment, case management and linkage to other Whittier medical and social services.



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Mountain Laurel Medical Center

PCMH DISTINCTION

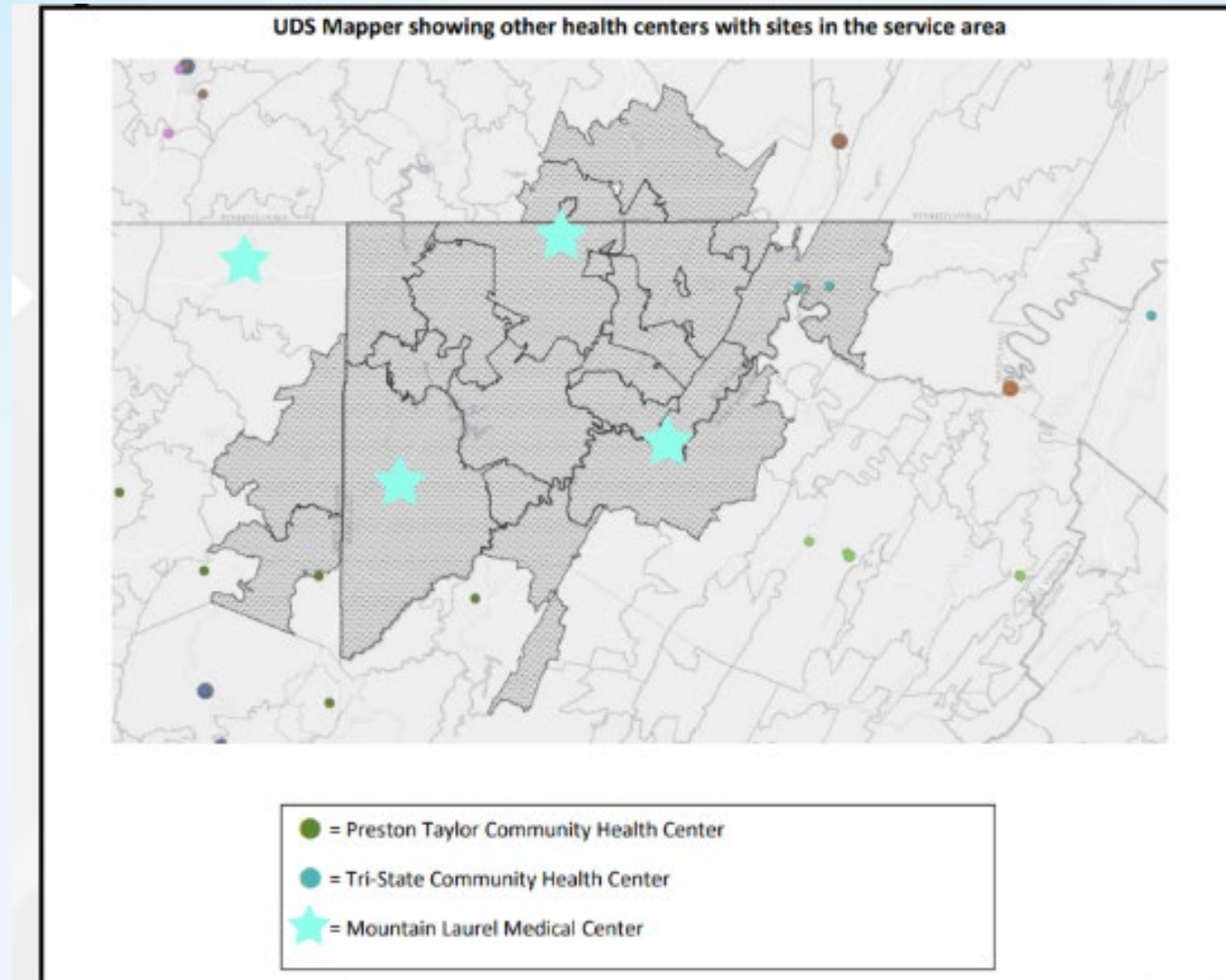
Presentation



THE HISTORY OF MLMC

- Mountain Laurel Medical Center is a Federally Qualified Health Center that has been providing advanced primary care to the medically underserved population since 2006.
- Our culture foundation is built on the following:
 - Our Mission Statement: Mountain Laurel provides the highest quality primary care to our community regardless of ability to pay
 - Our Tagline: "Making a Difference"
 - Our Core Values: Patient-Focused, Respect, Accountability, Teamwork, Continuous Improvement, Integrity

MLMC Service Area and Other Community Health Center Providers



Programmatic Development

- Integrated Behavioral Health (Added in 2015)
 - Behavioral Health therapy services and Psychiatry
- Diabetes Self-Management Education Courses
 - Accredited through ADCES
- Nurse Care Coordination
 - Transitions of Care for inpatient and Emergency Department (ED) encounters
 - Chronic Disease Management
- Population Health and Value Based Contracts
 - Aledade ACO (8 Year Membership)
 - Maryland Primary Care Program (MDPCP)
 - Maryland Physicians Care\Aetna Better Health\Wellpoint
 - CareFirst
- 2024 Program Enhancements
 - Medication Assisted Treatment (MAT)
 - Weight Management Program

MLMC Locations

OAKLAND

- Opened in 2006
- PCMH in 2011
- BH Integration in 2018



WESTERNPORT

- Opened in 2019
- PCMH in 2020
- BH Integration in 2021



GRANTSVILLE



- Opened in 2014
- PCMH in 2016
- BH Integration in 2021

BRUCETON



- Opened in 2023
- PCMH & BH Recognition underway

Behavioral Health Distinction Experience

- Behavioral Health Integration standards complement PCMH distinction and align well with our Provider's patient care goals
- PCMH Clinician Lead and PCMH Manager coordinate requirements with other staff to ensure compliance
 - Behavioral Health Manager and Director of BH
 - Chief Medical and Chief Nursing Officers
 - Site Managers
- Workflow changes and new policies are vetted through a multidisciplinary team and go through a PDSA cycle
- NCQA Team is responsive to questions throughout the recognition process



Behavioral Health Integration Panel Discussion



Questions