Welcome! We will begin momentarily…

Navigating the Behavioral Health Landscape:
Trends, Challenges & MBHO Accreditation Updates

Date: November 18, 2025 | Time: 1:00–2:00 PM ET

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Trends, Challenges & MBHO/Behavioral Health Accreditation Updates

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Agenda

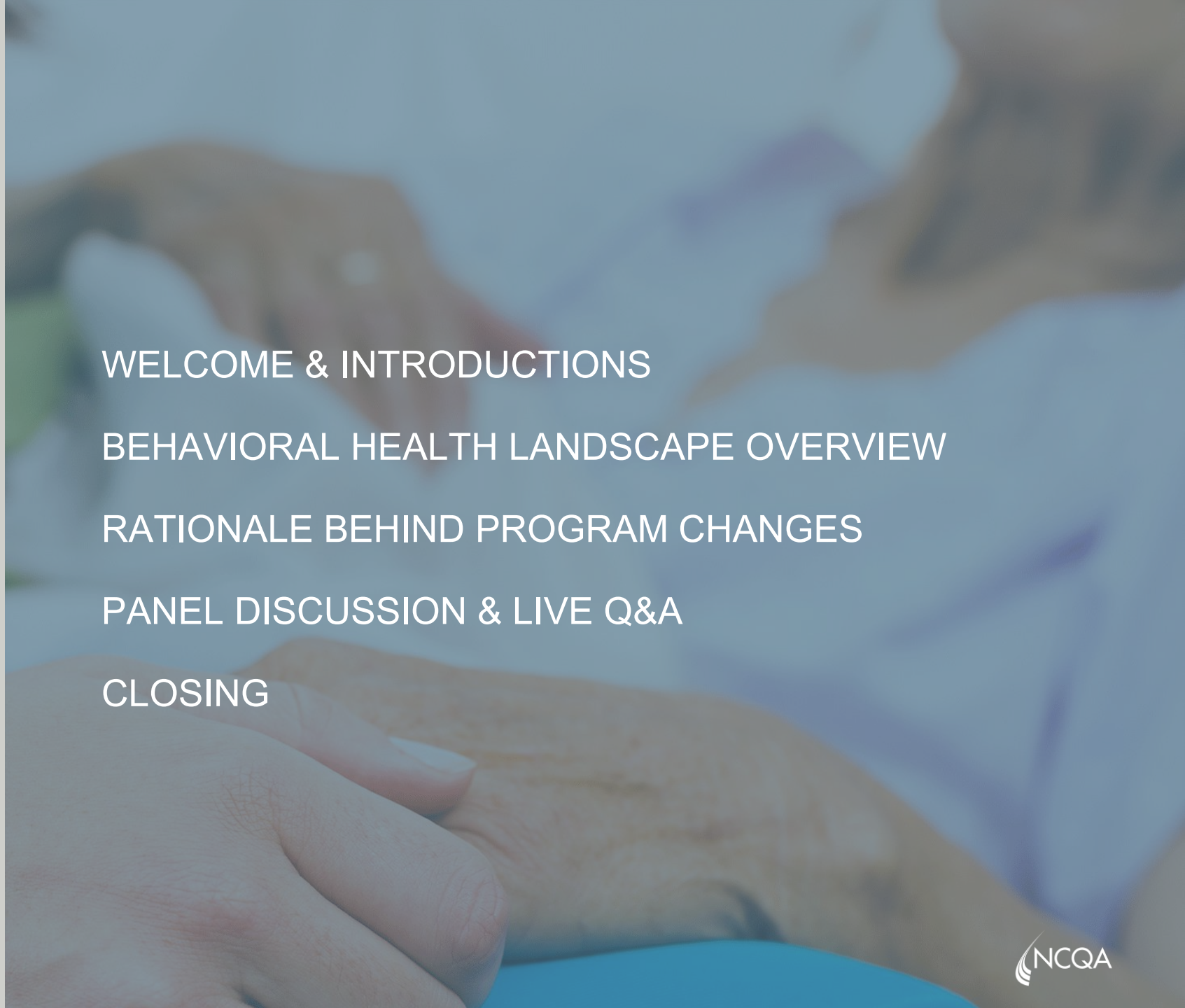
WELCOME & INTRODUCTIONS

BEHAVIORAL HEALTH LANDSCAPE OVERVIEW

RATIONALE BEHIND PROGRAM CHANGES

PANEL DISCUSSION & LIVE Q&A

CLOSING



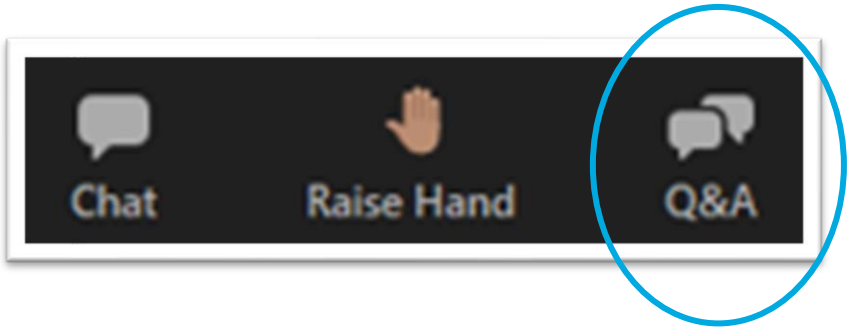
Zoom Housekeeping

How to Submit Questions During the Webinar

Locate the ‘Q&A’ icon on the menu bar.

During the webinar, please submit questions via the ‘Q&A’ box.

Your question will be responded to live by one of the presenters or answered in the ‘Q&A’ box.



Meet Your Speakers

Jeni Soucie

NCQA

Senior Manager, Product Management

Matt Keats

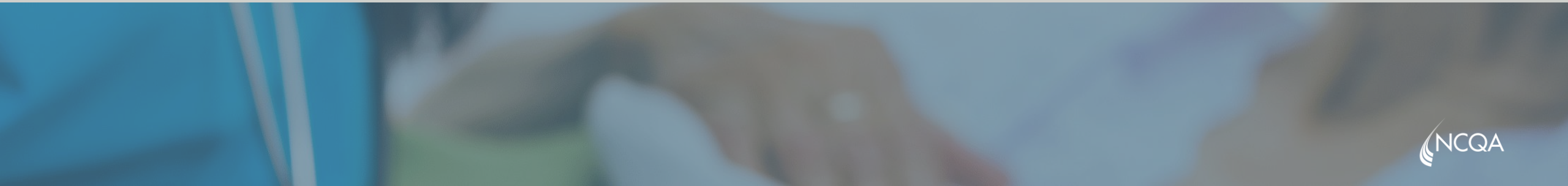
Eastern Virginia Medical School, Assistant Professor of Clinical Psychiatry and Senior Consultant with The Mihalik Group

Maria Diaz

NCQA

Program Content Engineer

Behavioral Health Landscape & Behavioral Health Accreditation Product Overview



There is a clear need for behavioral health services…

From 2013 to 2022 the number of adults reporting poor mental health for more than 14 days in the past month increased from 11.5% to 14.1%

https://www.ncbi.nlm.nih.gov/books/NBK609444/)

Annual prevalence among US adults…

https://www.nami.org/about-mental-illness/mental-health-by-the-numbers/

Anxiety Disorders: 19.1%	Major Depressive Disorder: 15.5%	Co-occurring Substance Use Disorder and Mental Illness: 8.1%	20% of adolescents ages 12-17 reported having unmet mental health needs.

People with depression have a 40% higher risk of developing cardiac disease, hypertension, stroke, diabetes, metabolic syndrome, or obesity than the general population

From 2019 – 2020 SAMHSA found that 1 in 5 adults, adolescents, and youth—equivalent to over 50 million Americans—experienced a behavioral health issue

https://www.ncbi.nlm.nih.gov/books/NBK609444

However, access continues to be a barrier

In 2021, fewer than half the adults with a mental health issue accessed timely care, and those with a substance use disorder (SUD) were even less likely to access care

(https://www.ncbi.nlm.nih.gov/books/NBK609444/)

The most recent data shows that 136 million people live in a health professional shortage area (HPSA)

https://data.hrsa.gov/topics/health-workforce/shortage-areas/dashboard

Its estimated almost 50% of psychiatrists do not take insurance

https://info.primarycare.hms.harvard.edu/perspectives/articles/mental-health-unaffordable

A 2024 report found that only 67% of employers reported having an adequate number of behavioral health care providers, compared to 91% of employers having an adequate physical health

kff.org/affordable-care-act/poll-finding/kff-survey-of-consumer-experiences-with-health-insurance/

KFF's 2023 Consumer Survey found that 43% of insured adults with mental health concerns said there was a time in the past year when they did not get the mental health treatment they thought they needed

https://www.kff.org/affordable-care-act/poll-finding/kff-survey-of-consumer-experiences-with-health-insurance/

What We Heard from States

Top Challenges Identified by State Leaders: (Three Roundtables In 2025)

"Sudden, exponential surge in demand for access and quality."

Driven by reduced stigma, increased screening, social isolation, and rising addictions, states see levels of needs for services they were not prepared for. Lawsuits and poor outcomes follow.

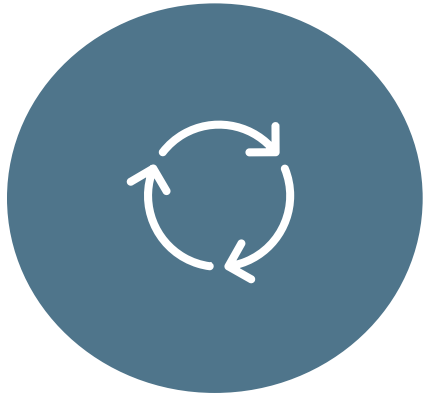
"Not enough providers available to meet the level of need."

More than 122 million people live in medically underserved areas; Rural areas and poor urban areas are disproportionately affected.

"There are barriers to truly integrating behavioral healthcare."

Behavioral health lags in interoperability, data sharing information system infrastructure, and faces legal constraints to sharing data. Evidence shows integrating care yields the best results.

Intent of the Update



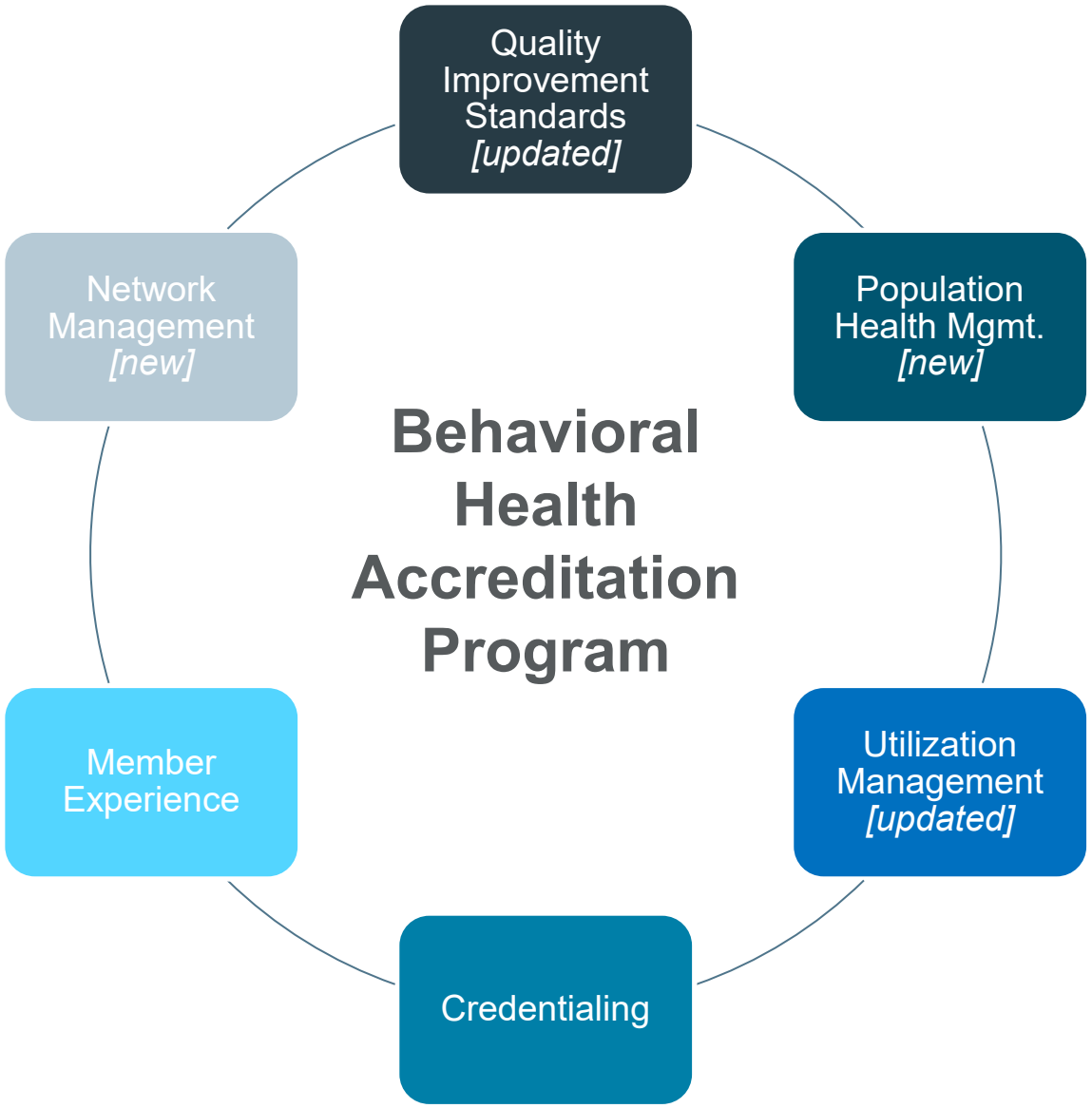
Respond to evolving BH needs

Support for broader range of orgs.

Update existing standards & structure

MBHO ➡ Behavioral Health Accreditation

Program Overview



24 accredited organizations

140 million+ covered lives

Overview of Quality Improvement Standards

For Surveys Effective July 2026

No Change In Content

- QI 1: QI Program Structure
- QI 2: Health Services Contracting

Moved to QI from Care Coordination

- QI 3: Coordination of BH Care
- QI 4: Collaboration Between BH and Medical Care

Modified

- QI 5: Clinical Measurement Activities Element A

Retired

- QI 9: Clinical Practice Guidelines
- QI 10: Clinical Measurement Activities, Elements A & B
- QI 11: Effectiveness of the QI Program

Opportunity: Support Behavioral Health Payers In Measuring What Matters

Retain:

1. Adherence to Antipsychotic Medications for Individuals With Schizophrenia.
2. Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications
3. Follow-Up After Hospitalization for Mental Illness
4. Utilization of the PHQ-9 to Monitor Depression Symptoms for Adolescents and Adults.
5. Plan All Cause Readmission
6. Initiation and Engagement of Substance Use Disorder Treatment

Add:

7. Follow-Up After Emergency Department Visit for Substance Use
8. Follow-Up After High-Intensity Care for Substance Use Disorder
9. Follow-Up After Emergency Department Visit for Mental Illness
10. Diabetes Monitoring for People With Diabetes and Schizophrenia
11. Cardiovascular Monitoring for People With Diabetes and Schizophrenia
12. Metabolic Monitoring for Children and Adolescents on Antipsychotics
13. Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics
14. Pharmacotherapy for Opioid Use Disorder

Remove:

1. Follow-Up Care for Children Prescribed ADHD Medication (Continuation and Maintenance)

Overview of Network Management Standards

For Surveys Effective July 2026

Modified & Moved to NET

- NET 1: Availability of Practitioners and Providers
- NET 2: Accessibility of Services
- NET 4: Continued Access to Care
- NET 5: Practitioner and Provider Directories

New

- NET 3: Assessment of Network Adequacy
- NET 6: Delegation of NET

Opportunity: Supporting Organizations in Measuring Network Adequacy

Updated Standard Language :

To evaluate the availability of prescribing and non-prescribing behavioral healthcare practitioners and providers within its delivery system, the organization:

1. Defines types of behavioral healthcare practitioners and providers.
2. Establishes quantifiable and measurable standards for the number of each type of behavioral healthcare practitioner and provider.
3. Establishes quantifiable and measurable standards for the geographic distribution of each type of behavioral healthcare practitioner and provider.
4. Annually analyzes performance against the standards.

Significance of the Updates

Factor 1: Requires breakout of prescribers, which is significant given provider shortages

Factor 4: Integrates new ways to measure distance by adding telehealth and public transit as options in addition to driving time and distance

Overview of Population Health Management Standards

For Surveys Effective July 2026

Modified & Moved to PHM

- PHM 3: Behavioral Health Screenings
- PHM 4: Self-Management Tools
- PHM 5: Complex Case Management

New

- PHM 1: Population Health Strategy
- PHM 2: Population Identification
- PHM 6: Population Health Impact
- PHM 7: Delegation

Opportunity: Understanding & Supporting Your Populations

Updated Standard Language

Element A: Measuring Effectiveness: At least annually, the organization conducts a comprehensive analysis of the impact of its PHM strategy that includes the following:

1. Quantitative results for relevant clinical, cost/utilization and experience measures
2. Comparison of results with a benchmark or goal.
3. Interpretation of results.

Element B: Improvement and Action: The organization uses results from the PHM impact analysis to annually:

1. Identify opportunities for improvement.
2. Act on one opportunity for improvement.

Significance of the Updates

Supports organizations in demonstrating the impact their PHM activities have on members and identify opportunities for improvement

Next Steps!

Behavioral Health Accreditation

E-Pub release on December 15, 2025.
Standards are for surveys effective July 2026

Current NCQA Customer?
Please submit additional questions via PCS

Want to learn more?
Please reach out to Jeni Soucie at soucie@ncqa.org

Thank you