



**BlueCross BlueShield
of Illinois**

2022 Behavioral Health Quality Improvement Program Evaluation Executive Summary

This Executive Summary provides an analysis and evaluation of the overall effectiveness and key accomplishments of the Behavioral Health (BH) Quality Improvement (QI) Program for Blue Cross Blue Shield of Illinois.

2022 Accomplishments

1. Successful completion of the National Committee for Quality Assurance (NCQA) IL Retail survey.
2. Facilitated Population Health Management presentations to Retail, Fully Insured and Tri-State Case Management Teams.
3. Facilitated Population Health Management presentations to the GPD Case Management teams.
4. Continued to engage two (2) facilities in the Federal Employee Program Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence (FUA) and Follow-Up After Emergency Department Visit for Mental Illness (FUM) Emergency Department Incentive Program.
5. Created and distributed four member-centered videos across all states addressing the importance of follow up for Follow up after Hospitalization ([FUH](#)), [FUA](#), [FUM](#), and medications for Antidepressant Medication Management ([AMM](#)).
6. Provider tip sheets for all Healthcare Data and Information Set (HEDIS) measures created and promoted in the provider newsletter articles.
7. Secured accounts for the Retail line of business to access the EDIE [®] portal for real time access to Emergency Department (ED) data to support the BH Healthcare Effectiveness Data and Information Set (HEDIS) ED related measures.
8. Secured accounts for the MMAI line of business to access the EDIE [®] portal for real time access to Emergency Department (ED) data to support the BH Healthcare Effectiveness Data and Information Set (HEDIS) Emergency Department related measures
9. Obtained access for all Illinois products to access the EPIC portal for real time access to ED and inpatient (IP) data to support the Initiation and Engagement of Alcohol and Other Drugs (AOD) Treatment (IET) and Follow-Up After Hospitalization (FUH) measures.
10. Attained 100% compliance with Adverse Incident processing times
11. Continuing Medical Education (CME) trainings were conducted for providers in a series of three on Depression in Primary Care, Opioid Use Disorder and Comorbid Conditions, which were attended by a total of 1,318 providers across Illinois.
 - Launched the Enduring Materials component of the CME project, where Continuing Medical Education (CME) trainings were recorded and made available for providers to view at any time to obtain CME/Continuing Education Unit (CEU) credit.
12. Blue Review articles were posted for providers with information on Antidepressant Medication Management (AMM).
13. Behavioral Health Participation in Accreditation Awareness Campaign – QI Director and Manager presented on HEDIS.
14. Behavioral Health Utilization Management 2024 NCQA Kick-off.
15. Created a reserved appointment initiative in IL for BCCHP and MMAI members to increase access and availability to members
16. Partnered with Business Enterprise Program (BEP) vendor in to have them make calls to our BCCHP members to educate and help set up appointments for FUM/FUA.
17. Successfully completed the annual Inter-Rater Reliability survey.
18. Obtained access for all Illinois products to access the EPIC portal for real time access to Emergency Department (ED) and inpatient (IP) data to support the Initiation and Engagement of Alcohol and Other Drugs (AOD) Treatment (IET) and Follow-Up After Hospitalization (FUH) measures.

Program Focus for 2023

Based on the review of the 2022 program goals, an increased understanding of barriers to improvement,

and attention to lessons learned during the year, the following primary areas for focus of the BH Quality Improvement Work Plan for 2023 include:

1. Measure, monitor, and continuously improve performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers.
2. Maintain a high level of satisfaction among providers and members.
3. Focus continuous quality improvement efforts on those priority areas defined in the annual BH QI Work Plan.
4. Continue to explore social determinants of health and focus on implementing new initiatives to address identified areas of concern, increase member resources and improve access.
5. Facilitate rounds, annual trainings, and other activities as necessary to optimally manage behavioral health complaints and adverse incidents.
6. Increase the rates of key HEDIS measures.

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