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## Questions and Answers about Behavioral Health Home Services for Adults

### **What is a Behavioral Health Home?**

- ✓ It is a mental health agency that partners with primary care.
- ✓ It is a new way of managing your care.
- ✓ It is a place where you can go to receive help with your mental and physical health needs.
- ✓ It can also help you access social services, transportation, and other supports.

### **Is a Behavioral Health Home a place where people live?**

No. It is not a residence or a place to live. It is not a group home or nursing home. It is a new service that helps you with your health care and service needs.

### **Why is MaineCare offering this new service?**

People with mental illness often have physical health issues they need help with, such as diabetes, heart disease, and lung disease.

This new service will help you:

- ✓ Be healthier,
- ✓ Avoid going to the Emergency Room or hospital
- ✓ Get the services and supports you need for recovery from mental and physical health issues

### **How can the Behavioral Health Home help me?**

It can help you manage your health, along with the services and supports your case manager provides now. It can:

- ✓ Help you make an individual plan that includes your mental health and physical health strengths, needs, and goals;
- ✓ Help you and your doctor work together;
- ✓ Help you get the services and supports you need;
- ✓ Help you with referrals;

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- ✓ Help you get services if you are coming home from the hospital or residential service;
- ✓ Help give you information about your care.

## How is a Behavioral Health Home different from my current case management services?

It is a new way to provide case management.

- ✓ It is a **team approach**, so you work with a case manager, a nurse, a clinical team leader, and a peer support specialist.
- ✓ It is **integrated**, so it can help you reach your goals for both recovery and physical health.
- ✓ It is a **partnership with primary care**: your behavioral health home team and your primary care provider work together to better coordinate care.
- ✓ It includes **consumer and family supports and education**, so you can get information and support when you need it.

## Does a “team approach” mean a lot of different people will come to my house?

No. It means you will have support from other people on the team when you need it.

## I like the services I have now. Do I have to change them?

No. This is your choice. You can keep getting the services you have now, or you can try services with a Behavioral Health Home.

## If I join the program, will I have to change case managers?

That depends. If your agency offers Behavioral Health Home services, you may be able to stay with the case manager you have. Talk to your case manager about how this will work for you.

## If I join this program, will I lose other mental health services I have now?

If you choose to get the Behavioral Health Home services, you will get your case management from the Behavioral Health Home team. Other services, like your psychiatrist or Daily Living Supports do not need to change.

## If I join this program, do I need to change my primary care provider (PCP)?

That depends. Each mental health agency that provides Behavioral Health Home services work with PCPs in their area. If your PCP does not work with your mental health agency, you will have to change your PCP. If you join a Behavioral Health Home, you can stay with your current provider for up to six months while you choose a new provider.

There are 170 primary care practices around the state that can work with local mental health agencies to offer Behavioral Health Home services.

You can find out if your PCP is working with any Behavioral Health Home Organizations by:

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- ✓ Calling your PCP
- ✓ Getting more information from your case manager
- ✓ Going to MaineCare's Behavioral Health Home website:  
<http://www.maine.gov/dhhs/oms/vbp/health-homes/stageb.html>

## Will MaineCare share my physical or mental health information with the Behavioral Health Home?

MaineCare **will not** share information from mental health providers, substance abuse service providers, or information about HIV/AIDs. With a few exceptions, that information can only be shared if you give your provider permission to share it.

MaineCare **will** share information about your physical health care with your Behavioral Health Home providers so that they can better manage your care. We will share general information about services you have used, such as:

- ✓ Going to the emergency room,
- ✓ Visits to your doctor,
- ✓ Medications and lab work.

It **does not** give people access to your patient record.

In order to better coordinate care, MaineCare is reviewing the information it shares with your providers. MaineCare will let you know if anything changes that affects how your information is shared.

## Who provides Behavioral Health Home Services?

Behavioral Health Home services are provided by a mental health agency working with primary care practices.

Mental health agencies that offer Behavioral Health Home services must be licensed case management agencies that are willing to make certain changes in the way they give care. For example, they need to agree to help manage physical health care and must participate in learning activities to improve services over time.

The primary care practices also have some requirements: they need to:

- ✓ Improve access to appointments,
- ✓ Meet national standards to be a patient-centered medical home,
- ✓ Work with the Behavioral Health Home to manage care.

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For more information about providers in your area, please go to the MaineCare Behavioral Health Home website: [http://www.maine.gov/dhhs/oms/pdfs\\_doc/vbp/HHListing\\_Jan2014%20.pdf](http://www.maine.gov/dhhs/oms/pdfs_doc/vbp/HHListing_Jan2014%20.pdf)

### **How do I know if I can get Behavioral Health Home services?**

If you have MaineCare and have a serious mental illness, you may be able to get these services. If you have a case manager you can talk to them about it. You can also talk to a provider in your area who offers this new service.

You may also call MaineCare Member Services at 1-800-977-6740, call center hours are from 7:00 a.m. to 6:00 p.m., Monday-Friday.

### **I would like help managing my physical and mental health needs and think the Behavioral Health Home might work for me. How do I join?**

- ✓ You can call MaineCare Member Services for more information: 1-800-977-6740. Call center hours are from 7:00 a.m. to 6:00 p.m.
- ✓ You can go to the MaineCare Behavioral Health Home website to find a list of providers that offer the service in your area: [http://www.maine.gov/dhhs/oms/pdfs\\_doc/vbp/HHListing\\_Jan2014%20.pdf](http://www.maine.gov/dhhs/oms/pdfs_doc/vbp/HHListing_Jan2014%20.pdf) You can call and talk to them about this new service and if it is right for you.
- ✓ If you get case management now, the agency where you go may be a Behavioral Health Home. You can talk to your case manager about the service.

### **I don't have any physical health problems. Why would I want to join a Behavioral Health Home?**

Even healthy people can benefit from a Behavioral Health Home. If you don't have a primary care provider, the Behavioral Health Home can help you find one that works for you. They can also help you stay healthy – like supporting you if you want to lose weight, quit smoking, or get more exercise. Healthy living skills are part of the Behavioral Health Home too.

### **What if I don't like this new service?**

You can leave the service at any time and go back to your usual case management. You can also try the Behavioral Health Home with a different provider. The choice is yours.

### **Will it cost me anything to be in this program?**

No, there is no charge to you for the service.

### **Will I lose my MaineCare eligibility if I join or don't join the Behavioral Health Home program?**

No. Your decision to join the program or not will not change your MaineCare eligibility.

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## **If I join a Behavioral Health Home, what do I do if I have a crisis or an emergency?**

You and your Behavioral Health Home team can create a plan for what you want to do when you are in crisis. If you have a life-threatening emergency you will still call 911.

## **Will I get transportation to my appointments?**

Your Behavioral Health Home team can work with you to access transportation and other services that you may be eligible for.

## **I am not ready to join in the Behavioral Health Home Program. Can I join later if I decide I want to?**

Yes. If you decide later that you want to join the program, you can still do so. If you think you might want to join, talk with your mental health provider or your primary care provider.

## **What if I join and I don't like the service? Can I quit or leave the services after I have been enrolled?**

Yes. The service is voluntary. You decide if it is right for you. Even after you join, you can leave at any time and go back to case management services.

## **What do I do if I want to report a grievance about my Behavioral Health Home services?**

Behavioral Health Home providers are required to follow Maine's Rights of Recipients. Each mental health service provider must have a grievance process and grievance forms available. If the agency doesn't have a form or if you don't want to use the agency's form, you can write out your grievance on a piece of paper. Give your written grievance to the person in charge of the agency or program where the rights violation happened.

That person has five (5) working days to:

- ✓ Review your grievance;
- ✓ Review any relevant documentation;
- ✓ Talk to you and any witnesses, if he or she believes it necessary;
- ✓ Give you a decision in writing.

If the person responding to your grievance needs more time, he or she may have five (5) additional working days. You will be notified of the extension in writing.

If you would like more information about the grievance process, please go to the SAMHS web page for more information: <http://www.maine.gov/dhhs/samhs/mentalhealth/rights-legal/recipients/index.shtml>

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