



## Supporting CCBHCs and Driving Transformational Change

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CCBHCs and other innovative providers are focused on diversifying and expanding their services to adapt to a rapidly changing and competitive healthcare marketplace. Payers, in turn, are imposing new requirements as part of the shift from volume to value. Current CCBHCs and those who are positioning for the future must understand their true costs and maximize efficiencies while fostering a culture of excellence aimed at achieving the ultimate goal – making life better for the people you serve.

**MTM Services helps organizations embrace transformational change and implement state-of-the-art compliance solutions that make a difference. Our suite of services is tailored to support the needs of CCBHCs and organizations ready for change. But tools alone are not enough. With our strategic partner, the [National Council for Behavioral Health](#), MTM provides in-depth consultation, training, and technical assistance to ensure organizations are equipped to fully leverage their tools and maximize their outcomes.**

### **Increase Access and Expand Clinical Services**

SAMHSA has included timely access as a requirement of CCBHCs. Many CCBHCs are going even further – **46% have implemented Same Day Access**, according to [survey data](#) from the National Council.

Just In Time scheduling is another tool utilized by CCBHCs to increase access. But these two steps are only the beginning. Managing no-shows and increasing engagement is the next challenge for many CCBHCs.

MTM offers several solutions - and the essential hands-on training, consultation, and support – to improve access and engagement throughout an organization.

- **GAP Analysis** - Identify the elements necessary to successfully implement Same Day Access, from initial intake and assessment to treatment plan completion.
- **Same Day Clinical Access** - Develop the systems to offer same day assessments to improve consumer satisfaction and engagement.
- **Just in Time Prescriber Scheduling** - Move a consumer from diagnostic assessment to psychiatric evaluation within 3 to 5 days; increase engagement and reduce no shows/cancellations.
- **Centralized Scheduling and No Show/Engagement Management** - Implement electronic centralized scheduling, minimize “no show” rates, and support consumers not adequately engaged in treatment services.
- **Collaborative Documentation** - Support clinicians’ ability to document the clinical record with consumer present/contributing to the process, resulting in improved client engagement, reduced no/show cancellations, improved medication adherence, and enhanced quality of clinician work life.
- **Levels of Care Development** - Develop severity of need-based levels of care to guide UM/UR staff and support participation in a shared risk/value of care funding environment.

### MTM Helps Providers Achieve Meaningful Outcomes

- **Reduce staff time spent** on intake from an average of 5 hours to 1.5 – 2.5 hours.
- **Deliver a diagnostic assessment** the same day it is requested; reduce wait time to the first clinical follow-up from an average of 48 days to 3-7 days.

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## Demonstrate Value Through Data and Quality Reporting

CCBHC requirements put an emphasis on data collection and reporting to demonstrate value. To meet these requirements, organizations are expanding their data collection, validation, and analysis capabilities, but not without some bumps in the road.

Many CCBHCs face challenges when it comes to leveraging their data for change management purposes. And of course, maximizing revenue opportunities is a constant priority. MTM can help.

- **SPQM Quality Data Management** - Turn service encounter data into actionable information to make more objective clinical care decisions, manage operations, develop continuous improvement strategies, demonstrate outcomes, and track CCBHC and State Quality Measures that are entered into the EMR system to support meeting key reporting requirements.
- **Cost Finding** – Understanding total costs for services delivered by your organization is just as critical in a per visit / PPS revenue model as it was in the fee-for-service era. CCBHC costs are impacted by both staff productivity levels and non-billable staff time. Only with reliable cost data can organizations implement changes necessary to improve models of care.

## **Workforce Management, Staff Retention and Capacity Expansion**

As CCBHCs have added staff to expand capacity, many have faced challenges hiring and recruiting quality staff in the midst of a national workforce shortage. Those that have been able to recruit high-quality employees often struggle with onboarding and integration. MTM offers essential tools to help streamline and strengthen the process.

- **Back Office Management** - Identify the specific roles, functions, and responsibilities of back office staff to support the required increase in back office UM, credentialing, and authorization function capacity.
- **Internal Utilization Management** - Achieve qualitative and quantitative measures of compliance and monitor work tied to key performance indicators.

### **MTM Knows How to Improve Operational Efficiencies**

Increase staff utilization by 10-15% system wide – and in turn number of intakes and additional clients served – with no change in staffing numbers.

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## **Change is Hard. But at MTM Services, We Know How to Make it Work.**

We have worked with more than 800 provider organizations on the path to transformation, including more than 45 current CCBHCs participating in the two-year SAMHSA pilot, helping them position for success in the dynamic new value-based healthcare marketplace. Together, we create operational efficiencies and revenue opportunities while, most importantly, improving patient outcomes.

And if you question whether your organization is ready to successfully implement transformational change, MTM can help. We were the driving force behind the **CCBHC Readiness Assessment Support Consultation**, an assessment tool that helps organizations understand their capacity to meet all CCBHC requirements. Many CCBHCs pair this with MTM's **Integrated CCBHC Certification Criteria Feasibility and Readiness Tool (I-CCFRT)** and/or MTM's **Healthcare Reform Administrative Readiness Tool** to assess and improve core administrative and service delivery processes.

Learn more about CCBHCs at the [National Council's CCBHC Resource Hub](#).

The MTM team is with you every step of the way. We ensure our clients not only have the best tools available, but also have support to effectively implement them maximize their impact. Let us know how we can help you.

**For more information on CCBHCs, Driving Transformational Change and the MTM Consultation Team, please visit [www.mtmservices.org](http://www.mtmservices.org) or, to schedule a free planning meeting, please email MTM director of operations [Marian Bradley](#) or call (919) 387-9892.**