



# Behavioral Health: Integrating Care for Better Outcomes

2026 IHCP Works Annual Seminar

# Agenda

- Who Is MHS?
- Introduction to Behavioral Health Case Management
- Behavioral Health Disease Management
- Behavioral/Physical Care Coordination
- Acute Substance Use Disorder (SUD)/Inpatient
- Emergency Department (ED) Diversion Team
- Crisis
- Health Coaching Services
- Referral to Case Management
- MHS Provider Engagement Team
- Questions

# Who Is MHS?

Managed Health Services (MHS) is a health insurance provider that has been proudly serving Indiana residents for 30 years through Hoosier Healthwise (HHW), the Healthy Indiana Plan (HIP), and Hoosier Care Connect (HCC).

**MHS is your choice for better healthcare.**

---

# Introduction to Behavioral Health Case Management

---

# Introduction to Behavioral Health Case Management

- MHS provides comprehensive Behavioral Health Case Management Delivered licensed, Master's-level Behavioral Health professionals.
- These services are designed to support members experiencing behavioral health challenges and/or substance use disorders.
- Through a range of evidence-based tools and interventions, MHS helps members maintain compliance with treatment plans and sustain their independence within the community.
- The program ensures timely access to medically necessary care by facilitating connections with appropriate providers.
- MHS also coordinates access to specialized care.

# Behavioral Health Case Management

## Specialized care

- Services offered by State Hospitals
- Medicaid Rehabilitation Option (MRO) services
- State Plan Home- and Community-Based Services (HCBS) programs
- Behavioral and Primary Healthcare Coordination (BPHC)
- Adult Mental Health and Habilitation (AMHH)
- Children's Mental Health Wraparound (CMHW)
- Care provided at Psychiatric Residential Treatment Facilities (PRTFs).
- Promotes holistic support
- Fosters collaboration and integration for members with co-occurring behavioral and medical conditions.

---

# Behavioral Health Disease Management

---

# Behavioral Health Disease Management

Behavioral Health Management provides comprehensive support for managing a wide range of diagnoses, including but not limited to:

- Depression
- Perinatal Depression
- Anxiety
- Substance Use Disorder (SUD)
- Attention-Deficit Hyperactivity Disorder (ADHD)
- Bipolar Disorder

**This service is tailored to address the unique needs of each member, ensuring comprehensive care and integration of resources to support long-term well-being.**

---

# Behavioral/Physical Care Coordination

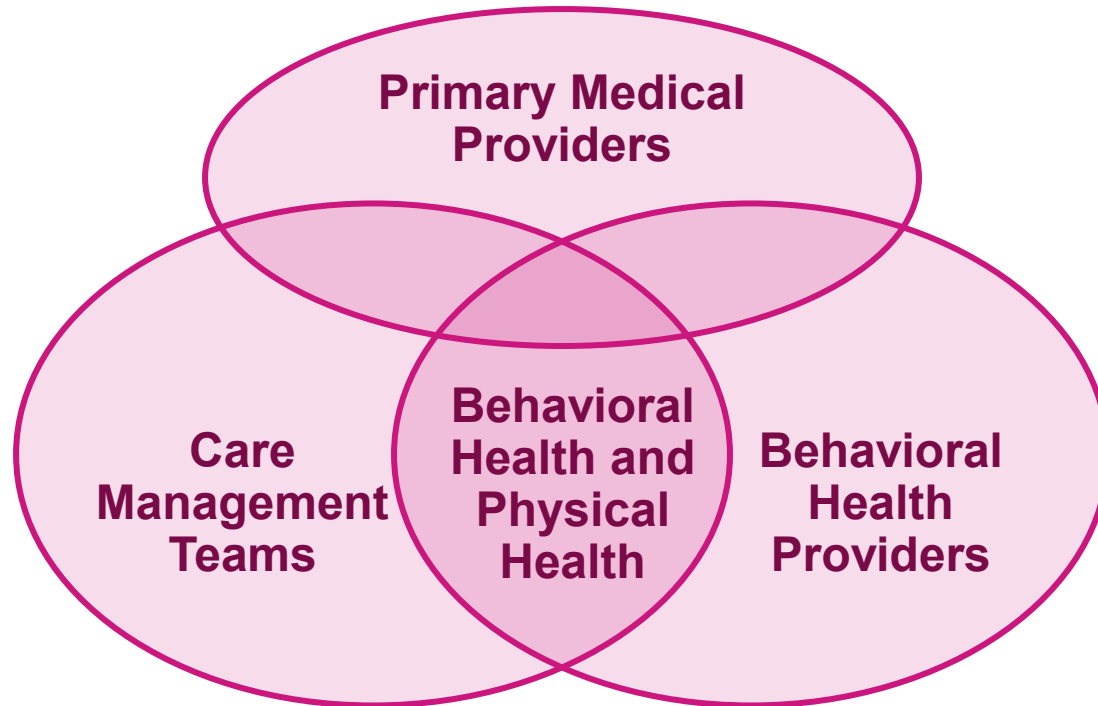
---

# Behavioral/Physical Care Coordination

- Behavioral Health Profiles are accessible to Primary Medical Providers (PMPs) through the secure provider portal under the member's health record.
- Profiles are updated monthly.
- Summary of Behavioral Health Services provided.
- Listing of psychiatric medications prescribed.
- Outpatient or Inpatient Services utilized in the previous month.
- Discharge information.
- Behavioral Health Case Managers are available to support discharge planning and provide post-discharge follow-up care for members.

# Behavioral/Physical Care Coordination

To promote holistic support, MHS Behavioral Health Case Management Staff work closely with Medical Case Management Teams, fostering collaboration and integration for members with co-occurring behavioral and medical conditions.



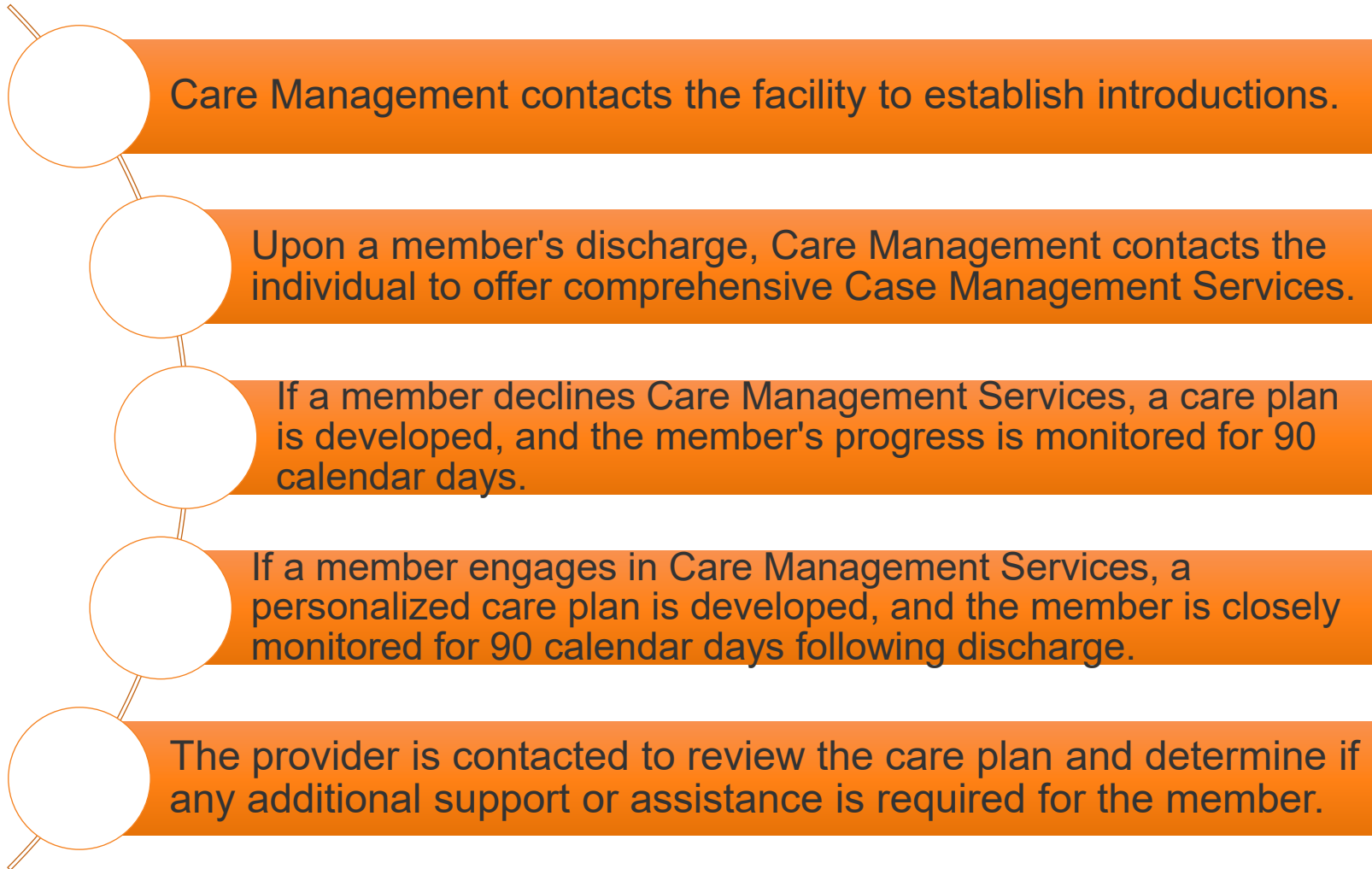
**MHS requires Behavioral Health providers to promptly communicate members' initial diagnoses and share critical treatment information to facilitate seamless and effective coordination between Behavioral and Physical Healthcare Services.**

---

# Acute Substance Use Disorder (SUD)/Inpatient

---

# Acute SUD/Inpatient



---

# Emergency Department (ED) Diversion Team

---

# Emergency Department (ED) Diversion Team

- Care Management includes a dedicated ED Diversion Team focused on supporting members related to an SUD overdose event.
- Fosters member engagement for Case Management Services.
- Supports follow-up appointments.
- Provides personalized support to address any member barriers or needs.

---

# Crisis

---

# Crisis

- As a provider, do you need assistance in addressing a member crisis?
- MHS offers access to the Nurse Advice Line 24/7.
- Text or call 1-877-647-4848 and select 'nurse' when prompted.



The graphic features a pink header with the MHS logo and the text "YOU ARE NOT ALONE". To the right is a photo of a woman with her hands clasped. Below the header, the text reads: "Struggling with depression, anxiety, relationships, substance use or other issues?" followed by "Text **MHS** to **741741**." and "A free, confidential text line for people in crisis."

**mhs**  
YOU ARE NOT ALONE

Struggling with depression, anxiety, relationships, substance use or other issues?

Text **MHS** to **741741**.

A free, confidential text line for people in crisis.

---

# Health Coaching Services

---

# Health Coaching Benefits for Providers

- Health Coaching is a great support for provider offices in that efforts support the provider treatment plan.
- Engage member compliance related to scheduling and keeping appointments.
- Support medication adherence.
- Connect members to community resources.
- Partner to improve member health outcomes.

# Health Coaching Services (1 of 3)

- Health Coaches are healthcare professionals. Many coaches are also licensed in a specific clinical discipline and may have one or more of the following credentials:
  - Certified Diabetes Care and Education Specialist (CDCES)
  - Registered/Certified Respiratory Therapist (RRT/CRT)
  - Registered Nurse (RN)
  - Exercise Physiologist (EP)
  - Registered Dietitian (RD)
  - Certified Tobacco Treatment Specialist (CTTS)
- Care Management Resources

# Health Coaching Services (2 of 3)

- We employ innovative, evidence-based strategies to assist members in managing chronic diseases and lifestyle challenges.
- Through a variety of programs and resources, we strive to promote optimal health outcomes for our members.
- The coaching program is guided and overseen by our Medical Director, ensuring the highest standards of care and effectiveness.

# Health Coaching Services (3 of 3)

Our Health Coaching Program is designed to provide whole-person, holistic care, focusing on the following goals:

- **Support, Encourage, and Empower:** Help individuals with specific health concerns or conditions prioritize their well-being, navigate challenges, and build confidence.
- **Promote Active Self-Management:** Guide members to take an active role in managing their health through education and practical strategies.
- **Set Realistic Goals:** Collaborate with members to establish achievable health goals tailored to their unique needs and circumstances.
- **Enhance Quality of Life:** Focus on improving overall physical, emotional, and mental health to enhance members' quality of life.
- **Foster Long-Term Health:** Encourage sustainable habits and behaviors that support long-term health and prevent future complications.

**By aligning these goals with individual needs, we empower members to overcome health-related challenges and achieve optimal well-being.**

---

# Referral to Case Management

---

# Referrals to Case Management

Physicians who wish to refer a member to the Case Management program can do so through the following options:

- Complete the Case Management Referral Form
- Submit the referral form via the Secure Provider Portal MHS Provider Portal
- Contact MHS Medical Management directly at 1-877-647-4848.

**These streamlined referral options ensure efficient access to Case Management Services, supporting timely and Coordinated Care for members.**

# Case Management Referral Process

## Instructions on how to submit the referral form via the Secure Provider Portal:

1. Please select "Referrals," then choose the appropriate option from the dropdown menu in the source box.

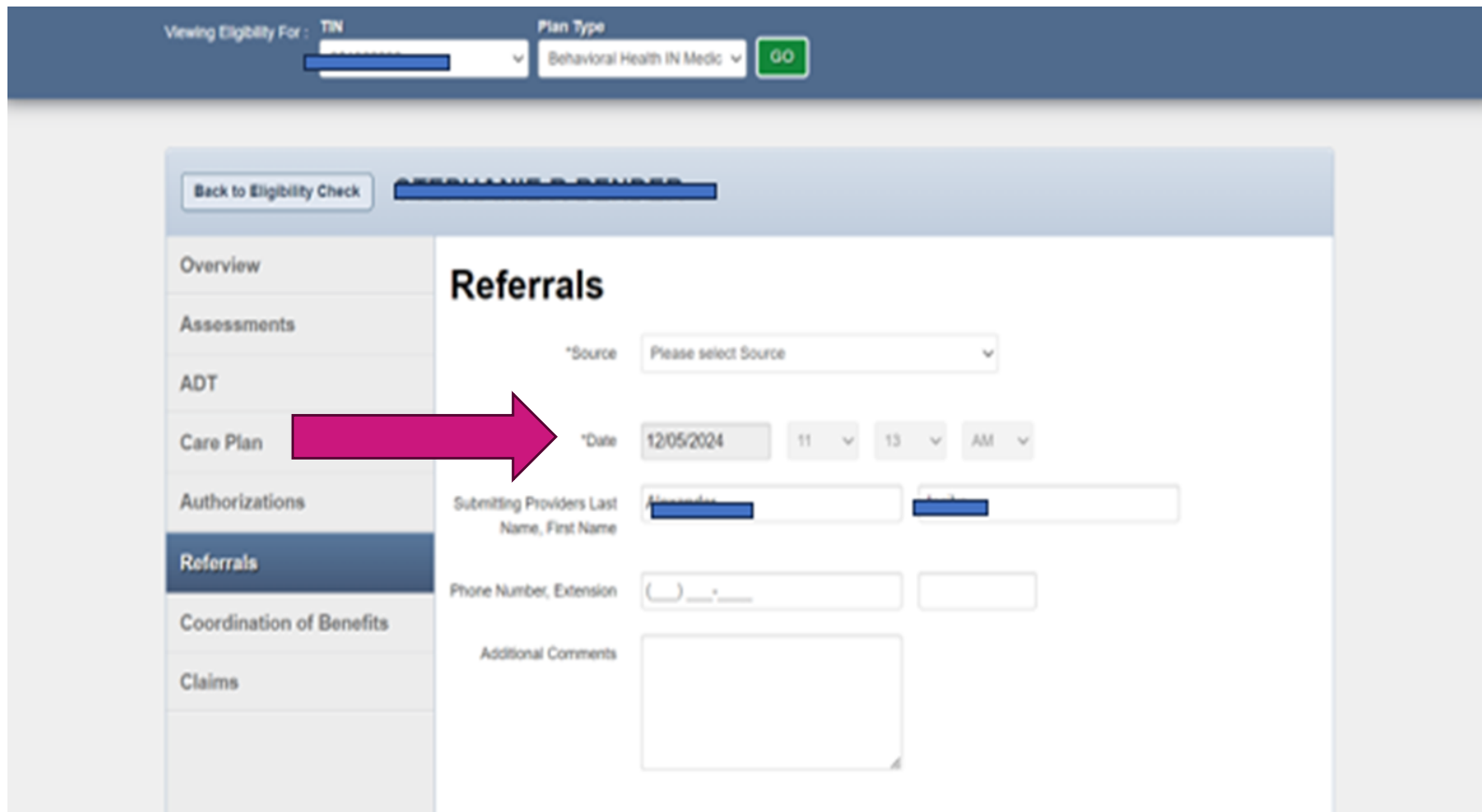
The screenshot displays the 'Referrals' form within the Secure Provider Portal. At the top, there is a header bar with 'Viewing Eligibility For : TIN' and 'Plan Type' dropdowns, and a green 'GO' button. Below this, a sidebar on the left contains a list of menu items: Overview, Assessments, ADT, Care Plan, Authorizations, Referrals (highlighted in blue), Coordination of Benefits, and Claims. A 'Back to Eligibility Check' button is located at the top of the sidebar. The main content area is titled 'Referrals' and contains the following fields:

- \*Source: A dropdown menu with the text 'Please select Source'. A pink arrow points to this dropdown, which is open, showing options: 'Please select Source', 'Case Management', and 'Behavioral Health Referral to Health Plan'.
- \*Date: A dropdown menu with the text 'Please select Date'.
- Submitting Providers Last Name, First Name: A text input field with a blue bar.
- Phone Number, Extension: A text input field with a blue bar.
- Additional Comments: A large text area.

# Referral to Case Management Process

Instructions on how to submit the referral form via the Secure Provider Portal.

2. Provide the required date in the designated field.

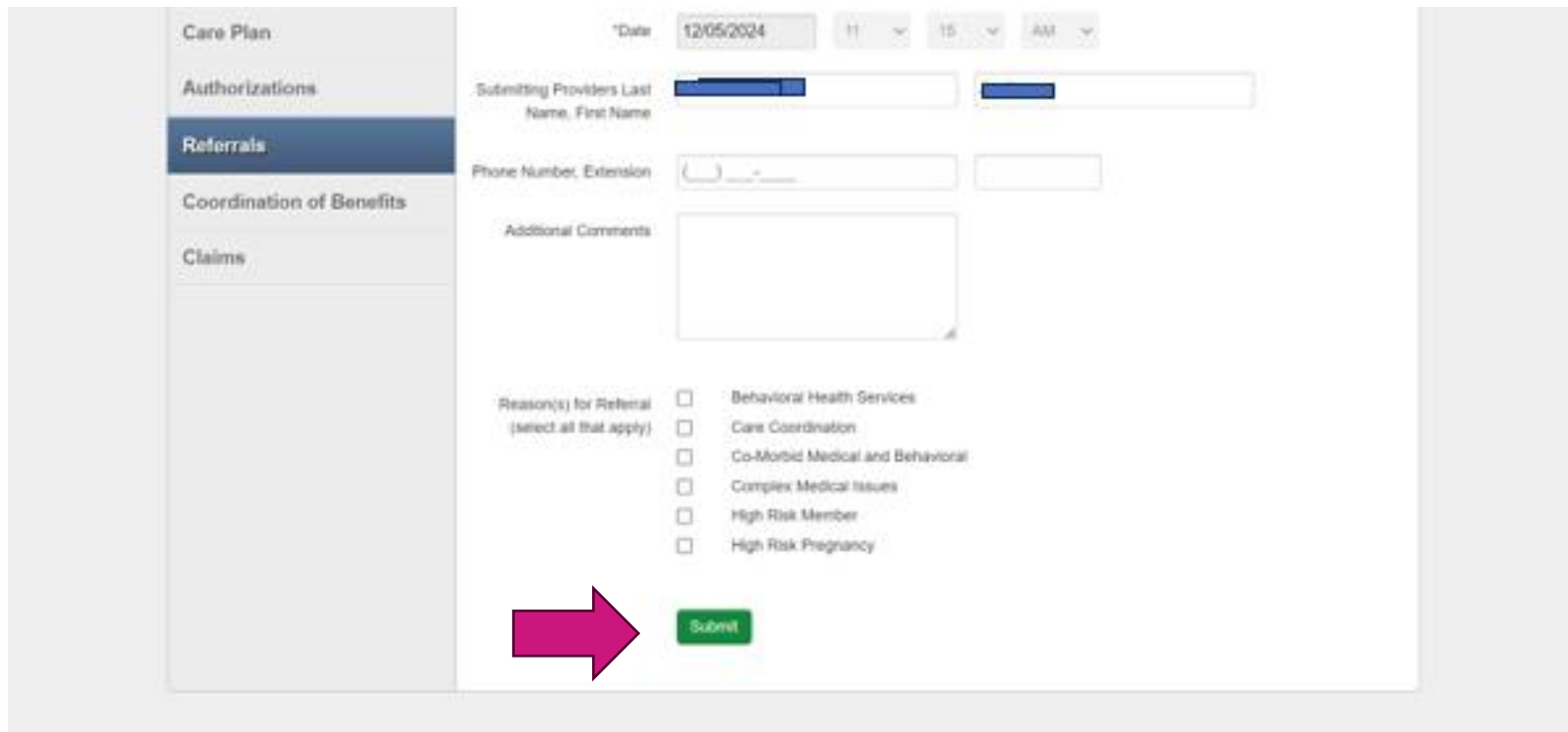


The screenshot shows the 'Referrals' form in the Secure Provider Portal. At the top, there is a header bar with 'Viewing Eligibility For : TIN' and 'Plan Type' set to 'Behavioral Health IN Medic', with a green 'GO' button. Below this is a navigation bar with a 'Back to Eligibility Check' button and a 'REFERRALS' button. A sidebar on the left contains a list of menu items: Overview, Assessments, ADT, Care Plan, Authorizations, Referrals (highlighted in blue), Coordination of Benefits, and Claims. A large pink arrow points from the 'Care Plan' menu item to the 'Date' field in the form. The 'Referrals' form itself has a title 'Referrals' and several fields: '\*Source' (a dropdown menu with 'Please select Source'), '\*Date' (a date picker showing '12/05/2024' with time dropdowns for '11', '13', and 'AM'), 'Submitting Providers Last Name, First Name' (two text input fields), 'Phone Number, Extension' (two text input fields), and 'Additional Comments' (a large text area).

# Process for Referral to Case Management

## Instructions on how to submit the referral form via the Secure Provider Portal (*cont.*)

4. Once all required information has been entered, please click the "Submit" button to proceed.



The screenshot displays the 'Referrals' section of a web portal. On the left is a sidebar menu with options: 'Care Plan', 'Authorizations', 'Referrals' (highlighted), 'Coordination of Benefits', and 'Claims'. The main content area includes a date/time selector set to '12/05/2024 11:15 AM'. Below this are input fields for 'Submitting Providers Last Name, First Name', 'Phone Number, Extension', and a large 'Additional Comments' text area. A section titled 'Reason(s) for Referral (select all that apply)' contains six checkboxes: 'Behavioral Health Services', 'Care Coordination', 'Co-Morbid Medical and Behavioral', 'Complex Medical Issues', 'High Risk Member', and 'High Risk Pregnancy'. At the bottom right, a green 'Submit' button is visible, with a large pink arrow pointing directly to it.

---

# MHS Provider Engagement Team

---

# MHS Resources

- For additional information, please contact your MHS Provider Engagement Account Manager to schedule an appointment today
- Additional resources available at on the **MHS Website**
- Register online for additional **Monthly Web Sessions**

# PEAM Contact Information

## NORTHEAST REGION

For claims issues, email:  
MHS\_ProviderRelations\_NE@mhsindiana.com  
joy.k.diarra@mhsindiana.com  
Joy Diarra, Provider Engagement Account Manager  
1-317-864-2378

## NORTHWEST REGION

For claims issues, email:  
MHS\_ProviderRelations\_NW@mhsindiana.com  
Candace.V.Ervin@mhsindiana.com  
Candace Ervin, Provider Engagement Account Manager  
1-317-364-7635

## NORTH CENTRAL REGION

For claims issues, email:  
MHS\_ProviderRelations\_NC@mhsindiana.com  
Natalie.Smith@mhsindiana.com  
Natalie Smith, Provider Engagement Account Manager  
1-317-379-9035

## CENTRAL REGION

For claims issues, email:  
MHS\_ProviderRelations\_C@mhsindiana.com  
ldavis@mhsindiana.com  
Latisha Davis, Provider Engagement Account Manager  
1-317-601-5999

## SOUTH CENTRAL REGION

For claims issues, email:  
MHS\_ProviderRelations\_SC@mhsindiana.com  
DDENNING@mhsindiana.com  
Dalesia Denning, Provider Engagement Account Manager  
1-317-951-3800

## SOUTHWEST REGION

For claims issues, email:  
MHS\_ProviderRelations\_SW@mhsindiana.com  
Dawnalee.A.McCarty@mhsindiana.com  
Dawn McCarty, Provider Engagement Account Manager  
1-317-556-6171

## SOUTHEAST REGION

For claims issues, email:  
MHS\_ProviderRelations\_SE@mhsindiana.com  
tiffany.calloway@centene.com  
Tiffany Calloway,  
Provider Engagement Account Manager  
1-812-697-8126

# PEAM Manager Map Color Key



# Large Provider Groups - Carolyn

## **CAROLYN VALACHOVIC MONROE**

Provider Engagement Account Manager  
1-317-443-8243  
CMONROE@mhsindiana.com

## **PROVIDER GROUPS**

Eskenazi/The Health and Hospital  
Corp.  
Baptist Health  
Lifespring  
Wellcare  
Deaconess (including Little Company  
of Mary)  
Good Samaritan  
Norton (including King's Daughters,  
Clark & Scott Memorial)  
Indiana University Health  
Reid Hospital  
St. Elizabeth Hospital  
Community Health

# Behavioral Health Provider Contact

## ANGEL JOHNSON

Provider Engagement Account Manager

1-317-468-5184

angel.johnson3@centene.com

## PROVIDER GROUPS

Park Center

Otis Bowen

Centerstone

Valley Oaks Health

Grant-Blackford

Four County

Hamilton Center

Community Mental Health

Center (Lawrenceburg)

Oaklawn

Northeastern Center

Edgewater Health

Regional Mental Health

Swanson Center

Porter-Starke Services

Southwestern Behavioral

Community Mental Health

Center (Vevay/Batesville)

# Additional Contact Information

## MHS Provider Network

---

### NETWORK LEADERSHIP

**JILL CLAYPOOL**  
Senior Vice President, Network  
Development & Contracting  
1-877-647-4848  
Jill.E.Claypool@mhsindiana.com

**JENNIFER GARNER**  
Manager, Provider Relations  
1-317-771-5537  
jgarner@mhsindiana.com

---

### NETWORK OPERATIONS

**KELVIN ORR**  
Director, Network Operations  
1-877-647-4848  
Kelvin.D.Orr@mhsindiana.Com

---

### NEW PROVIDER CONTRACTING

**TIM BALKO**  
Director, Network Development & Contracting  
1-877-647-4848  
TBALKO@mhsindiana.com

**MICHAEL FUNK**  
Manager, Network Development & Contracting  
1-877-647-4848  
Michael.J.Funk@mhsindiana.com

---

### CENTENE VISION

**SIERRA HICKS**  
sierra.hicks@centene.com  
Vision Provider Services: 1-844-820-6523

---

### CENTENE DENTAL

**THOMAS "TONY" SMITH**  
thomas.smith3@centene.com  
Dental Provider Services: 1-855-609-5157

---

# Questions

Thank you for being our partner in  
care.

