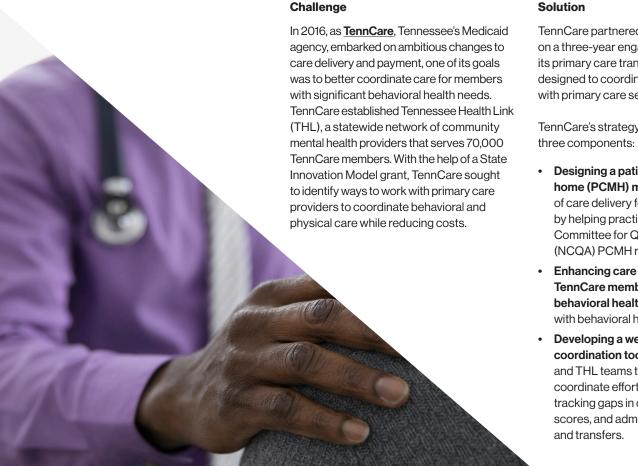


# **TennCare Reduces Costs, Improves Outcomes Through Primary Care Transformation**

Three-year initiative with Guidehouse to integrate behavioral health with primary care reduces costs and improves member outcomes for Tennessee's Medicaid agency

Guidehouse's expertise in the primary care medical home space was a big factor in helping TennCare better coordinate behavioral health services for our members. We're grateful to Guidehouse for its ability to drive improved outcomes and reduced costs for our high-needs population.

Ellyn Wilbur, Executive Director, **Tennessee Association of Mental Health Organizations** 



TennCare partnered with Guidehouse on a three-year engagement to execute its primary care transformation strategy, designed to coordinate behavioral health with primary care services.

TennCare's strategy consisted of

- Designing a patient-centered medical home (PCMH) model to improve quality of care delivery for TennCare members by helping practices achieve National Committee for Quality Assurance (NCQA) PCMH recognition
- **Enhancing care coordination for** TennCare members with the greatest behavioral health needs by partnering with behavioral health organizations
- Developing a web-based care coordination tool to allow PCMH and THL teams to more effectively coordinate efforts by identifying and tracking gaps in care, member risk scores, and admissions, discharges,

Guidehouse worked closely with TennCare, its three health plans, and the PCMH and THL practices to drive practice transformation. Activities fell into four buckets.

**Physician practice assessments.** Guidehouse evaluated the readiness of practices to move to PCMH and behavioral health home models. Assessments were conducted onsite for each of the participating practices.

One-on-one practice coaching. Guidehouse practice transformation coaches used the assessment results to provide regular, in-person coaching and technical assistance to shepherd primary care practices through the NCQA PCMH recognition process. Coaching also was designed to help THL practices transition to the health home model and to empower all practices to undertake quality measure improvement. Guidehouse also developed a customized curriculum of evidence-based practices to use during coaching sessions and to be accessed on demand.

**Group training and collaboration.** Guidehouse conducted nearly 200 learning collaboratives and about 30 conferences across Tennessee to educate providers on key topics and initiatives and share best practices in coordinating behavioral health with primary care. The team also worked with community mental health centers to identify best practices around delivery of mental health and substance use services.

**Remote training.** Guidehouse conducted more than 35 webinars and video trainings across a wide range of topics to help practices to operate more effectively, learn about TennCare initiatives, and address common challenges identified through coaching and collaboratives. The topics included behavioral health crisis planning and coordinating the behavioral health continuum of care.

These efforts made a significant impact on quality of behavioral healthcare and access to care for Tennessee's Medicaid patients.

"Within three years, our work in integrating behavioral health with primary care services led to a 3% reduction in total costs of care for Medicaid patients and an 11% decrease in inpatient hospital admissions," said Ellyn Wilbur, Executive Director, Tennessee Association of Mental Health Organizations. "Availability of on-the-ground expertise and one-on-one support for physicians made a significant difference for our program and elevated health outcomes for vulnerable populations."

#### **IMPACT**

TennCare's partnership with Guidehouse, PCMHs, and THLs has led to:

associated payments for PCMHs and PCMH program.  Thus.  Inospital admissions by 11% through one-on-one interactions and primary care follow up.  Thus.  Inospital admissions by 11% through one-on-one interactions and primary care follow up.  Thus.  Inospital admissions by 11% through one-on-one interactions and primary care follow up.  Thus.  Inospital admissions by 11% through one-on-one among PCMH practices and 21 Thus.  Thus.  Inospital admissions by 11% through one-on-one among PCMH practices and 21 Thus.  Thus.  Inospital admissions by 11% through one-on-one among PCMH practices and 21 Thus.  Inospital admissions by 11% through one-on-one among PCMH practices and 21 Thus.	with the PCMH	PCMHs and	11% through one-on-one interactions and primary	measures among PCMH members from 2016 to 2018. Nearly 350 practice sites achieved NCQA PCMH	practices and
--	------------------	-----------	--	--	---------------





## guidehouse.com

# **Get in Touch**

### **About Guidehouse**

Guidehouse is a leading global provider of consulting services to the public and commercial markets with broad capabilities in management, technology, and risk consulting. We help clients address their toughest challenges and navigate significant regulatory pressures with a focus on transformational change, business resiliency, and technology-driven innovation. Across a range of advisory, consulting, outsourcing, and digital services, we create scalable, innovative solutions that prepare our clients for future growth and success. The company has more than 10,000 professionals in over 50 locations globally. Guidehouse is a Veritas Capital portfolio company, led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets, and agenda-setting issues driving economies around the world. For more information, please visit: www.guidehouse.com.

©2021 Guidehouse Inc. All rights reserved. W286306

This content is for general informational purposes only, and should not be used as a substitute for consultation with professional advisors. This publication may be used only as expressly permitted by license from Guidehouse and may not be otherwise reproduced, modified, distributed, or used without the expressed written permission of Guidehouse.

