



Quality Improvement Reports:
Behavioral Health Services

COMBINING THE

Power of People and Data

To Combat the Opioid Crisis in America



Making a Difference— Helping Those Who Need it Most

“The opioid epidemic, which has reached most communities across the US, disproportionately affects Medicaid beneficiaries.”

www.macpac.gov/wp-content/uploads/2017/06/Medicaid-and-the-Opioid-Epidemic.pdf

“People who misused prescription opioids were 40-60% more likely to have thoughts of suicide...”

www.nimh.nih.gov/about/director/messages/2019/suicide-deaths-are-a-major-component-of-the-opioid-crisis-that-must-be-addressed.shtml

The Crisis is About
People—And the
Right People
Can Solve it

In many cases, the crisis affects people who find themselves addicted to opioids through no fault of their own. A complete solution to the problem starts with the right people who have expert skills.

States need the right people—and Qlarant has them.

We combine our extensive experience working with state and federal programs and our unparalleled behavioral health expertise with data scientists and analysts. Our thorough evaluations of state programs identify the process efficiencies, provider concerns, and beneficiary behaviors contributing to Medicaid-specific problems. When we identify issues, we make recommendations for improved processes; develop resources for best practices; train; coordinate efforts; implement new processes; and evaluate the resulting success.

Qlarant has a long history of working with behavioral health organizations, accountable care organizations, federal and state government programs, and behavioral health service providers/payers addressing the significant challenges being faced today.

We can identify and risk-score recipients (those with greater prescriptions or hospital visits) by analyzing use of Prescription Drug Monitoring Program (PDMP) data and Medicaid data. This risk-score can then be used to guide interventions, indicate training needs, and provide solutions for those at risk.

Qlarant will help you simplify the big picture by implementing key processes that change your environment from reactive and costly (both in money and lives) to one that is pre-emptive and preventative.

“In 2012, inpatient hospital charges for individuals with serious infections associated with an opioid use disorder exceeded **\$700 million**, and Medicaid enrollees accounted for **43 percent** of those hospitalizations.”

(Ronan and Herzig 2016). www.kff.org/medicaid/issue-brief/the-opioid-epidemic-and-medicare-role-in-facilitating-access-to-treatment/

The opioid problem is far-reaching and impacts Medicaid beneficiaries at a higher rate than other populations. States need tools and resources—informed by behavioral health expertise—that are designed specifically for their needs coupled with effective ways to process, visualize, and put to work available data. The combined power of experience, expertise, and state-of-the-art technology is key to improving the care of beneficiaries impacted by the crisis. Reducing prescriber fraud, waste, and abuse that drains the state's resources and negatively effects patient safety has become a priority.





Tools—Customized for States

Qlarant can create custom tools for states, targeting their specific needs.

Develop a toolbox unique to the state or region:

- Flow charts for directing a process
- Resources including links to research studies
- Efficacy-based treatment models
- Inventories
- Questionnaires
- Assessment, risk, and safety checklists
- Action plans
- Medication agreement examples
- Briefs and articles
- Question blogs
- Signs and symptoms
- Management tools

Implement a learning-collaborative approach:

- Customized training delivered at a state level or for smaller agencies or groups
- Develop and host collaboratives in regions where providers, agencies, and key stakeholders can come together to learn and share best practices

Provide education and training:

- Develop and implement training for law enforcement on mental health issues
- Create Flow charts and training targeting mental health issues and potential interventions

Develop person-centered, whole-health planning tools (such as *My Life*)

Provide continuous monitoring and assistance meeting applicable quality measures



Using the Best Technology to Uncover Risks and Resolve Threats



Qlarant understands how to uncover and resolve risks while identifying and mitigating new threats.

Qlarant is a leader in setting national standards for monitoring and investigating reports of potential fraud, waste, and abuse in healthcare, including our nation's largest health insurance programs—Medicare and Medicaid. Our advanced data analytic solution—RIViR—integrates the best of what we've learned from fighting healthcare fraud, with industry-specific diagnostic tools that are customizable for solving the specific risks and threats identified by states.

Qlarant employs sophisticated data mining techniques and predictive analytic tools to identify provider and patient outliers that help your organization target interventions for opioid misuse and addiction programs. Our participation in the Centers for Medicare & Medicaid Services' Special Innovation Project on Opioids has helped us develop special expertise in interventions designed to prevent adverse drug events related to opioid prescriptions.



- [RI] Risk Identification
- [Vi] Visualization
- [R] Resolution

Qlarant will customize RIViR to examine data and indicate workflows designed to reduce costs and improve care. RIViR is a flexible data science platform that harnesses subject matter expertise fueled by a variety of rich datasets to build “street smart” algorithms that quickly and precisely identify anomalies in provider groups or beneficiary history. In the case of tackling the opioid crisis, these datasets include extensive behavioral health and pain management expertise that go into building algorithms to identify groups of patients or providers for whom action may be necessary. RIViR leads the user through a step-by-step Course of Action pathway—developed by our behavioral health SMEs—to move state Medicaid programs from risk identification to problem resolution.

This solution is unique to Qlarant and approaches the opioid epidemic from a fresh and different perspective.

RIViR generates actionable dashboards to make it easy for leadership to: measure progress over time; see which interventions are most effective; reprioritize; and determine Courses of Action designed to drive further progress.

The combination of the right people and the right technology will allow you to address specific issues, trigger interventions to improve treatment for beneficiaries, and recommend training or education.



The Right Data Provides the Power to Reveal the Root of the Problem

Although the types of analytics and data needed may vary depending on the needs of state programs, some of the most common analytics for identifying opioid abuse include patients who were prescribed:

- Over 90 morphine mg equivalents per day
- From multiple prescribers during a given period
- Disproportionate use of opioids with high street market value, e.g., methadone, OxyContin®, et al.
- Both benzodiazepines and opioids concurrently
- Narcotics requiring long-distance travel to obtain
- Concurrent use of opioids and opioid potentiators

Data are available from a wide range of resources. RIViR allows agencies to bring these data together to inform their decision-making, policies, and efforts combatting the crisis.

Examples include:

- State Medicaid data
- Prescription Drug Management Program (PDMP) data
- Medication-Assisted Treatment (MAT) waiver provider data (Substance Abuse and Mental Health Services Administration-SAMHSA)
- Hospital Readmission data
- Emergency Department utilization data
- Healthcare Cost and Utilization Program HCUP data
- Census data
- Mortality data
- IV heroin-related conditions prevalence data (HIV, Hepatitis, Endocarditis)
- Child Family Services data
- Area Deprivation Index (ADI) HRSA
- Community Health Status Indicators
- County Health Rankings data
- State Health Department data
- Disability and Health Data System (DHDS) CDC
- Medicare Chronic Conditions Dashboard: (data tables, excel) State, County, Region
- School data



States need the right people.

Qlarant has them. We combine our extensive experience with Medicaid, Medicare, and other government programs with our behavioral health subject matter expertise. We will thoroughly evaluate your state's program to identify efficiencies, concerns, and behaviors contributing to Medicaid-specific problems. Once we know the problems, we will develop tools, programs, and training targeted specifically for your needs.

States need the right technology.

Qlarant understands how to not only uncover risks, but how to effectively mitigate those risks while identifying new threats before they even become an issue.

We set national standards for monitoring and investigating reports of fraud, waste, and abuse in health care and, in particular, Medicare and Medicaid. RIViR integrates the best of what we've learned from fighting health care fraud, with industry-specific diagnostic tools customized to solve the specific risks and threats identified by states.

RIViR harnesses subject matter expertise, fueled by a variety of rich datasets, to build SME-created algorithms that identify anomalies and point to groups of patients or providers for whom action may be necessary. RIViR leads the user through a step-by-step Course of Action pathway that moves state Medicaid programs from risk identification to problem resolution.

States need the right solution.

Together we can develop an approach ensuring your state's Medicaid program will not only provide the best care to those who need it most but will effectively battle the opioid crisis as well. By bringing together the best people and the best technology, we will develop the best solutions to yield the best results.

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