



nh healthy families™

# Substance Use Disorder Support Programs

*A comprehensive approach to a complex issue*



Our dedicated Substance Use Disorder (SUD) team has developed more than 20 innovative SUD programs for New Hampshire communities. From providing barrier-free access to care, to hands-on local engagement, we are transforming the health of the community, one person at a time.

## New Support Programs

### **Certified Recovery Support Worker (CRSW) Workforce Development Project**

NH Healthy Families has partnered with several New Hampshire providers to sponsor Peer Recovery Support training for individuals who are committed to working with people in early recovery. The Certified Recovery Support Worker (CRSW) Workforce Development Project will build and enhance peer workforce capacity throughout the state. The partnership will serve to provide training, professional mentoring and ongoing resource support for up to one year.

### **Screening, Brief Intervention, and Referral to Treatment (SBIRT)**

NH Healthy Families has developed an SBIRT training program for medical providers to help them screen, identify, educate and refer patients to treatment. This initiative supports providers to assist members

for prevention and early intervention – offering the right care at the right time. SBIRT is a service that is reimbursable for physicians who participate.

### **Safe Station Collaboration**

As part of its hands-on community engagement initiative, NH Healthy Families is partnering with Granite Pathways by supplying resources and support to individuals who enter local Safe Stations seeking help. The collaboration began in Manchester in spring 2018 and will continue at identified Safe Stations throughout New Hampshire.

### **SUD and Behavioral Health Integration**

NH Healthy Families recently integrated its SUD and Behavioral Health programs with its Medical and Wellness programs under one system, in one location. The integration, focused on Whole Person Care, has increased communication, streamlined networks and provided more cohesive, timely service.

## Ongoing Programs

### **MemberConnections®**

Community-based, trained staff work in the field to meet members wherever they are. Community Health Services Representatives engage members to access care they need when they need it. Member Connections representatives work collaboratively with providers and other resources in the members' communities.

### **Pharmacy Lock-In**

Members with a significant number of controlled substance prescription fills over a three-month period are assessed for multiple prescribers and/or multiple pharmacies used to fill prescriptions. If the behavior indicates a risk of abuse, the member is required to "lock-in" with only one pharmacy. As part of the program, NH Healthy Families' Community Health Services Representatives provide ongoing outreach, education and support services.

### **Access to Medication-Assisted Therapies**

The prior authorization requirement has been eliminated for members on Vivitrol and on 16 Mg/day or less dosage of Suboxone in the film form. This has served to benefit the patient experience and reduced administrative burden for providers.

### **Addiction in Pregnancy**

Through analytics, pregnant members are identified who are at risk for substance misuse during their pregnancy. The members are contacted and offered Integrated Care Management by behavioral and physical care managers.

NH Healthy Families is committed to partnering with our providers and the community to prevent, treat, and support our members dealing with substance use disorders. We will continue to evolve our programs to address the ongoing needs of our members and our community.

For more information about these and other SUD programs at NH Healthy Families, please contact:

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## Past Implementation Successes

The following programs are examples of fully implemented initiatives that have become part of ongoing operations at NH Healthy Families.

### ✔ **Provider Prescribing Limits**

Prior authorization is now required for any prescription or combination of prescriptions that are the equivalent of a morphine dose of 100 mg or greater. Instituting this change has resulted in significant reduction in prescription opioid pill counts.

### ✔ **Opioid Awareness Provider Outreach and Education**

Through examination of prescribing patterns, providers with the highest unique member counts of opioid prescriptions are contacted and offered on-site education. NH Healthy Families will customize educational sessions to individual provider's needs and will help assist office personnel with knowing how to access NH Healthy Families substance use disorder programs.

### ✔ **Community Resource Initiative**

NH Healthy Families is committed to ongoing staff education that provides the most accurate and complete information. Ongoing research and education ensures that Community Health Services Representatives are aware of the range of family counseling and other community resources available to serve our members.

### ✔ **Special Investigative Unit (SIU) Initiative**

Any prescription for a member that exceeds a specific equivalent morphine dose is referred for investigation by the SIU to determine if the prescribing is appropriate for the member's condition. Any provider that has excessive controlled substance prescriptions over a defined internal threshold is referred to the SIU as an outlier. The investigation seeks to understand the rationale for the provider's prescribing pattern.

### ✔ **Elimination of Barriers to Treatment**

NH Healthy Families members have access to outpatient, partial hospital/intensive outpatient, residential, and acute inpatient treatment without requiring prior authorization. This allows for immediate treatment for a member who may be in crisis.