

Positively influencing each individual's recovery

SUCCESS STORY BEHAVIORAL HEALTH



At a glance

Community

- Behavioral Health

Organization

- Missouri Behavioral Health Council

Location

- Jefferson City, Missouri

Challenges

- Increase consumer engagement and reduce costs

Solution

- myStrength

Results

- Reduction in all-cause claims cost
- Lower overall cost per individual
- Greater return on investment

Missouri Coalition for Community Behavioral Healthcare builds strong mental health and reduces claims

The Missouri Behavioral Health Council represents Missouri's not-for-profit community mental health centers, alcohol and addiction treatment agencies, affiliated community psychiatric rehabilitation service providers and a clinical call center. The organization advocates on behalf of more than 30 member agencies that provide treatment and support services to approximately 250,000 consumers across Missouri.

myStrength provides digital tools and resources that support the mental health and well-being of its users. It offers web-based wellness and self-care resources developed to treat common mental illnesses including depression and substance use disorders. It has been adopted by nearly 100 healthcare organizations across the United States. myStrength's solutions use evidence-based procedures based on practices like cognitive behavioral therapy and motivational interviewing.

In 2016, a unique partnership between the Missouri Behavioral Health Council, the Missouri Department of Mental Health and The Missouri Foundation introduced myStrength to more than 25 community behavioral health providers in Missouri with the goal to dramatically increase the quality of behavioral healthcare as well as improve access among the residents in the state.

“When we're able to say that we can see improved outcomes not only with our clients, but also with savings and our bottom line, we know we're on the right path.”

Brent McGinty
Missouri Coalition President and CEO

There was an average decrease of \$382 in spending per myStrength user in the first year of the pilot program, ultimately resulting in a return on investment 5.5 times higher than that of a non-user.

Outreach and engagement across Missouri

Building on self-care practices, myStrength delivers a personalized experience without requiring individuals to be recurrently seen by their behavioral health providers. Accessible 24 hours a day, seven days a week both on mobile and desktop devices, its convenience allows individuals to access support that is nearly as effective as a clinician visit, although it is intended to help supplement an individual's course of treatment, not replace it. Integrated evidence-based behavioral health tools within myStrength help promote and encourage higher levels of engagement and satisfaction, leading to improved outcomes while reducing care costs.

“Without access to appropriate care and services, individuals can't sustain their journey to recovery,” said myStrength Co-Founder and CEO Scott Cousino. “We're providing opportunities to make it easier for those who need resources to get them at the right place and the right time to give them the best opportunity for a successful recovery.”

During the first two years of the Missouri Behavioral Health Council and myStrength partnership, clinicians and community outreach workers disseminated information on how to access and utilize myStrength with both coalition members and their respective clients, gaining nearly 6,000 users across the state.

The goal of the partnership between Missouri providers and myStrength was to compare not only the increase of engagement in services by participants, but also determine correlation between mental health improvement and lower costs through reducing unnecessary services.

“The cost to manage mental illness and related conditions can certainly add up for payers, providers and individuals alike,” said Missouri Behavioral Health Council President and CEO Brent McGinty. “Without ongoing support, a person could regress in their recovery progress, requiring additional or new types of care to be delivered which can significantly increase overall costs.”

To demonstrate the effect that myStrength can have on improving engagement and reducing costs for Missouri Behavioral Health Council members, 799 Medicaid myStrength users who volunteered were matched to 715 myStrength-naive Medicaid members across the state. These individuals were seeking treatment for a wide variety of behavioral health and substance use concerns and their treatment progress was documented and compared. Members of both groups had similar characteristics when evaluating claims history, participation in disease management programs, medical homes, behavioral health diagnoses, including serious mental illness and substance use.

Engagement leads to improved assessments

One year into the partnership and initiative, users were more highly engaged in services than before myStrength was integrated into their treatment plans. Individuals who were engaged in taking advantage of the myStrength access and support tools experienced a significant increase in their overall improvement compared to their previous clinical assessment without it.

From the myStrength test group:

- 48 percent of users with indications of clinical depression demonstrated reliable improvement from baseline to the last clinical assessment available.
- 37 percent of users with indications of clinical levels of anxiety demonstrated reliable improvement from baseline to the last clinical assessment available.

Seventy percent of myStrength users experienced a decrease in all-cause medical claims when compared to the number of claims before the study period.

Fewer claims, less spending

The myStrength users in the test group agreed to be connected back to their Medicaid all-cause claims data. Their data was then compared to the control group of Medicaid members not exposed to myStrength where a significant reduction in all-cause medical claims was noted. Additionally, 70 percent of myStrength users experienced a decrease in all-cause medical claims when compared to the number of claims before the study period.

In relation to savings, there was an average decrease of \$382 in spending per myStrength user in the first year

of the pilot program, ultimately resulting in a return on investment 5.5 times higher than that of a non-user.

Strong results for all

The Missouri Behavioral Health Council and its members serve thousands of individuals across the state. With a mobile, digital tool in myStrength, they can provide support that is easily accessible for individuals when they may need it the most. In addition to being able to positively influence an individual's recovery, it has been shown to greatly rein in healthcare costs for both providers and payers.

“Adding myStrength as resource to supplement treatment plans delivers results for all players in behavioral healthcare,” said McGinty. “When we're able to say that we can see improved outcomes not only with our clients, but also with savings and our bottom line, we know we're on the right path.”

Learn more about Netsmart clients at
www.ntst.com/Hear-from-clients

About Netsmart

Netsmart designs, builds and delivers electronic health records (EHRs), solutions and services that are powerful, intuitive and easy-to-use. Our platform provides accurate, up-to-date information that is easily accessible to care team members in behavioral health, care at home, senior living and social services. We make the complex simple and personalized so our clients can concentrate on what they do best: provide services and treatment that support whole-person care.

By leveraging the powerful Netsmart network, care providers can seamlessly and securely integrate information across communities, collaborate on the most effective treatments and improve outcomes for those in their care. Our streamlined systems and personalized workflows put relevant information at the fingertips of users when and where they need it.

For 50 years, Netsmart has been committed to providing a common platform to integrate care. SIMPLE. PERSONAL. POWERFUL.