

What is Behavioral Health Integration?



Behavioral Health Integration (BHI) is an added service from MediTelecare that allows our clinicians to offer more extensive care in-between behavioral telehealth visits.

BHI involves a more organized approach to behavioral health care in order to optimize positive outcomes for residents and to reduce the risk of hospitalizations, behavioral health condition exacerbations, and other negative events such as falls and adverse medication side effects.



How Does It Work?

- Our team of nurse practitioners, psychiatrists, psychologists, and medical assistants work together to gather important information on the resident's behavioral health.
- This information is then used to develop a monthly behavioral health plan that tracks the resident's risk for hospitalizations and changes in behaviors that could lead to negative outcomes.
- Through care tracking in-between visits, MediTelecare clinicians can be alerted if a resident is not improving or has serious behaviors in-between visits.
- All behavioral health plans are stored in one place in the facility's clinical cloud repository, allowing for a more organized approach to behavioral health management.



More Information

- Under MediTelecare's services, BHI is covered by Medicare and is offered to the resident and facility at no additional cost.
- BHI also doesn't require any additional facility staff time and is completely managed by MediTelecare clinicians and facilitators.

MediTelecare is proud to offer this comprehensive service, and we're confident that Behavioral Health Integration will help to achieve better clinical outcomes by providing the best available behavioral health care!

Behavioral Health Integration (BHI) Frequently Asked Questions

What is Behavioral Health Integration (BHI)?

Behavioral Health Integration or BHI is an additional non-face-to-face service provided to residents in-between scheduled telehealth visits. This service involves the gathering of important behavioral health information such as recent behaviors from behavioral logs or results of PHQ-9 depression screenings. This information is gathered by MediTelecare facilitators located in your facility and assessed by remote MediTelecare clinicians in order to develop a monthly-updated behavioral health plan also known as the BHI plan. The BHI plan tracks resident risks such as risk for falls, hospitalizations and medication side effects. In developing the BHI plan, our clinicians may be better able to prevent poor behavioral outcomes and coordinate with facility staff and other clinicians accordingly. Additionally, BHI services offer a more organized approach to behavioral health care, allowing for all relevant behavioral health information to be located in one place.

Who can receive BHI services?

Residents on MediTelecare's caseload currently being managed by one of our Medication Managers (Nurse Practitioners & Psychiatrists) and are insured by Medicare Part B qualify for BHI services. Residents must be seen at least once by one of our medication managers before starting BHI services.

Do BHI services require additional facility staff time?

BHI services don't require any additional facility staff time. These services are provided by MediTelecare facilitators and clinicians. Facilities are not required to sign off on BHI plans, however, all BHI plans are located in the facility's specific clinical cloud repository and may be viewed or shared with facility staff, the resident or family members as needed.

Who provides BHI services?

BHI services are provided by MediTelecare Medication Managers (Nurse Practitioners & Psychiatrists). MediTelecare facilitators aid clinicians in the process of gathering patient information, however, MediTelecare medication managers are responsible for assessing resident behavioral health information. Additionally, MediTelecare medication managers work closely with MediTelecare psychology providers to optimize resident care.

How much do BHI services cost?

BHI services are covered under Medicare and are offered to the facility and resident at NO additional cost.

Where can I find the monthly-updated BHI plan?

The BHI plan is uploaded to your facility's clinical cloud repository where all MediTelecare clinician notes are located. The BHI plan is updated every month and the newly updated plan may be viewed the first week of the following month.

How may I request a resident to be provided with BHI services?

If a resident is currently being seen by one of our Medication Managers and has Medicare B, they may be requested to be enrolled in the BHI program. If the resident is only being evaluated by one of our psychology providers, please refer the resident for medication management if possible.

To request a resident for BHI services, simply speak to the MediTelecare facilitator on next visit or email Jessica Badichek, BHI Program Leader at Jessica.badichek@meditelecare.com.

What are the benefits of BHI?

- BHI services allow MediTelecare clinicians to better manage a resident's behavioral health risk. This may lead to better clinical outcomes for the resident and avoidance of poor outcomes such as transfer to the ED or hospital, falls and adverse drug reactions.
- BHI services are offered at no additional cost to facilities or residents.
- BHI services don't require additional facility staff time and are completely provided by MediTelecare staff.
- BHI services allow for increased coordination and tracking of care. The monthly BHI plan is developed and updated in-between resident telehealth visits. Therefore, our clinicians can be alerted more frequently if there is a major change in a resident's behavioral health status.

Do BHI services impact regularly scheduled telehealth visits?

No, BHI services are an additional service offered in-between visits and involve mostly non-face-to-face services. BHI services complement regular telehealth visits with MediTelecare medication managers and psychologists and can lead to more comprehensive care during visits.

Who can I contact to learn more about BHI?

For BHI related questions:

Jessica Badichek, PharmD
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BHI Program Leader
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General Questions:

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Vice President of Strategic Partnerships & Customer Experience
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