

Partners in Wellness Pay For Success Program Launch

Frequently Asked Questions

What does “Pay For Success” mean?

The term “Pay for Success” indicates that this is a performance-based contract and that the service provider, Telecare Corporation, will be paid by the County only if and when it produces positive outcomes for the clients it serves. This creates a strong incentive for service providers to deliver care in an effective and cost-efficient manner while reducing the County’s risk of paying for services that are not high-quality.

What services does the program offer?

The program will be operated by Telecare Corporation, an experienced provider of intensive, community-based behavioral health care services to seriously mentally ill clients. The program offers an array of services, which include intensive case management, comprehensive behavioral health treatment, substance use treatment and housing support. The program is “full service partnership deluxe.” The program will have capacity to serve 250 clients over the course of six years.

What is Success?

Telecare’s “success” in delivering services through this program will be measured in a few ways:

- 1. Efficient and Appropriate Use of Emergency & Inpatient Psychiatric Services:** The County will pay for Telecare’s services based on Telecare’s success in reducing clients’ utilization of high-cost services, while encouraging positive health and wellness outcomes. Success will be measured by comparing the total cost of the services clients actually use to the total cost of services that similar individuals *would be expected to use* without Telecare’s services.
- 2. Improved Clinical Wellness:** The program’s effectiveness will be further assessed by comparing Telecare clients’ scores on a series of psychosocial, whole health and other measures *over time*, to determine if clients experience improved health and wellness outcomes through Telecare services.

Expert researchers from Stanford University will be conducting a six-year evaluation to assess these above factors.

Who can be referred?

Clients eligible for the program are adults/older adults (ages 18-69) diagnosed with a Serious Mental Illness (SMI) who have high utilization of County psychiatric services, such as

Emergency Psychiatric Services (EPS), Barbara Arons Pavilion (BAP), or other psychiatric inpatient facilities under contract with the County (e.g., crisis stabilization/crisis residential services, Institute of Mental Disease (IMD), and Mental Health Rehabilitation Center (MHRC)).

To identify potentially eligible clients for further screening, please confirm that one or both of the following criteria apply:

- 1. During the past 365 days, the client has experienced any combination of *days* in BAP and/or *visits* to EPS totaling 10 or more. E.g., an individual who experienced 6 days in BAP and 4 EPS visits in the last 365 days would be potentially eligible, as would an individual who experienced 10 BAP days but no EPS visits; *and/or***
- 2. You suspect the client is a frequent user of psychiatric emergency and acute inpatient services.**

Please note that less than half of all individuals referred to the program will ultimately receive the services described above. Individuals who fit the enrollment criteria will be randomly assigned to Telecare's services or to the normal course of care (control group). Individuals who are not eligible or selected for the program will receive "usual care" – i.e. FSPs and other elements of the array of services offered by the Santa Clara County Behavioral Health Services Department.

How do I refer individuals for further screening?

Beginning on Tuesday, August 30, 2016, please contact 24 Hour Care at (408) 885-7580 to refer a potentially eligible client for further review and screening, in order to confirm his or her eligibility for the Partners in Wellness program.

Additional questions regarding potential referrals can also be submitted via email to Michelle Ho (michelle.ho@hhs.sccgov.org) and Dave Wagner (Dave.Wagner@hhs.sccgov.org).

Who can I Contact for More Information?

Contact Michelle Ho
Behavioral Health Services Department
24 Hour Care Unit
michelle.ho@hhs.sccgov.org
(408) 885-6231 or (408) 885-7580