



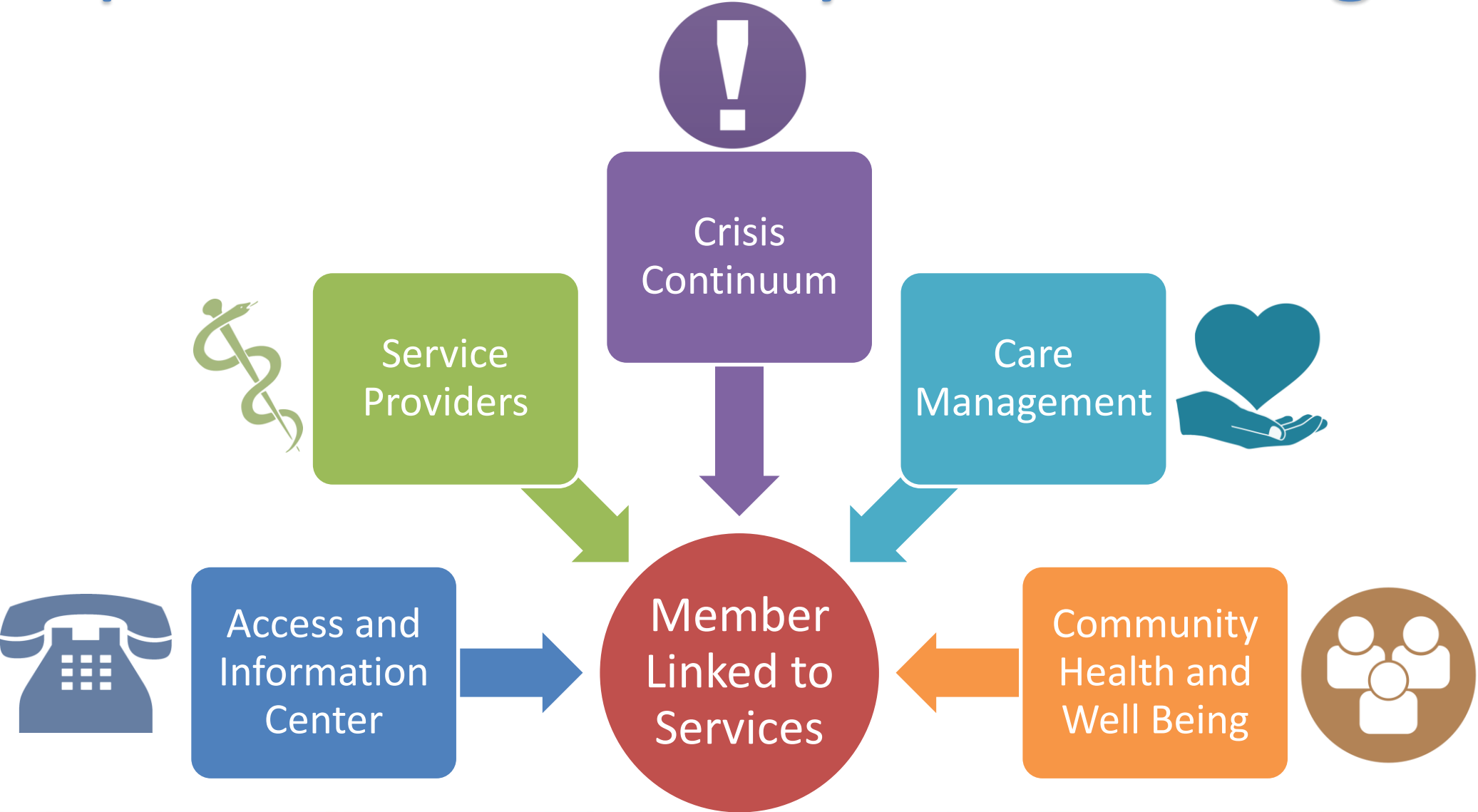
# Members Accessing Services

Mehul Mankad, MD  
Chief Medical Officer

I want to talk to you about one of the biggest myths in medicine, and that is the idea that all we need are more medical breakthroughs and then all of our problems will be solved.

Quyen Nguyen, MD  
Surgeon

# Multiple Points of Entry = No Wrong Door

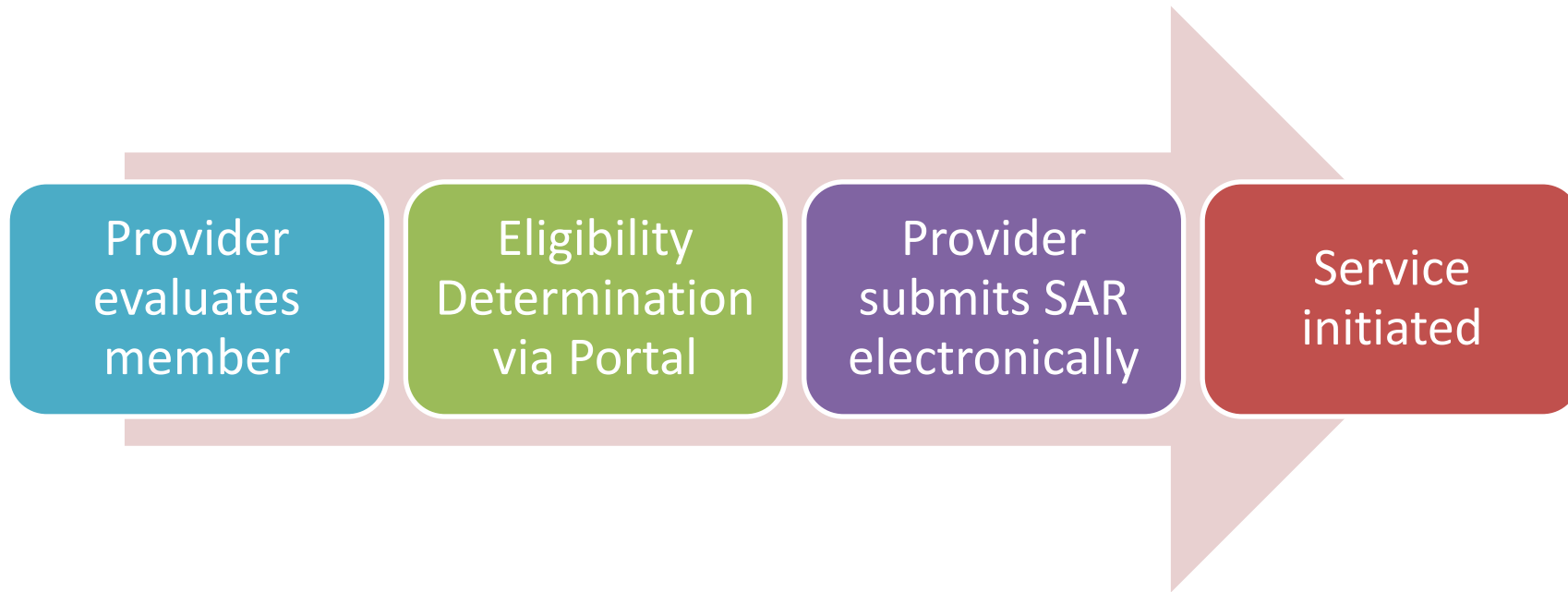


# Access and Information Center



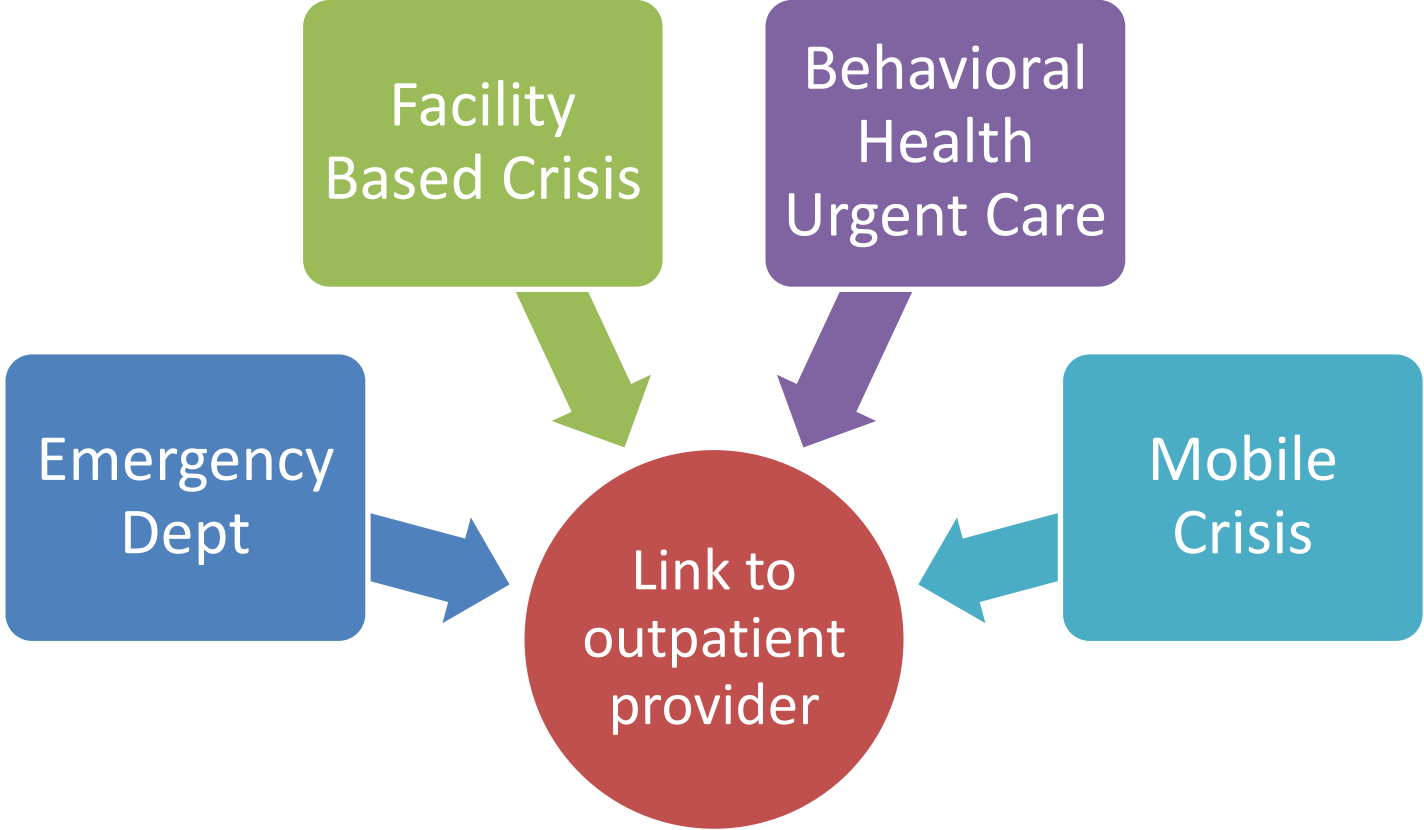
- Available 24/7/365
- Robust disaster continuity
- COO/CMO/Provider oversight
- BHCL service to 3 Standard Plans
- Projected ~70,000 calls in 2022
- Average speed to answer = 7 seconds
- Abandonment percentage = 2%

# Service Provider



- 99-100% of reviews meet turnaround time (TAT)
- Expedited reviews for urgent services
- Quarterly All Provider Meeting and
- Annual review of Clinical Practice Guidelines in Provider Quality Committee

# Crisis Continuum



- Youth FBC in Mecklenburg area
- **New Youth FBC coming in Wake**
- 3 BHUCs in RTP and Cumberland
- **New BHUC coming in Mecklenburg**

Medicaid and Single Stream. MH, SUD, and IDD.

# Care Management

MH CM

- High risk, high needs Members with episodic support
- Transitions of care, care coordination

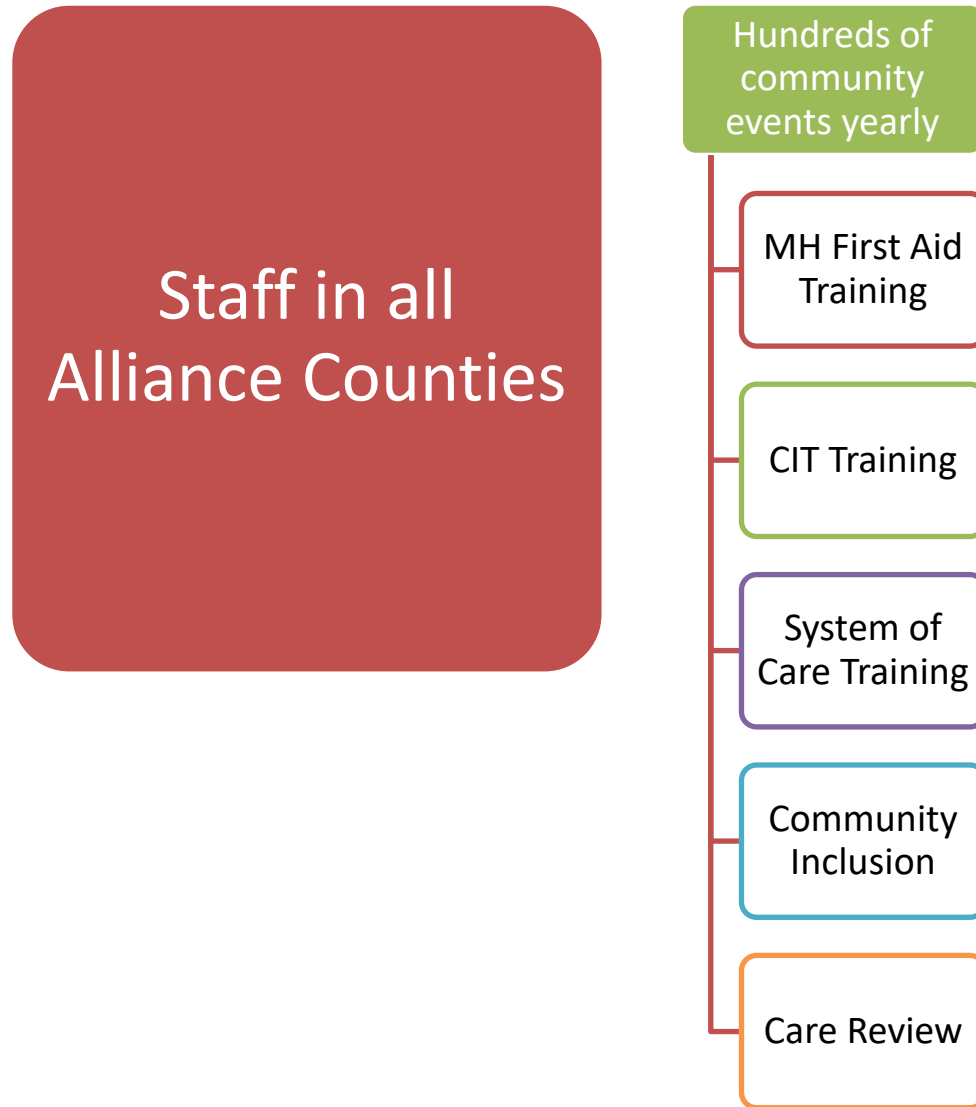
IDD CM

- Ongoing support of Members, particularly Innovations and TBI
- Monitoring, care coordination



- Hospital Liaisons continued to work (remotely) throughout pandemic
- Projected service to >8,000 Members in 2022 prior to TP Go Live
- Poised to integrate physical health and increase capacity

# Community Health and Well Being



- CHWB increases knowledge and awareness of available services for community stakeholders. These programs directly and indirectly increase access to care.



For he who has health has hope; and he who has hope, has everything.

Owen Arthur

Prime Minister Barbados 1994-2008