

Behavioral Health Home

As a Behavioral Health Home (BHH), BHcare facilitates access to behavioral health services, medical care, and community-based social services and supports for individuals with serious and persistent mental illness who average more than \$10,000 per year in Medicaid claims. BHH staff work with clients to increase use of preventative care, decrease substance abuse and tobacco use, improve transitions of care, increase connections to self-help supports, decrease homelessness, and increase access to education and employment opportunities. The overall goal is to improve clients' health outcomes by coordinating and ensuring access to care.

Individuals who previously weren't comfortable accessing primary care are now doing so with the support of their care coordinator. Here is an example:

Alex, Integrated Care Supervisor, had a client who had not been to a dentist in years and was suffering from the ill-effects of poor oral care. She has a long history of PTSD, anxiety, agoraphobia, and schizophrenia and was reluctant to go for a check up. Alex found a nearby dental provider that accepted HUSKY insurance. She accompanied the client to the appointment for emotional support and to advocate for the client as necessary. The client was very nervous, but was able to tolerate the procedure with positive re-enforcement, relaxation techniques, and hand-holding provided by Alex.

Programs like the Behavioral Health Home will improve the health of some of Connecticut's most vulnerable residents and lower healthcare costs.