

Advancing Medicaid and Behavioral Health Outcomes

A Modern Infrastructure for Medicaid Integration and Whole-Person Care

A partnership with CRISP Shared Services (CSS) provides a robust, Medicaid-ready platform that brings together clinical, claims, public health, and community data to improve outcomes for Medicaid members and behavioral health populations across the Commonwealth.

With over a decade of experience supporting Medicaid agencies, CSS enables partners to use enriched data for enhanced planning, targeted outreach, and streamlined reporting.

Real-World Reach Across Medicaid Populations

- **1M+** Medicaid patients with chronic conditions identified (MD, WV, AK, and CT)
- **12.5M** Monthly alerts sent for Medicaid patients (all regions)
- **1.2M** Protected data messages exchanged for care coordination (DC, MD, WV)
- **1.6M** SDOH questionnaires processed to inform support services (MD, DC, WV)

Solutions in Action: A West Virginia Case Study

Valley Healthcare Systems used WVHIN, West Virginia's HIE and CSS partner, to support its transition to a CCBHC and enable real-time care coordination, crisis intervention, and data-driven decision-making.

WVHIN provided integrated access to hospital alerts, medication histories, EHR data integration, and provider information, together achieving:

1. **95% reduction in ER visits for behavioral health** (from 61 to 3 in just four months)
2. Identified and reduced ER overuse by “frequent flyer” patients
3. Improved follow-up and crisis planning through real-time ED notifications
4. Enabled targeted outreach and tracking for chronic conditions like diabetes
5. Streamlined compliance with CCBHC reporting and CQI activities

Proven Tools for Medicaid and Behavioral Health Priorities

CSS technology services offers robust, scalable solutions to reduce burden, improve access, and support vulnerable populations with co-occurring mental, behavioral, and chronic health needs. Here are just a few ways other states are leveraging this infrastructure:

Medicaid Claims Data Integration

Ingest and link Medicaid beneficiary enrollment and claims data with clinical and public health datasets. Enable reporting and analytics for FQHCs, MCOs, state agencies, and other Medicaid providers.

Care Program Identification & Referrals

- **Asthma Home Monitoring**- Refer Medicaid pediatric patients recently hospitalized for asthma to local home visiting programs.
 - Data used: ADT, Medicaid claims, HDU portal
- **Pre-Diabetes Alerts**- Identify individuals likely eligible for the Medicaid diabetes prevention and support programs and notify care teams.
 - Data used: ADT, claims, labs, encounter notifications
- **Medicaid Redetermination Support**- Alert providers and payers when a patient is due for redetermination, helping prevent loss of coverage.
 - Data used: Redetermination lists, patient panel

Support for Managed Care & Quality Measures

- **MCO HEDIS Enablement**- Deliver lab results, immunizations, and other clinical data to help MCOs close care gaps and reduce provider burden.
 - Data used: IIS, labs, patient panels
- **Payer Immunizations**- Provide real-time immunization data to MCOs for compliance, outreach, and member engagement.
 - Data used: IIS, patient panels

Alerts and Analytics to Support Timely Intervention

- **Overdose Response**- Send real-time alerts for non-fatal overdoses, helping coordinate timely outreach and referrals to substance use services.
- **Chronic Disease Alerts**- Notify care teams when Medicaid members with unmanaged diabetes, cardiovascular conditions, or overdue screenings re-engage in care.