



Community Care Services

BEYOND THE EXPECTED

Since 2013, 'Ohana Health Plan has served as the sole provider of the state's Community Care Services (CCS) program, a highly specialized care model to help individuals who have been diagnosed with serious mental illness (SMI) or serious and persistent mental illness (SPMI). These individuals are Hawaii's most vulnerable -- people who have been diagnosed with schizophrenia, delusions, psychosis, bipolar disorder, and major depression. For some, the impairment is such that they are unable to work or complete daily tasks independently. They are 3.5 times more likely to be homeless, often lack family or social support, and have high rates of mortality from preventable conditions like obesity and substance abuse. Since the program's inception, more than 13,000 unique Medicaid members with SMI/SPMI have been served in the CCS program.

THE 'OHANA HEALTH PLAN WAY

Our members with serious mental illness may be our most socially vulnerable, and it's our responsibility to ensure they get the appropriate, coordinated care they need.

- We serve them where they are, whether that's on the street, in a homeless shelter, or in their home.
- Our case managers work with local medical professionals, counselors, and social workers to seamlessly coordinate care.
- Our integrated approach lets us detect issues earlier and reduce mental health-related hospitalizations and emergency care.

THE 'OHANA HEALTH PLAN MODEL OF CARE

Our CCS program's high-touch, high-tech approach to managed care puts the focus squarely on the individual's holistic needs. For members with serious mental illness, this means:

- A robust, clinical, field-based team to address their medical, behavioral, and social needs.
- A dedicated case manager who visits them in the community.
- Behavioral health advocates linked with local emergency rooms.
- Working with hospitals to facilitate safe and effective discharge planning.
- Helping to address the social determinants of health, providing members with access to housing, food and utility assistance, nonmedical transportation, and job training, as well as employment and educational opportunities.

COMMUNITY CARE SERVICES

HAWAII STATE HOSPITAL TRANSITIONS

‘Ohana Health Plan partnered with the state Department of Health’s Adult Mental Health Division and the Hawaii State Hospital (HSH) to transition individuals who are released from HSH into the community. These transitions require specialized care and intensive case management services to help ensure smooth transitions for our members. ‘Ohana CCS has successfully transitioned more than 100 members since 2023 into the community. These transitions provide opportunities for our members to reintegrate back into the community and regain independence while improving quality of life.

Number of individuals who
transitioned from HSH to CCS from
January 2023 through June 2024:

109
MEMBERS



EXPERIENCE THAT COUNTS

- Sole Medicaid contractor for SMI/SPMI since 2013
- Served more than 13,000 unique Medicaid members with SMI/SPMI
- Located across all islands of Hawaii
- Nationally ranked in the Top 5 percentile in ensuring members get proper follow up with their treatment provider after inpatient or ER discharge.*
- Exceeded the average QUEST (Medicaid) rate of post-Emergency Department follow-ups with providers by 36 percent.**



MEETING OUR MEMBERS WHERE THEY ARE

Since November 2023, ‘Ohana Health Plan has partnered with pharmacies embedded within our local communities to successfully administer psychiatric medication to more than 500 ‘Ohana CCS members at the location of their choice. These locations include the member’s home, homeless shelters, and beach parks. This is one unique way that Ohana works to improve access to needed behavioral health treatment and medications for our members with SMI/SPMI.

‘Ohana Health Plan is committed to transforming the health of the communities we serve, one person at a time. Since 2008, ‘Ohana Health Plan has provided government-sponsored managed care services to families—from keiki to kupuna—and individuals with complex medical needs primarily through QUEST (Medicaid), Medicare Dual Special Needs Plans and Medicare Prescription Drug Plans across the state.

*‘Ohana Health Plan CCS HEDIS® RY2024 performance rates. Percentiles were determined by using 2022 HEDIS® Quality Compass (Released 2023).

**C360 report. Page 1, under Quality section.