

From Data to Impact: Driving Behavioral Health Integration Through Shared Insights and Partnerships

Kristina Mody, MPH, Director of Practice Transformation, California Quality Collaborative

Nicole Stelter, Ph.D., LMFT, Director, Behavioral Health, Blue Shield of California

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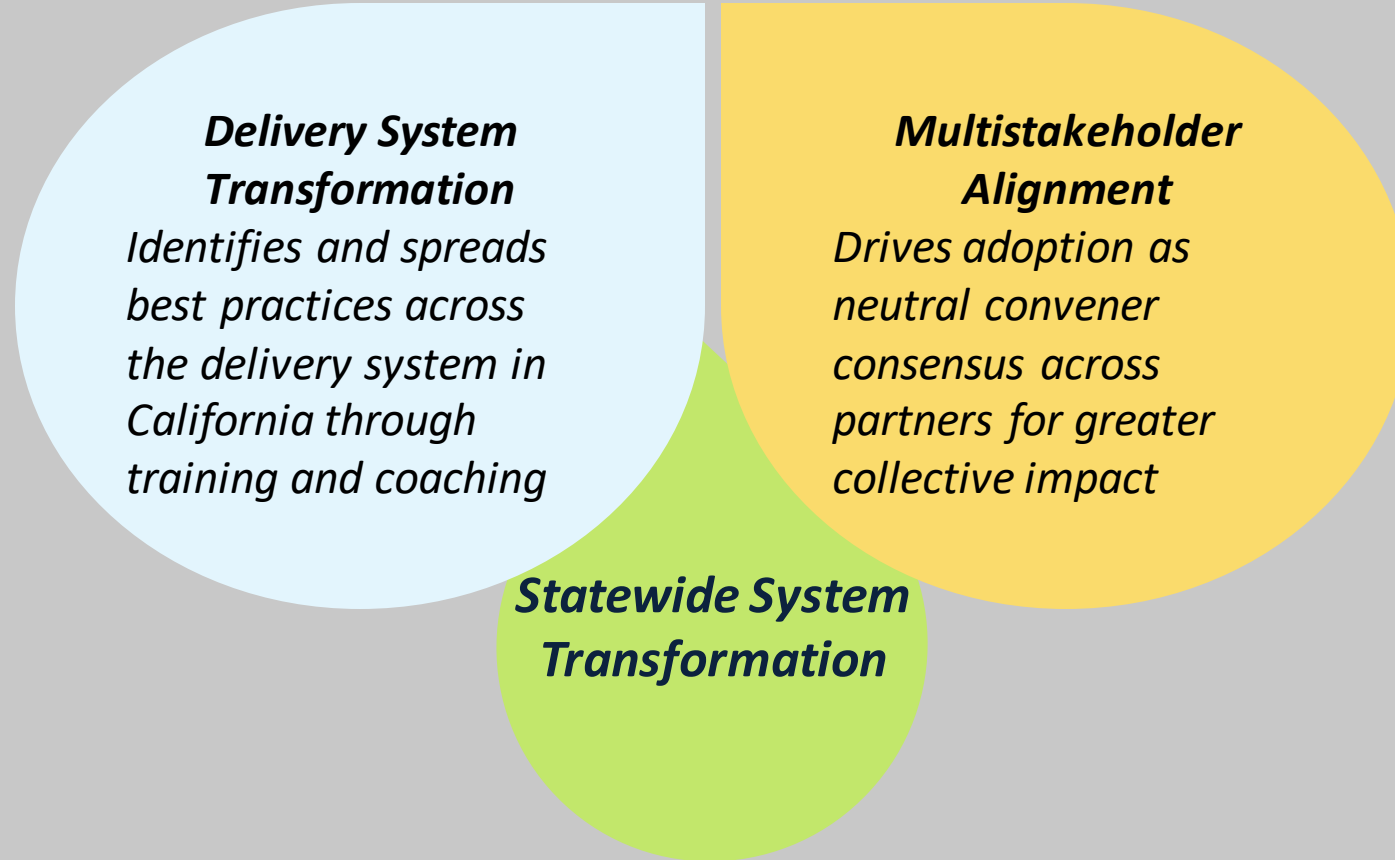
Introductions and Overview of Behavioral Health Integration

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Learning Objectives

- 1) Understand how **behavioral health integration** facilitates data sharing: Attendees will learn how measurement-based care enhances care coordination, supports population health management, and informs quality improvement strategies.
- 2) Identify **key strategies for building partnerships** that support data-driven integration: The session will provide examples of how provider organizations and health plans can work together to use data to overcome barriers, streamline workflows, and sustain integrated behavioral health models.
- 3) Apply **data-driven approaches** to improve behavioral health outcomes and provider experience: Participants will explore case studies demonstrating how data utilization reduces provider burden, enhances patient engagement, and drives measurable improvements in behavioral health integration.

California Quality Collaborative



Advancing the quality and efficiency of California's health care delivery system by creating scalable, measurable improvement



- Plans*
- Provider organizations*
- Purchasers*
- Patients*
- Delivery System Partners*

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Advancing Our Behavioral Health Strategy Through Integration

Key Strategic Pillars

- Provider Satisfaction
- Expanding Ecosystem
- Patient Navigation
- High-Quality Care

Integration

Advancing Behavioral Health as Health Care:

builds health care system where behavioral & medical conditions are treated concurrently under comprehensive care plan

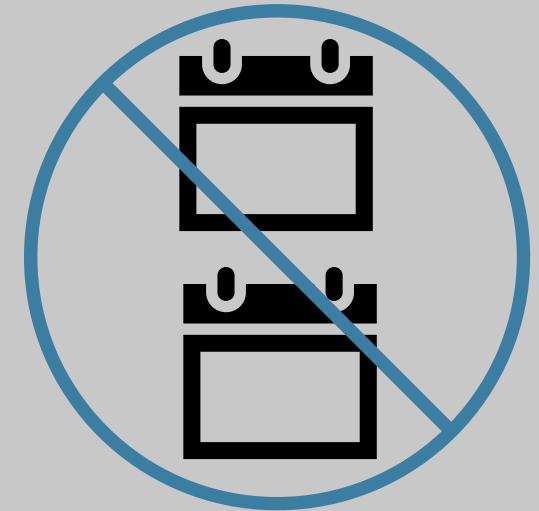
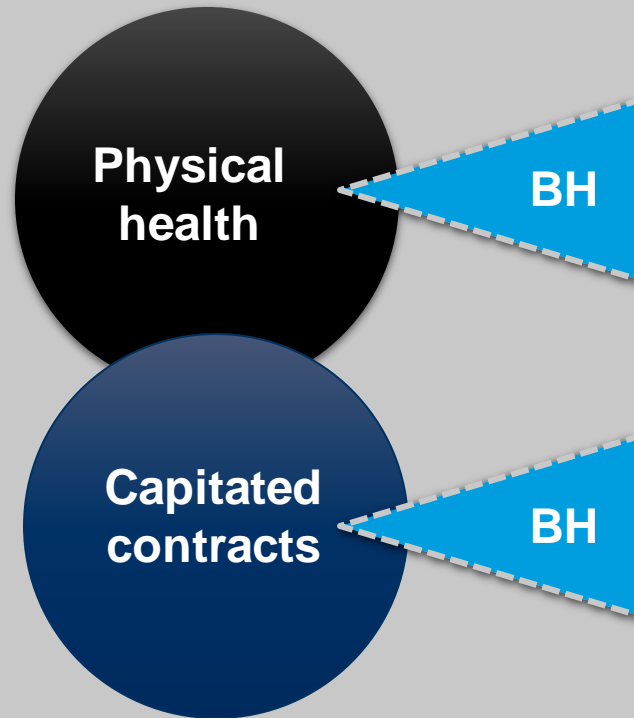
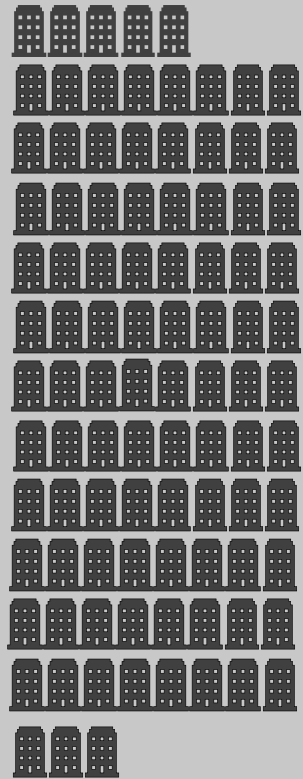
Right-Sizing Behavioral Health Care:

creates a “no wrong door” system that connects patients to appropriate provider and level of care in a timely manner

Removing the Burden from the Patient:

offers care where patient is most likely to receive it as well as navigational support that improves linkages to specialty care and community resources as needed

California Landscape | Behavioral Health Integration



93 different payers (health plans, delegated provider organizations, managed behavioral health organizations)

Two (often overlapping) carve-outs (largely commercial plans)

- Mental health benefits
- Capitated arrangements

Same day billing not reimbursed for medical and behavioral visit (for Federally Qualified Health Centers)

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A Patient Journey... Integrated State



A patient comes for a primary care visit. She is a single parent of two, works full-time and has been struggling with depression, diabetes and insomnia.



Primary Care Office

Care team screens for depression

Behavioral health provider on site

PCP does warm handoff

Behavioral health provider available for same-day visit

PCP and behavioral health provider share a care plan with collaborative follow-up

Behavioral Health Integration
BH provider documents care plan in medical note (same EHR)

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Progress and Challenges to Advancing Integration

Current State

Implementation and sustainability challenges (cost, resources, buy-in)

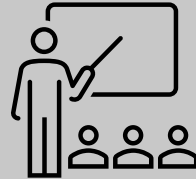
Variations in billing and reimbursement

Insufficient data sharing

Blue Shield's Approach to Supporting Integrated Care Through Collaboration



Provider Engagement



Implementation Support & Technical Assistance



Designated Point of Contact



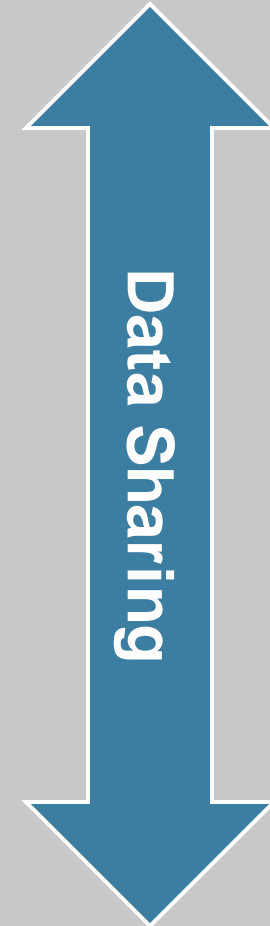
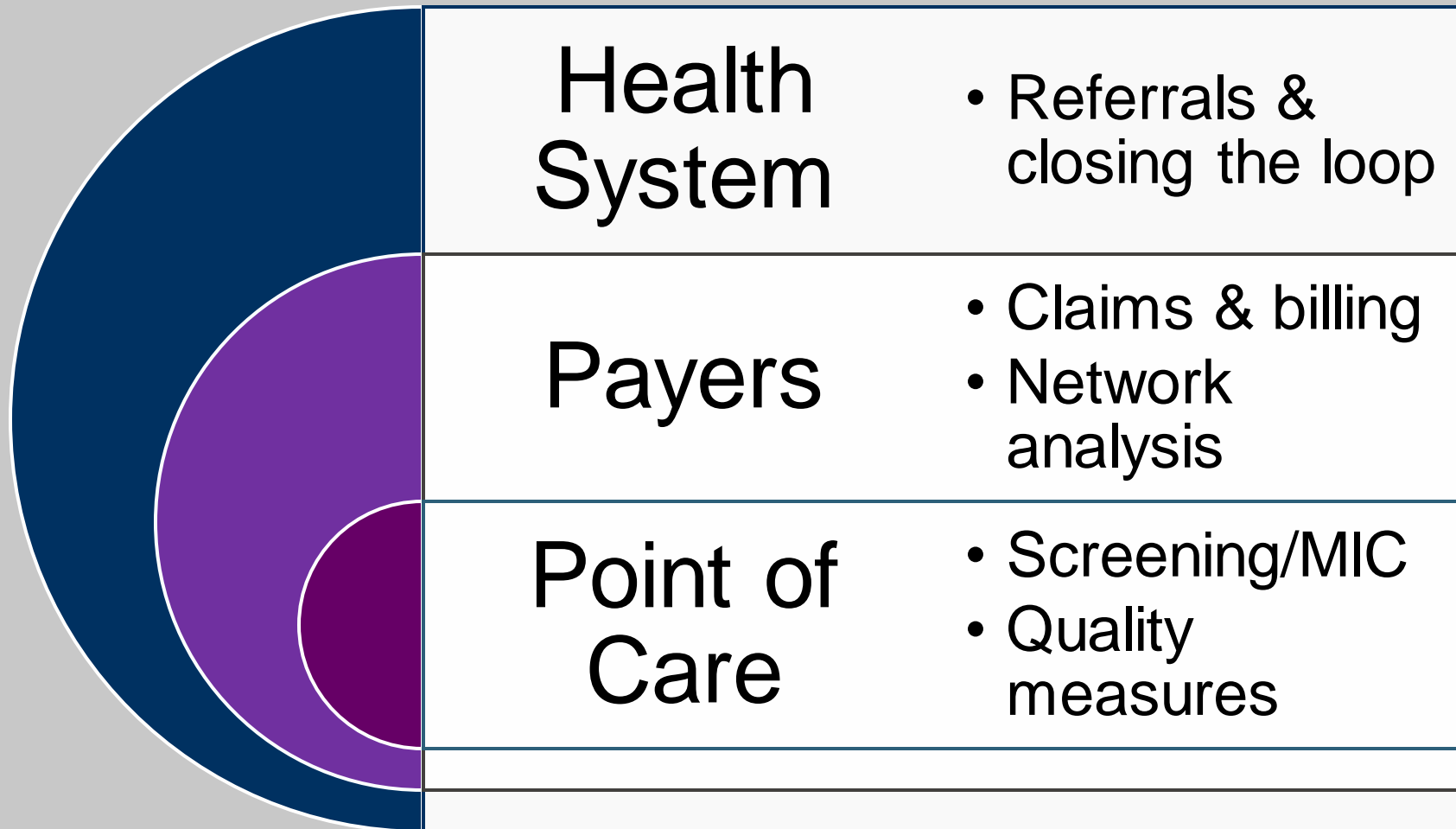
Data-driven approaches to improve behavioral health outcomes and provider experience

Measurement Informed Care (MIC) & BHI

- MIC is when **treatment decisions are based on data** collected in patient-reported outcomes measures, using validated measurement tools, such as PHQ-9
- MIC helps turn patient experiences and **clinician observations into measurable outcomes**
- By routinely collecting data using standardized and validated measure to guide treatment clinicians can **improve patient outcomes and satisfaction**

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Data Sharing Supporting Integration



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Key strategies for
building partnerships that
support data-driven
integration

Partnerships & Alignment Supporting Sustainable BHI

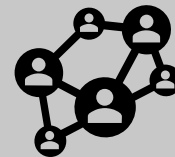
BHI Payer Workgroup

Industry Findings

1. CA system complexity hinders **integrated care reimbursement & sustainability**
2. **Payers can champion BHI** as part of their behavioral health access and quality strategy
3. Current data systems do not **facilitate integrated workflows**



Create a network of health plan leaders ready to support BHI



Collaborate with peers and BHI SMEs to facilitate BHI implementation for plans and providers



Co-design documents to help ready plans and providers for BHI implementation

▶ Sustainable Behavioral Health Integration Financing: Successful Practices & Opportunities (CQC Issue Brief, October 2024)

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Building a Better System

Addressing behavioral health needs within primary care is critical to keeping patients healthier, making mental health care more preventative and easing the burden on primary care teams.



Thank you!



Kristina Mody, MPH, Director of Practice Transformation, California Quality Collaborative

kmody@pbgh.org



Nicole Stelter, Ph.D., LMFT, Director, Behavioral Health, Blue Shield of California

nicole.stelter@blueshieldca.com

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