



Behavioral Health Network Adequacy Report Jackson Care Connect: Q4 2024

This report is intended to highlight key areas of member access for outpatient behavioral health services in Jackson Care Connect. It offers a snapshot of current conditions and may not reflect the individual experiences of specific providers, which may vary by provider type.

Data is pulled from existing reports stemming from access initiatives and include metrics that show a general health of access. Data sets are presented in four categories:

1. **Provider network:** Focus on the volume of outpatient providers in the network.
 - a. Total outpatient providers.
 - b. Outpatient provider average time serving the network.
2. **Provider reach:** Focus on the number of members served by outpatient providers and frequency of service.
 - a. Average members served per provider.
 - b. Average services per provider.
3. **Member experience:** Focus on penetration rate of members with a breakdown by various demographics.
 - a. Penetration rate reflects the number of active members engaged with outpatient BH services.

Provider metrics are split into three categories: Certificate of Approval (COA) providers, non-COA providers, and all providers. There is also a section for outpatient behavioral health providers of interest (POI) that highlights trends at larger community partner practices. Penetration rates reflect only specialty behavioral health services, behavioral health services provided in primary care are not included.

This data was gathered primarily from claims, Notifications of Treatment, member demographics, and provider self-reported data fields. Charts with *grey dots* indicate averages or totals.

Future iterations of this report will also look to include areas focused on culturally specific services.

Q3 (October) 2024 Update:

All graphs in provider network and provider reach sections have been updated to reflect the current access in COA, non-COA practices and all practices.

An additional section with providers of interest (POI) for the region has been created for the provider network and provider reach metrics. Please see appendix A for a list of the current POI for this region.

The provider retention graphic, “Outpatient Provider Average Years Serving Members,” has been updated to include provider type breakouts (e.g. QMHP, LMP, CADC, etc.) to remain cohesive with other metrics in the provider network and reach sections.

January 2024 Update:

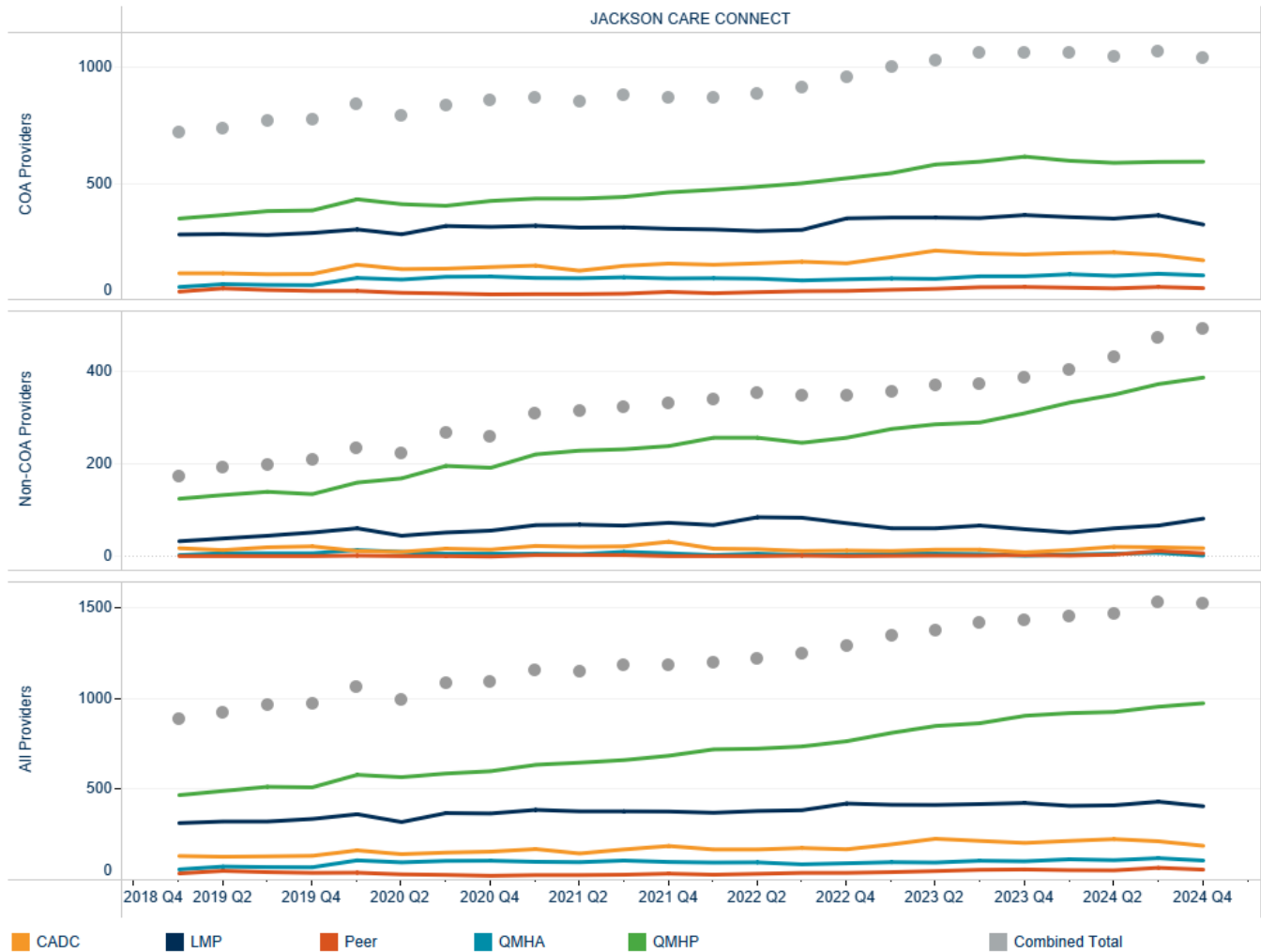
The graph titled “Average Years Serving the Network” has been updated to reflect the differences between COA and non-COA provider groups.

September 2023 Update:

Provider metrics are now split into three categories: COA providers, non-COA providers, and all providers. COA is defined as a rendering provider on a claim at a pay to provider with a COA on record with Care Oregon. Penetration rates now reflect only specialty behavioral health services, primary care is not included.

Provider network

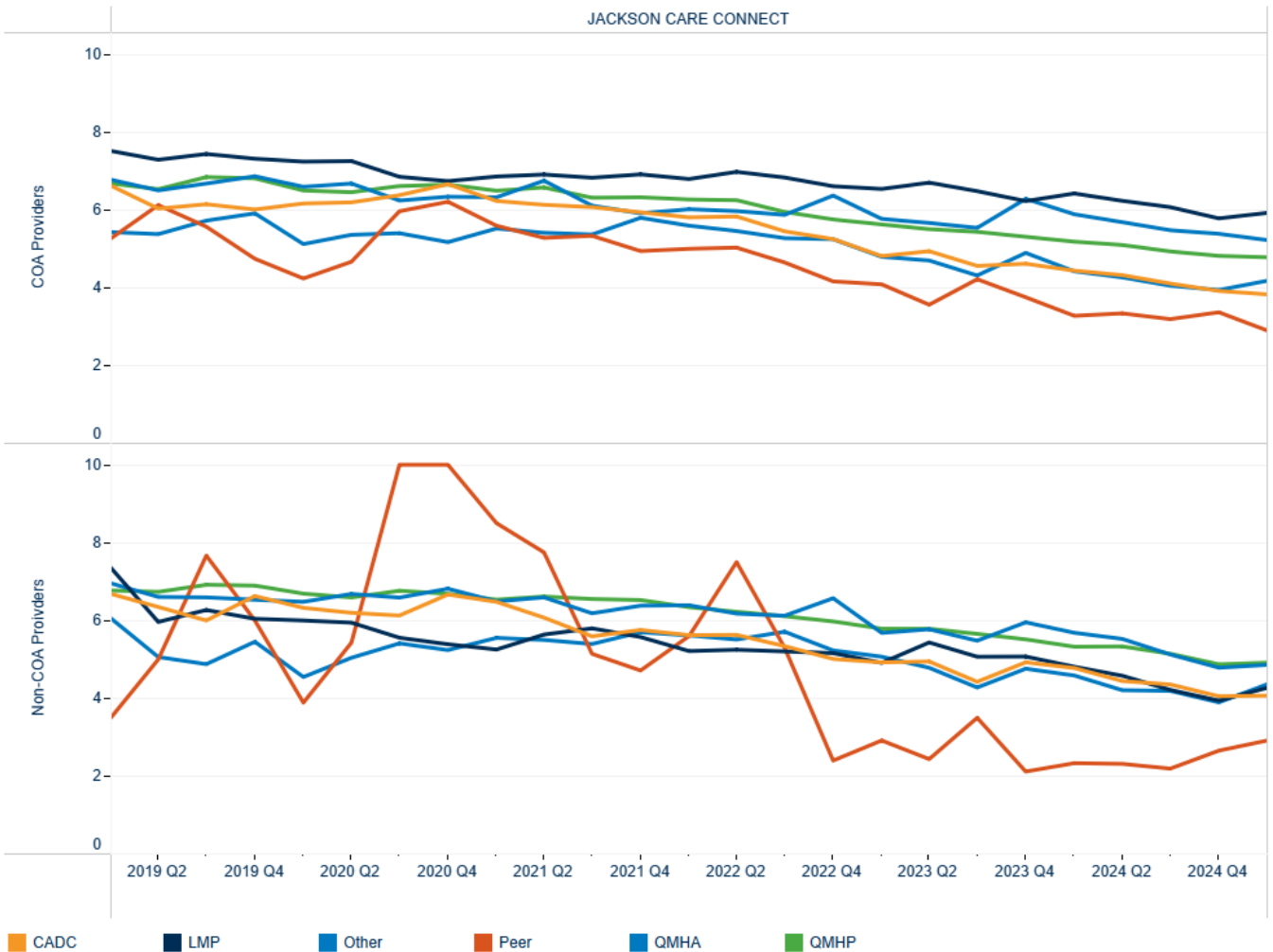
Total Providers Serving Members



- Gray dotted line indicates total number of unique outpatient rendering providers, both contracted and non-contracted.
- Qualified Mental Health Providers (QMHP) includes board registered associates, Licensed Professional Counselors, Licensed Marriage and Family Therapists, Licensed Clinical Social Workers, and QMHP, who are neither registered nor licensed.
- Includes only providers with paid BH claim(s) within the quarter.

The data indicates the number of outpatient providers has risen since the pandemic in 2020. The rise could be attributed to an increase in telehealth usage. This data does not distinguish between private, group or certified mental health professional (CMHP) settings. The provider of interest section below highlights trends at larger community partner practices.

Outpatient Provider Average Years Serving Members

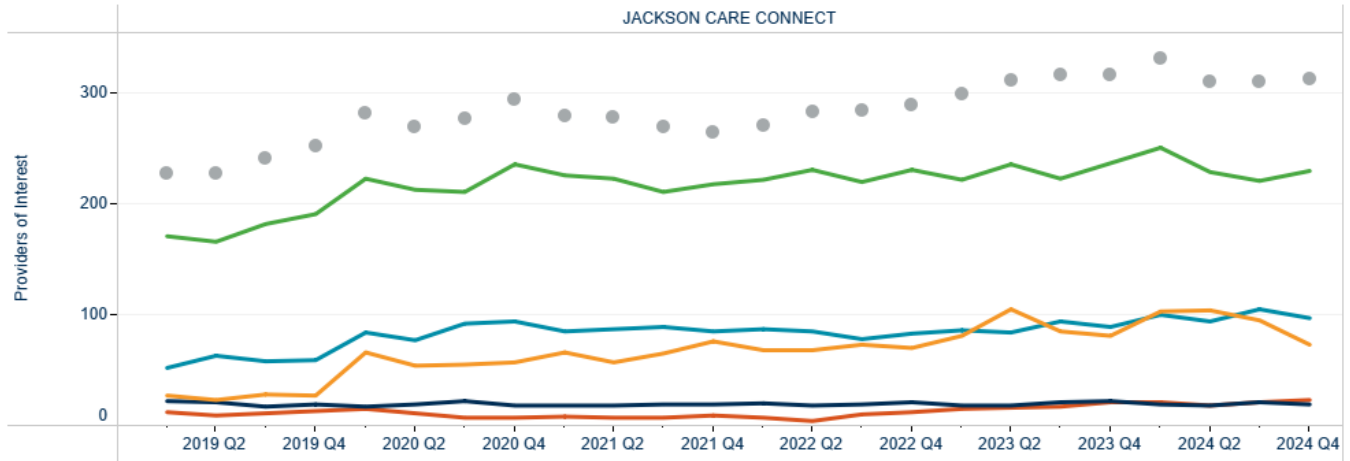


- Average time for individual providers serving CareOregon members. Range is individual providers' first claim to most recent claim.
- Provider identified by national provider identifier (NPI).
- Same provider criteria for total outpatient providers data set.

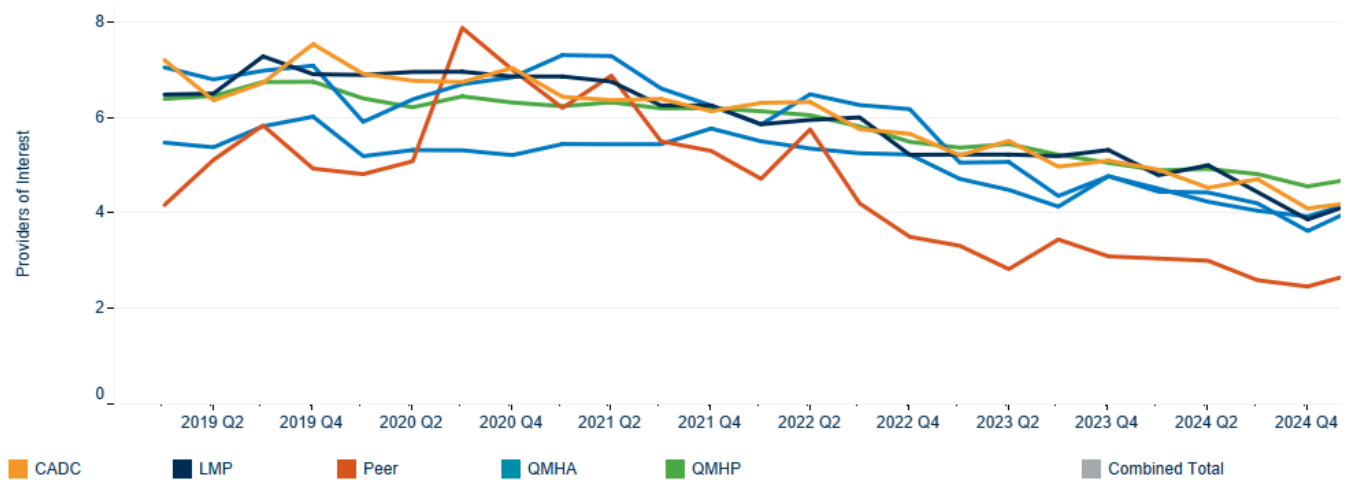
The average time for providers has decreased steadily since 2019. More research on this metric would aid in understanding the cause of the decline, it may be that expansion of telehealth brought an increase in new providers to regions. Anecdotally, systemic issues of burnout, cost of living, etc., may also be factors. Organizations with high instances of turnover would lead to relying on new providers with less time in the field.

Provider network – Providers of interest

Total Providers Serving Members



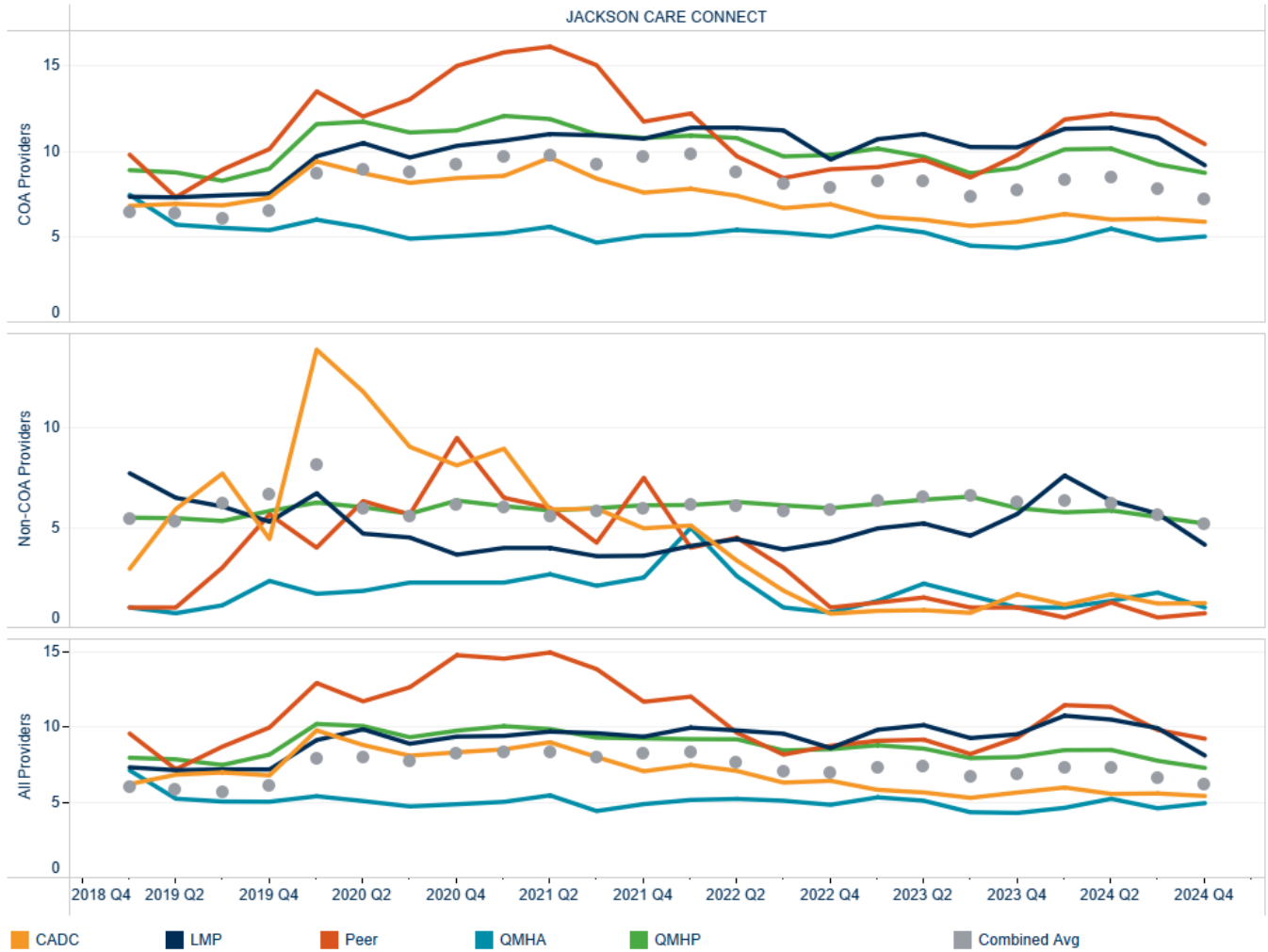
Outpatient Provider Average Years Serving Members



- Gray dotted line indicates total number of unique outpatient rendering providers, both contracted and non-contracted.
- Qualified Mental Health Providers (QMHP) includes board registered associates, Licensed Professional Counselors, Licensed Marriage and Family Therapists, Licensed Clinical Social Workers, and QMHP, who are neither registered nor licensed. See Appendix A for list of providers of interest
- Includes only providers with paid BH claim(s) within the quarter.

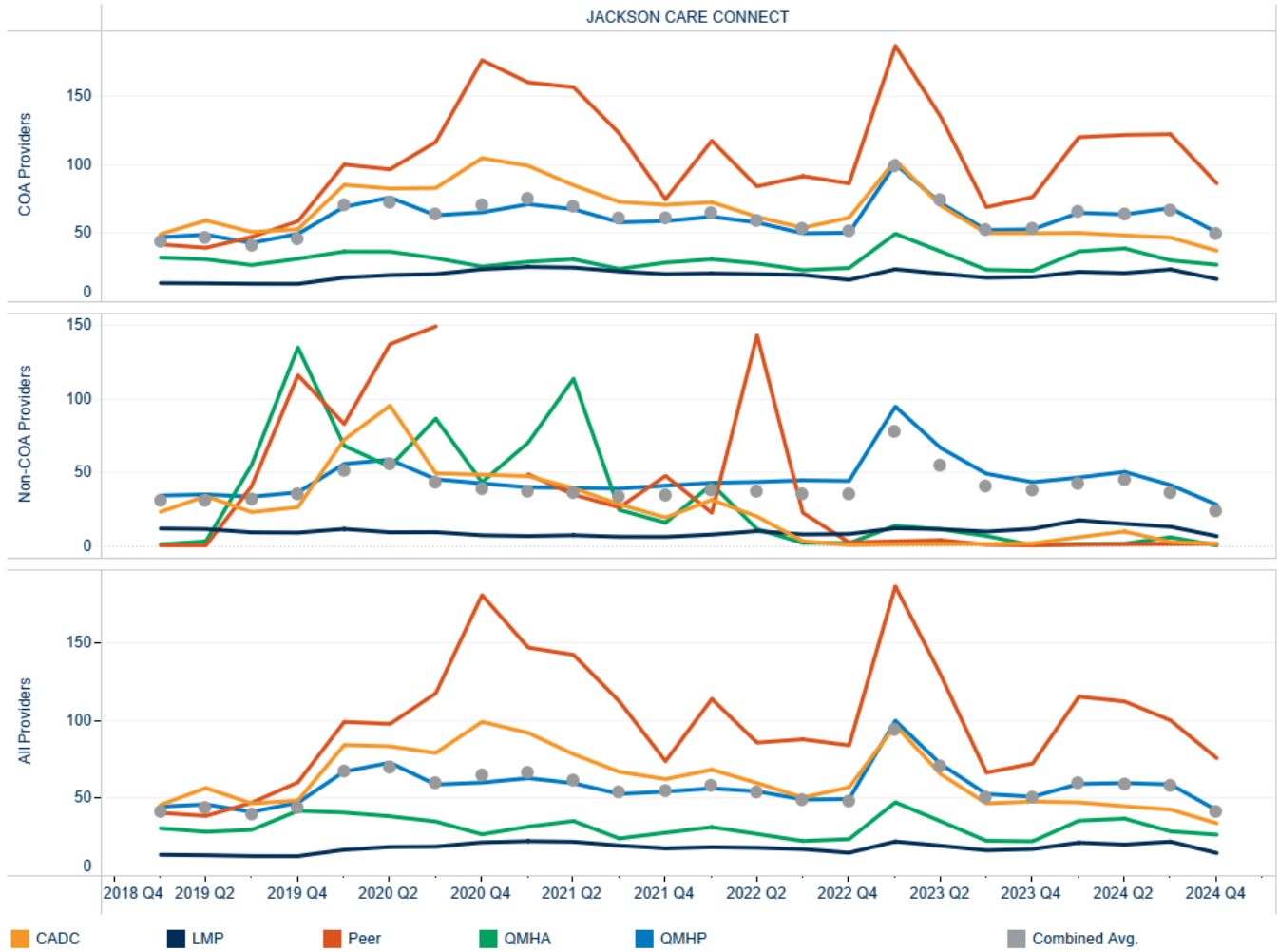
Provider reach

Average Members Served per Provider



Average unique members served by outpatient behavioral health providers per quarter.

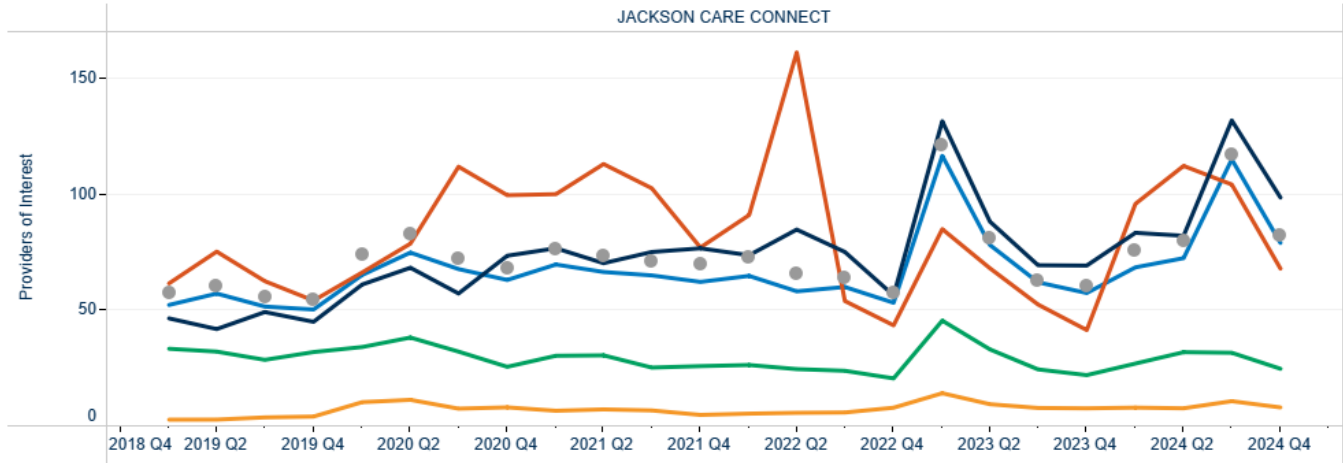
Average Services per Provider



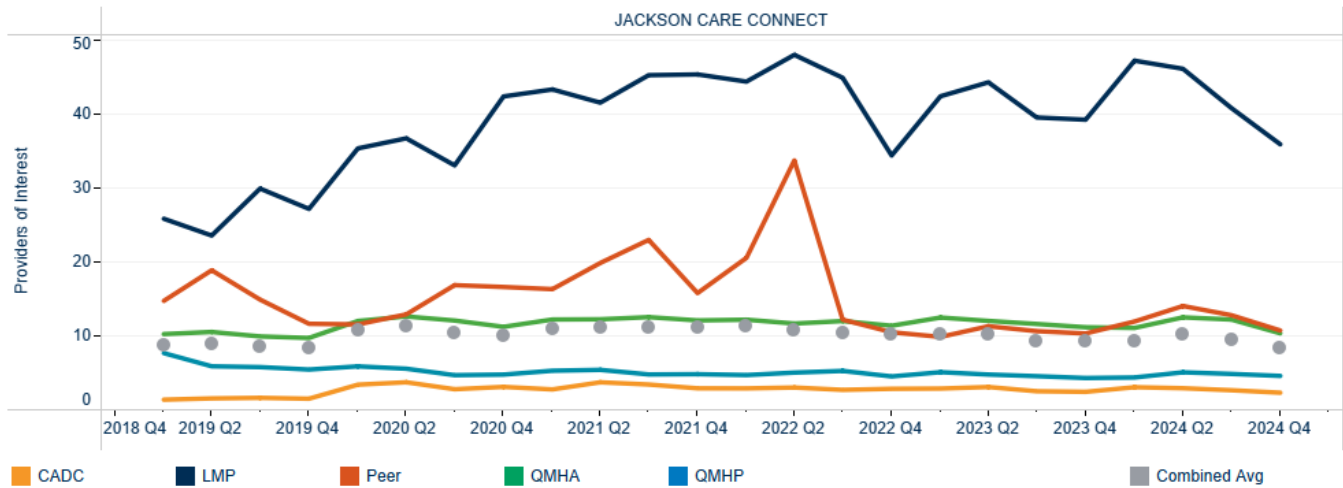
- Average services per provider per quarter.
- Service defined by a single claim line.

Provider reach – Providers of interest

Average Services per Provider



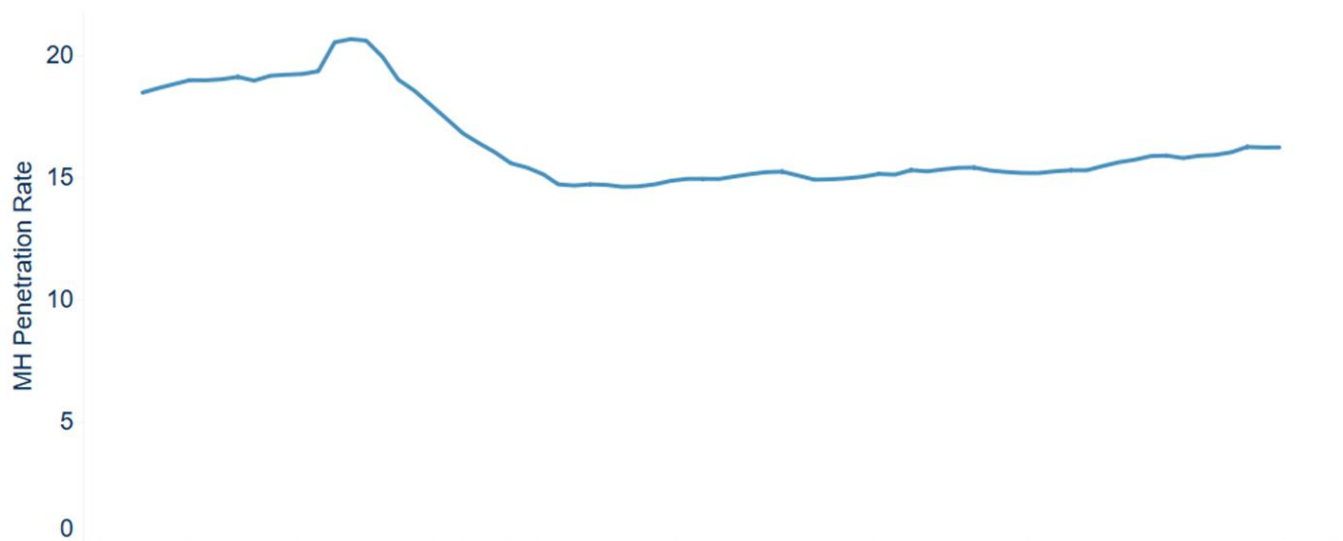
Average Members Served per Provider



- See Appendix A for list of providers of interest

Member Experience

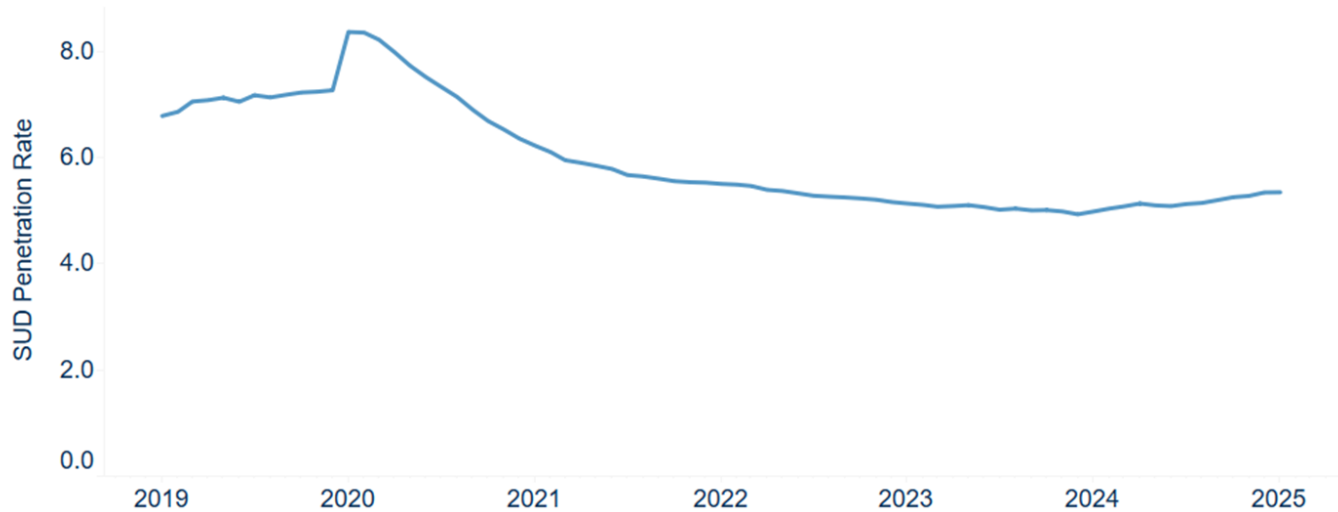
JCC MH Penetration Rate



	2019	2020	2021	2022	2023	2024		2019	2020	2021	2022	2023	2024
Child 0-5	5.9	4.8	5.3	6.9	6.0	6.1	Female	19.8	17.1	16.9	17.7	16.8	17.2
Child 6-18	18.1	16.7	17.2	18.1	18.0	18.8	Male	15.9	12.8	12.7	13.2	13.3	14.1
Adult 19+	24.2	22.4	22.2	21.5	20.5	22.2							

	2019	2020	2021	2022	2023	2024
American Indian or Alaska Native	19.1	18.4	18.2	19.7	19.3	19.7
Asian, Native Hawaiian, Pacific Islander	8.7	7.8	9.4	9.7	7.7	10.0
Black or African American	17.7	17.4	18.9	21.9	18.9	19.9
Hispanic or Latina/o/e/x	12.9	11.3	11.7	11.2	11.1	11.4
Not Provided	16.2	13.8	13.5	13.7	13.7	14.1
Other Race or Ethnicity	18.0	15.4	14.1	14.2	15.2	15.3
White	19.9	18.4	18.3	18.1	18.0	19.5

JCC SUD Penetration Rate



	2019	2020	2021	2022	2023	2024		2019	2020	2021	2022	2023	2024
Child 0-5	0.6	1.5	1.6	2.0	1.5	0.1	Female	5.4	4.9	4.4	3.8	3.3	3.7
Child 6-18	1.8	1.5	1.5	1.2	1.4	0.9	Male	7.3	6.5	4.9	5.2	4.9	6.0
Adult 19+	11.9	11.7	9.8	8.9	8.3	9.1							

	2019	2020	2021	2022	2023	2024
American Indian or Alaska Native	9.9	5.9	5.2	5.6	4.6	6.8
Asian, Native Hawaiian, Pacific Islander	4.0	4.4	2.5	3.3	2.2	2.9
Black or African American	8.6	8.5	5.6	4.5	6.4	6.4
Hispanic or Latina/o/e/x	3.7	3.7	3.1	2.8	2.6	1.9
Not Provided	4.2	3.8	3.8	3.5	3.1	2.6
Other Race or Ethnicity	5.7	5.6	4.6	4.3	3.9	5.8
White	6.1	5.7	5.3	4.9	4.9	4.3

- Rate in graphs do not include behavioral health in primary care. The previous version of this report did include behavioral health in primary care in penetration rate calculations.
- PR = percent of active members of total enrollment.

Appendix A

Providers of Interest – Jackson Care Connect

- ColumbiaCare Services
- Jackson County Mental Health
- Kairos Northwest
- Options for Southern Oregon