

### WHY ARE THE NEQCA BEHAVIORAL HEALTH SERVICES CHANGING?

In the new model, the Resource Specialist (RS) role has been designed to target *complex* pediatric patients for whom we can have the biggest impact on improved quality of life and reduced cost. The development of patient referral criteria will allow the Resource Specialist to focus on patients with *complex* medical, behavioral, and social needs.

### WHAT SERVICES DOES THE RESOURCE SPECIALIST PROVIDE?

One full time Bachelor's level Resource Specialist (RS) will cover all pediatric practices across the network that do not have their own behavioral health staff. The RS works in collaboration with patients, families/caregivers, clinical staff and referring providers to connect patients with *complex* medical/behavioral/social needs to relevant community resources. The RS promotes timely access to appropriate care and services, increases utilization of preventive care, and addresses social determinants of health barriers. Services will be provided telephonically and/or through telehealth.

### WHICH PATIENTS CAN I REFER TO THE PEDIATRIC RESOURCE SPECIALIST?

Resource Specialist services are for *complex* patients with high/severe complexity in at least one domain or moderate/severe complexity in at least two domains. Domains include:

- **MEDICAL** (i.e. chronic or life limiting illness, physical impairment, multiple hospitalizations, etc.)
- **PSYCHOLOGICAL/PSYCHIATRIC/BEHAVIORAL/DEVELOPMENTAL** (i.e. persistent mental health problems, unmanageable behavior problems, new developmental disability diagnosis, etc.)
- **SOCIAL** (SDOH i.e. poverty, homelessness, food insecurity, unsafe home environment, undocumented immigrant, etc.)

All insurances (\*with the exception of Wellforce Care Plan ACO) will be eligible for RS services.

*Non-complex patients with routine behavioral health needs will be managed by the practice utilizing a geographically targeted Resource Guides provided by NEQCA.*

### HOW WILL OUR PRACTICE MAKE REFERRALS TO THE RESOURCE SPECIALIST?

Using the **Resource Specialist Referral Form**, the practice will eFax referral directly to the RS. The RS will contact the patient/family/caregiver within 5 days of receiving the referral and will provide the requested resource information to the patient/family/caregiver within 5 days of that initial contact..The RS will use the patient's EMR to communicate with the provider and document interventions.

### WHEN WILL THE RESOURCE SPECIALIST SERVICES BE AVAILABLE?

The NEQCA Resource Specialist will be introduced to participating practices by November 16, 2020

For more information about the program, please contact **Michelle Papazian**, LICSW Behavioral Health Program Manager:  
[mpapazian@neqca.org](mailto:mpapazian@neqca.org) 617 935-6603