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Philadelphia Behavioral Health Opioid Centers of Excellence (COEs)

Opioid COEs allow providers to take a more active (rather than passive) approach to engagement and navigation, to help overcome the stigma and ambivalence that people face who have an opioid use disorder. The goal is to streamline connections to Medication Assisted Treatment, creating a clear path to an important intervention that can be intimidating or perceived as cumbersome. COEs provide “whole person care”, allowing for linkage to other key services beyond substance use disorder treatment, including primary care, mental healthcare, and social determinants of health supports (e.g. housing, food). These provider organizations help facilitate leveraging people with lived experience to help guide members into treatment, and to stay with them at crucial junctures when they may step away from or be "lost" to the long-term recovery process.

CBH has been very strategic in the transition of behavioral health COEs in Philadelphia to Managed Care Organization (MCO) oversight, to ensure that the transition is as seamless as possible. First and foremost, the CBH Project Management Office supported and organized the transition by creating a project timeline with goals and milestones. A COE Workgroup was developed, with representatives from across CBH, which met weekly in the beginning of the project and meets monthly since the COE Performance Standards and performance metrics were finalized. CBH has also participated in opportunities with other MCOs to standardize COE models across the Commonwealth. CBH attends the bi-weekly COE MCO meetings and has participated in the Fidelity Guidelines workgroup, led by Pitt PERU, in the development of State-wide COE program guidelines. CBH also participates in the COE Learning Collaborative workgroup, also led by Pitt PERU.

To begin tracking service quality and member outcomes for COEs, CBH developed quarterly provider-level performance metrics based on the Ops 10 metrics, to further align expectations between the Pennsylvania Department of Human Services (PA DHS) and CBH and ease the transition for providers. CBH has also developed, and made available on our website, COE Performance Standards that are based on the Fidelity Guidelines to ensure that our expectations and requirements of COE providers align with those of other



BH-MCOs. In addition to the standardized COE program requirements, the CBH COE Performance Standards:

- Remove barriers to OUD treatment by giving providers the flexibility to conduct screenings and assessments after the individual has agreed to the enrollment.
- Increase access to OUD treatment by having the COEs “meet the individual where they are” through development of referral networks and MOUs in the community, beyond their internal OUD programs.

CBH has had a collaborative relationship with our COE providers. We have met with individual COE providers to discuss each of their programs and met several times as a group to review performance data and solicit feedback about the Performance Standards. We incorporated provider feedback into the final draft of the Performance Standards. CBH has begun regular quarterly meetings with providers in 2024 and will be holding individual meetings with providers as needed, including reviewing performance reports.