

# MCSA Regional Conference Wednesday, October 14, 2020



Comprehensive **A**ddiction **R**ecovery **E**ducation & **S**upport  
Program



Certification of  
Organizational  
Management  
Expires 10/01/2023

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Heritage Health Solutions, Inc. is a premier provider of integrated health care management to government entities and commercial clients. Heritage meets the demands of an ever-changing health care landscape by providing our clients with comprehensive, customized solutions. We manage costs, utilization, and quality, which leads to optimal health care outcomes.



## Public Sector & Corrections

We have a proven history of working with government entities, such as the **Department of Veterans Affairs** and **Department of Justice**, and of providing comprehensive pharmacy benefit management and specialized services.



## Commercial

We work with self-funded entities to provide integrated pharmacy and medical management services that are all-encompassing and cost effective.

A photograph of a modern, multi-story building with large windows, partially obscured by a blue overlay. The building is surrounded by greenery and trees.

# Heritage at a Glance

# How We Serve



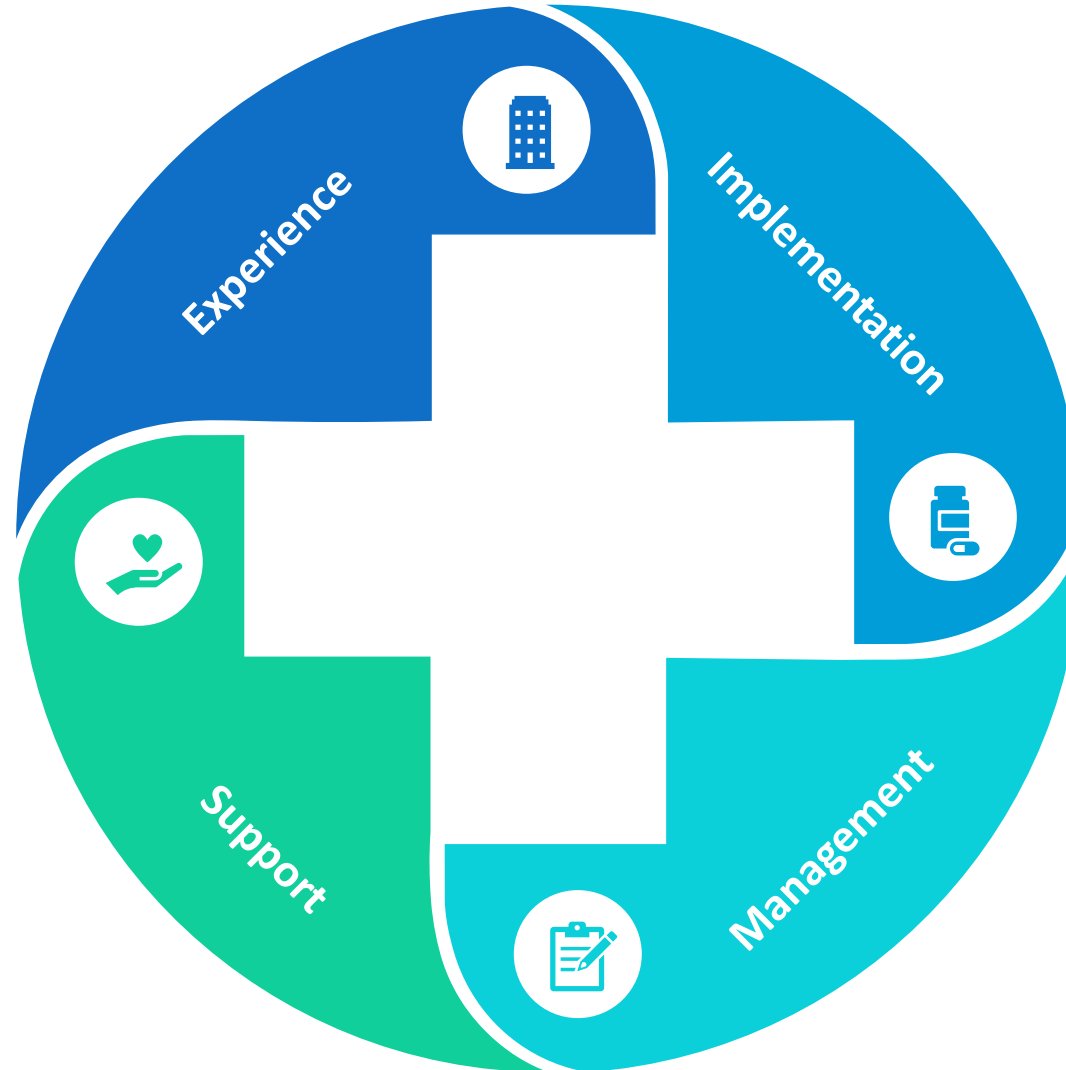
Saved the federal government more than **ONE BILLION** dollars over the last decade.

## Experience

- Over 13 years of inmate health care expertise
- Over 14 Years of veteran health care experience

## Supported Departments

- United States Marshals Service (USMS) Department of Corrections
- Department of Veteran Affairs (VA)



## Implemented Programs

- First & Emergent Pharmacy Program servicing veterans
- Camp Lejeune Family Member Program
- National Managed Care Contract (NMCC) for USMS detainees

## Management of Programs

- Manage pharmacy claims in nearly 700 VA medical facilities nationwide
- Adjudication of medical and pharmacy claims in 480 jail facilities

# Corrections Industry Partnerships



We are aligned with great partners in the industry.

## USMS

Proud Sponsor of  
US Marshals Survivor  
Benefit Fund



## AJA

Proud Supporter of the  
American Jail Association



## MCSA

Diamond Sponsor of  
Major County Sheriffs of  
America



## NCCHC

Participants in Certified  
Correctional Health  
Professional Program



## FOP

Proud Supporter of  
Fraternal Order of Police



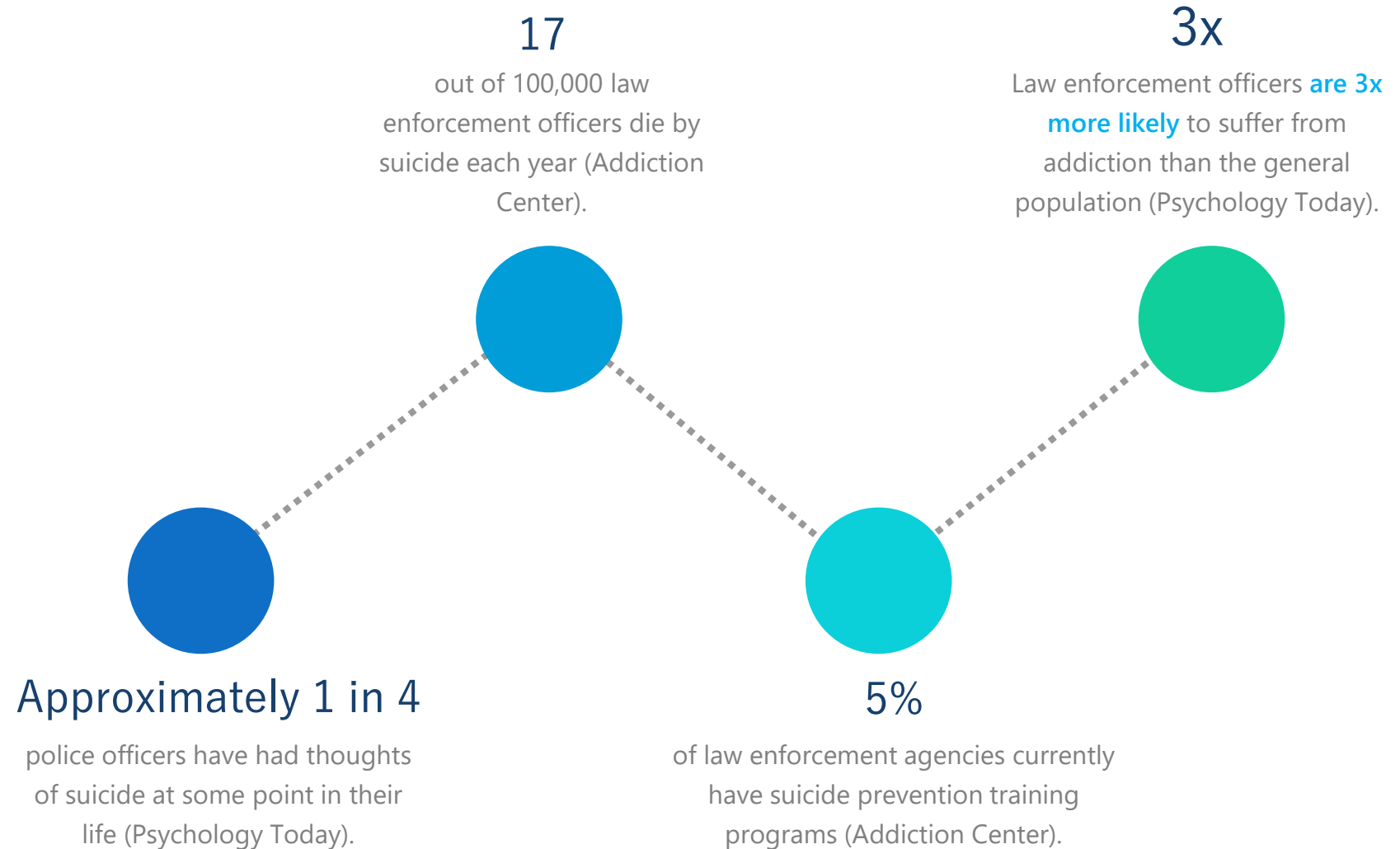
# Valuable Insight

Commonalities within the Patient Populations We Serve



## Connecting the Dots

Our partnerships with law enforcement agency groups and managing medical and pharmacy claims for those in federal custody have given us valuable insight into two patient populations, law enforcement professionals and inmates. We've taken that insight and created a solution based on the similar need for comprehensive Addiction Support and Suicide Prevention.



# Interconnection of Suicide, SUD, & COVID



## 2<sup>nd</sup> Highest Risk

Alcohol & drug abuse is the **2<sup>nd</sup> highest risk** factor for suicidal behavior (CDC).

## Approx. 4x Higher

Depressive disorder was approximately **four times higher** that reported in the second quarter of 2019 (24.3% v 6.5%) (CDC).

## 10x

increase in suicide risk for individuals with SUD as opposed to the general population (Czeisler).

## 1 in 2 Adults

Nearly **1 in 2 adults** in the United States suffer from SUD (SAMSA).



## 40.9%

of U.S. adults reported struggling with mental health or substance use during late June 2020 (CDC).

## 41,000 Deaths

Nearly **41,000 deaths** in the United States result from suicide each year (American Foundation for Suicide Prevention).

## 6x

likelihood of individuals with SUD to report a lifetime suicide attempt than those without SUD (Thomas).

## 79%

of suicide overdose deaths are related to prescription drugs (CDC).



# We Count On You

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## Job Safety

Law enforcement professionals put their lives on the line each day. This can take a mental and physical toll that few outside of law enforcement understand.

## Public Safety

Ensuring the safety and well-being of the public is a huge responsibility and, at times, may feel like a thankless job.

## Work/Life Balance

The families of law enforcement professionals often shoulder the stress that come with the job, and that can have a profound effect on their home environment.

## Trauma

Law enforcement professionals often bear witness to scenes of extreme trauma and violence, which can lead to depression, PTSD, and anxiety.



# Count On Us

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At Heritage, we understand how demanding enforcing the law can be. Everyday, you bravely put your life on the line for our safety. That's why we support our First Responders and law enforcement professionals. With comprehensive health care and supportive programs like Heritage CARES, Heritage can help all of our brave men and women in blue be their best selves when serving our communities.





# Comprehensive Addiction Recovery Education & Support Program

# Heritage CARES



Comprehensive **A**ddiction **R**ecovery **E**ducation & **S**upport program for people negatively affected by addiction



## Education

*youturn* is an online learning management system with the largest video library of education, inspiring stories, and insights about substance misuse and abuse.



## Care Management Platform

The Care Management Platform provides a quick and secure way to communicate with health professionals while streamlining suicidal and substance use risk analysis.



## Peer Coaching

State-certified Assertive Community Engagement (ACE) coaches are NIDA trained and understand which community resources and programs best fit any situation. Available 24/7.

**Heritage CARES is confidential and evidence-based. We focus on harm reduction and behavioral modification to encourage taking the first step towards recovery.**

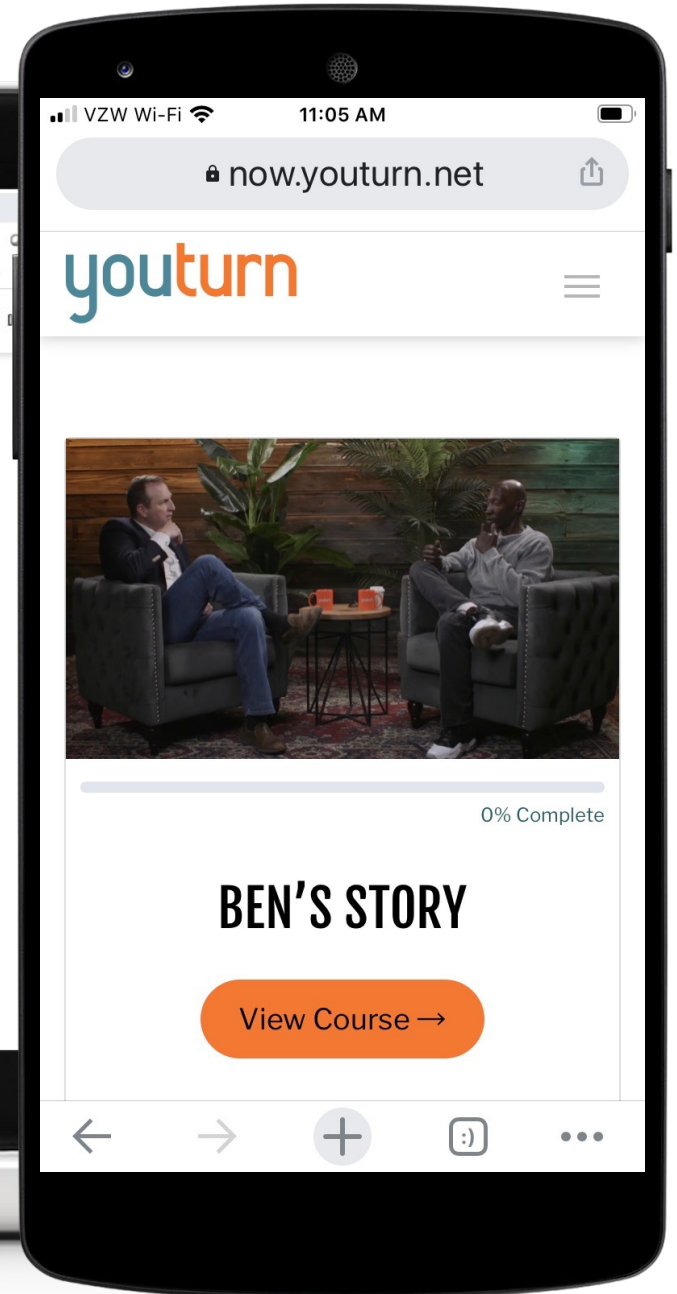
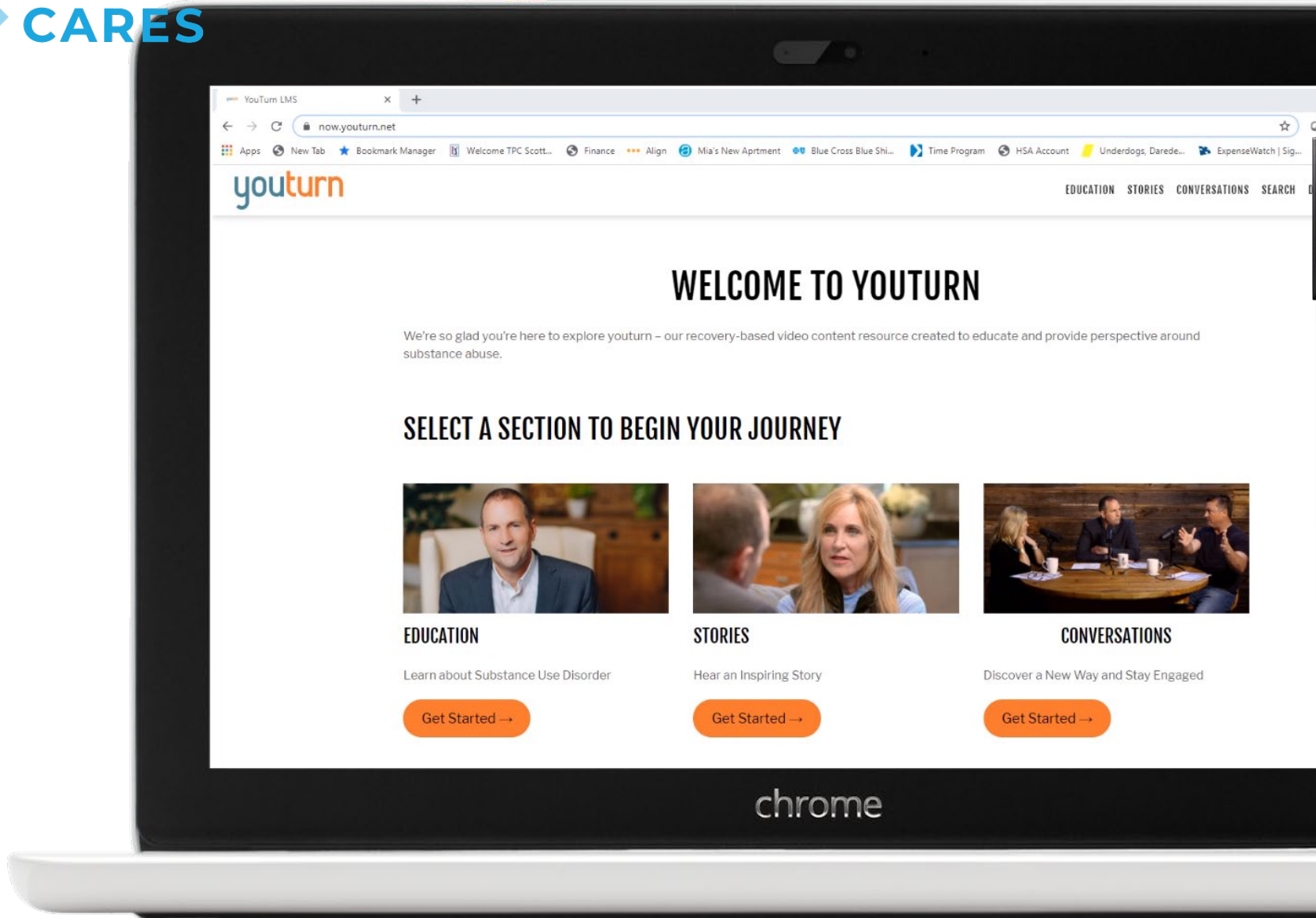


## Education

*youturn* is an online learning management system that contains the most extensive collection of video content about substance abuse. It provides confidential support to individuals struggling with addiction through targeted video series that uses education and live conversations with real people to aid in the journey to recovery.

Be part of the solution.







# Care Management

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## ● Overview

An online addiction support platform proven to help those struggling with any type of substance use issues and their family members.

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## ● Purpose

Provides confidential, 24-hour access to health professionals that are licensed and trained to help with addiction support and suicide prevention on a secured connection.

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## ● Value

This platform offers digital and live support to family members of individuals with substance use issues as well as the individual struggling.







# Care Management Platform

The Care Management Platform provides a quick and secure way to communicate with health professionals while streamlining suicidal and substance use risk analysis.

[Learn More](#)

## Family Members

Are you a family member or loved one of someone who is struggling with substance use? Speak with a Heritage CARES

## Self Assessment

Are you having issues with stress and/or substance use? Take the Heritage CARES online Safety & Substance Use Risk

## Assessment Support

Are you having difficulty taking the online Safety & Substance Use Risk Assessment? Create a

# Self-Assessment

## Columbia - Suicide Severity Rating Scale (C-SSRS) Assessment for Suicide Prevention

Also known as The Columbia Suicide Protocol, C-SSRS was the first rating scale to address the full range of suicidal thoughts and behaviors that point to heightened risk. What makes this scale most effective is the amount of research conducted to validate the relevance of the questions.

### Suicide Risk Assessment

A series of simple, plain-language questions to help identify individuals that are at risk for suicide, assess the severity and immediacy of that risk, and gauge the level of support needed.

### Suicide Prevention Protocol

The Heritage CARES Program's response to suicidal ideations are established and supported by criteria and thresholds outlined by the Columbia Suicide Protocol. We use this to determine the appropriate and necessary actions for each person assessed.



#### Self Assessment

Are you having issues with stress and/or substance use? Take the Heritage CARES online Safety & Substance Use Risk Assessment to identify your behaviors and help decide on the best plan to live your best life.

➔ Assessment



# SBIRT Approach



Screening, **B**rief **I**ntervention, and **R**eferral to **T**reatment Approach for early detection of substance use risk.

## Screening

Quickly assesses the severity of substance use and identifies the appropriate level of treatment through an online questionnaire. Platform users also have the option of completing the screening with help from a certified health care professional via phone.

## Brief Intervention

Focuses on increasing insight and awareness regarding substance use and motivation toward behavioral change.

## Referral to Treatment

Provides platform users with an action plan for their recovery journey which may cover targeted video series and/or ACE certified peer coaching until planned goals are reached.

# Risk Level Engagement



ACE Coaches or Heritage Nurses initiate all engagement with medium and high-risk platform users.



Low Risk

A Low Risk analysis will receive targeted video series content but has the option to reach out to Heritage CARES Nurse if behavior changes



Moderate Risk

A Moderate Risk analysis will receive a brief intervention by a Heritage CARES Nurse followed up with peer coaching and targeted video content



High Risk

A High-Risk analysis will immediately receive peer coaching and targeted video content

# ACE Peer Coaching

Assertive Community Engagement (ACE) Coaches

## Certified Professionals

State-certified ACE coaches are National Institute of Drug Abuse (NIDA) trained and understand maintaining a high level of engagement will achieve recovery goals.

## Accomplish Recovery Goals

Harm reduction and motivational interviewing are the foundation for all coaching activities. Integration of family and community programs into the recovery planning process.

## Develop New Behaviors

Proactive coach outreach helps maintain a positive outlook on recovery journey which will sustain accountability to each recovery goal.





# Supporting Law Enforcement Professionals

It is estimated that up to 10% of law enforcement officers have a SUD (Hurrell).

## Quality of Care

Effective support programs are built on evidence-based practices. Heritage CARES is founded on sound clinical theory and practices such as Motivational Interviewing, harm reduction principles, and family systems theories.

## Family Inclusive

Family members and loved ones are included in our care delivery model at [no additional cost](#). This provides supportive care which will help bring about effective change for the entire family.

## Accessibility

Advancements in technology allows [rapid access](#) to life saving support. Law enforcement professionals and their families can now conveniently access support from licensed health care professionals on a mobile device at any time.





# Reducing Rates of Re-Entry

One-fourth of individuals released, returned to prison within three years for violations including testing positive for drug use (Dept of Justice).

## Accessibility

Advancements in technology allows [rapid access](#) to life saving support. Former inmates can conveniently access support from licensed health care professionals on any internet enabled device at any time. All support is available 24 hours a day, all year round.

## Continuity of Care

Providing former inmates with access to support for substance use issues and suicidal ideations, after release, reduces the likelihood of re-entry for drug related offenses.

## Cost Effective

Inmate wellness funding can be utilized for the implementation of Heritage CARES. Additionally, grant programs such as the Residential Substance Abuse Treatment Program (RSAT) are available to correctional facilities that implement substance abuse treatment programs.



# Integrated Health Care for Corrections



Our vision for this in-demand service is to fulfill a need for an agile, more engaged, full-service jail medical provider.

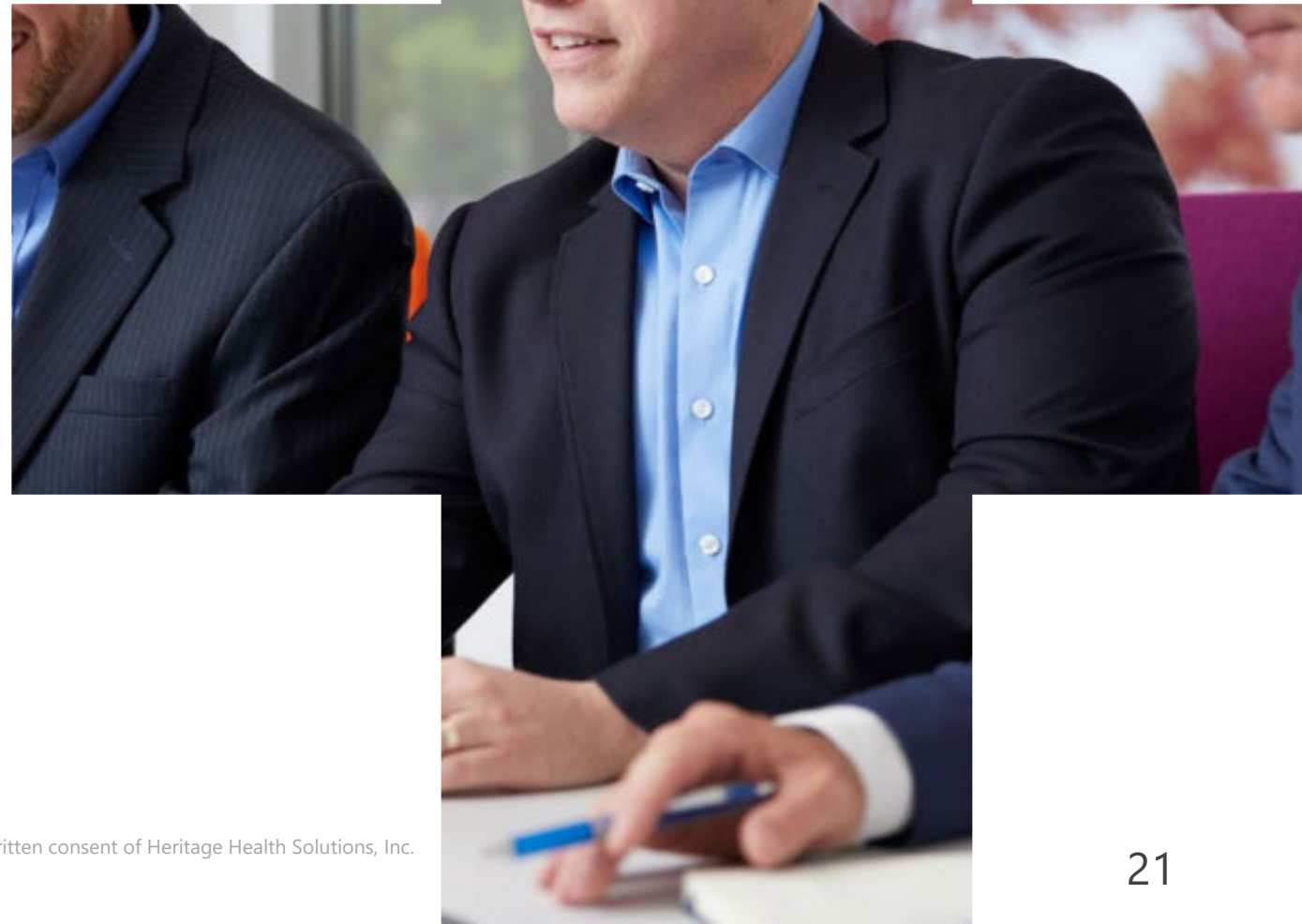
## Intent

Having a smaller footprint allows us to focus on the specific needs of each jail. We manage your inmate-patients with kindness, dignity, and respect while keeping the highest standard of medical practice as a guiding principle.

## Expertise

The Heritage Correctional Team consists of health care leaders with over 30 years of combined experience in all areas of correctional health services. We are your problem-solver, your reliable health care resource, and your game changer.

**Count on us.**





# Contact The Heritage Team



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**To learn more about Heritage CARES, reach out to us directly using our contact information above.**

*We Are Here to Help You  
Through Your Journey.*



HERITAGE  
CARES



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