

STEM: Strategic Outpatient Engagement and Management Team

A clinically focused team to ensure outpatient care follows clinical and coverage guidelines, improves member outcomes, and reduces overutilization and benefit expense when appropriate



Most behavioral health care costs are related to outpatient services. STEM utilizes **Prior Authorization** and **Outpatient Care Engagement (OCE)** programs with a collaboration (OCEC) and UM focus (OCEUM) to ensure members are receiving the highest quality of care possible and achieving the best healthcare outcomes.



OP UM

	Reviews		Case Impact	
	YTD	August	YTD	August
TMS	7947	1102	50%	47%
C&S	37943	4905	35%	33%
SCAs	3022	348	75%	73%

KPI	Actuals	Target
Service Level	78%	80%
Reviews Per FTE	180	160
CA Production	100%	95%

Outpatient Care Engagement

	Percentage of Cases Assigned		Provider Engagement Rate		Case Impact	
	Received	May	Attempts	May	Reviews	Aug
All	9383	48.7%	4237	69.1%	2632	89.0%
E&I	2585	46.1%	659	42.1%	813	93.8%
M&R	1304	48.2%	837	90.1%	293	93.5%
C&S	3315	60.8%	2108	70.5%	1159	83.1%
External	1876	30.9%	449	51.2%	360	93.1%



Key Updates

- Implementing OCEC for routine OP psychotherapy services in 8 C&S markets (KS, LA, MO, MI, NJ, NY, RI, WI)
- Full roll out of TMS on STAR platform completed May 2024
- Reviewing OP services driving trend for specific C&S markets and running analytics to determine if services are outlier and can be managed via OCEC or OCEUM