Behavioral Health Integration Scan Interview Guide

The questions below are the general topic areas we will explore with interview participants. These questions will be modified in light of what is learned during the interview and to fit the expertise of the interviewee.

Opening:
Thank you for participating in this interview. We are talking with you today because we are interested in your experiences with behavioral health integration. During the interview, we will ask you to tell us a little bit about yourself and your thoughts and experiences with behavioral health integration work in your CCO.

1. First, please tell us about yourself.
   - What is your background and training?
   - How long have you been working for this organization?
   - What is your current role in the organization/CCO?

2. Can you tell me how you define behavioral health, mental health, and how you distinguish the two?

   [Interviewer: At this point, clarify for interviewee that you will be using the term “behavioral health” to refer to all behavioral and mental health, health behavior and substance use services.]

3. What is currently being done to integrate behavioral health services into your organization/the CCO?
   - What activities and initiatives are happening to integrate behavioral health?
   - When did these changes take place?
   - What role does integrating primary care into behavioral health play?

4. What is your organization’s/the CCO’s vision for behavioral health integration?
   - What does it look like at year 1? What does it look like at year 5?
   - How does your organization/CCO plan to carry out this vision?
• Providers: What do you know about the CCO’s vision for behavioral health integration? Who sets that vision?
• What are the next steps?
• Please describe any upcoming strategies or initiatives.

5. How has the CCO engaged providers in BH integration efforts?
   • Please describe any CCO led behavioral health integration outreach efforts.
     o CCO: What outreach activities are happening?
     o CCO: Who are you engaging?
     o Providers: Who’s contacted you?
     o Providers: What have you learned?

6. What are the current strengths of behavioral health integration in your organization/the CCO?

7. What are the current challenges to integrating behavioral health in your organization/the CCO?
   • Please describe any challenges related to:
     o Payment
     o Documentation
     o Geography
     o Workforce
     o Data and analytics.

8. Please describe your experience with behavioral health CCO metrics.
   • What other metrics/measures would be of value to you and why?

9. What type of external assistance would be helpful for delivering integrated behavioral health and primary care?
   • What would you find beneficial for furthering behavioral health integration efforts?
   • What would help your CCO overcome some of the challenges you described?