

# A Sustainability Success Story- LifeStream

Rick Hankey, Lifestream Behavioral Health (FL)

- Concrete sustainability plan developed at conclusion of Year 1. Decisions guided by goal of securing substantial state- and community-supported funding streams.
- Medicaid/Medicare payer mix is (approximately) 65%.

## **A Sustainability Success Story (cont. 2)**

- Sustainability plan focused on developing a funding mix that would allow the clinic to continue to provide integrated services to adults with SMI. This included private insurance, Medicaid/Medicare reimbursement, and other sources of income. LifeStream had to develop a mechanism to be able to serve the indigent population. The plan identified a handful of private 3<sup>rd</sup> party payers who provided significant revenue through reimbursement for services (this is where the application of the revenue management cycle can provide the biggest return, worth the investment of time and energy).

## **A Sustainability Success Story (cont. 3)**

- Many of the HMOs were not interested in partnerships until LifeStream was licensed for primary care. Currently building relationship with a new HMO that is very interested in prevention and intervention activities (much more so now than prior to health reform). They are in the brainstorming stages.

## **A Sustainability Success Story (cont. 4)**

- LifeStream attended a series of county meetings on the “Hospital District Tax.” County residents pay a special tax for indigent care. LifeStream received a small percent of this county revenue but other hospitals received the lion’s share. The county’s concern was the lack of accountability - \$\$ just going into hospitals, no data on effectiveness, or benefits to county. LifeStream officials met with local officials presenting data on cost effectiveness, efficiency and accountability of the LifeStream PBHCI initiative, making the case that “indigent” patients are their patients already and getting better primary care in BH setting than FQHC or hospital (patient centered integrated care model, chronic care model). The grantee knew exactly what it would cost to sustain after grant.

## **A Sustainability Success Story (cont. 5)**

- Obtained primary care license which allowed the agency to bill for Medicare and Medicaid population.
- LifeStream has good reputation in county.
- The tax went up for vote in community and passed, with a caveat that there be better oversight and accountability. Also, the ACA happened in this interval with a focus on prevention and intervention, keeping people as healthy as possible.

## **A Sustainability Success Story (cont. 6)**

- County decided to allocate much larger portion of tax revenue to LifeStream.
- County also allocated funding from this revenue stream to support expansion of PBHCI clinic into another city in the county.
- Some fallout (e.g., the FQHC lost some revenue in this reallocation process). However, LifeStream was able to demonstrate it is treating patients being turned away from FQHC because they do not have Medicaid/Medicare.
- Transportation is the only service not fully funded – and they are working on that! Otherwise 100% sustainable, post-grant. *Rick Hankey, Project Director, LifeStream, Florida*