Partnership and promise
Working with Mercy Care Plan and Mercy Maricopa Integrated Care to improve the health of a community

GOOD HEALTH IS MORE THAN JUST GOOD MEDICAL CARE
In fact, many nonmedical factors affect health, like affordable housing and stable employment. Mercy Care Plan (MCP) and Mercy Maricopa Integrated Care (Mercy Maricopa) are working to improve the health of Medicaid-eligible individuals with serious mental illness by addressing these social determinants of health within the managed care system.

The State of Arizona and Mercy Maricopa are committed to supportive housing and employment services as effective interventions for Medicaid-eligible adults.

THE RESULTS FOR SUPPORTIVE HOUSING ARE COMPELLING
Members in the scattered site housing program had health care costs of approximately $20,000 per member per quarter before starting supportive housing services. Members’ total costs dropped by 24 percent after starting in the supportive housing program.

24% decrease in total cost of care
23% decrease in behavioral health professional services costs
46% decrease in behavioral health facility costs
20% decrease in psychiatric

MORE PROMISING RESULTS
Additionally, results were promising when comparing members receiving supportive services in scattered site housing units to a similar group with housing needs but not yet enrolled in the scattered site program.

PARTICIPANTS RECEIVING SUPPORTIVE HOUSING

<table>
<thead>
<tr>
<th>Description</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost of care reduced by</td>
<td>606</td>
</tr>
<tr>
<td>Behavioral health services costs reduced by</td>
<td>606</td>
</tr>
<tr>
<td>Psychiatric hospitalizations reduced by</td>
<td>606</td>
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</tbody>
</table>

A SUCCESSFUL MODEL FOR OTHER COMMUNITIES
Three key elements:

- Close community partnerships
- Member-centered framework
- Strong provider communication

The increase in social support — through supportive housing and employment services — led to members’ increased focus on obtaining and using a regular source of care and decreasing their need for emergency or inpatient services. Integrated care has streamlined the process of accessing care for members with serious mental illness who are now able to obtain both sets of services through Mercy Maricopa’s network.

* Per member, per quarter.
** Per 1,000 members, per quarter.
† Per member, per month.
‡ Per 1,000 members, per month.

This brief was prepared based on findings from independent research conducted by NORC at the University of Chicago. For a full summary of findings, please go to www.norc.org.