



# Mental Health Utilization (MPT)

HEDIS® Measurement Year 2020 & 2021 Measures

**Measure Description: This measure summarizes the number and percentage of members receiving the following mental health services during the measurement year:**

- Inpatient
- Intensive outpatient or partial hospitalization
- Outpatient
- ED
- Telehealth
- Any service

## Eligible Population

Members 0 years and older as of December 31 of the measurement year.

## The Following Members Will Not Be Counted in the Measure Population Strategies

- Members in hospice

## Strategies for Encouraging Engagement in Mental Health Services

- Meet the patient where they are at:
  - Listen to and address their concerns.
  - Do not judge and do not confront the patient too early.
  - Always ask the patient permission first.
- Build rapport with the patient by using empathy and open communication. Building trust with the patient can keep the patient engaged in their treatment process.

- Include the family and patient in all decisions, such as involving them in creating the treatment plan.
- Encourage medication and treatment regimen adherence.
- Coordinate care with all health providers who are involved in the treatment process, including psychiatrists, community health workers or case managers, and PCPs.
- Treat member as a whole person by addressing physical and behavioral health needs.
- Provide credible community resources to patients.
- Refer the patient to behavioral health supports, such as a community health worker.
- Refer members with behavioral health diagnoses to Aetna Better Health's Special Needs Unit for additional support.
  - Call the Special Needs Unit at **1-855-346-9828**.

## Quality Measure Toolkit

[AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/better-health/pennsylvania)

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