

Heroin & Opioid Crisis Interagency Survey

Heroin and Opioid Crisis Interagency Coordination Survey

During the 2017 Regular Legislative Session, Act 88 established the Advisory Council on Heroin and Opioid Prevention and Education (HOPE). The Council's purpose is to create an Interagency Heroin and Opioid Coordination Plan, coordinate parish-level data on opioid overdoses and usage of overdose-reversal medication (Naloxone), and coordinate a central online location to disseminate information and resources, including the Interagency Heroin and Opioid Coordination Plan. Two sub-committees were formed to address this body of work: a Data Workgroup, and an Interagency Coordination Plan Workgroup.

The objective of the Interagency Coordination Plan Workgroup is to coordinate and organize existing initiatives and resources to assist in developing a statewide coordination plan. We are asking for your participation in this survey so we may gather information on heroin and opioid initiatives taking place within your organization **since July 1, 2016 (State Fiscal Year 2017)** and the impacts of these initiatives. We request a response to this survey by **close-of-business on April 5th, 2018**. Please send completed survey responses to Brad Wellons with the Office of Behavioral Health at brad.wellons@la.gov

Feel free to share this survey with other agencies, organizations or departments, as well. Thank you for your time, and we look forward to your response.

Organization Information

Blue Cross Blue Shield of Louisiana	Click or tap here to enter text.
Agency/Organization	Office/Subdivision
Kristi Murray	Delegation-HQM RN
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Agency/Organization Mission

1. What is your agency's (or organization's) mission?

To improve the health and lives of Louisianaians

2. How does addressing the opioid crisis impact your mission?

The two primary goals of our opioid policy and education strategy are to 1) Decrease the amount of opioids that get into the community; and 2) Decrease the number of people who overuse, misuse or become physically dependent/addicted to opioids. Both of these goal aid in preventing opioid overuse ultimately improving the health and lives of our members and those who care for them.

Current Initiatives:

3. Identify your agency's (or organization's) initiatives that address the opioid crisis since **July 1, 2016** **(State Fiscal Year 2017)**

Initiative #1

A. Describe initiative:

Opioid Drug Utilization Policy-Effective Jan. 1, 2018, as plans renew throughout the year.

The new policy includes quantity limits on all short-acting opioids containing acetaminophen, ibuprofen or aspirin based upon the amount of the non-opioid analgesic component. We require prior authorization is required for any short-acting opioid prescription that exceeds a 7-day supply, as well as any short-acting opioid prescription that crosses a 21-day supply threshold within 60 days' time. We require a prior authorization for new users of long-acting opioids under this new policy. Existing users who filled prescriptions for a preferred opioid in the previous 130 days may be grandfathered. Certain exceptions for the prior authorization criteria will apply for members with cancer or receiving end-of-life care based on claims history and/or provider information.

B. Initiative can be categorized as: (check all that apply)

- Prevention – type of Prevention initiative: Education Awareness Outreach
- Treatment
- Other

C. Current status of this initiative:

1. Start Date: 1/1/18
2. In Progress: Yes No
3. End Date: Ongoing

D. Identify the program indicators used to measure the contributions necessary to enable the initiative to be implemented. Indicators may include process and impact. To better understand an indicator, please refer to this link: <https://www.cdc.gov/eval/indicators/index.htm>

- Program Indicator 1: process
- Program Indicator 2: outcome
- Program Indicator 3: Click or tap here to enter text.
- Program Indicator 4: Click or tap here to enter text.

E. Target Population of this initiative: (check all that apply)

1. Age: 0-17 18-21 22-45 46 and older
2. Gender: Male Female Other Data not available
3. Geographic Location(s) – Identify the geographic location(s) impacted by your initiative (please check the appropriate type and list the specific region(s) in the text box provided below) :
- Statewide Parish Regional Health Unit Judicial District
- Local Governing Entity (LGE) Region/Human Services District Other geographic region

Click or tap here to enter text.

F. Identify funding source for this initiative: (check all that apply)

- State general funds Federal grant funds Local/parish funds
- Private/foundation funds Other funds

G. Partnerships: List any other agencies or organizations that you partner with on this prevention or treatment initiative.

- Partnership 1: LA Medicaid/DHH
- Partnership 2:
- Partnership 3:
- Partnership 4: Click or tap here to enter text.

H. Can you identify any gaps or opportunities for partnerships?

Click or tap here to enter text.

If your agency has no other initiatives, go to question 4, page 18

Initiative #2

A. Describe initiative:

Education of Providers and Members

Provider Education:

Beginning in 4th quarter 2016, we began educating our network Primary Care Physicians on the new CDC guidelines for prescribing opioids.

In 2017, we increased our provider outreach on the CDC guidelines and our opioid strategy using a variety of avenues such as: provider newsletters, general pharmacy update letters, emails reminders, provider and facility workshops, messages to provider organizations, opioid handout to providers and face-to-face discussions.

Created an opioid provider toolkit that includes our opioid drug policy, CDC guidelines, a risk assessment tool and sample pain contract. This toolkit is available on our Provider section at bcbsla.com.

Member Education:

We developed and distributed drug safety and education about opioid treatment for pain. We regularly provide this information at events and on our website at bcbsla.com/pharmacy, in the Safer Pain Care section. Our members were informed of our updated opioid coverage policy with other annual pharmacy benefit updates as their plans renew and the policy takes affect for them. Members enrolled in our disease management programs also receive education from our case managers, when necessary.

B. Initiative can be categorized as: (check all that apply)

Prevention – type of Prevention initiative: Education Awareness Outreach

Treatment

Other

C. Current status of this initiative:

1. Start Date: October 2017

- 2. In Progress: Yes No
- 3. End Date: Ongoing

D. Identify the program indicators used to measure the contributions necessary to enable the initiative to be implemented. Indicators may include process and impact. To better understand an indicator, please refer to this link: <https://www.cdc.gov/eval/indicators/index.htm>

- Program Indicator 1: process
- Program Indicator 2: Click or tap here to enter text.
- Program Indicator 3: Click or tap here to enter text.
- Program Indicator 4: Click or tap here to enter text.

E. Target Population of this initiative: (check all that apply)

1. Age: 0-17 18-21 22-45 46 and older
2. Gender: Male Female Other Data not available
3. Geographic Location(s) – Identify the geographic location(s) impacted by your initiative (please check the appropriate type and list the specific region(s) in the text box provided below) :
- Statewide Parish Regional Health Unit Judicial District
- Local Governing Entity (LGE) Region/Human Services District Other geographic region

Click or tap here to enter text.

F. Identify funding source for this initiative: (check all that apply)

- State general funds Federal grant funds Local/parish funds
- Private/foundation funds Other funds

G. Partnerships: List any other agencies or organizations that you partner with on this prevention or treatment initiative.

- Partnership 1: Baton Rouge Health District Opioid Task Force
- Partnership 2: Click or tap here to enter text.
- Partnership 3: Click or tap here to enter text.
- Partnership 4: Click or tap here to enter text.

H. Can you identify any gaps or opportunities for partnerships?

Click or tap here to enter text.

If your agency has no other initiatives, go to question 4, page 18

Initiative #3

A. Describe initiative:

Population Health Initiative:

A focus group for Population Health nurses related to the Blue Cross and Blue Shield of Louisiana Opioid Initiative was formed. The focus group also included a pharmacist, medical director and a strategic communications liaison. The focus was around nurse awareness and opioid overuse prevention for our members. The Population Health Training department hosted three opioid education sessions for nurses:

1. The lead medical director from our behavioral health vendor provided education about opioids, addiction and medication-assisted therapy.
2. Former FBI agent provided education on opioid abuse and misuse (sponsored by Purdue Pharma).
3. Population Health Training department, along with a clinical pharmacist, provided education about risk assessment, prevention of misuse/abuse, proper storage and disposal and Naloxone.

Additionally, questions specific to opioid use were added to the Population Health Assessment to assist nurses in identifying members who may require education and/or nurse intervention. New educational materials on opioid safety were developed; these materials are available for distribution to our members and are also available on our website.

B. Initiative can be categorized as: (check all that apply)

- Prevention – type of Prevention initiative: Education Awareness Outreach
- Treatment
- Other

C. Current status of this initiative:

1. Start Date: October 2017
2. In Progress: Yes No
3. End Date: Ongoing

D. Identify the program indicators used to measure the contributions necessary to enable the initiative to be implemented. Indicators may include process and impact. To better understand an indicator, please refer to this link: <https://www.cdc.gov/eval/indicators/index.htm>

- Program Indicator 1: process
- Program Indicator 2: Click or tap here to enter text.
- Program Indicator 3: Click or tap here to enter text.
- Program Indicator 4: Click or tap here to enter text.

E. Target Population of this initiative: (check all that apply)

1. Age: 0-17 18-21 22-45 46 and older
2. Gender: Male Female Other Data not available
3. Geographic Location(s) – Identify the geographic location(s) impacted by your initiative (please check the appropriate type and list the specific region(s) in the text box provided below) :
- Statewide Parish Regional Health Unit Judicial District
- Local Governing Entity (LGE) Region/Human Services District Other geographic region

Click or tap here to enter text.

F. Identify funding source for this initiative: (check all that apply)

- State general funds Federal grant funds Local/parish funds
- Private/foundation funds Other funds

G. Partnerships: List any other agencies or organizations that you partner with on this prevention or treatment initiative.

- Partnership 1: Click or tap here to enter text.
- Partnership 2: Click or tap here to enter text.
- Partnership 3: Click or tap here to enter text.
- Partnership 4: Click or tap here to enter text.

H. Can you identify any gaps or opportunities for partnerships?

Click or tap here to enter text.

If your agency has no other initiatives, go to question 4, page 18

Initiative #4

A. Describe initiative:

Drug Drop Boxes and Drug Take Back Day---in 2015, Blue Cross and Blue Shield of Louisiana initiated a partnership with the National Association of Drug Diversion Investigators (NADDI) to place prescription drug drop boxes in parishes around the state. In 2016, approximately 30 boxes were placed in police stations around the state. In 2017, Blue Cross partnered with Louisiana Attorney General Jeff Landry's office, to place prescription drug drop boxes in every parish of the state. At present, there are 55 drop boxes in 35 parishes. (bcbsla.com/safedrug drop)

On April 28, 2018, Blue Cross sponsored drug take back day at Baton Rouge Police Department headquarters along with our community partners (Baton Rouge Health District, Baton Rouge Police Department, Baton Rouge Fire Department, Acadian Ambulance, Drug Enforcement Agency). Approximately 181 community members attended the event and dropped off enough prescription drugs to fill 24 boxes.

B. Initiative can be categorized as: (check all that apply)

- Prevention – type of Prevention initiative: Education Awareness Outreach
- Treatment
- Other

C. Current status of this initiative:

1. Start Date: 2015
2. In Progress: Yes No
3. End Date: Ongoing, annual or semi-annual events

D. Identify the program indicators used to measure the contributions necessary to enable the initiative to be implemented. Indicators may include process and impact. To better understand an indicator, please refer to this link: <https://www.cdc.gov/eval/indicators/index.htm>

- Program Indicator 1: Input
- Program Indicator 2: Process
- Program Indicator 3: Outcomes
- Program Indicator 4: Click or tap here to enter text.

E. Target Population of this initiative: (check all that apply)

1. Age: 0-17 18-21 22-45 46 and older
2. Gender: Male Female Other Data not available
3. Geographic Location(s) – Identify the geographic location(s) impacted by your initiative (please check the appropriate type and list the specific region(s) in the text box provided below) :
- Statewide Parish Regional Health Unit Judicial District
- Local Governing Entity (LGE) Region/Human Services District Other geographic region

Blue Cross and Blue Shield of Louisiana sponsored drug take back day held in East Baton Rouge Parish. The DEA holds various take back days throughout the state on this same day.

F. Identify funding source for this initiative: (check all that apply)

- State general funds Federal grant funds Local/parish funds
- Private/foundation funds Other funds

G. Partnerships: List any other agencies or organizations that you partner with on this prevention or treatment initiative.

- Partnership 1: BR Health District Members
- Partnership 2: Local law enforcement agencies including DEA and Attorney General Jeff Landry
- Partnership 3: National Association of Drug Diversion Investigators
- Partnership 4: Acadian Ambulance

H. Can you identify any gaps or opportunities for partnerships?

Click or tap here to enter text.

If your agency has no other initiatives, go to question 4, page 18

Initiative #5

A. Describe initiative:

Opioid Treatment:

Analysis of network medication-assisted treatment (MAT) providers—As part of our opioid strategy’s second phase, Blue Cross and Blue Shield of Louisiana will collaborate with our behavioral health vendor, New Directions, to ensure our members have adequate access to MAT providers in our networks. We identified potential network providers from from the SAMHSA website. We will contact those providers in Louisiana who have credentials required to prescribe MAT. We will reach out to both behavioral health and medical providers to determine their availability of services, their willingness to accept insurance for services, and if outpatient/inpatient services or both are provided.

Determine where are our members going for treatment? Instate vs out of state??? Inpatient acute vs Residential treatment centers????

Determine barriers for members receiving MAT

B. Initiative can be categorized as: (check all that apply)

- Prevention – type of Prevention initiative: Education Awareness Outreach
- Treatment
- Other

C. Current status of this initiative:

1. Start Date: 5/2018
2. In Progress: Yes No
3. End Date: Click or tap here to enter text.

D. Identify the program indicators used to measure the contributions necessary to enable the initiative to be implemented. Indicators may include process and impact. To better understand an indicator, please refer to this link: <https://www.cdc.gov/eval/indicators/index.htm>

- Program Indicator 1: input
- Program Indicator 2: process
- Program Indicator 3: Click or tap here to enter text.
- Program Indicator 4: Click or tap here to enter text.

E. Target Population of this initiative: (check all that apply)

1. Age: 0-17 18-21 22-45 46 and older
2. Gender: Male Female Other Data not available
3. Geographic Location(s) – Identify the geographic location(s) impacted by your initiative (please check the appropriate type and list the specific region(s) in the text box provided below) :
- Statewide Parish Regional Health Unit Judicial District
- Local Governing Entity (LGE) Region/Human Services District Other geographic region

Click or tap here to enter text.

F. Identify funding source for this initiative: (check all that apply)

- State general funds Federal grant funds Local/parish funds
- Private/foundation funds Other funds

G. Partnerships: List any other agencies or organizations that you partner with on this prevention or treatment initiative.

- Partnership 1: New Directions Behavioral Health (BCBSLA Behavioral health partner)
- Partnership 2: Click or tap here to enter text.
- Partnership 3: Click or tap here to enter text.
- Partnership 4: Click or tap here to enter text.

H. Can you identify any gaps or opportunities for partnerships?

We will most likely need to work together as a state to address barriers to members receiving MAT therapy.

I. If your agency or organization has additional initiatives, please list them here:

Click or tap here to enter text.

Future Opportunities

4. Identify any potential opportunities to partner with other agencies or organizations to expand the scope of your initiatives:

Click or tap here to enter text.

5. What new initiatives would you undertake if funding were available?

Click or tap here to enter text.

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6. Please provide any additional information that you feel necessary to explain or help us understand any of your responses to this survey:

Click or tap here to enter text.

Thank you for taking the time to fill out this survey. Your input is greatly appreciated. Please remember to save the survey document and send to brad.wellons@la.gov