

WORKING TOWARD HEALTH EQUITY IN A PENNSYLVANIA BEHAVIORAL HEALTH MEDICAID PROGRAM



WHO WE ARE:

Community Care is a behavioral health managed care organization (BH-MCO) that is contracted to manage care for residents in 41 Pennsylvania counties. We are a 501(c)3 nonprofit headquartered in Pittsburgh, and we have 11 local offices across the state.

Community Care is a wholly owned subsidiary of the University of Pittsburgh Medical Center (UPMC), a world-renowned health system.

WHAT WE DO:

Community Care seeks to improve the health and well-being of the community through effective, cost-effective, and accessible behavioral health services. We work with each of the counties we serve to offer recovery-oriented, person-centered, outcomes-focused care that reflects contemporary best practices.

As a BH-MCO, Community Care provides customer service, treatment referrals, and care management for members; quality assurance/improvement activities that are focused on provider services; utilization management of members' care; and various services for our provider network. We aim to decrease structural disparities in behavioral health services and outcomes by addressing social determinants of health through the lens of social and racial justice.

WHAT WE'VE DONE AND WHAT'S NEXT:

We have implemented a companywide action plan for social justice and racial equity. We also developed a steering committee and six workgroups focused on internal professional development, human resources, provider professional development, member-level advocacy, community, and policy.

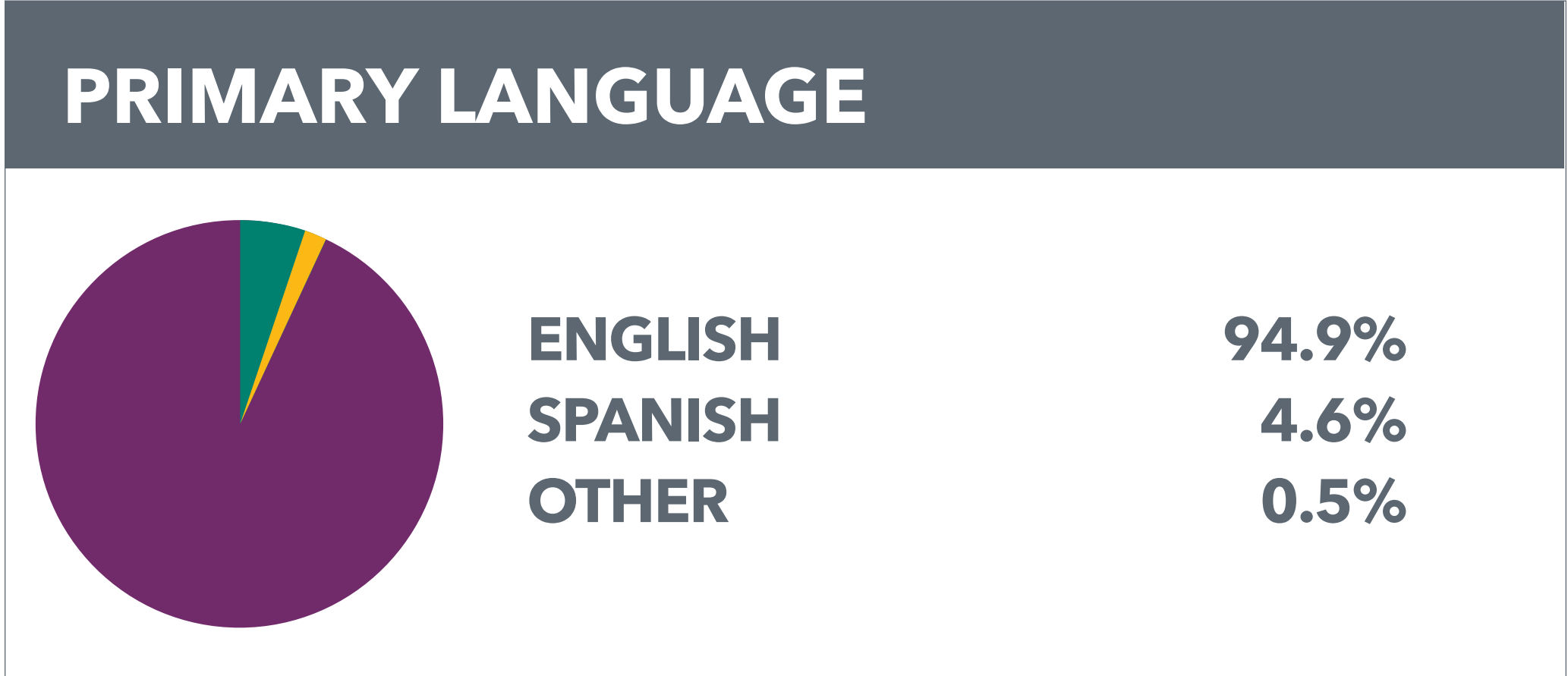
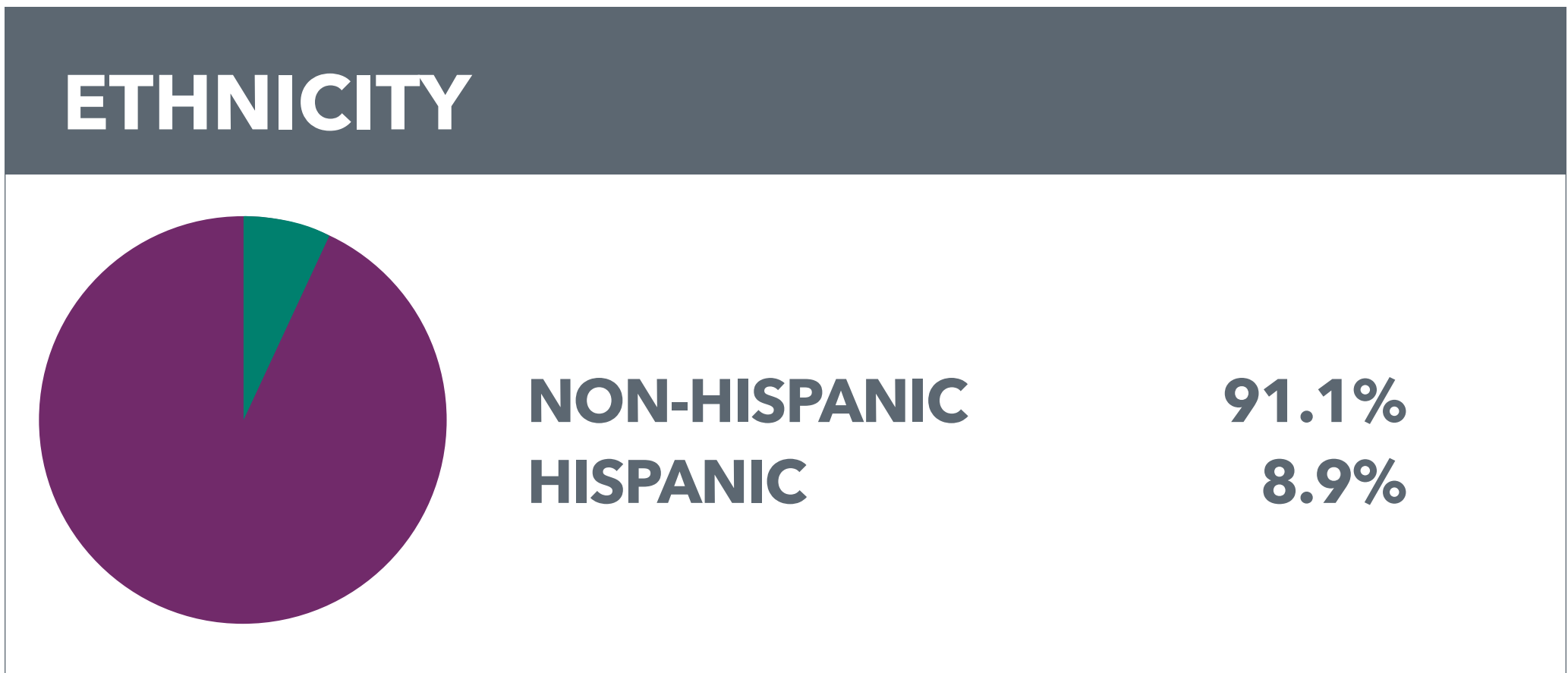
Our next steps focus on supporting and developing a culturally diverse provider network that can meet our members' needs. We will also work to address racial and ethnic disparities among our members with regard to penetration, service use, HEDIS measures, and/or member satisfaction.

WHO WE SERVE:

In 2019, Community Care enrolled more than 1 million members (54.5% female and 45.5% based on enrollment statistics).



RACE	
WHITE	68.1%
AFRICAN AMERICAN	16.1%
OTHER	13.6%
ASIAN	1.9%
NATIVE AMERICAN	0.3%



Community Care Behavioral Health Organization is a proud part of the UPMC Insurance Services Division, which also includes UPMC Health Plan, Workpartners, and UPMC for You (Medical Assistance).