

# SHATTER PROOF™

STRONGER THAN ADDICTION

**ATLAS™: Using the Shatterproof National Principles of Care©  
to Measure and Improve Addiction Treatment Quality**

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July 2020

# Shatterproof Overview



Reversing the addiction crisis in America.

Advocacy &  
Policy Change

Shattering Stigma

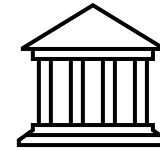
Supporting & Educating  
Our Communities

Transforming  
Addiction Treatment

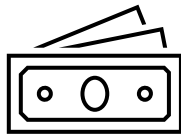
# How do we transform addiction treatment?



Measuring the use of best practices



Reforming policy to advance access  
and the use of best practices



Aligning financial incentives with  
quality care



Empowering consumers to navigate  
to the best quality care



***But what does quality addiction treatment look like?***

# Standardize Quality Expectations

## Shatterproof National Principles of Care<sup>©</sup>



#1. Routine screenings in every medical setting



#5. Coordinated care for every illness



#2. A personal plan for every patient



#6. Behavioral health care from legitimate providers



#3. Fast access to treatment



#7. Medication for addiction treatment



#4. Long-term disease management



#8. Recovery support services beyond medical care

# National Principles of Care

## #1 Routine Screenings in Every Medical Setting



During check-ups and in the Emergency Room, from pediatric to mental health care — screenings for a substance use disorder should be as common as measuring blood pressure.

## #2 Personalized Evaluation & Treatment Plan



One size doesn't fit all. Treatment must consider unique social, mental, biological, and environmental needs — with frequent check-ins and adjustments.

## #3 Fast Access to Treatment



Addiction is a condition that alters your brain. Addiction can affect areas of your brain that control what motivates you, what prevents you from taking action, and your ability to handle stress. Starting treatment as soon as you're ready can lead to more successful results.



# National Principles of Care

## #4 Long-term Treatment & Follow-up



Addiction treatment should include long-term management and follow-up, not just one-time treatment.

# National Principles of Care

## #5 Coordinated Care for Mental and Physical Health



Many people with addiction also suffer from other mental or physical disorders. Treatment for all illnesses should be coordinated and integrated into the substance use disorder treatment plan.

## #6 Effective Behavioral Therapies for Addiction



Behavioral interventions help individuals manage their disease and sustain recovery — and should be offered by properly trained, accredited, and well-supervised providers.

## #7 Access to Medications for Opioid or Alcohol Use Disorder



Just like with other chronic diseases, medication is appropriate for treating some individuals. It should be destigmatized and easily accessible.

## #8 Additional Services to Support Recovery



Practical and emotional support from family members, the community, and peer groups improves outcomes for individuals with substance use disorders.

# Health Insurers Sign-On to National Principles of Care

22 health insurers – covering 250 million lives – agree to identify, promote, and reward care aligned with the Principles



# When looking for addiction treatment the cards are stacked against you



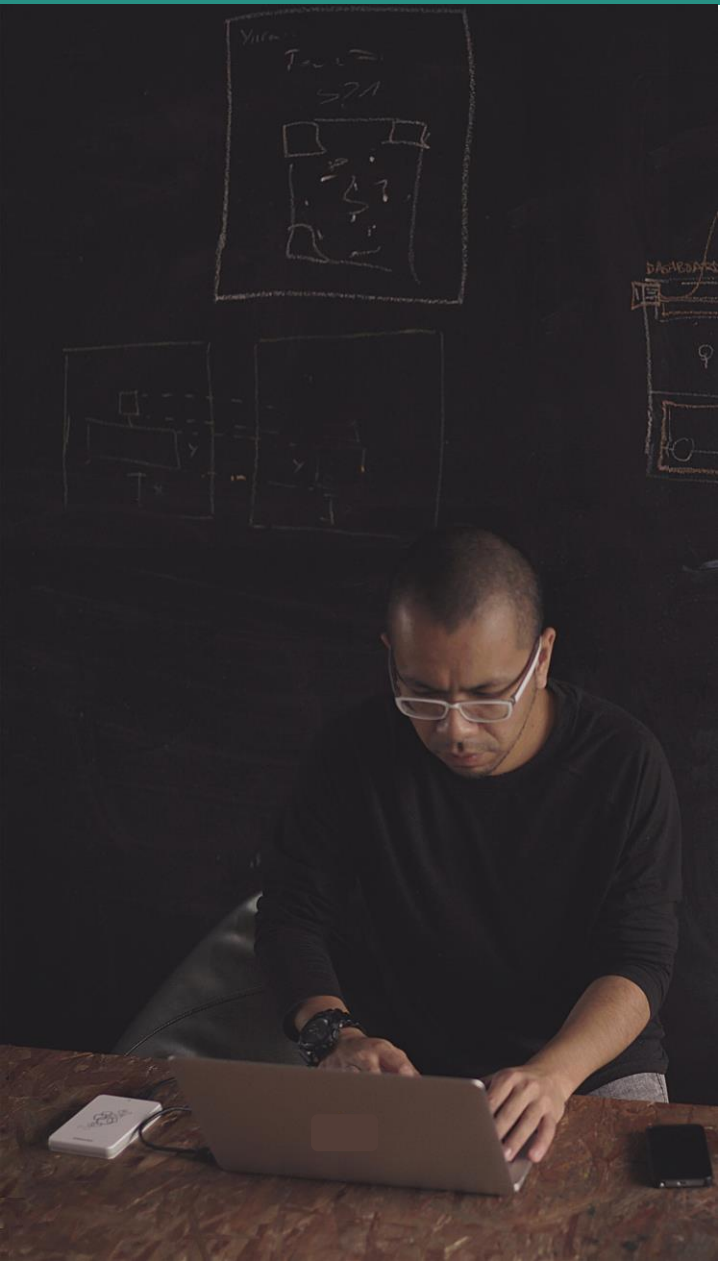
## Personal Challenges:

- Stigma
- Fear
- Uncertainty

## Systems-level Challenges:

- Limited unbiased information
- Glossy advertisements and predatory marketing
- Patient brokering schemes
- No clear indicators of quality

# What is ATLAS™?



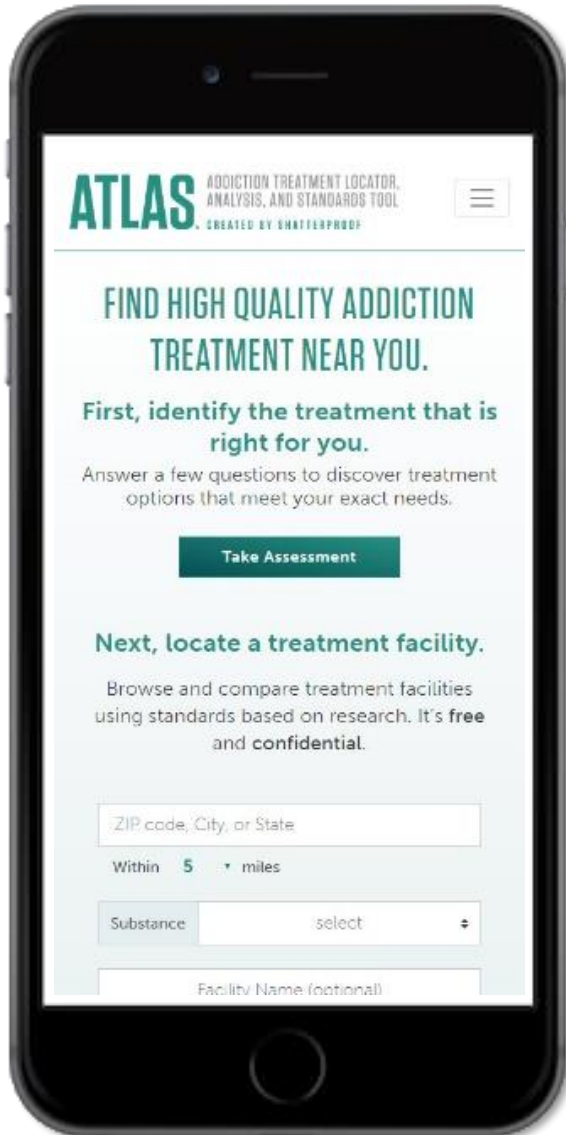
A **groundbreaking resource** that:

- collects trustworthy data on the quality of **addiction treatment facilities**
- makes this information **publicly available** in web-based, user-friendly displays for people to use when seeking care
- offers **password-protected portals** for providers, states, and health insurers to use data for policy and payment reform and provider quality improvement efforts

*By setting a standard of quality and bringing transparency to the addiction treatment space, ATLAS empowers patients to make appropriate, informed care decisions while encouraging efforts to improve overall treatment quality.*



# How ATLAS Fills the Gap



- ✓ Aims to improve addiction treatment quality nationally
- ✓ Provides reliable information on treatment quality as agreed upon by experts
- ✓ Uses multiple unbiased data sources
- ✓ Not funded by providers or “pay-to-play”
- ✓ Designed with input from end-users
- ✓ Uses a complete list of specialty addiction treatment facilities, not just “luxury” facilities
- ✓ Displays patient feedback
- ✓ Includes educational content

# ATLAS Users

*ATLAS provides reliable and transparent information on treatment quality*



\*=Password protected professional portals

**Providers\***

18

# ATLAS Uses



## The Public

- Take assessment to understand addiction treatment needs
- Search for treatment facilities & compare services / quality
- Learn about addiction treatment



## Providers

- Review own data in professional portal
- Compare data to other providers / state averages
- Use data for quality improvement efforts



## Payers / Healthcare Purchasers

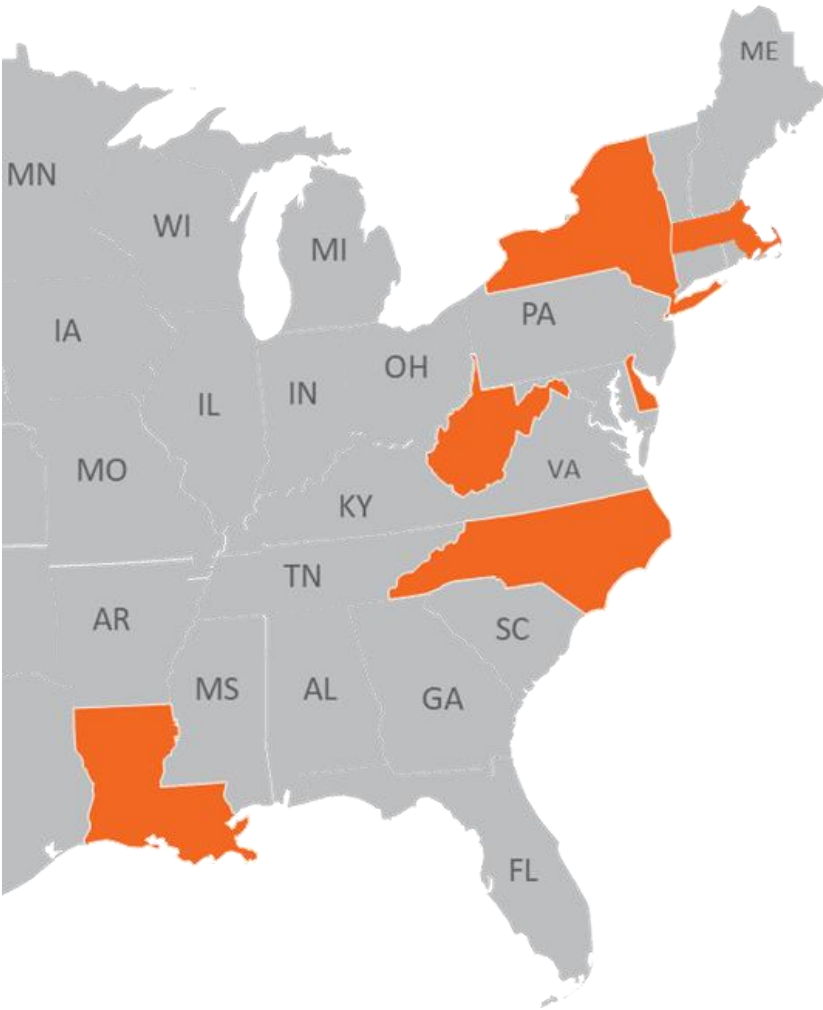
- Review provider and state-level data in portal
- Use data to make network decisions and pursue innovations



## State Agencies

- Review provider and state-level data in portal
- Use data to build provider technical assistance and to encourage policy decision

# ATLAS Phase 1



Implemented in **six states** in partnership with an anchor agency or organization.

Included the formation of a **State Advisory Committee** in each state.

Lists all **specialty addiction treatment facilities** that offer withdrawal management (“detox”) OR addiction treatment (services that focus on initiating and maintaining an individual’s recovery from substance use and on preventing relapse).

Tested the usefulness of 3 data sources to assess quality.

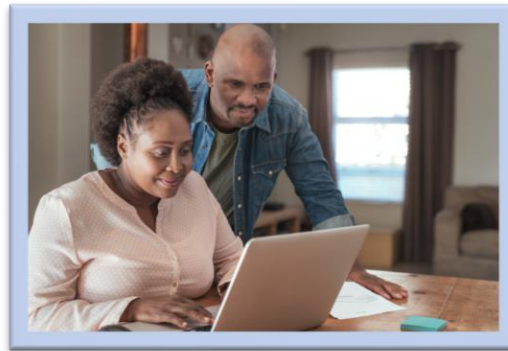
# Phase 1 Data Sources

Three data sources were used to assess whether facilities are delivering care consistent with the Principles



## Treatment Facility Survey

An online survey collected at the facility level that assesses processes, structures, and services.



## Patient Experience Survey

A series of multiple-choice questions about the use of treatment best practices and care experiences and one open-ended question to be completed by patients or loved ones acting as a patient proxy.



## Claims Measures

Four claims measures to be calculated by public and private health insurers that cover a significant number of individuals in ATLAS states. *Only displayed in password-protected portals.*

# ATLAS Home Page



## FIND HIGH QUALITY ADDICTION TREATMENT NEAR YOU

**First, identify treatment that's right for you.**

Answer a few questions to find out what treatment setting might be right for your needs.

[Take Assessment](#)

**Next, locate a treatment facility.**

Search for and compare treatment facilities near you using trustworthy information on treatment quality.

|   |   |   |                                       |
|---|---|---|---------------------------------------|
| <input type="text" value="ZIP code, City, or State"/> | <input type="text" value="Substance"/> <input type="text" value="select (optional)"/> | <input type="text" value="Facility Name (optional)"/> | <input type="button" value="Search"/> |
| Within  | <input type="text" value="5"/> <input type="text" value="miles"/>                     |   |                                       |

NOTE: ATLAS currently includes facilities in only 6 states - Delaware, Louisiana, Massachusetts, New York, North Carolina, and West Virginia - but plans to expand nationally. [Learn more.](#)

**i** If you're having a medical emergency, call 911 immediately.

Additional resources are available by calling the SAMHSA National Helpline: 1-800-662-HELP (4357)

# What happens when users “Take Assessment”

- Links to a **public-facing decision support tool** to help patients and their loved ones navigate to the addiction treatment setting best suited for their needs.
- Developed in collaboration with **OpenBeds** and **the American Society of Addiction Medicine (ASAM)**.

Patient or loved one completes a **13-question assessment** to examine symptoms and needs

Patient/loved one receives a lay friendly recommendation for the treatment setting that is most appropriate and additional services to look for in an addiction treatment provider

Ability to filter ATLAS search results with recommendations put forth by the assessment

# Example Search Results

## REFINE SEARCH

[clear all filters](#)

### Location

Within  miles of 11238

### - Substance Used

- Heroin
- Prescription Opioids
- Alcohol
- [see more](#)

### Quality Data Provided

- Same day or walk-ins accepted

### + Coordinated Care for Mental and Physical Health

### + Facility Features

### + Treatment Setting

### + Medications for Opioid Use Disorder

### + Medications for Alcohol Use Disorder

### + Insurance and Payment Options

### Other Languages Spoken

Select one ▾

### + Age-Specific Programs

### + Special Groups Served

### + LGBTQ Welcoming

## SEARCH RESULTS

APPLIED FILTERS:

- ✕
- ✕
- ✕
- ✕

[clear all filters](#)

25 facilities within 5 miles of 11238, NY

[sorted by distance](#)

### Addiction Treatment Center of Mt. Sinai

! Facility did not disclose quality data

937 Fulton Street, 2nd and 3rd Floors  
Brooklyn, NY 11238

10.3 miles  
from 11238

**(718)-789-1212**  
<http://www.startny.org/>

inpatient    outpatient    residential

[Add to Compare](#)

### Addiction Treatment Center of Mt. Sinai

937 Fulton Street, 2nd and 3rd Floors  
Brooklyn, NY 11238

10.3 miles  
from 11238

**(718)-789-1212**  
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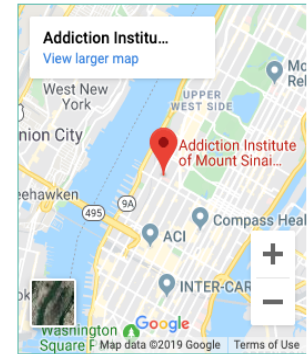
inpatient    outpatient    residential

[Add to Compare](#)

### Addiction Treatment Center of Mt. Sinai

937 Fulton Street, 2nd and 3rd Floors  
Brooklyn, NY 11238

10.3 miles  
from 11238





## Addiction Treatment Center of Mt. Sinai

Some space here for some about text for a facility if it is available. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit.

937 Fulton Street, 2nd and 3rd Floors  
Brooklyn, NY 11238

718-789-1212

<http://www.startnry.org/>



### Facility Information and Features:

|                          |  |
|--------------------------|--|
| Affiliated Organization: | PARENT ORG NAME  |
| Accreditation:           | AODE - BHSD - CARF   |
| Tobacco Policy:          | Permitted in designated area(s)  |
| Treatment Setting:       | Residential; Inpatient Hospital (IR)   |
| Substance Focus:         | Heroin, Prescription opioids.  |
| Age-Specific Programs:   | Adolescents (ages 12-18), Young adults (ages 18-25).   |
| Special Groups Served:   | Pregnant/postpartum women, LGBTQ persons, Veterans, Active duty military, Military families, Persons referred from the court/judicial system |
| LGBTQ+ Welcoming:        | All-gender bathroom(s) available on site, All-gender or gender inclusive living quarters.  |
| Other Languages Spoken:  | Spanish, Russian, German, Any Chinese Language, Hmong  |
| Translation Services:    | Yes  |

### Insurance and Payment Options:

|                               |   |
|-------------------------------|---|
| Payment Options:              | Cash or self-payment, Medicaid, Medicare, Private health insurance, State-financed health insurance other than Medicaid |
| Insurance Accepted:           | Medicare, Medicaid, Aetna, BlueCross BlueShield   |
| Offers Sliding Fee Scale:     | Yes   |
| Payment Assistance Available: | Yes   |

### Facility Hours:

|      |           |
|------|-----------|
| Mon: | 8am - 4pm |
| Tue: | 8am - 9pm |
| Wed: | 8am - 9pm |
| Thu: | 8am - 9pm |
| Fri: | 8am - 9pm |
| Sat: | 8am - 4pm |
| Sun: | 8am - 4pm |

# Example Facility Profile

Each treatment facility will have a profile that will include:

- Descriptive information
- Quality data from Treatment Facility Survey
- Patient Feedback

## SIGNS OF HIGH-QUALITY CARE

|  |  |                   |
|--|--|-------------------|
| Fast Access to Treatment                                 | Offers same day or walk-in appointments  | ✓                 |
|  | Helps patients in other ways if residential beds are not available                                       | ✓ see more        |
| Personalized Evaluation and Treatment Plan               | Examines all of the 6 critical factors during the intake process to develop the patient's treatment plan | ✗ see more        |
|  |  |                   |
| Access to Medications for Opioid or Alcohol Use Disorder | Offers FDA-approved medication for opioid use disorder   | ✓ see more        |
|  | Provides Naloxone (e.g., Narcan, Evzio) access to patients at risk for overdose                          | ✓ see more        |
|  | Offers FDA-approved medication for alcohol use disorder  | ✓ see more        |
|  | Offers medication for mental health:   | ✓                 |
| Effective Behavioral Therapies for Addiction             | Offers behavioral therapy that has been shown to help people with addiction                              | ✓ see more        |
|  | Offers individual counseling   | ✓                 |
| Long-term Treatment and Follow-up                        | Tracks patient progress over time on all 6 critical factors  | ✗ see more        |
|  | Uses lab tests to track patient progress   | ✓                 |
| Coordinated Care for Mental and Physical Health          | Offers mental health care  | ✓ Onsite see more |
|  | Offers primary health care   | ✓ Onsite see more |
| Additional Services to Support                           | Offers recovery support services:  | ✓ see more        |

# Quality Measures Expanded

## SIGNS OF HIGH-QUALITY CARE

|  |   |   |
|--|---|---|
| <p><b>Fast Access to Treatment</b></p>                                 | <p>Offers same day or walk-in appointments ⓘ</p> <hr/> <p>Helps patients in other ways if residential beds are not available ⓘ</p> <p>This facility:</p> <ul style="list-style-type: none"> <li>Refers the patient to one or more specific treatment facilities outside the organization.</li> <li>Keeps a waiting list. ⓘ</li> </ul>   | <p>✓</p> <hr/> <p>✓ see less</p>  |
| <p><b>Personalized Evaluation and Treatment Plan</b></p>               | <p>Examines all of the 6 critical factors during the intake process to develop the patient's treatment plan ⓘ</p> <p>Before starting treatment, asks about:</p> <ul style="list-style-type: none"> <li>Intoxication and/or withdrawal potential ⓘ</li> <li>General health ⓘ</li> <li>Mental health ⓘ</li> <li>Readiness to change ⓘ</li> <li>Potential to relapse ⓘ</li> <li>Recovery and living environment ⓘ</li> </ul> | <p>✗ see less</p> <hr/> <p>✓</p> <hr/> <p>✓</p> <hr/> <p>✓</p> <hr/> <p>✗</p> <hr/> <p>✗</p> <hr/> <p>✗</p>                         |
| <p><b>Access to Medications for Opioid or Alcohol Use Disorder</b></p> | <p>Offers FDA-approved medication for <b>opioid use disorder</b>: ⓘ</p> <hr/> <p>Provides Naloxone (e.g., Narcan, Evzio) access to patients at risk for overdose: ⓘ</p> <hr/> <p>Offers FDA-approved medication for <b>alcohol use disorder</b>: ⓘ</p> <ul style="list-style-type: none"> <li>Acamprosate (Campral®) ⓘ</li> </ul>   | <p>✓ Onsite<br/>see more</p> <hr/> <p>✓ see more</p> <hr/> <p>⊖ Different Location<br/>see less</p> <hr/> <p>Different location</p> |

# Patient Feedback

Following launch, patient feedback will be collected via facility profiles and updated every 24 hours on the site.

## PATIENT FEEDBACK

### Patient Experience

Patient experience data are published once 20 responses have been received. ⓘ

|                            |                         |                   |
|----------------------------|-------------------------|-------------------|
| Number of survey responses | FACILITY:<br><b>100</b> | NY:<br><b>235</b> |
|----------------------------|-------------------------|-------------------|

click sections to expand

|  |            |             |
|--|------------|-------------|
| How much have you been helped by the treatment you got here? |            |             |
| RESPONDENTS WERE HELPED...                                   | FACILITY:  | NY AVERAGE: |
| + "A lot"  | <b>28%</b> | <b>34%</b>  |

|   |           |             |
|---|-----------|-------------|
| Using any number from 0 to 10, where 0 is the worst treatment program possible and 10 is the best treatment program possible, what number would you use to rate this treatment program? |           |             |
| + Average rating:   | FACILITY: | NY AVERAGE: |
|   | <b>5</b>  | <b>6</b>    |

|   |            |             |
|---|------------|-------------|
| Compared to when you entered this treatment program, how would you rate your ability to deal with daily problems now? |            |             |
| RESPONDENTS RATED THEIR ABILITY...  | FACILITY:  | NY AVERAGE: |
| + Much better   | <b>39%</b> | <b>39%</b>  |

|  |  |  |
|--|--|--|
| Have staff in this treatment program talked with you about including your family or friends in your counseling or treatment? |  |  |
|--|--|--|

### Patient Reviews

Leave a review

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

RATED FACILITY AS: **6/10**  
January 12, 2019

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

RATED FACILITY AS: **8/10**  
February 3, 2019

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo

## Patient Experience Survey Data\*

\* Displayed in facility profiles once 20 responses have been collected.

# Example Comparison View

## COMPARE FACILITIES

[Return to Search](#)

| <b>Addiction Treatment Center of Mt. Sinai</b><br><small>RESIDENTIAL PROGRAM</small> | <b>Getwell Center</b>   | <b>Centered Health Treatment Center</b>                                     |
|--|---|---|
| 937 Fulton Street,<br>2nd and 3rd Floors<br>Brooklyn, NY 11238                       | 123 Miller Street,<br>Brooklyn, NY 11239                      | 1237 North Ave,<br>Brooklyn, NY 11234                                       |
| 6.4 miles from 11238   | 5.6 miles from 11238  | 6.2 miles from 11238  |
| <b>718-789-1212</b>  | <b>718-444-1313</b>   | <b>718-555-1515</b>   |
| <a href="http://www.mtsinai.org/">http://www.mtsinai.org/</a>                        | <a href="http://www.getwell.org/">http://www.getwell.org/</a> | <a href="http://www.centeredhealth.org/">http://www.centeredhealth.org/</a> |

### Facility Features:

|                                       |   |  |  |
|---------------------------------------|---|--|--|
| Substance Focus:                      | Alcohol, Heroin   | Heroin, Prescription opioids   | Alcohol, Heroin, Prescription opioids  |
| Age-Specific Programming Available:   | Adolescents (ages 12-18), Young adults (ages 16-25)   |  | Adolescents (ages 12-18), Young adults (ages 16-25)  |
| Special Groups Served:                | Persons who are: <ul style="list-style-type: none"> <li>Pregnant/postpartum</li> <li>LGBTQ</li> <li>Veterans, active duty military, or military family</li> <li>Referred by or involved in criminal justice system</li> </ul> | Persons who are: <ul style="list-style-type: none"> <li>LGBTQ</li> <li>Veterans, active duty military, or military family</li> <li>Referred by or involved in criminal justice system</li> </ul> | Persons who are: <ul style="list-style-type: none"> <li>Pregnant/postpartum</li> <li>Referred by or involved in criminal justice system</li> </ul> |
| LGBTQ+ Welcoming:                     | All-gender bathroom(s) available on site, All-gender or gender inclusive living quarters  | All-gender bathroom(s) available on site, All-gender or gender inclusive living quarters   | DATA NOT AVAILABLE   |
| <b>Insurance and Payment Options:</b> |   |  |  |
| Payment Options:                      | Cash or self-payment, Medicaid, Medicare, Private health insurance, State-financed health insurance other than Medicaid   | Cash or self-payment, Medicaid, Medicare, Private health insurance, State-financed health insurance other than Medicaid  | Cash or self-payment, Medicaid, Medicare, Private health insurance, State-financed health insurance other than Medicaid                            |
| Insurance Accepted:                   | Medicare, Medicaid, Aetna, BlueCross BlueShield   | Medicare, Medicaid, Aetna, BlueCross BlueShield  | Medicare, Medicaid, Aetna, BlueCross BlueShield  |

## SIGNS OF HIGH-QUALITY CARE

|  | Addiction Treatment Center of Mt. Sinai<br><small>RESIDENTIAL PROGRAM</small> | Getwell Center | Centered Health Treatment Center |
|--|---|----------------|----------------------------------|
| <b>Fast Access to Treatment</b>                          |   |                |                                  |
| Offers same day or walk-in appointments                  | ✓   | ✓              | ✓                                |
| Helps patients in other ways if residential beds are not | ✓   | ✓              | ⊖                                |

|  |        |        |                    |
|--|--------|--------|--------------------|
| Offers medication for mental health:   |        |        |                    |
| <b>Effective Behavioral Therapies for Addiction</b>  |        |        |                    |
| Offers behavioral therapy that has been shown to help people with addiction <a href="#">+ more</a> |        |        |                    |
| Offers individual counseling   |        |        |                    |
| <b>Long-term Treatment and Follow-up</b>   |        |        |                    |
| Tracks patient progress over time on all 6 critical factors <a href="#">+ more</a>                 |        |        |                    |
| Uses lab tests to track patient progress   |        |        |                    |
| <b>Coordinated Care for Mental and Physical Health</b>   |        |        |                    |
| Offers mental health care <a href="#">+ more</a>   | Onsite | Onsite | Different location |
| Offers primary health care <a href="#">+ more</a>  | Onsite | Onsite | Different location |
| <b>Additional Services to Support Recovery</b>   |        |        |                    |
| Offers recovery support services: <a href="#">+ more</a>   |        |        |                    |

## PATIENT FEEDBACK

Patient experience data are published once 20 responses have been received.

|                                   | Addiction Treatment Center of Mt. Sinai | Getwell Center | Centered Health Treatment Center |
|-----------------------------------|---|----------------|----------------------------------|
| <i>Number of survey responses</i> | <b>100</b>                              | <b>89</b>      | <b>124</b>                       |

click sections to expand

|   | Addiction Treatment Center of Mt. Sinai | Getwell Center | Centered Health Treatment Center |
|---|---|----------------|----------------------------------|
| <b>How much have you been helped by the treatment you got here?</b> |   |                |                                  |
| RESPONDENTS WERE HELPED...  |   |                |                                  |
| <b>+ "A lot"</b>  | <b>28%</b>                              | <b>26%</b>     | <b>32%</b>                       |

|  | Addiction Treatment Center of Mt. Sinai | Getwell Center | Centered Health Treatment Center |
|--|---|----------------|----------------------------------|
| <b>Using any number from 0 to 10, where 0 is the worst treatment program possible and 10 is the best treatment program possible, what number would you use to rate this treatment program?</b> |   |                |                                  |
| <b>+ Average rating:</b>   | <b>5</b>                                | <b>4</b>       | <b>5</b>                         |

|  | Addiction Treatment Center of Mt. Sinai | Getwell Center | Centered Health Treatment Center |
|--|---|----------------|----------------------------------|
| <b>Compared to when you entered this treatment program, how would you rate your ability to deal with daily problems now?</b> |   |                |                                  |
| RESPONDENTS RATED THEIR ABILITY...   |   |                |                                  |
| <b>+ Much better</b>   | <b>28%</b>                              | <b>18%</b>     | <b>24%</b>                       |

# Empire BlueCross BlueShield

Select state ↕

42% of ATLAS facilities who say they accept Empire BlueCross BlueShield

**Payer Distribution: Percentage of ATLAS facilities accepting -**

|          |          |                   |                   |
|----------|----------|-------------------|-------------------|
| MEDICAID | MEDICARE | PRIVATE INSURANCE | CASH/SELF-PAYMENT |
| 42%      | 42%      | 42%               | 42%               |

**Care Setting Distribution: Percentage of ATLAS facilities -**

|                       |                      |                                  |                        |
|-----------------------|----------------------|----------------------------------|------------------------|
| OUTPATIENT FACILITIES | INPATIENT FACILITIES | OPIOID TREATMENT PROGRAMS (OTPS) | RESIDENTIAL FACILITIES |
| 42%                   | 42%                  | 42%                              | 42%                    |

**Survey Completion:**

42% in the state completed the ATLAS survey

**Claims Data:**

42% of facilities have claims data in ATLAS

**Patient Experience Feedback:**

42% of facilities in [state] that have any patient experience surveys completed

## SIGNS OF HIGH-QUALITY CARE: AVERAGE RESPONSES ACROSS NY

To compare an individual facility, use the ATLAS search feature

Data last updated 01/31/2020

Select State-Level Stratifications:

- Inpatient
- Outpatient
- OTP
- Residential
- State Overall
- Facilities Accepting Medicaid

ATLAS FACILITIES- STATE AVERAGE FOR:

| Level of Care         |                        |                                   |                         |                |                                |
|-----------------------|------------------------|-----------------------------------|-------------------------|----------------|--------------------------------|
| INPATIENT FACILITIES: | OUTPATIENT FACILITIES: | OPIOID TREATMENT PROGRAMS (OTPS): | RESIDENTIAL FACILITIES: | STATE OVERALL: | FACILITIES ACCEPTING MEDICAID: |

### Fast Access to Treatment

|  |     |     |     |     |     |     |
|--|-----|-----|-----|-----|-----|-----|
| Offers same day or walk-in appointments ⓘ  | 42% | 42% | 42% | 42% | 42% | 42% |
| Helps patients in other ways if residential beds are not available ⓘ <span>+ more</span> | 42% | 42% | 42% | 42% | 42% | 42% |

### Personalized Evaluation and Treatment Plan

### Access to Medications for Opioid or Alcohol Use Disorder

|   |     |     |     |     |     |     |
|---|-----|-----|-----|-----|-----|-----|
| Offers FDA-approved medication for opioid use disorder: ⓘ <span>+ more</span> | 42% | 42% | 42% | 42% | 42% | 42% |
| Provides Naloxone (e.g., Narcan, Evzio) access to                             | 42% | 42% | 42% | 42% | 42% | 42% |

Example Password Protected Portal

A woman with dark hair and bangs, wearing a teal patterned top and a long necklace, is smiling and looking upwards. She is holding a smartphone. The background is a bright, out-of-focus outdoor setting with green foliage. A semi-transparent white box is overlaid on the image, containing text.

*Mark your calendars!*  
**ATLAS will launch on**  
**July 21, 2020**

# ATLAS Phase 2 Priorities



## Sustain ATLAS in Phase 1 states

- Raise awareness
- Support quality improvement



## Expand ATLAS to new states



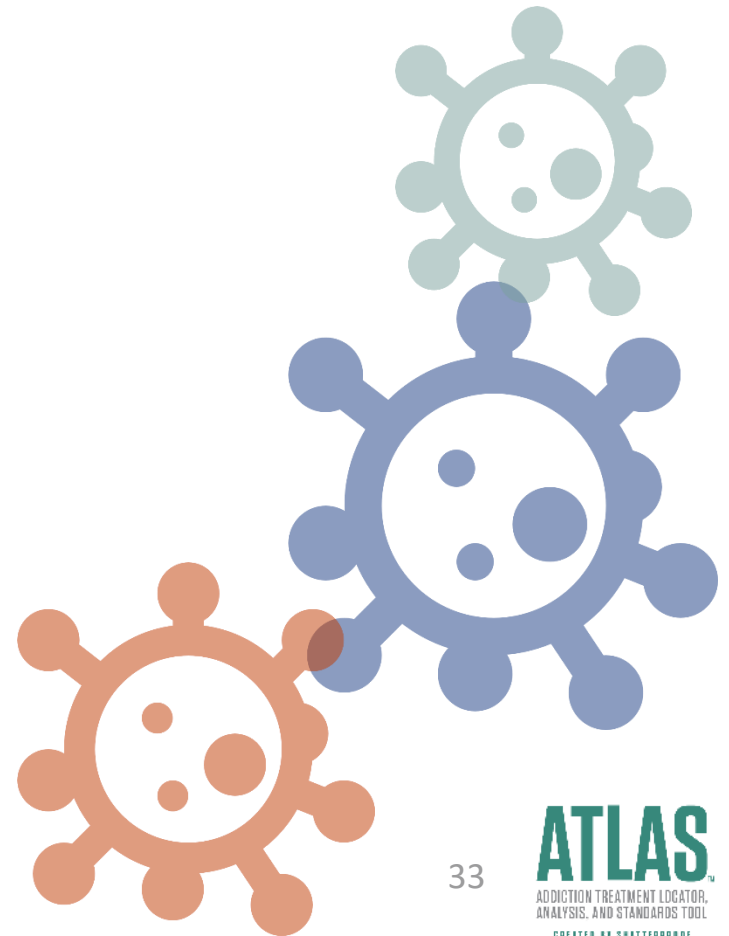
## Evolve Quality Measures

- New measures such as digital health



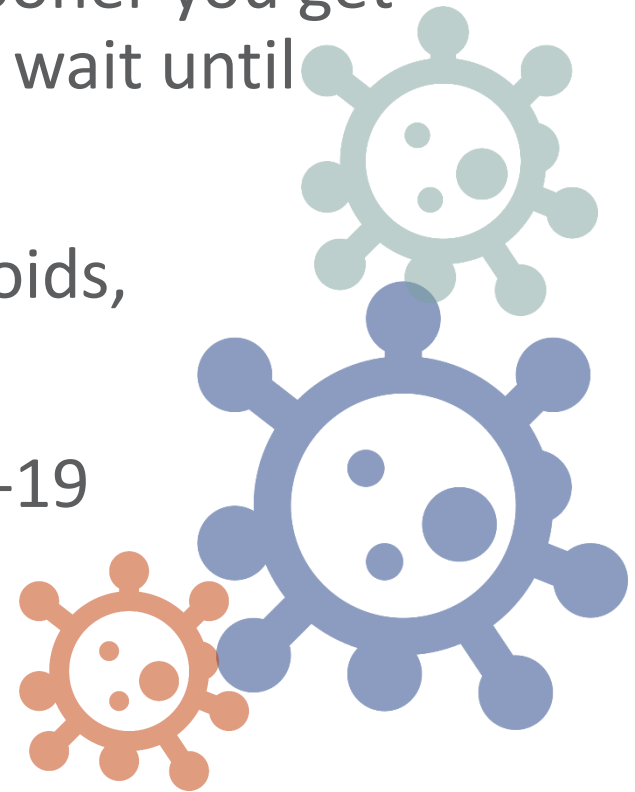
# How is COVID-19 impacting addiction treatment?

- Provider uncertainty
- Changes in facility capacity
- More individuals in need
- Greater medication take-homes
- Transition to telehealth
- Virtual recovery supports



# What you should know during COVID-19

- Treatment is still available
- Given the nature of addiction, the sooner you get help the better off you will be, don't wait until something bad happens
- If you or someone you love uses opioids, ensure you have access to naloxone
- Visit the Shatterproof Special COVID-19 Education module to learn more about addiction
- Access resources at:  
<https://www.shatterproof.org/COVID19>



# Ways to cope during social isolation

- **Take a media break** by unplugging from news stories, including social media, for a period of time each day.
- **Prioritize self-care**, especially eating well, regular exercise, and ample sleep. Find at home workouts for free on YouTube or take a walk.
- **Breathe deeply**, a single mindful breath can help reset; try meditation.
- **Create a space to unwind**. Creating space for reflection or journaling can be a great way to identify and release stress. Doing at-home activities you enjoy can also help.
- **Connect with other people**. Call or video chat to connect.
- If you don't feel well physically, **find help via telehealth**.

# Shatterproof COVID-19 Resources



## Special COVID-19 Edition Addiction Education and Support

Every American is impacted by the COVID-19 (coronavirus) outbreak, and families affected by addiction will face even greater challenges during this time. But knowledge is power. This special edition of Shatterproof's addiction education platform offers guidance on how to help loved ones and find treatment.

# Interested in learning more about Shatterproof and ATLAS?

Sign up for Shatterproof emails at [shatterproof.org](https://shatterproof.org)  
Email us with questions: [ATLAS@shatterproof.org](mailto:ATLAS@shatterproof.org)

## **Cigna Behavioral Health Awareness**

If you are a Cigna customer and have questions about Substance Use treatment or about your benefits and how to use them, please contact:

Stephanie Gissal - 800.274.7603 x398516

Alex Turner - 800.274.7603 x513597