

CARE COORDINATION GUIDE: DEFINITIONS AND SERVICES

October 2017

Medi-Cal Managed Care Health Plans are required to provide Care Coordination to members, including services delivered within and outside the Plan network. Basic definitions and Plan requirements are outlined below.

Basic Case Management – Services to meet an individual’s health needs including assessment, planning, care coordination, and evaluation. *Services are provided by the Primary Care Provider (PCP) or Clinic*, in collaboration with the Plan, and include:

- Initial Health Assessment (IHA);
- Individual Health Education Behavioral Assessment (IHEBA);
- Identification of appropriate providers and facilities (medical, rehab, etc.) to meet member’s care needs;
- Direct communication between the provider and member/family;
- Member and family education (healthy lifestyle changes); and
- Coordination of carved out and linked services and referrals to appropriate community resources and other agencies.

Complex Case Management – Care coordination, assessment, and other services provided to members who have experienced a critical event or diagnosis that requires the extensive use of resources and who need help navigating the system.

Health Plans use tools and methods to identify members who may benefit from complex case management. Members may also be self-referred or referred by Providers. For members who are SPDs, Person Centered Planning concepts must be utilized. *Services are provided by the Health Plan*, in collaboration with the PCP or clinic and include, at a minimum:

- Basic Case Management services;
- Management of acute or chronic illnesses, including emotional and social support issues by a multidisciplinary case management team;
- Intense coordination of resources to ensure member regains optimal health or improved functioning; and
- With member and PCP input, development of care plans specific to individual needs, and updating of these plans at least annually.

Resources

See the County Medi-Cal Managed Care Resources webpage for Plan contact lists, information, and Care Coordination Guides designed to assist Care Coordination.

Website link: <http://www.dhhs.saccounty.net/PRI/Pages/healthcare-resources.aspx>