

# Case Management and Care Coordination

Sacramento Geographic Managed Care Plans

April 2016

# DHCS Contract Requirements – Exhibit A, Attachment 11

## Case Management and Coordination of Care

Topside Contracts between DHCS and GMC Plans require:

- The provision of Comprehensive Medical Case Management to each member
- Procedures for monitoring the coordination of care provided to members, including but not limited to all Medically Necessary services delivered both within and outside of the network
- Provision of services through either basic or complex case management activities based on the needs of the member

# Topside Contract Requirements (continued)

Basic Case Management provided by the primary care provider in collaboration with the Plan, to include:

- Initial Health Assessment
- Initial Health Education Behavioral Health Assessment
- Identification of other providers and facilities to meet care needs
- Direct communication between the provider and member/family
- Member and family education
- Coordination and referrals to “carved out” services/agencies

## Topside Contract Requirements (continued)

Complex Case Management provided by the primary care provider in collaboration with the Plan, to include:

- Basic Case Management Services
- Management of acute or chronic illness(es) by a multidisciplinary case management team, including emotional and social support
- Intense coordination of resources to ensure the member regains optimal health or improved functionality
- With member and PCP input, development of care plans specific to individual needs, updated at least annually

# Topside Contract Requirements (continued)

- Methods to identify members who can benefit from complex care management, from a variety of data sources, including utilization data, health assessments, member and PCP referrals
- Complex care management services for seniors and persons with disabilities (SPD's) must be based upon the concepts of Person-Centered Planning
- Provision of discharge planning services and programs for SPD members, to ensure that necessary care, services, and supports are in place in the community post-discharge