

**Care Coordination Work Group**  
**Health Plans Data Summaries: Data Based Strategies**  
**March 27, 2017**

**GOAL**

Identify and implement strategies based on the initial data review.

**AREAS TO CONSIDER IN DESIGNING STRATEGIES**

1. Identify members based on data parameters. For “high utilizers,” what are their portals of entry? (E.g., emergency department, inpatient, other?)
2. Connect with members. This population is relationship-based. Face-to-face interventions are preferred. Telephonic methods can be disadvantageous until a relationship is established. How do we facilitate continued engagement?
3. Coordinate among different partners (based on the individual client needs) once the connection to case management has been established.
4. Build partnerships between providers and Plans. What can each entity contribute? Where are the gaps, and how can the gaps be filled?
5. Accountability – Are activities handled internally by the Plans, or are they delegated? How do providers connect with programs?