

Anthem Blue Cross CM Programs for Sacramento

July 24, 2017

Safe Choice and Choice Plus Opioid Pharmacy Program:

- Targets members with high ER utilization and multiple pain medication to provide CM services and connections to pain management services
- Review of CURES report and medical history clinical rounds
- Communication with prescribers- Peer to Peer outreach
- Lock in to one prescriber and/or pharmacy

Complex Discharge Planning:

- Targets high IP utilizers in Northern California to assist with complex discharge planning
- Partnership with Hospitals and SNF/HH providers
- Short term Telephonic CM services, assist with SNF placement, Home Health, CBAS, alternate discharge planning

Readmission Reduction Initiative:

- Onsite LCSW at Sutter and Dignity, Mercy and Sutter Hospitals in Sacramento
- Targets high IP and ER utilizers
- Provides CCM support through transitions of care from hospital visit, PCP visit and home visits

HIIT- High Intensity Interval Team:

- Behavioral Health led CM program with single point of contact with increased member engagement
- Decrease in inpatient and ER admissions
- Reduction in facility-based care
- Improved HEDIS 7/30-day follow up after hospitalization
- Improved community engagement
- Improved medication adherence

Complex Case Management:

- Long term Case Management services with care plan coordinated with PCP and member

Care Coordination:

- Short term CM services to coordinate care for a singular need. Transportation, appointment setting, specialist finder, connection to mental health or community resources.